

Evidence for Anti-racist Wales Inquiry

Submitted by Rent Smart Wales

01.11.23

Who is Rent Smart Wales and what training do they offer?

Rent Smart Wales (RSW) is the regulatory Licensing function set up under the provisions of the Housing (Wales) Act 2014. The service sits within Cardiff Council but delivers the scheme objectives in partnership with the 22 Councils in Wales.

The Rent Smart Wales service processes landlord registrations and grants licences to private landlords and agents who are required to comply with the Housing (Wales) Act 2014 provisions. The aim of the regime is to make landlords and agents operating in Wales more visible and accountable and to raise standards in knowledge and professionalism. To complement the regulatory function, Rent Smart Wales also provides advice on renting out safe and healthy homes and delivers informative and relevant training for those involved in the rental market both online, virtually and in classroom venues across Wales.

For a person who lets and manages a rental property in Wales to get a licence to operate, suitable training must be completed either with Rent Smart Wales or approved external providers. RSW training for a licence can either be a 'complete' one day equivalent course which covers the legal requirements from the Act, or for a licence renewal Continuing Professional Development (CPD) training can be undertaken during the licence period instead. This allows people to focus on more specific areas of interest rather than doing refresher training on the general requirements of being a landlord or agent.

CPD Training on offer by RSW ranges from large mandatory modules such as 'Safe and Healthy Homes' and 'The Renting Homes (Wales) Act' to smaller more specific topics such as 'Managing Mental Health' and 'Equality and Diversity'. Some are free and others are at a cost. Points are allocated to each course, depending on its content and relevance. Landlord licensees need 60 CPD points to renew their licence; agent's 80 CPD points.

Hate Crime Awareness CPD Training

The Welsh Government's Programme for Government response to the Race Equality Action Plan: An anti-racist Wales produced a commitment to:

Ensure Rent Smart Wales landlords respond quickly to complaints of racism and hate crime and offer appropriate support.

Subsequently the Welsh Government Private Sector Housing Policy Team, in consultation with stakeholders, developed the following proposals to deliver this commitment.

- Rent Smart Wales to deliver a free non-mandatory e-learning training course which will be aimed at landlords and managing agents. This could also be delivered in a classroom environment or at landlord

forums (at a point in the future where face to face learning is an option).

- Rent Smart Wales to develop a communications campaign to promote the training and signpost people to the help and support that is available for victims of racism or hate crime.

Welsh Government awarded RSW a grant up to £25,000 to deliver the proposal during 2022-2023. The full allocation was spent.

[Tai Pawb](#), as a specialist organisation in the field, was procured by RSW to write the content of the training. They in-turn instructed the assistance of [Victim Support Wales](#). The training was written and developed during 2022/2023 with a final proof read by a Rent Smart Wales external trainer with experience in this area before publication. It was launched on the 30 March 2023 on the Rent Smart Wales website as a free CPD module, worth 10 CPD points. Delegates can also download a written reference guide to the training while completing it. This is also free of charge.

The course introduction describes the training as follows:

This training course will provide you with insight into the experience of victims of hate crime and through doing so will give you the tools you need to:

- *Spot hate crime*
- *Be up to date on hate crime legislation.*
- *Support someone to report it or to report it yourself.*
- *Find help, advice and support from Victim Support (an organisation specialising in this type of issue)*
- *Make an informed decision of how to act when your tenant is the perpetrator of a hate crime.*
- *Look after yourself when helping others and encountering hate.*

This course does not expect you to have any prior knowledge or expertise in hate crime awareness. It is designed to help you feel more confident about hate crime in the future.

The course content involves written text, images, videos (hosted on YouTube) and a short multiple-choice questionnaire at the end of some of the modules to aide learning. It is available in both English and Welsh and should take someone about an hour to complete.

