

The logo for 'ateb' is displayed in a bold, dark purple, lowercase sans-serif font. A small green speech bubble is positioned above the letter 'e'.

ateb

A white speech bubble with a tail pointing towards the man in the center.

#AccessAllAreas

A solid orange circle.

Equality

A green speech bubble with a tail pointing towards the man on the right.

Inclusion

A pink speech bubble with a tail pointing towards the woman in the wheelchair.

Diversity

# ED&I Delivery Plan

23/24 to 25/26

A blue banner with a white border.

#AccessAllAreas

# Our ateb Group commitment to Equality Diversity and Inclusion

## Delivery Plan 23/24 to 25/26

### #AccessAllAreas

is part of our DNA. We

know that to achieve our strategic aims of, improving our customer services, serving more people, and increasing our business effectiveness we must be inclusive in everything we do, as diversity of background, experiences, skills and views enrich our communities, services and the work that we do.

Our Equal Opportunities & Diversity Policy outlines our legal equality duties and corporate responsibilities. This document details how we plan to improve our approach to equality, diversity and inclusion across ateb Group and the actions we will take to deliver improvements.





We are Committed to being inclusive with our:

- Customers and Communities
- People
- Partners

and will embed this throughout our systems and processes.

This includes the commitments we made to:

- Mitigate the impact of Covid-19 on Black, Asian and minority ethnic colleague and communities.
- Improve the ethnic diversity of board and colleague at all levels.
- Communicate and engage.
- Develop an inclusive culture.

when signing the Tai Pawb Deeds Not Words Pledge.

And includes our commitments to take action to make Wales an anti-racist nation.

- Adopt an anti-racist approach by looking at the ways that racism is built into our policies, formal and informal rules, and regulations and generally the ways in which we work.



Our customers, people and partners voices have been listened to in the development of this plan and we are accountable to them in our delivery.

We will actively engage with key stakeholders locally and nationally to support the delivery of the commitments made in this delivery plan.

This delivery plan compliments our Strategic Plan objectives and Directorate Improvement Plans and will be delivered over the next 3 years.



Desired Outcome	How we will achieve this	Target date	Lead	Progress
Customers				
<b>We understand who our customers are and how we can best meet their needs.</b>	<p>We will improve our collection of protected characteristics data from our customers at critical points of contact to include:</p> <ul style="list-style-type: none"> <li>- Letting a home</li> <li>- Anti-Social Behaviour reports</li> <li>- Hate crime reports</li> <li>- When dealing with income collection concerns</li> <li>- Annual occupancy reviews</li> <li>- Complaints handling</li> <li>- Occupancy terminations</li> <li>- Disrepair Claims</li> <li>- Safeguarding</li> </ul>	31/12/2023	Head of Customer	
	We will raise awareness with our teams and customers of why we need protected characteristic data and how it will be used.	30/9/2023	Head of Customer	
	We will use the data collected to identify service improvements to customers with protected characteristics and embed these improvements annually within our Directorate Improvement Plans.	Annually from 1/4/2024	Executive Director for Customer	
	We will develop our Housing Management System to ensure protected characteristic data is securely stored and easily reported.	31/12/2023	Head of Customer	

	<p>We will report annually to Board on how we are meeting the needs of customers with protected characteristics, refining our reporting as our data improves.</p> <p>We will embed ED&amp;I information into our standard performance reporting.</p>	Annually from 1/4/2024	Executive Director for Customer	
<b>We engage with a diverse customer base.</b>	<p>We will increase the number and diversity of customers we engage with through e2i initiatives to ensure we are meeting their expectations in the services that we provide.</p> <p>We will determine baseline data for current customer engagement.</p> <p>We will identify gaps and agree improvement actions to address these.</p>	30/6/2024	Community Development Team Leader	
	<p>We will develop a relationship map of all key stakeholders who can support Black Asian and Minority Ethnic customers.</p>	31/3/2023	Community Development Team Leader	
<b>Our services will be accessible for all customers.</b>	<p>We will review and improve how we carry out Equalities Impact Assessments on all policies.</p>	31/3/2024	Governance Manager	
	<p>We will carry out Equalities Impact Assessments on all key processes relating to delivery of customer services.</p>	31/3/2024	Head of Customer / Head of Property	

