



promoting equality in housing
hybu cydraddoldeb ym maes tai

ANNUAL REPORT 2012



Tai Pawb

8 Coopers Yard, Ground Floor,
Centre Court, Curran Road,
Cardiff, CF10 5NB

Tel: 029 2053 7630

Fax: 029 2066 5698

www.taipawb.org

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This Annual Report can be made available in a range
of languages and formats upon request. Please
contact Tai Pawb should you require this service.

Illustrations produced by Mair Thomas



Llywodraeth Cymru
Welsh Government

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Message from Chair and Director

We are pleased to introduce Tai Pawb's Annual Report 2012. This has been an exciting year for Tai Pawb as we took forward our new Strategic and Operational Plan for 2011-2014.



We have set ourselves three ambitious objectives:

- to influence decision makers working at national and local strategic levels, to ensure that equality and diversity form an integral part of the planning, provision and delivery of housing and related services in Wales;
- to support housing services and providers in meeting their duties and legal responsibilities across all strands of equality and diversity;
- to work with others to promote good relations and a culture that values equality and diversity in housing.

This annual report demonstrates how we delivered on these objectives and responded to changes in equality and housing. This year has presented housing providers with two great opportunities to ensure that equality is at the heart of what they do: the first is the Equality Act 2010 (its implementation) and the second is the new regulatory framework for housing associations which is being used more and more to reflect on the services being provided for various groups of tenants and to make sure that those in greatest need get a fair deal. Taking full advantage of these opportunities is challenging and our members needed our services more than ever. We have been pleased to advise, assist and build our members' capacity to respond to the needs of their service users. We have done this through seminars, promoting good practice and raising awareness, but above all by providing flexible and tailored consultancy support and training for housing staff and tenants.

There is no doubt that the housing sector has found itself in an increasingly diverse and complex arena as the years have passed by. It has been good to see housing play a proactive part in community regeneration, social enterprise and housing with support for people with individual needs. Although we know that social justice is what drives housing in Wales, we recognise that inequality, discrimination and disadvantage are not things of the past. It can take an overt and horrific form, like hate crime, but sometimes it can be difficult to spot abuse, lack of access or inability to secure employment, especially if we don't know much about other people or we fail to put ourselves in their shoes. It is our aim to do just that by influencing and holding the decision makers to account and by building the capacity of our members. We believe that we have taken significant steps in making this aim a reality this year.

The Board of Trustees would like to thank our Director, Madhulata Patel, who left the organisation in February 2012. Since Tai Pawb's inception in 2004, Madhulata has worked tirelessly to put our objectives into practice, to support housing providers and to influence national housing strategy. The Board appreciates her many achievements on behalf of Tai Pawb and wishes her well in the future. The Board would also like to thank Kevin Protheroe, who stood down as chair this year, for his leadership and commitment over the past five years. We are also grateful to outgoing trustees, Amanda Oliver, Graham Findlay and Anthony Rowson for their hard work and contribution and would like to welcome Mark Jennings and Kevin Howell to the Board. This has truly been a year of change but as we say good bye to some we are also excited about the years ahead.

Finally we wish to thank our members, partners and the Welsh Government for their continued support and Tai Pawb staff for their dedication, talent and hard work. We could not have done it without you.



Alicja Zalesinska
Director



Vikki Hiscocks
Chair

Tai Pawb's members

Part of Tai Pawb's mission is to support and empower our members in meeting their duties and legal responsibilities across all the strands of equality. We value the positive relationship we have with our members, whose support enables Tai Pawb to fulfil its vision and objectives. The organisation would like to thank all its members for their commitment to the promotion of equality and social justice in housing.



Registered Social Landlords

Aelwyd Housing Association	Merthyr Tydfil Housing Association
Bro Myrddin Housing Association	Mid Wales Housing Association
Bron Afon Community Housing Group	Monmouthshire Housing Association
Cadwyn Housing Association	Newport City Homes
Cardiff Community Housing Association	NPT Homes
Cymdeithas Tai Clwyd	North Wales Housing Association
Cymdeithas Tai Eryri	Pembrokeshire Housing
Cynon Taf Community Housing Group	Pennaf Limited
Family Housing Association	RCT Homes
First Choice Housing Association	Rhondda Housing Association
Grŵp Gwalia	Seren Group
Hafan Cymru	Taff Housing Association
Hafod Housing Association (C/o Hendre)	Tai Ceredigion
Linc-Cymru	The Cadarn Housing Group
Melin Homes	United Welsh Housing Association
	Valleys To Coast
	Wales & West Housing Association

Third Sector

BAWSO
Care & Repair Cymru
Cymorth Cymru
Gofal
Kaleidoscope Project
Mencap Cymru
Race Equality First
Rhondda HA Disability Advisory Group
Shelter Cymru
TPAS Cymru
Swansea Young Single
Homeless Project
Welsh Tenants Federation
Welsh Women's Aid

