

MHA

DEEDS

NOT

WORDS



**Action Plan
Progress**

January 2023

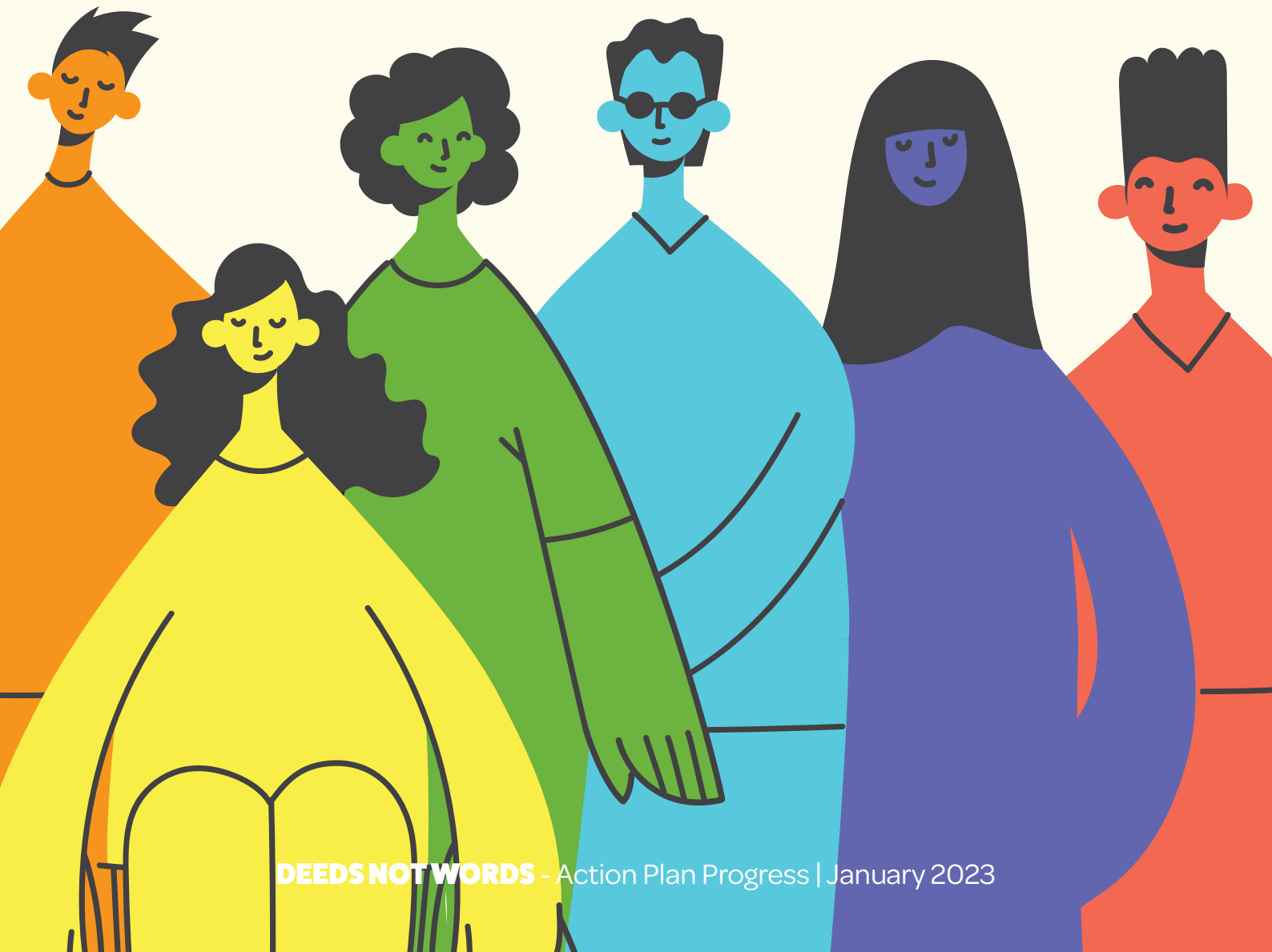


Introduction

At **Monmouthshire Housing Association (MHA)**, we are working to embed an inclusive environment for our customers and colleagues. This is based on an understanding that treating everyone fairly is not about treating everyone the same. It's about appreciating that each person is an individual and understanding their needs. It's about working in a way that ensures everyone feels respected, valued, included and heard.

Our goal is to be a diverse, inclusive organisation where our people thrive and respond to customers with fairness and empathy. We are proud to be an equal opportunity employer and landlord celebrating diversity and inclusion by ensuring we are representative of society, as a whole. Our values underpin our work but we recognise this is a journey of discovery and there is always room for improvement.

In July 2020, MHA signed up to Tai Pawb Deeds Not Words pledge which aims to eliminate racial inequality in the Housing sector. The Pledge identifies 18 commitments for organisations to work to achieve by 2025.