	We will carry out an Equalities Impact Assessment on our 1 <sup>st</sup> point of contact services with the aim of removing barriers to communication and understanding and develop a plan to deliver improvements.	31/3/2025	Head of Customer	
	We will develop and rollout a Hate Crime Policy that will describe how we will tackle incidents of hate crime and discrimination should they arise — delivering training to our frontline teams.	30/6/2023	Housing Solutions Manager	

## People

<b>We understand who our people are and how we can best meet their needs.</b>	We will improve our collection of EDI data from our people at critical points of contact to include: <ul style="list-style-type: none"> <li>- Recruitment</li> <li>- Leaving</li> <li>- Occupational health</li> <li>- Counselling</li> <li>- When dealing with Harassment and discrimination in team</li> <li>- Internal promotion</li> <li>-</li> </ul>	31/12/2023	People and Comms Manager	
	We will undertake a comprehensive ED&I survey to understand the current state and inform further improvements.	30/6/2023	People and Comms Manager	

	We will review our wellbeing strategy taking into consideration feedback we received through the comprehensive ED&I survey and include adoption of tools specifically designed to support Black Asian and Minority Ethnic.	31/12/2023	People and Comms Manager	
<b>We are attracting a more diverse talent to the ateb teams by removing barriers to recruitment and improved retention.</b>	We will sign up to the Disability Confident Employer Scheme.	30/6/2023	People and Comms Manager	
	We will broaden our scope of advertising to attract a more diverse group of candidates.	30/6/2023	People and Comms Manager	
	We will review and rollout our recruitment procedure and processes with the aim of attracting more diverse talent to the ateb teams and boards to include diversity of our recruitment panels (always involving internal/external customers) and adoption of the “Rooney Rule”.	30/6/2023	People and Comms Manager	
	We will develop succession planning, and aspire to more people with protected characteristics being better represented at senior level.	31/12/2024	People and Comms Manager	
	Undertake gender and ethnicity pay gap analysis on an annual basis.	From 2023/24	People and Comms Manager	

<b>ED&amp;I and anti-racism specifically is promoted across the ateb group.</b>	Train all colleagues and Board in ED&I and unconscious bias and raise awareness of privilege.	31/3/2023	People and Comms Manager	
	We will undertake Equalities Impact Assessments on key People procedures and processes.	31/3/2024	People and Comms Manager	
	We will celebrate differences, raise awareness of ED&I by encouraging people with protected characteristics to share their own views and experiences, publicly support campaigns to end racial injustice and inequality.	From 1/1/2023 and ongoing	People and Comms Manager	
	We will deliver anti racism training to all ateb group Boards and ateb team members.	30/9/2024	People and Comms Manager	
<b>Partners</b>				
<b>Our partners will share our ateb DNA #AccessAllAreas.</b>	Review key procurement processes to ensure that ED&I is considered and assessed.	31/3/2024	Procurement Manager	



	Evaluate the environmental, social, and ethical impact of our procured goods and services.	31/3/2024	Procurement Manager	
	Ensure contract management processes include ongoing contractor and supplier oversight in terms of ED&I.	31/12/2023	Procurement Manager	

## Governance

<b>ED&amp;I is at the Core of our business.</b>	Develop an ED&I delivery group accountable to our Parent Board.	30/6/2023	Head of Corporate	
	Ensure our Boards have the right data to monitor and consider equality and diversity practices across the group.	From 2024/25	Head of Corporate	
	Develop ED&I specific Performance Measures	From 2024/25	Head of Corporate	
<b>Our Groups Boards are Diverse.</b>	Support sector initiatives that seek to address the lack of diversity on Boards.	Ongoing	Head of Corporate	
	Review our Board membership Policy to reflect our commitment to creating diversity at Board level.	30/6/2023	Head of Corporate	
	Adopt the “Rooney Rule” in Board recruitment.	From 1/7/2023	Head of Corporate	

	Develop a Board succession plan and robust recruitment processes allowing for the recruitment of a diverse range of candidates for all group boards and committee roles.	30/6/2023	Head of Corporate	
	Review Board code of conduct to ensure that it is clear on ED&I expectations.	31/12/2023	Head of Corporate	
<b>Our governance practices are fair and do not present barriers to participation or disadvantage protected groups.</b>	Review and rollout our Equality Impact Assessment process.	30/9/2023	Head of Corporate	
	Publish our progress on meeting our ED&I commitments	From 2023/24	Head of Corporate	
	Incorporate Equality Impact Assessments into Board decision papers.	From 2024/25	Head of Corporate	

### Progress Key

Green	Complete
Amber	On target
Red	Behind target