Individuals

13 individuals listed

Local Authorities

Caerphilly County Borough Council
Cardiff Council
Carmarthenshire County Council
City & County of Swansea
Isle of Anglesey County Council
Newport City Council
Wrexham County Borough Council

Other Housing Interests

Chartered Institute of Housing
Community Housing Cymru
HMP & YOI Parc, G4S Care and
Justice Services
Ian Williams Limited
Leadbitter
Lovell Partnership Ltd
Morganstone Ltd
R&M Williams Ltd
Welsh Local Government Association



Working together

Together we are stronger therefore working in partnership with other equality and housing organisations is key to us. It helps us deliver better and more effective services to our members and promote equality with a unified voice. Here are some highlights for this year:



- Together with the Equality and Human Rights Commission, we **promoted an understanding** of the specific equality duties in Wales. We delivered two joint Equality Act 2010 events and distributed the Commission's guidance to housing providers.
- In partnership with Shelter Cymru, we secured a Welsh Government grant to carry out **research into homelessness amongst BME people** in Wales. Statistics showed that disproportionate numbers of BME people in Wales were homeless and we wanted to know the reasons for this. This timely piece of research will feed into the Welsh Government's upcoming review of homelessness legislation. We are looking forward to launching the research in the forthcoming year.
- Our members need **practical tools** to help them mainstream equality into their policies and practices. In collaboration with NPT Homes, we have been developing a customised Equality Impact Assessment toolkit for housing providers, which we are pleased to announce will be available next year.
- Tailored and appropriate services are essential to ensuring that providers meet the housing needs of diverse groups. We successfully cooperated with Cardiff Council and the Cardiff Chinese Elderly Association to develop **housing solutions** for this large community, taking into account language and cultural needs.
- We **delivered a range of workshops** and presentations at partners' events, including CIH Cymru's TAI 2012 conference, Housing Strategy Network, Mencap Cymru's Conference, and the LGBT Excellence Centre Human Rights Summit.

We look forward to continuing to work with our partners in the future.

Driving change

Our aim is to be the primary driver in the promotion of equality and diversity in housing. The aim of our policy development work is not only to influence organisations but also to change lives of those who use housing services in Wales.



- We contributed to the development of the **Framework for Action on Independent Living**. We are a representative member of the sub-group panel looking at meeting the needs of disabled people and housing and we have been asked to report on the sub-group's progress to the wider Independent Living Project Group.
- We have continued to contribute to **national policy forums**, including the Welsh Government Housing Programme Board, Housing Information Group (including the CORE sub-group) and Homelessness and Supporting People Group. As a member of the Welsh Government Inclusive Policy Making Panel, we helped assess the equality impact of forthcoming key policies and strategies including a Code of Guidance for Local Authorities on the Allocation of Accommodation and Homelessness and the Supporting People review.
- We helped shape the forthcoming **Housing (Wales) Bill** by responding to the "Meeting the Housing Challenge" document. We also responded to other Welsh Government consultations on a range of subjects including homelessness, allocations, anti-social behaviour, mental health and supporting people.
- We gave evidence to the Equality and Human Rights Commission's inquiry into disability-related harassment, ensured that hate crime is monitored as a potential cause of homelessness and assisted our members in their work to prevent hate crime and support victims.

Supporting the housing sector in Wales

We are proud to be supporting our members to recognise, respect and respond appropriately to the diversity of housing needs and characteristics of people living in Wales. We help to build the capacity of our members and provide practical assistance to their staff through tailored consultancy services, advice and training.



Consultancy and advice

Consultancy and advice form a big part of what we do. We have continued to support local authorities, registered social landlords, third sector organisations and other members. Below are some examples of what we did this year:

- We **reviewed** a number of Equality Strategies, Schemes and Action Plans to bring them up to date with the new requirements of the Equality Act 2010. We also helped develop anti-hate crime policies;
- We continued to assist our members with **Equality Impact Assessments** (EqIA's) through support and building capacity of staff members to conduct assessments independently. Assessed policies included, amongst others: allocation schemes, child protection policies and tenant participation strategies.
- We helped members develop **equality monitoring** as part of their customer profiling activities and assisted with analysing and interpreting monitoring data to help members improve their services;
- We developed Equality Guidance Manuals for **contractors** working with registered social landlords;
- We assisted Newydd Housing Association's Equality and Disability Subgroup of **Tenants** (NEADS) through an Equality Powered Performance Project. We trained NEADS members and helped them develop equality performance indicators to help tenants monitor Newydd's activities on equality;
- Our **telephone and email advice service** proved extremely popular this year, with many members needing prompt and efficient advice.

