

## Our Equity, Diversity and Inclusion Strategy 2 Years On



# Introduction

It's been two years since we adopted our [EDI Strategy Framework](#). It didn't come with whistles and bells, but rather a sense of determination to quietly get on with it. There has never been a stronger focus on embedding EDI principles at The Wallich. There is still lots to do but we've made a positive start.

## Our organisational vision

We want to create A Wales where people stand together to provide hope, support and solutions to end homelessness.

## Our equity, diversity and inclusion vision

To build an anti-discriminatory Wallich community where everyone feels welcome and free to be who they are.

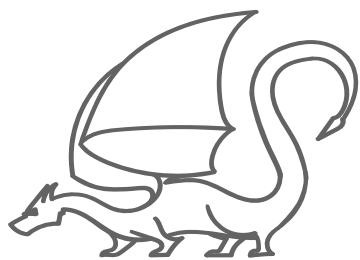
We know it isn't enough to renounce discrimination – we need to proactively and publicly stand against it.

- We will know we have been successful when our workforce represents the wider community around us in its diversity.
- We will know we've been successful when we can prove we're helping people with protected characteristics who are experiencing homelessness.
- We will know we have been successful when everyone at The Wallich understands EDI principles, how they apply to our work and do what it takes to make it happen.



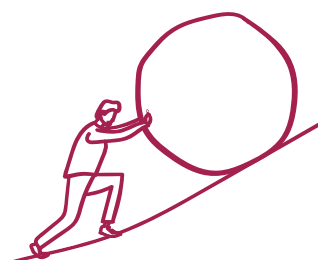
# Our values and principles

Our work to become a more diverse and inclusive organization will be underpinned by our values:



## Courageous

We speak truth to power, we challenge ourselves and each other. We fearlessly pioneer new initiatives. We and our service users have the courage to drive change.



## Determined

We will not stop. We will continue to strive to make big changes, not only for our charity but for the people we support. We will not lose passion or focus, even when it's hard.



## Authentic

We are genuine in our intentions, working on the front line with the people who need us. We walk the path alongside people and use peer experience to inform everything we do.



## Compassionate

At all times – always. No matter how many times someone comes to us for help, we will listen, be empathetic and greet them with kindness.



## Community

Everybody deserves to belong somewhere. As a team we are family and we embrace partnership. We strive for inclusion and acceptance of those affected by homelessness.

# Legislative and policy context

As a Charity operating in Wales, our legislative obligations fall within the Equality Act 2010<sup>1</sup>, the Wellbeing of Future Generations (Wales) Act 2015<sup>2</sup>, which seeks to address inequalities and create a fairer Wales and the Welsh Language (Wales) Measure 2011<sup>3</sup>. Diversity and Inclusion are cross cutting themes featuring heavily in key Welsh Government documents including Program for Government: Taking Wales Forward<sup>4</sup> and Prosperity for All: The National Strategy<sup>5</sup>.

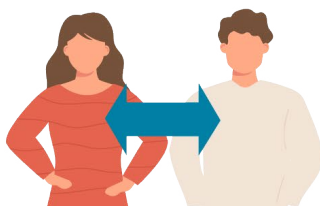
Everyone in Britain is protected. This is because the Equality Act protects people against discrimination because of the protected characteristics that we all have. Under the Equality Act, there are nine protected characteristics:



**Age**



**Disability**



**Gender reassignment**



**Marriage and civil partnership**



**Pregnancy and maternity**



**Race**



**Religion or belief**



**Sex**



**Sexual orientation**

Since the original EDI Strategy Framework was written, the Welsh Government has released an Anti-Racist Wales Action Plan<sup>6</sup> and an LGBTQ+ Action Plan<sup>7</sup>.

# What we've achieved so far

## Our commitments to anti-racism

### Why our focus is on racism first

In our original strategy we acknowledged that there is a lot to do in relation to all protected characteristics, but we made a firm decision that our first major focus would be tackling racism. This doesn't mean that all the other groups are less important. The Black Lives Matter movement has instigated global momentum that hasn't been seen since the abolition of slavery. We will not squander this opportunity to drive change.

At The Wallich, we are 100% committed to the Anti-Racism Plan for Wales and Tai Pawb's Deeds Not Words pledge.

Here's what we've managed to change so far within our organisation:

### Representation and visibility



#### Actions completed and outcomes

We brought in EDI and anti-racism expertise to ensure there was a Black voice on our leadership team.

We undertook a targeted recruitment campaign to improve the ethnic diversity of our team. We have seen success: In May 2021, we were 94.62% White. In May 2023, we were 75% White.

We said we would improve the diversity of our board and achieved 18% ethnic diversity.

