

Anti-Racist Action Plan

2025 actions summary

This document summarises the commitments of United Welsh for 2025, as we work towards our vision to become an anti-racist organisation.

United Welsh's Anti-Racist Action Plan can be found [here](#).

1. Representation

- We will continue to deliver the Pathway to Board project with housing association partners to support ethnically diverse people into Board member roles.
- We will seek feedback from Board members who join us through Pathway to Board, to improve the recruitment process.
- We will continue to monitor recruitment and retention data to identify under-represented groups.
- We will include anti-racism and unconscious bias training in inductions for new staff and Board members.
- All staff will be required to complete mandatory refresher training about anti-racism and unconscious bias.
- We will explore how the new Board portal can be used as a training platform, which will include anti-racist refresher training.
- We will continue to report recruitment, retention and pay gap data for discussion at Executive Team and Board meetings.

- We will publish new communications that encourage staff to share their diversity data to improve reporting and subsequent action-planning. This will also help us to achieve a longer-term goal of voluntarily publishing an annual staff diversity report.
- We will continue to monitor the number of job applications from ethnic minority people and subsequent appointments.
- We will scope the feasibility of United Welsh voluntarily adopting a 'positive action' approach to recruitment and promotion.
- We will monitor and report our progress for tackling racial inequality in line with our Anti-Racist Action Plan, within quarterly Executive team meetings
- The Executive team and other leaders in the business will continue to attend our staff EDI Forum and will be ambassadors for our anti-racism work.

2. Service provision

- We will appoint a new Data Quality Analyst. An aspect of their role will be to progress the EDI data project.
- We will create a new EDI data depository in Venue, our Microsoft Office 365 platform, for ease of data recording, access and reporting across our service areas. This will support staff to conduct more thorough EQIAs and person-centred service improvements.
- We will create and publish a new hate crime policy to increase understanding about staff responsibilities and what help is available.
- We will create and launch a new suite of information for residents about how to report incidents of hate crime. This information will be promoted within our organisation so staff know where to access it, and how to provide it, to residents.
- We will confirm a new governance process for completing and managing EQIAs, and raise awareness of the new process with staff through our internal communication channels.
- We will review housing waiting list data with Caerphilly Council and Cardiff Council, identifying current residents from an ethnic minority background who need support to stay in their home or move properties, and why.

3. Communication and engagement

- We will continue to celebrate multi-culturalism and promote our commitment to racial equality through service delivery, case studies, and educational and training content
- We will continue to use diverse images and artwork across United Welsh brand communications and consider the needs of ethnically diverse people in our campaign work.
- We will encourage more residents to join our 'Residents Communications Group', a mutually beneficial group for customers to receive marketing communication skills training, while providing feedback about the communications we deliver. The importance of a diverse membership will be included in our communication messages.
- This plan will be reviewed and updated annually and published on our website.
- Equality, diversity and inclusion is a standing quarterly agenda item for the Executive Team, and progress on the Anti-Racism Action Plan will be monitored in this forum.
- The plan will be discussed by our EDI Forum and re-promoted to staff annually.
- We will continue to support the Get Into Housing project with our housing association partners. This will include the delivery of paid six-month work placements for customers from a Black, Asian and Minority Ethnic background.
- We will continue to grow our customer involvement community, encouraging diverse membership.
- Our EDI Forum will continue to identify and lead opportunities for staff conversations about race and racial equity, facilitated in spaces of safety and trust.
- We will scope and confirm an action plan for replacing anonymous employee engagement software to gain feedback and improve our culture and practice.
- We will promote how staff can report racism; support available following a racist experience, and what to do if you witness racist behaviour, in conjunction with publishing a new hate crime policy.