

Deeds not words

Action Plan Progress – August 2022

Introduction

Tackling racial inequality is of utmost importance to Newydd and in 2020, we signed up to housing equalities charity Tai Pawb's 'Deeds Not Words' pledge and promised our commitment to take action to:

1. Mitigate the impact of Covid-19 on Black, Asian and minority ethnic staff and communities
2. Improve the ethnic diversity of board and staff at all levels
3. Communicate and engage
4. Develop an inclusive culture

We aim to help find solutions to end discrimination and address the challenges faced by Black, Asian and minority ethnic groups as we want our tenants to feel safe in their homes and supported in their communities. We want our Black, Asian and ethnic minority (BAME) staff, applicants and partners to have confidence that we are committed to their wellbeing and prosperity.

Newydd has started reviewing policies and procedures and undertaking equality impact assessments to see what we can do better to ensure the services we deliver are fair and do not discriminate against any groups. We also continue to attend training and good practice workshops and briefings to educate ourselves to better effect change by taking action to tackle racism and racial inequality.

Here is our Action Plan, our progress so far and what our future plans are:

1. Mitigate the impact of Covid-19 on our Black, Asian and minority ethnic colleagues and communities		
Our commitment	What we have done so far	What's next and by when?
Immediately adopt the All Wales Covid-19 Risk Assessment Tool	We adopted the All Wales Covid-19 Assessment Tool for use alongside Newydd's risk assessment process. Identified risks are followed up during one-to-ones with individual staff and adjustments and support is then put in place.	
Protect the wellbeing of Black, Asian, and other minority ethnic staff who might be feeling affected or vulnerable due to the Pandemic	We offered support such as counselling, coaching, resilience skills and Employee Assistance programme (counselling service).	
Investigate reasons for overcrowding and	We have analysed our data and currently have no	We will continue to monitor the situation and have

worse housing conditions among people of Black, Asian, and other minority ethnicities	ethnic minority tenants who are statutorily overcrowded, or to our knowledge experiencing worse housing conditions or disrepair.	conversations with partners in the housing sector, including Local Authorities and Housing Associations, to examine the reasons for overcrowding and work together to find joint solutions.
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2. Improve ethnic diversity of Board and staff at all levels

Our commitment	What we have done so far	What's next and by when?
Adopt the Rooney Rule to improve recruitment of people from different ethnic backgrounds	We adopted the Rooney Rule, and this now forms part of our recruitment practices. This means that we ensure that applicants of minority ethnicity are shortlisted and interviewed for each advertised position where all essential criteria are met.	We will monitor the numbers of ethnic minority applicants shortlisted, interviewed, and appointed and will include in an annual report to Board.
Report annually and act on the findings for pay gap, recruitment, promotion, and retention data for minority ethnic groups		We analyse our data in relation to ethnic pay gaps and present an annual report to Board for scrutiny.
Invest in our recruitment channels to attract candidates of different ethnic minorities	<p>We currently share vacancies with BAWSO for recruitment.</p> <p>We have advertised job vacancies on bmejobs.co.uk.</p> <p>We worked with Dynamic Boards to help us recruit diverse candidates for a Board vacancy in 2022/23 and have been successful.</p>	<p>We will review the effectiveness of using recruitment channels and advertising on bmejob.co.uk.</p> <p>We will advertise our vacancies with Tai Pawb and seek to build relationships with other relevant channels e.g. Ethnic Youth Support Team (EYST), Race Council Cymru, Department of Work and Pensions (DWP) etc.</p> <p>As a result of our recruitment campaign, we have a new Board member from an ethnic minority background starting in September 2022.</p>
Train all staff and Board members about unconscious bias and raise awareness of white privilege	A mandatory training programme has been rolled out to all staff.	We will coordinate training for Board members.

