



**QED**

**QUALITY<sup>IN</sup>  
EQUALITY &  
DIVERSITY  
AWARD**



promoting equality in housing  
hybu cydraddoldeb ym maes tai



## Tai Pawb

Tai Pawb promotes equality and social justice in housing in Wales. We believe that all people have the right to access good quality housing and homes in cohesive and safe communities. We want to reduce prejudice, disadvantage and poverty.

**We want to inspire Wales to be a fairer place to live**

# Equality – Why it Matters





## Tai Pawb – what we do

- “ Work with Welsh Government
- “ Respond to Consultations
- “ Carry out research/consultancy for other organisations
- “ Open Doors- our Big Lottery funded PRS project
- “ Work with our members on interesting ideas
- “ Develop tool-kits and good practice briefings



## Tai Pawb - Membership

- “ Helpline for members
- “ Members resources area on our web-site
- “ Wales Housing Equality Network ( WHEN)
- “ Quarterly Members newsletter
- “ Discounted training, events and annual conference
- “ Influence and innovation



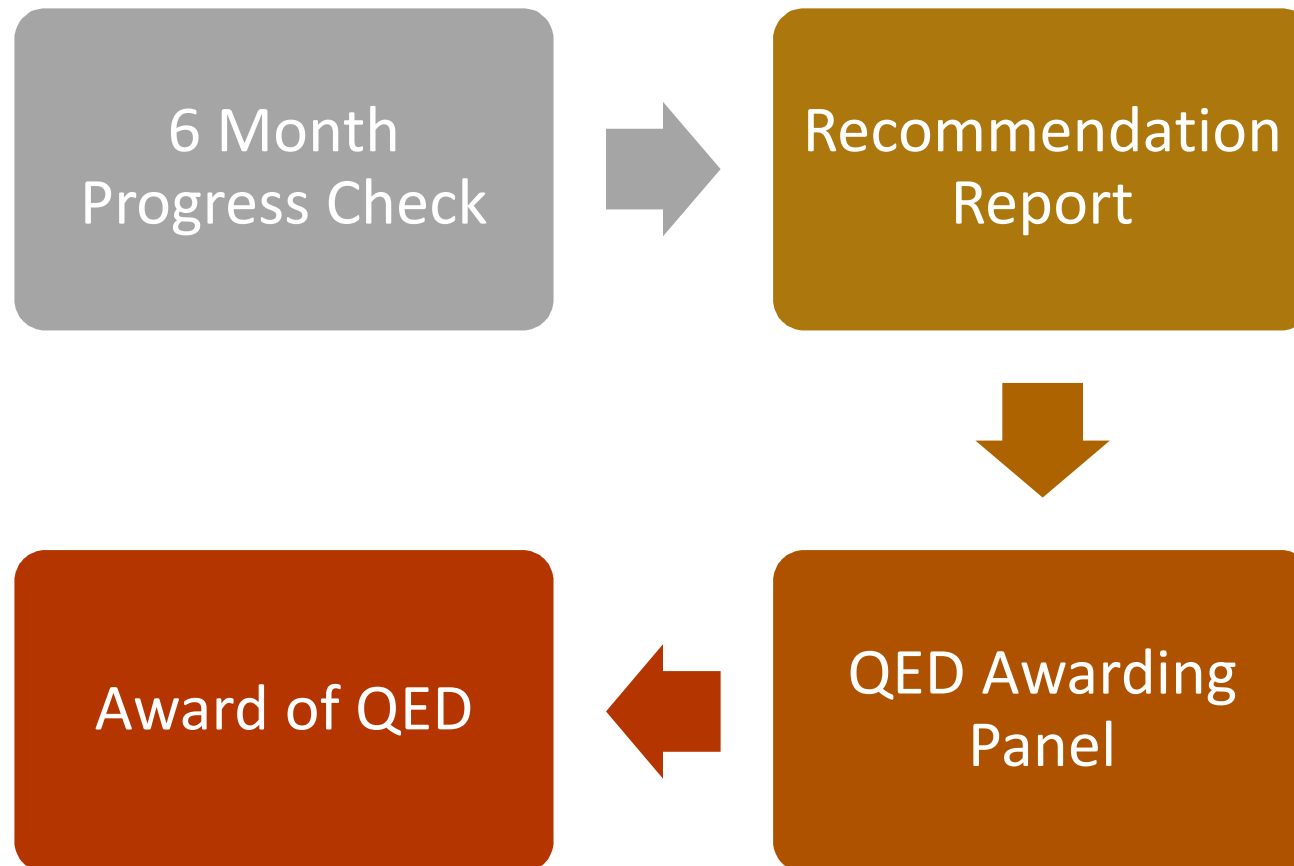
# What is QED?

- “ Quality in Equality and Diversity Award
- “ Reviews and improves the equality and diversity impact of your organisation
- “ Looks at governance, services, access, involvement and ‘culture’

## Stage 1



## Stage 2







# The QED Framework

**Outcomes**

**Standards**

**Indicators**



# Outcomes

1. A clear **strategic approach** is taken to achieving equality in everything that the organisation does
2. Services delivered are **fair, don't discriminate** and meet people's needs, continually responding to changes and challenges as they develop
3. All people are aware of, can access and have **positive experiences** of services delivered
4. As a result of **inclusive and meaningful involvement**, the organisation is fairer and more responsive in how it works and what it does.
5. The organisation is an **inclusive workplace** with a culture which values, promotes and embraces equality and diversity.



## Key Prerequisites

- “ A culture of openness, honesty and continuous improvement
- “ Seeing the process as a business improvement tool
- “ Buy-in, commitment and support from the top (leadership and board)
- “ Communication with staff / tenants (preparing, updating and reporting)
- “ Understanding of investment (time and money)
- “ Working group from all departments with one coordinator



# The Benefits of Working Towards QED

- “ Have a clear understanding of where you are
- “ Have a clear understanding of what ‘good’ looks like
- “ Have a framework to encompass equality and diversity work
- “ Be able to galvanise staff energy and focus around equality and diversity
- “ Improve the experiences of diverse tenants, customers and staff
- “ Have a clear framework and plan for **continuous improvement**



# The Benefits - Regulation

QED provides evidence of compliance  
with regulatory requirements





# The Benefits – Your profile





# What Participating Associations have said



- “ We now have a waiting list for our equalities group”
- “ It has taken a bit more time and resource than some of the other ones we’ve done (such as IIP, CSE) but is also the one that has made the most impact”
- “Doing QED meant that when we came to do the regulator’s self evaluation, it was much easier to do.”
- “ Greater frontline awareness when responding to tenants”



**Any Questions?**

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