This is our progress so far...

Mitigate the impact of Covid-19 on Black, Asian and other minority ethnic staff and communities...

	We pledged that we will:	What we have been doing:
1	Adopt the All Wales Covid-19 Risk Assessment Tool which recognises the increased risk of COVID-19 to BAME staff and act on findings (ensure concerns of Black, Asian and other minority ethnic staff are treated seriously and addressed in a compassionate way, without the fear of being disadvantaged if work is realigned).	MHA adopted this tool, ensuring that BAME was included in MHA's Covid-19 risk assessments. We continue to consider the Welsh Government guidance in relation to Covid-19.
2	Commit to wellbeing/psychological and other support to Black, Asian and other minority ethnic staff who might feel affected or vulnerable right now.	MHA continues to commit to ensuring the wellbeing of all its staff. This is included in regular 1:1's.
3	Investigate reasons for overcrowding and worse housing conditions amongst some BAME groups. Start acting on findings.	We have now established a procedure for: <ul style="list-style-type: none">• Checking if a property is overcrowded• Ensuring that our records are accurate• Provide advice to any tenants identified as overcrowded on how to apply for rehousing.



Improve the ethnic diversity of Board and staff at all levels...

	We pledged that we will:	What we have been doing:
4	Adopt the Rooney Rule in at job levels where you identify under representation.	We have adopted the Rooney Rule. We have extended our guaranteed interview scheme to include BAME applicants.
5	Report annually and act on findings: <ul style="list-style-type: none"> Ethnicity pay gap (where pay gap reporting is not possible due to small sample sizes – report BAME employee ratios at different levels) Recruitment, promotion and retention ethnicity data 	We report BAME employee data and BAME applicant data to our Senior Management Team annually. Due to low numbers we are unable to report on ethnicity pay gap.
6	Invest in recruitment channels to bring in more Black, Asian and Ethnic Minority applicants.	We ensure that our recruitment advertising is not discriminatory. We are working towards more positive action including considering other recruitment channels.
7	Train all staff and board in Unconscious Bias and raise awareness of white privilege.	We have introduced Unconscious Bias training for all staff and board members. 100% of staff and board members have completed this!
8	Ensure ethnically diverse recruitment panels.	We cannot currently meet this commitment due to the low numbers of BAME staff in our workforce. We will continue to monitor this.
9	Invest resources in positive action initiatives aimed at improving BAME representation at levels showing gaps.	We cannot currently meet this commitment due to the low numbers of BAME staff in our workforce. We will continue to monitor this.



Community & Engage...

	We pledged that we will:	What we have been doing:
10	Publicise your support for racial equality.	Our website and social media includes our commitment to this pledge and to national campaigns. We are looking into identifying challenges that are faced by MHA and our tenants.
11	Publish your commitment to take specific actions to tackle the challenges you identified. Report on progress annually.	We have created an Equality, Diversity and Inclusion Strategy which is available on our website. We regularly report on the progress of the EDI strategy and the Deeds not Words Pledge to our Board.
12	Disaggregate ethnicity data in your tenant/service user satisfaction surveys and other tenant/service user surveys. Use other channels to learn about the experiences of BAME tenants/service users. Act on findings.	We include diversity data when undertaking consultation and when analysing performance data.
13	Build links with and support BAME community groups in the area and beyond, invest in building their capacity to support local communities and bring in community knowledge and challenge to the organisation.	Our engagement are exploring what community groups are already established. We are encouraging applications from BAME individuals in our Community Voice committee recruitment.
14	In asylum dispersal areas, commit to donating or leasing housing to refugee housing initiatives (where these exist).	We continue our close relationship with MCC homelessness team. We have provided 3 properties to the Syrian refugee programme.



Develop and Inclusive Culture...

	We pledged that we will:	What we have been doing:
15	Chief Executives, senior leaders/ Heads of Housing and boards to take a proactive role in championing and monitoring progress on these pledges.	Our CEO is an Equalities champion. Our Director of Resources is leading on the implementation of the Equality, diversity and inclusion strategy and action plan.
16	Chief Executives, senior leaders/Heads of Housing and boards to actively support and promote an inclusive culture where people are comfortable talking about race and can bring their whole self to work.	As well as the above, we promote an inclusive culture on our intranet. Our CEO and senior leaders regularly promote an inclusive culture in their monthly briefings.
17	Actively support and promote a culture where Black, Asian and Ethnic Minority staff and tenants/service users are comfortable to voice concerns related to race and are believed when this happens.	Our Complaints Policy includes a section on Equality, Diversity and Inclusion and we report this data to our Senior Management Team.
18	Invest in reverse mentoring schemes to share experiences and improve opportunities.	We are undertaking research into how we can best meet this commitment.





Monmouthshire Housing Association

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