



Anti-Racist Action Plan

2026 actions summary

This document summarises the commitments of United Welsh for 2026, 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 monitor recruitment and retention data to identify under-represented groups, and we will consider if we can improve information for hiring managers about tackling under-representation.
- We will continue to encourage staff to share information about identity within their employment records to understand our workforce and promote inclusivity. As of May 2025, 91% of staff have disclosed their ethnicity.
- We will continue to include anti-racism and unconscious bias training as part of inductions for new staff, and assess the training needs of Board members.
- We will review and improve the information provided to shortlisted job candidates to better support people with interview preparation. We will also consider if we can improve information for hiring managers about tackling under-representation, for example, through reverse mentoring sessions.
- We will continue to report recruitment, retention and pay gap data for discussion at Executive Team and Board meetings and within Board newsletters.

- We will continue to monitor the number of job applications from ethnic minority people and subsequent appointments.
- 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 monitor and report our progress for tackling racial inequality in line with our Anti-Racist Action Plan, within Executive team meetings.
- We will continue to support the Pathway to Board project with housing association partners to encourage more ethnically diverse people into Board member roles.
- The Executive team and other leaders in the business will continue to attend our staff EDI Forum and partnership meetings, such as Tai Pawb's Anti-Racism Leaders group, to discuss learning, opportunities and challenges.

2. Service provision

- We will continue recruitment for the new Data team. We will assess the accuracy and completeness of the data we currently hold about customer characteristics, including ethnicity data, to decide how we approach future collection of EDI data sets.
- We will promote the Hate Crime Policy and Procedure with staff to increase understanding about our responsibilities and what support is available.
- We will develop and provide hate crime training to staff to upskill people to manage conversations and tackle disinformation.
- We will create and launch a new suite of information for residents about how to report incidents of hate crime. This information will also be promoted within the organisation so staff know where to access it, and how to provide it, to residents.
- We are forming a Customer Scrutiny Partnership, and customers who sit in the CSP group will be trained to support United Welsh with service scrutiny and improvements. When relevant to their workstreams, the group can scrutinise EqIAs together, so the assessments better capture the customer experience.

- We will reach out to customers from an ethnic minority background who are currently on housing waiting lists with Caerphilly and Cardiff Council. This is to better understand their motivation to move and provide support if needed.

3. Communication and engagement

- We will publish factual information about immigration and housing to prevent and challenge harmful narratives, such as website information, social media campaign posts and factsheets for staff.
- We will continue to celebrate multi-culturalism and promote our commitment to racial equality through service delivery, case studies, and educational and training content, using diverse images and artwork that reflects our communities.
- Progress on the Anti-Racism Action Plan will continue to be monitored by the Executive Team and Senior Leadership Team.
- The Anti-Racist Action Plan will be published and re-promoted.
- We will explore if staff would like to be involved in specific groups, such as a forum for ethnic minority staff to discuss issues of interest and celebrate key dates in the diversity calendar.
- We will use anonymous staff survey tool, Polly to ask staff questions about belonging at work, and EDI areas of focus.
- We will re-promote how staff can report racism; support available following a racist experience, and what to do if you witness racist behaviour.