Training

We assisted our members with developing the skills and capacity of their staff through our range of flexible equality training packages. Regular training is crucial to the development and delivery of appropriate services and policies. We trained staff at all levels and delivered our sessions to diverse audiences including board members, tenants, contractors, senior management as well as frontline staff. We make our training packages practical and user friendly in order to provide staff with useful tools and techniques which can be used in the promotion of equality and diversity in their everyday work. We will be enhancing and diversifying our training packages to address our members' needs and look forward to delivering more sessions this year. Here are just some examples of training delivered this year:

- Equality Impact Assessment Training – Aelwyd Housing Association, Newport County Borough Council, Newport City Homes, Hafod Housing
- Equality and Diversity Training – Cymdeithas Tai Eryri, Bron Afon Community Housing, Bro Myrddin Housing Association
- Equality Act 2010 Training – Cymdeithas Tai Clwyd, Valleys to Coast, Cardiff County Council

Here is what participants said about our training:

"Really well delivered training - good mix of practical exercises and information"

"Very relevant, the case studies were really useful in enabling us to relate the information back to our own work - really good that it was housing specific; excellent trainers"

"Not cumbersome -
a good mix of delivery
and interaction"



Raising awareness, promoting good practice

Through our awareness raising activities we want to empower our members to deliver the best possible services to their tenants and service users. We do this by highlighting and sharing good practice in equality and housing through our Good Practice Briefings. We update housing providers on the latest equality developments through Promote – our e-newsletter. We also inspire our members and offer them practical knowledge and guidance from and housing practitioners and other experts through our Equality in Housing Seminars.

Good Practice Briefings published this year

- Inspirational Community Engagement
- Creating a Fit for Purpose Equal Opportunities Policy
- The Specific Equality Duties for Wales - the implications for local authorities and housing associations
- Equality Impact Assessments, Consultation and Meaningful Engagement
- Spotlight on Positive Action
- Discrimination Developments under the Equality Act 2010

Equality in Housing Seminars organised this year

- Housing Services and the Equality Act 2010 (S Wales) – May 2011
- Housing Services and the Equality Act 2010 (N Wales) – September 2011
- Positive Outcomes Event – October 2011
- Gender Identity and Housing – March 2012



Looking ahead

As well as reviewing what we have done over the past year, this is a chance to share with you information about new and exciting initiatives that we are currently working on. Here are some examples:

- **Self-assessment and equality outcomes guidance** - we have taken into account the needs of our members and are currently developing a series of advice documents which will enable registered social landlords to plan and evidence their equality performance and outcomes. This advice should be helpful when carrying out self-assessments in line with the regulatory framework;
- **Equality monitoring processes and data analysis** – we have been supporting members with interpreting and analysing their equality evidence as part of our tailored consultancy. For example, finding reasons for differences in outcomes for diverse groups of tenants can be quite complex and we are here to provide assistance;
- **Hate crime** – there are significant developments in the national hate crime agenda and we are working on a number of initiatives to progress issues related to hate crime and housing;
- **Procurement and equality guidance** – together with i2i we are currently working on a concise guidance relating to equality and procurement



Our staff

Staff members:

Madhulata Patel	Director (to February 2012)
Alicja Zalesinska	Director (from February 2012)
Emma Reeves	Equality and Diversity Officer
Mair Thomas	Equality and Diversity Officer
Sima Kowalewska	Equality and Diversity Officer
Hedd Vine	Equality and Diversity Officer (maternity cover from March 2012)



Our trustees



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Our Trustees

Tai Pawb's Board of Trustees represents its five categories of membership:

Victoria Hiscocks	(Chair, from October 2011), Chartered Institute of Housing (other housing interests)
Kevin Protheroe	(Chair, to October 2011), Cardiff Community HA (RSL co-optee)
Val Friday	(Vice-Chair), Individual
Amanda Oliver	(to October 2011) Community Housing Cymru (other housing interests co-optee)
Kevin Howell	(from October 2011), Community Housing Cymru (other housing interests co-optee)

Angelina Rodrigues	(to July 2011), BAWSO (third sector)
Mwenya Chimba	(from July 2011), BAWSO (third sector)
Peter Williams	City and County of Swansea (local authority)
Mark Jennings	(from October 2011), Caerphilly County Borough Council (local authority)
Robert Davies	Individual (co-optee)
Siva Sivapalan	Individual (co-optee)
Alun Llewelyn	Grŵp Gwalia (RSL)
Wayne Crocker	Mencap Cymru (third sector co-optee)
Dina Williams	Individual
Graham Findlay	Individual (Co-optee)

Tai Pawb Statement of Financial Activities

Statement of financial activities for the year ended 31 March 2012

Incoming Resources	Notes	2012 Unrestricted funds £	2011 Total funds £
Incoming resources from generated funds			
Investment income	2	275	277
Incoming resources from charitable activities	3		
Membership Fees		51,675	49,821
Tai Pawb Events		2,755	1,570
Charitable Activities		225,983	223,300
Other incoming resources		810	-
Total incoming resources		281,498	274,968
Resources Expended			
Costs of generating funds			
Costs of generating voluntary income	4	936	886
Charitable activities	5		
Charitable Activities		245,222	237,051
Governance costs	6	15,477	15,768
Total resources expended		261,635	253,705
NET INCOMING RESOURCES		19,863	21,263
RECONCILIATION OF FUNDS			
Total funds brought forward		169,945	148,682
Total Funds Carried Forward		189,808	169,945