

# **Equality and Diversity Framework**

## **Action Plan**

**2019 - 2022**



**Objective 1: To deliver effective leadership and governance arrangements to scrutinise performance on diversity and to make sure the equalities and diversity strategy is delivered**

ACTION	DELIVERY DEADLINE	LEAD	UPDATE / OTHER INFO.	OUTCOMES
1.1 Gain approval from Board for the Equality and Diversity Framework	30/06/19	Director, Communities and Housing		Tai Calon's approach to managing equalities and diversity and the Welsh language is transparent and accountable
1.2 Review any new or updated policies to ensure compliance with equalities and Welsh language legislation and requirements	Continuous to 31/03/22	Executive Team	<ul style="list-style-type: none"> <li>Equality impact assessment process agreed and in use</li> <li>OMT and SMT have received training in E&amp;D IA's.</li> </ul>	Tai Calon's governance, leadership and management structures and culture demonstrate inclusion and diversity
1.3 Develop and deliver training plan associated with equality and diversity for all staff and Board members	31/10/19	Deputy CEO	<ul style="list-style-type: none"> <li>All new staff received training as part of induction</li> <li>Board members training to be arranged</li> <li>Refresher training to be arranged for all staff and Board</li> </ul>	Tai Calon's policy framework complies with equalities and diversity and the Welsh language legislation
1.4 Develop KPIs and metrics on equalities and diversity and the Welsh language	31/10/19	Director, Communities and Housing and Business Intelligence Manager	<ul style="list-style-type: none"> <li>Metric data available from STAR, Clearview and NPS</li> </ul>	<p>Board members and staff are effectively trained with regard to equality and diversity and Welsh language issues and their collective and individual responsibilities</p> <p>Tenants and customers know what Tai Calon's approach to equalities and diversity and the Welsh language is and what they can expect in terms of service delivery</p>

**Objective 2: To provide excellent services that are responsive, non-discriminatory and seek to deliver continuous improvement**

ACTION	DELIVERY DEADLINE	LEAD	UPDATE / OTHER INFO.	OUTCOMES
2.1 Continue to collect accessible customer profiling information on protected characteristics and Welsh language preferences as part of wider customer profiling framework and use this information to drive service improvements	Continuous to 31/03/22	Director of Housing and Communities		We can demonstrate that we provide accessible services that do not discriminate
2.2 Use the involvement framework to involve and engage a wide range of tenants and other customers to help to shape service improvements	Continuous to 31/03/22	Director of Housing and Communities		
2.3 Monitor compliance by collecting all equality impact assessments to check for consistency, quality and impact	Continuous to 31/03/22	Stakeholder Engagement Manager		We understand our communities so that services can improve and be tailored appropriately
2.4 Ensure that any relevant equalities and diversity and Welsh language requirements are considered and accounted for in all methods of communication	Continuous to 31/03/22	Stakeholder Engagement Manager	<ul style="list-style-type: none"> <li>• Equality and Diversity Framework on the intranet and internet.</li> <li>• LGBT logo on all corporate documents</li> <li>• External and internal information includes multi racial people. For example – ‘Equality Street Characters’</li> <li>• Equalities posters displayed around the business</li> <li>• Equalities protected characteristics included on internal information screens</li> </ul>	Customer profiling drives service improvements
2.5 Develop mechanisms for involving tenants with protected characteristics, including Welsh language preferences, directly or indirectly in service development	Continuous to 31/03/22	Director of Housing and Communities	<ul style="list-style-type: none"> <li>• Involvement framework agreed May 2019</li> </ul>	Services are shaped with the involvement of tenants and other customers

**Objective 3: To be an employer of choice by recruiting, supporting and retaining an effective, talented and motivated workforce that broadly reflects the communities we serve**

ACTION	DELIVERY DEADLINE	LEAD	UPDATE / OTHER INFO.	OUTCOMES
<p>3.1 Develop and deliver a revised suite of recruitment and employment policies that are non-discriminatory with regard to protected characteristics and Welsh language usage</p>	<p>Continuous to 31/03/22</p>	<p>Head of HR and OD</p>	<ul style="list-style-type: none"> <li>• New starter booklet includes equality and diversity information.</li> <li>• New employees complete E&amp;D E-learning course during induction.</li> <li>• Employee contract includes statement on compliance with Equality and Diversity Framework</li> <li>• Equality and Diversity refresher training to continue for all staff</li> </ul>	<p>We recruit from the widest talent pool to ensure we get the best candidate for a job</p> <p>We can demonstrate that we recognise the contribution that a diverse workforce brings</p> <p>We can demonstrate that we treat everyone fairly, making sure that people can be themselves so they can be more productive and have less absence</p>

## Objective 4: To promote and encourage equality and diversity in all areas of our work

<p>4.1 Develop procurement and contract management procedures that ensure suppliers adhere to the principles of equality and diversity.</p>	<p>Continuous to 31/03/22</p>	<p>Head of Procurement and Compliance</p>	<ul style="list-style-type: none"> <li>All tenders include questions on Equality and Diversity. These questions are an instant fail if the company is not compliant with E&amp;D.</li> </ul>	<p>We can demonstrate that we make sure that our values are reflected in our procurement processes and contract management</p> <p>We work with partners to identify and share good practice</p> <p>We promote the values of equality and diversity to the widest possible audience</p> <p>Board members and staff challenge discriminatory attitudes from anyone involved with Tai Calon, including peers, contractors and tenants</p>
<p>4.2 Develop and maintain links with other organisations that can help Tai Calon to identify and share best practice</p>	<p>Continuous to 31/03/22</p>	<p>Stakeholder Engagement Manager</p>	<ul style="list-style-type: none"> <li>Tai Calon is a member of Tai Pawb to make sure we are compliant with any changes in legislation and to share and learn from best practice. Benefits of membership include training, network meetings and briefings of changes in policy.</li> <li>Tai Calon to seek QED award from Tai Pawb</li> <li>Stakeholder Engagement Manager is co Chair of Tai Pawb's Welsh Housing Equality Network</li> </ul>	<p>We work with partners to identify and share good practice</p> <p>Tai Calon's policy framework complies with equalities and diversity and the Welsh language legislation</p>

<p>4.3 Services throughout Tai Calon are devised to take into account individual needs of staff, tenants, customers and stakeholders</p>	<p>Continuous to 31/03/22</p>	<p>Executive Team</p>	<p>Examples include:</p> <ul style="list-style-type: none"> <li>• Training for staff on Adverse Childhood Experiences. To help understanding of impact on customers mental health</li> <li>• Loop system available in reception</li> <li>• Tai Calon is Dementia friendly and displays the notice in reception so tenants are aware</li> <li>• The option to communicate in Welsh for tenants and visitors is welcomed and promoted in reception</li> <li>• ‘Language line’ for translation services</li> <li>• Automatic referrals in place for occupational health for staff with the view of support with health needs. Reasonable adjustments can be subject to the advice of doctor from these referrals.</li> <li>• Free counselling service available for staff for support</li> <li>• Solis One amended to accommodate needs of disabled staff members</li> <li>• Staff have been provided with specifically designed desks and chairs to take into account and support their needs</li> <li>• Individual adaptations to properties to take into account the individual needs of tenants, such as adapted low level kitchens for tenants who are wheelchair users</li> </ul>	<p>We can demonstrate that we make sure that our values are reflected in our processes.</p> <p>We promote the values of equality and diversity to the widest possible audience</p> <p>We can demonstrate that we treat everyone fairly</p> <p>We understand our communities so that services can improve and be tailored appropriately</p>
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