We have improved our community presence and started to build networks with Mosques and local community venues.



## Processes, systems and resources

### Actions completed and outcomes

The Wallich now has an anti-racism statement [Anti-Racism Statement – The Wallich](#)

An anti-discrimination pathway has been introduced so it is very clear what staff and service users should do if they witness or experience hate crime.

## Training



### Actions completed and outcomes

All teams have been challenged to complete the reflective exercises on the Four Stage Racial Equity Maturity Model leading to powerful and illuminating conversations.



# What we've achieved so far

## Our commitments to equity, diversity and inclusion

While our focus remains on anti-racism, we made other intersectional commitments to improve EDI at The Wallich.

### Representation and visibility



Our commitment	Actions completed and outcomes
We said we would create a Wales-wide network of EDI Champions.	It is called Gyda'n Gilydd, which is Welsh for 'Togetherness'. The group has been meeting for a year facilitated by an independent Chair.
Become a truly LGBT+ friendly organisation	We marched at Pride Cymru and local Prides around Wales.



### Processes, systems and resources



Our commitment	Actions completed and outcomes
Equality Impact Assessment	An Equality Impact Assessment has been designed to ensure accessibility is prioritized when designing and updating buildings.
We have committed to positively promoting the Welsh Language	We have revisited our Welsh Language audit and incorporated actions into the EDI plan of work.
Improving DSE for people with sensory issues.	Screen filters have been provided for staff who experience sensory issues.  Some team members have been provided with additional screens to help organise their work and prevent sensory overload while working online.



## Training



Commitment	Actions completed and outcomes
Equip managers to deal with EDI-related issues and conversations	Our management team have been trained in EDI Awareness, including the launch of the 'Give a nudge' campaign – offering a safe way to challenge and offer an opportunity to change.
Educate staff on neurodivergence	We rolled out online and in-person Autism Awareness training.



## Data



Our commitment	Actions completed and outcomes
We said we would improve data collection of our staff team.	<p>We commissioned and launched a whole new HR system called People XD, giving us data we just didn't have before.</p> <ul style="list-style-type: none"> <li>We now know that three of our staff have a gender identity different to the identity assigned at birth.</li> <li>We now know that 7.8% of our staff have a physical disability and 21% have a health issue that will affect them during the next 12 months.</li> <li>We now know we have 124 Christians, 6 Buddhists, 4 Muslims and 1 Sikh amongst our team.</li> <li>29.36% staff have lived experience of homelessness.</li> </ul>



# What we need to achieve next

Our commitments for the next review period

## Representation and visibility



We commit to improving the diversity of the Gyda'n Gilydd group. We are currently overrepresented by white women. We aim for the Gyda'n Gilydd network to represent all groups present in the Wallich Community by March 24.

We commit to ensuring we have service user representation on Gyda'n Gilydd, solidifying our commitment to coproduction in all areas of our work by September 23.

We commit to scheduling a program of work covering all protected characteristics so everyone can see where we're going.

Our relationship with our EDI specialist consultant has changed from planning and guiding to training and accountability. We commit to quarterly accountability meetings to ensure we're on track.

We commit to launching a recruitment campaign for Board members following a key resignation by November 23.

## Processes, systems and resources



We commit to launching our Equality Impact Assessment process and training by October 23.

We commit to reviewing our recruitment and onboarding process to proactively design out barriers for people with protective characteristics by March 24.

We commit to assessing the suitability of the In-Form system for people who are neurodiverse.



## Training



### Commitment

We commit to all staff completing RSW Hate Crime e-learning by September 23.

We commit to re-introduce Weekly Welsh to encourage use of the Welsh Language across the organisation by November 23.

We commit to every staff member undertaking anti-racism training and for managers to complete this by December 23.

## Data



### Our commitment

We commit to improve and analyse EDI data for the people we support through our In-Form system and use this data to drive equity initiatives by March 24.

## What about the rest of the protected characteristics?

All of the protected characteristics are equally important, but we know we can't address all of them at once – even though we'd really like to. Change has to be managed carefully and we don't want to pay lip service or be tokenistic towards any of the groups of people affected. We want to do a proper job.

This is the timeline for how we'll schedule the work over the coming financial years. We will aim to cover 2 protected characteristic themes per year.



**2023/24**

1. Focus on anti-racism and anti-religious discrimination
2. What the LGBTQ+ Action Plan for Wales means to us



**2024/25**

1. Focus on disability and how we measure up against the Disability Confident Criteria
2. Understanding our age profile and what this means for equity at The Wallich



**2025/26**

1. Focus on Women, Pregnancy and Maternity
2. Review our progress and plan the next program of work