Some soft marketing was done around the time it was launched. However, a more impactful and relevant marketing campaign was developed for throughout 2023/24, tying in the messaging with relevant national messaging especially around Hate

Crime Awareness week in October 2023. On the 16/10/2023 a mail shot was done to landlords and agents part of the RSW database who were willing to receive communications (see Appendix A). This was sent to **55,898** people. In tandem, during the week 16/10/2023-20/10/2023 social media posts promoting different aspects of the course paired with a statistic about the impacts of hate crime on victims were posted (see Appendix B).

Delivering the training was not the end of the task. Rent Smart Wales also collect feedback from the delegates who undertake the training and provide reports covering the relevant information to the Welsh Government Private Sector Housing Policy Team. The training will also be improved upon if any further relevant information is found.

Additionally, there is a plan to do a follow up survey to all landlords and agents in Wales to seek views about the training. This is to understand whether and how it has helped landlords and managing agents to either seek help themselves or help their tenants to seek help and support. This is planned for March 2024. The results will be shared with Welsh Government Private Sector Housing Policy Team.

Content from the training will also be fed into Landlord Forum events that Rent Smart Wales attend – thus ensuring the information and salient points are disseminated. Additionally, all Local Authority partners and external stakeholders (such as the National Residential Landlord Association and Shelter Cymru) have been kept up to date with developments in relation to this training and its marketing.

Landlord and Agent Licensing Course

Completion of licence training is mandatory for a landlord or agent at the time of their first RSW licence application. The intention is to provide relevant up to date information to successfully manage tenancies within the law.

The main objectives of the course include to understand the:

- Statutory obligations of a landlord and a tenant.
- Contractual relationship between a landlord and a tenant.
- Role of the landlord who carries out letting activities or property management activities.
- Best practice requirements in letting and managing dwellings subject to a domestic tenancy.

Unlawful discrimination features as a part of the course and has done so since the launch of RSW in 2015. Since this time **81,951** people have completed the course.

Equality and Diversity CPD Training:

Within the Hate Crime Awareness training there are also links to another relevant training course on offer by RSW – Equality and Diversity. This training, also produced by Tai Pawb on behalf of RSW, was developed and launched in 2019. The course covers:

- The Equality Act 2010

- Different Types of Discrimination
- Working with Tenants with Protected Characteristics
- Adaptations & Accessibility

Reach of the training:

Between the 1 April 2023 and the 31 October 2023, **986** people have completed the Hate Crime Awareness training.


90% of respondents rated it good or excellent*.


Between 01/04/2019 and 30/09/2023 **4,415** people have done the Equality and Diversity Training

88% of respondents rated it good or excellent*.

*Satisfaction levels with training are not always a reflection of the training itself as several negative comments about the training are often due to the dissatisfaction that landlords have with having to go through a licensing process and be regulated. Therefore, negative ratings are often about the legal burden of licensing, not the training content.

Appendix A





Hate Crime Awareness Free CPD training

Dear Landlord/Agent,

In support of Hate Crime Awareness week, we're encouraging landlords and agents to complete free Rent Smart Wales training on Hate Crime.

Read on to discover more about the course content and its relevance to the Private Rented Sector.

Want to jump straight in?

[View or take the course on our website](#)



What is a Hate Crime?

Hate Crimes are motivated by hostility or prejudice towards victims based on their personal characteristics. Through completing the course you'll learn to identify hate crimes and how to access the available support for yourself and others.

Hate Crime and the Private Rented Sector

Landlords and agents are in a unique position to recognise Hate Crime and support its victims. Victims who are targeted where they live might feel unsafe in their home. Without intervention they might decide to leave the area and their rental property.

In the hope of preventing this, the training will help you:

- **Understand your role** if your tenants are the victims or perpetrators of hate crime
- **Respond appropriately** to build trust with your tenants
- **Encourage reporting** by signposting victims to the authorities or third-party reporting centres
- **Offer support** to ensure tenants feel safe in their homes, bringing security to both landlord and tenant

Training Benefits

Expanding your knowledge isn't the only benefit to completing this training. The 10 CPD points you'll earn count towards a landlord or agent licence renewal application.

