



# 2021 - 2026 STRATEGY





## **We imagine a Wales where everyone has the right to a good home.**

Too many people in Wales don't have somewhere to live in security, peace and dignity.

Too many people face systemic prejudice, discrimination and disadvantage in accessing suitable accommodation.

## **We are determined to change that.**

Our new five-year strategy for 2021-2026 builds on our work to date and its objectives are borne out of extensive engagement with members and stakeholders on the key challenges we face moving forward.

**It sets out how we will advance equality, diversity and social justice in housing in Wales by continuing our work with members, partners and communities to fundamentally influence decision-making at the highest level and make the change on the ground.**

# In doing this we will be...

## **Courageous and Persistent**

In challenging ourselves and others to do better.

## **Open-minded and Inclusive**

In making sure we listen, respond and engage with diverse people.

## **Honest and Kind**

In ensuring people feel respected in how we deliver our work.



SHAPE  
THE  
CHANGE

MAKE  
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CHANGE

BE THE  
CHANGE





# SHAPE THE CHANGE

We will do everything we can to better understand the challenges facing diverse communities and seize opportunities to advance equality. We will use our platform to co-produce solutions and influence decision makers.

## Campaign for a legal right to housing in Wales

We will resource our 'Back the Bill' campaign to build on progress to date. Working with our partners, we will strengthen our research base and broaden our stakeholder engagement to build a movement, influencing and working with decision-makers to enshrine a legal right to housing in Wales.

## Help build an anti-racist Wales

We will build on our 'Deeds Not Words' pledge to work with organisations and people with lived experience in addressing racism.

We will work with Welsh Government and others in the delivery of the national Race Equality Action Plan to achieve meaningful and measurable change to the lives of Black, Asian and Minority Ethnic people by helping embed anti-racism in culture, strategy and practice.

We will increase the ethnic diversity of the range of people we work with: our team, associates, members involved in shaping our offer and the partners we work with.

## Champion disabled people's housing rights

We will use our research base to work with partners to improve disabled people's access to social housing and make the adaptations system more equitable.

We will work with people with lived experience to increase the provision and standards of accessible housing.



## Promote LGBTQ+ rights

We will build on our work to date in highlighting issues and positive solutions for LGBTQ+ people in housing in Wales.

We will focus particularly on promoting trans inclusion and older LGBTQ+ issues in specialist housing/care, working with partners to increase knowledge of good practice in these areas.



## Champion equal rights for homeless and vulnerably housed people

Working with refugee and homelessness partners we will further the development of innovative housing solutions for newly granted refugees and those with no recourse to public funds.

We will work on tackling and developing better solutions to sexual exploitation linked to housing and will advocate for equality within the homelessness transformation agenda.

## Advocate an equitable response to the climate emergency

Working with members and others, we will inform developments related to decarbonisation of housing and environmental sustainability, highlighting opportunities for the advancement of equality. We will build on our joint Tai Pawb and TPAS Cymru 'FLOORED' report and work with Welsh Government and social landlords to implement the recommendations.





# MAKE THE CHANGE

We want to combine our unique expertise, diverse lived experience, sector strength and great practice to enhance our offer to members. We will work much closer with people to help them turn commitments into action. Over the next five years, we will:

## **Broaden the reach and impact of our transformational QED Award**

Continuing the great progress already made on embedding equality, diversity and inclusion in participating RSLs and developing its second phase. We will use learning and impacts to help further improve services to diverse tenants as well as strengthening leadership and accountability on equality, diversity and inclusion in the sector.

## **Focus on cultural change**

We will remodel our member support package and develop new solutions to support positive behavioural and cultural change and leadership in organisations. We will build on organisational learning from Covid-19 to create safe spaces where people can connect and foster change through conversations and mutual learning. We will grow our digital offer, including e-learning.

## **Amplify our message**

We will broaden and diversify the reach and impact of our events, communications and marketing. We will focus on appealing to hearts and minds with true and valued inclusion of lived experience. We will motivate through sharing great practice and the latest information together with exploring practical solutions, policy developments and international innovation. We will strengthen our thought leadership and marketing and help members amplify their equality message.



## Increase connection with members

We will increase our contact with members in all corners of Wales to ensure we support their needs, co-produce great ideas and create opportunities to inform and influence our work. We will expand our engagement and offer for local authorities.



## Embed lived experience in our work

We will seek, listen, value and act on the knowledge and experience of those directly impacted by inequality and injustice. We will provide a platform for those with lived experience, co-produce solutions and connect communities with partners to drive improvements in service delivery and outcomes and foster opportunities for direct feedback.





# BE THE CHANGE

Actions speak louder than words. Not only do we influence others to improve equality, diversity and inclusion - we think it's important to lay the challenge down to ourselves. As a charity, we use our resources wisely and demonstrate good governance principles, building on strong foundations to further enhance our reputation. Over the next 5 years we will:

## Lead by example

We will ensure that what we are asking of others is reflected within Tai Pawb, our policies, procedures and behaviours. This means in our governance, HR, diversity, environmental impact and our wider contribution to society.

## Become more agile and reflective

We will review the agility of our strategy, structure, processes, people and technology and build agile principles into continuous organisational development. We will make more space for horizon scanning and reflection. We will build on our focus on wellbeing and motivation of our team and improve how we measure and communicate our impact.

## Nurture new and existing partnerships

We will seek to collaborate with a wide range of partners and co-produce challenges and solutions to ensure widest possible reach and positive change.

## Grow our capacity to deliver

We will focus on maximising our capacity to achieve our mission and vision through implementing and continually adapting a robust business plan while diversifying our income streams. We are small and determined and we will focus our efforts where we can make the biggest difference.





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