	<p>We shared a video referencing 'white privilege' with staff to raise awareness and highlight what we can do to improve our inclusivity and diversity.</p> <p>Please also see below awareness programme.</p>	
Ensure our recruitment panels are ethnically diverse	<p>We ensure there is a gender balance and panel members with other protected characteristics are included where possible.</p> <p>Recruitment panels also include trained tenant representatives when recruiting customer facing staff.</p>	Where possible, we will seek to broaden our recruitment panels to include external volunteers to ensure we have diverse panels with minority ethnic representation

3. Communicate and engage

Our commitment	What we have done so far	What's next and by when?
Publicise support for racial equality	<p>We publicised on Facebook that we had signed up to the Deeds Not Words pledge and advised that we were working on a new action plan - Facebook.</p> <p>Ross Thomas from Tai Pawb attended a staff briefing to talk about Deeds Not Words to raise awareness.</p> <p>We have been attending the DNW Leaders group which focusses on this pledge and learnt about the work being undertaken by other organisations.</p>	<p>We will continue to use our voice, influence, and relationships to support our colleagues and communities from different ethnic backgrounds - we intend to sign the Zero Racism Wales pledge and undertake the actions to enable us to do so.</p> <p>We will consider adopting the Race Equality code.</p>
Publish our commitment to take specific actions to tackle the challenges we identify, and report on progress annually	We used our QED (Quality in Equality and Diversity) and Deeds Not Words action plans as a framework for our outcomes.	We will publish our commitment and action plan and continue to report on progress.

Disaggregate ethnicity data from customer satisfaction data to learn and improve the experiences of people	<p>We commissioned a tenant satisfaction survey (perceptual) that focussed solely on our tenants with protected characteristics to ascertain levels of satisfaction within different groups.</p> <p>We analysed the results of the above survey to look for trends and areas to improve.</p>	We will also analyse transactional feedback in terms of customer satisfaction.
Build more links and support for Black, Asian, and Minority Ethnic community groups to build their capacity to support local people and bring in community knowledge and challenge to the organisation	We have met with an ethnic minority tenant who is very active in the community to seek their views on how we can encourage more ethnic minority tenants involved in helping to improve our services.	<p>We will look to establish further links with ethnic minority community groups in our areas of interest.</p> <p>We will advertise our Community Benefit Funding pot to ethnic minority groups.</p>
In asylum dispersal areas, commit to donating or leasing housing to refugee communities (where they exist)	We have housed 2 refugee families who were referred by our local authority partners.	We are committed to continuing to work with our partner local authorities to rehouse refugees.

4. Develop an inclusive culture

Our commitment	What we have done so far	What's next and by when?
Our leadership team proactively champion and monitor our progress for tackling racial inequality	<p>Regular updates were provided at monthly Senior Management Team meetings on progress and achievements with our QED (Quality in Equality and Diversity) action plan, which includes Deeds Not Words</p> <p>The project sponsor is a member of the Senior Management Team, and the Project Manager is a Head of Service – both have Quality in Equality and Diversity (QED) as standing agenda items at management meetings, and this item also includes</p>	We will continue to monitor progress with our action plans and update our staff, leadership team and Board.

	our work in respect of our Deeds Not Words pledge. A progress update was shared with staff at a monthly briefing.	
Promote an inclusive culture where people are comfortable talking about race and can bring their whole self to work. We want people we work with to feel comfortable to voice concerns related to race and to have confidence that they will be believed when this happens	<p>We undertook 'Staff Lived Experiences' survey and shared results with staff and tenants. We talked about inclusion in the broadest sense to create a feeling of safety - for instance, staff talked about their mental health.</p> <p>Equality and unconscious bias training was provided to staff.</p> <p>We created an inclusivity calendar of events which was shared on our intranet 'the Loop' and Yammer.</p> <p>We invited guest speakers to our staff briefings to talk about the Rwandan genocide and the power & impact of language.</p> <p>We posted information and videos about Black History month & Black Leaders Awareness Day to raise staff awareness and demonstrate our commitment to ending racial inequality.</p>	<p>We will continue to invite speakers with lived experience to talk at our Group Briefings.</p> <p>We will further develop our inclusivity calendar.</p> <p>We will continue to have equality, diversity and inclusion as a standard item on our departmental team meeting agendas.</p>
Invest in reverse mentoring schemes to share experiences and improve opportunities	Our Head of Community Regeneration mentored (and continues to mentor) an ethnic minority student from Cardiff University who went on to gain employment with a housing association.	This is under consideration and will be a focus in the coming months.

Summary

Whilst work has begun on our pledge, we realise we still have a way to go but we remain committed to racial equality and diversity; we will challenge racial unfairness and inequities; and continue to strive to improve our services for ethnic minority people.