Simply choose a combination of our compulsory and optional CPD modules alongside the Hate Crime Awareness course to meet the points required for your application.

[Find out more about CPD courses](#)



Resources

Our Hate Crime Awareness course was created in collaboration with the organisations below. Click for further guidance or to find out more about the work they do.

Tai Pawb

An organisation promoting equality and social justice in housing in Wales.



Victim Support

A charity dedicated to supporting people affected by crime and traumatic incidents.



Take the course for free on the Rent Smart Wales website:

[Hate Crime Awareness](#)

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Appendix B

Hate Crime Awareness Week Monday 16/10/2023- Friday 20/10/2023

Monday

This #NationalHCAW we're encouraging landlords and agents to complete our free CPD course.

It will help you:

-  Spot hate crime
-  Signpost victims to access support
-  Understand your role if a tenant is a victim or perpetrator

[→ https://rentsmart.gov.wales/en/courses/detail/?fdCourseEventId=1136](https://rentsmart.gov.wales/en/courses/detail/?fdCourseEventId=1136)

If you or someone you know has been affected by hate crime, advice and support is available on @VictimSupport's website: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/wales/>



“In 2021/22, 6,295 hate crimes were reported to the police in Wales. This is a 35% increase in reported crimes, compared to the previous year.”

Home Office (2022)

**Hate Crime Awareness
Free CPD training**
www.rentsmart.gov.wales

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Rent
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Wales** 

Tuesday

How does Hate Crime impact the PRS? #NationalHCAW

Hate crimes are personal, and victims may feel vulnerable in their homes.

Complete our training to make sure you're up to date on the legislation:

<https://rentsmart.gov.wales/en/courses/detail/?fdCourseEventId=1136>

If you or someone you know has been affected by hate crime, advice and support is available on @VictimSupport's website: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/wales/>

“Nearly a third (29%) of Hate Crime victims had thoughts about moving from their local area postvictimisation.”

All Wales Hate Crime Research Project (2017)

**Hate Crime Awareness
Free CPD training**
www.rentsmart.gov.wales

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Wednesday

Do you understand what is meant by 'Mate Crime'? #NationalHCAW

"Mate crime" is when vulnerable people are befriended by a perpetrator with the intention of exploiting that relationship.

Want to learn more? Take our free CPD course written by @TaiPawb:
<https://rentsmart.gov.wales/en/courses/detail/?fdCourseEventId=1136>

If you or someone you know has been affected by hate crime, advice and support is available on @VictimSupport's website: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/wales/>

“Disability hate crime victims were the group most likely to have known their perpetrator compared to all other protected characteristics.”

All Wales Hate Crime Research Project (2017)

Hate Crime Awareness
Free CPD training

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Thursday

Hate Crime has a stronger impact on the overall wellbeing of victims when compared to non-hate crime victims #NationalHCAW

Complete our free training so that you're aware of the support on offer for your tenants and other victims:

<https://rentsmart.gov.wales/en/courses/detail/?fdCourseEventId=1136>

If you or someone you know has been affected by hate crime, advice and support is available on @VictimSupport's website: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/wales/>

“One in five LGBT people have experienced a hate crime or incident due to their sexual orientation and/or gender identity in the last 12 months.”

LGBT in Britain - Hate Crime and Discrimination
Stonewall (2017)

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Free CPD training**
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Friday

All instances of Hate should be reported #NationalHCAW

Even if an incident seems minor, repeated actions have consequences.

Learn how to support yourself and your tenants:

<https://rentsmart.gov.wales/en/courses/detail/?fdCourseEventId=1136>

If you or someone you know has been affected by hate crime, advice and support is available on @VictimSupport's website: <https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/wales/>



Half (49%) of hate crime offences in the last year were recorded as racially or religiously aggravated offences.

Home Office (2023)

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Free CPD training**
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