Selwood Housing

Customer equality, diversity & inclusion (EDI) policy review



October 2026

9 customers completed the ‘At Home’ policy review

21 recommendations were raised by customers (18 approved)

You said...

1. The policy should be simpler and easier to read, 4 recommendations, including clearer explanations around the meaning of **‘socio-economic backgrounds’** and **‘indirect discrimination’** were suggested.
2. **‘Hidden disabilities’** should be added to the list of groups, and Selwood should join the Hidden Disabilities Sunflower scheme (hdsunflower.com).
3. It isn't clearly detailed how to raise a concern, and the complaints procedure should be included.
4. It needs to be made clearer why Selwood Housing collects EDI data.
5. Meeting housing needs: Councils should already know this, so why does Selwood Housing have to share information with them?
6. Many people won't understand terms like **‘gender reassignment’** and **‘Foster’**. Could different words be used?
7. Underpinning principles: Given the importance of EDI, the wording should be stronger. E.G. EDI should be proactively celebrated and everyone, including staff and volunteers - supported by Selwood Housing - should be encouraged to improve their understanding of the subject.
8. The word **‘consider’** when mentioning under-represented voices is too weak – replace with **‘ensure’**, and **‘reduce where possible’** should be replaced with **‘eliminate where possible’**.
9. Expand the definition of **‘equality’**, add **‘sexual orientation’** to the **‘diversity’** definition. Include **‘upbringing’** to the **‘other duties’** section.
10. The policy needs a point of contact.
11. Policy details - the word **‘represented’** should sit above the heading.

We did...

1. We have reviewed the policy to make it easier to read. Suggested sections has been reworded, socio-economic backgrounds explained better (keeping the Equality Act term) and the indirect discrimination paragraph rewritten in plain English.
2. We added a paragraph on the importance of considering hidden disabilities. We are looking into the Sunflower scheme with colleagues.
3. We added more detail on how customers can raise a concern and now signposted the complaints policy and procedure as a relevant document.
4. We improved the explanation of why EDI data is collected and signposted the new EDI Data Policy and EDI Policy.
5. We now explain more clearly when and why we share information with local councils.
6. Not taken forward: these terms come from the Equality Act 2010, so they can't be altered. We will add a definition. Gender reassignment is different to gender, so the words can't be swapped.
7. We have updated the policy wording to reflect the recommendations.
8. We have made changes to the wording as suggested.
9. We made these changes, adding upbringing/background to Section 3.3.
10. Not taken forward: we don't name specific staff as contacts because they can quickly go out of date when people change roles.
11. This has now been corrected.

Managers summary

The customer recommendations helped us improve the language, explain key terms more clearly and provide better information about how we collect and share data. We also strengthened our commitment to removing barriers and made it easier to find information about raising concerns, making a complaint and accessing related policies.

There were three recommendations we couldn't take forward. This was because named contacts can quickly become out of date, and some terminology is set by the Equality Act and can't be changed.

If you would like to find out more about this policy review, please contact us:
makeadifference@selwoodhousing.com