

# United Welsh Summary: Anti-Racist Action Plan

January 2025 – January 2026



## Vision

United Welsh becomes an anti-racist organisation.

## What will we do?

Our Anti-Racism Action Plan focuses on three areas:

### 1. Representation

We will work to continuously improve the ethnic diversity of the United Welsh Board and staff at all levels.

### 2. Service provision

We will embed anti-racism and race equality throughout our service design and delivery.

### 3. Communication and engagement

We will show our support for racial equality and provide platforms for people from ethnic minority backgrounds to shape, influence and change the services we deliver.

## Why?

1. We need to represent the communities that we serve. We want to be able to relate to and understand our customers' perceptions and experiences. Being a diverse workforce will strengthen our ability to provide more accessible, compassionate services.
2. We must be a part of the solution. To become anti-racist, we must look at our structures and services through the lens of race, and 'design out' racism from our systems.
3. We have a platform to amplify the voices of Black, Asian and Minority Ethnic people and we want to use it. Their experiences matter, and we must always actively listen. We can't effectively remove barriers if we don't listen to the people facing them.



## How?

Our commitments:

- The development of a representative staff group
- Raise awareness and understanding among staff of racism, anti-racism and its connection to housing and services
- Increase the involvement of ethnic minority communities in our planning and service delivery; hearing and sharing their stories and feedback
- Improve data collection and usage
- Maintain an inclusive culture where people can bring their whole selves to work
- Monitor progress for tackling racial inequality against our action plan.

## Outcomes

- A staff group that better reflects the people we serve
- More awareness and use of anti-racist practice
- Better understanding of our customers
- Better services and quality of life for ethnic minority customers and staff
- Being recognised as an anti-racist organisation.

