

United Welsh

Summary: Anti-Racist Action Plan

January 2026 – January 2027

Vision

United Welsh becomes an anti-racist organisation.

Why?

1. We need to reflect 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.

What will we do?

Our Anti-Racist Action Plan focuses on three areas:

1. Representation

We will work to continuously maintain and 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.



How?

Our commitments:

- Improve our understanding of racism, anti-racism and its connection to housing and services by continuing to provide and improve anti-racism and unconscious bias training
- Use our data to remove barriers and better understand how Black, Asian and Minority Ethnic residents experience our services
- Promote an inclusive culture where staff are comfortable talking about race with their colleagues and with residents
- Monitor progress for tackling racial inequality against our action plan.

Outcomes

- More awareness and use of anti-racist practice
- Better services and quality of life for ethnic minority customers and staff
- Better understanding of our customers
- A staff group that reflects the people we serve, and who feel comfortable bringing their full selves to work
- Being recognised as an anti-racist organisation.

