



promoting equality in housing
hybu cydraddoldeb ym maes tai



Deeds Not Words

Action Plan Progress

January 2022



www.linc-cymru.co.uk



Mitigate the impact of Covid-19 on our Black, Asian and minority ethnic colleagues and communities

We pledged to:

Introduction

Linc is committed to being an inclusive business and our vision is 'creating the right environment for people to flourish.' We are committed to tackling injustice, and to be leaders in equality, diversity and inclusion. Recent events have shone a new light on the racial inequalities and racism experienced by minority ethnic communities across the globe, in the UK and in Wales. We realised we needed to do more.

The impacts of Covid-19 pandemic on Black, Asian and other Ethnic Minority groups have been profound, including people from minority ethnic communities up to two times more likely to die from the disease than others. Many of the reasons for this impact are linked to long standing socio-economic disadvantage, structural racism and lack of minority ethnic representation within decision making to influence better outcomes. The Covid-19 pandemic has magnified these inequalities.

Linc signed up to the 'Deeds not Words' pledge from housing equalities charity Tai Pawb in 2020, which outlines our commitment to take action 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

This is our progress so far...

Our Commitment	What we have been doing	Our future plans
Adopt the All Wales Covid-19 Risk Assessment Tool	<ul style="list-style-type: none"> • We adopted the Tool for use and this was completed by all front line colleagues • The outcomes are followed up during one to one meetings and used to support any adjustments required for individual colleagues 	
Commit to wellbeing/ psychological and other support to Black, Asian and other minority ethnic colleagues who might feel affected or vulnerable right now	<ul style="list-style-type: none"> • In addition to offering support such as counselling, an employee assistance programme and occupational health support, we have a Wellbeing Officer who is available to support colleagues on a 121 basis and continuously improve the wellbeing offer 	
Investigate reasons for overcrowding and worse housing conditions amongst some BAME groups. Start acting on findings		<ul style="list-style-type: none"> • A exercise will begin in Q1 of 2022/23 to improve the quality of our household data and take action on findings

Improve ethnic diversity of board and colleagues at all levels

We pledged to:

Our Commitment	What we have been doing	Our future plans
Adopt the Rooney Rule to improve recruitment of people from different ethnic backgrounds	<ul style="list-style-type: none"> We adopted the Rooney Rule and refreshed our recruitment and equality and diversity policy 	
Report annually and act on findings for pay gap, recruitment, promotion and retention data for minority ethnic colleagues		<ul style="list-style-type: none"> In Q1 of 2022/23 we will be undertaking a colleague profile data cleansing exercise to update our records
Invest in our recruitment channels to attract candidates of different ethnic minorities		<ul style="list-style-type: none"> To consider our recruitment approach and how we attract more minority ethnic candidates into Linc (in particular head office which is currently underrepresented)
Train all colleagues and board in Unconscious Bias and raise awareness of white privilege	<ul style="list-style-type: none"> We had conversations with a number of potential training providers in 2021 and have now selected a package of training, which was designed and developed by colleagues from minority ethnic backgrounds 	<ul style="list-style-type: none"> Roll out mandatory training to all colleagues and board
Ensure our recruitment panels are ethnically diverse	<ul style="list-style-type: none"> Some appointment panels were ethnically diverse but due to lack of availability of colleagues trained, this is an ongoing challenge 	<ul style="list-style-type: none"> As part of the review of our recruitment strategy we will explore broadening our panels to include trained recruitment colleague members and external volunteers

Our Commitment	What we have been doing	Our future plans
Invest resources in positive action initiatives aimed at improving BAME representation at levels showing gaps.	<ul style="list-style-type: none"> Our 'Pathway to Board' project, in partnership with 4 other RSL's recruited a project lead. This project is set up to specifically support people from minority ethnic communities into Board positions. We were successful in obtaining funding from the WVCA in partnership with 6 other RSL's, for a positive action work placement programme, aimed at people over 25, in long term unemployment, who are from minority ethnic backgrounds. 	<ul style="list-style-type: none"> The Pathway to Board project will aim to recruit 10/15 initial participants Linc will host 5 positive action work placements during 2022.



Communicate and engage

We pledged to:

Our Commitment	What we have been doing	Our future plans
Publicise your support for racial equality	<ul style="list-style-type: none"> We signed the Zero Racism Wales Pledge in 2021 We set out our commitments to Race Equality in our annual self evaluation 	<ul style="list-style-type: none"> Embed our commitments to race equality in our new business plan 2022 - 2027
Publish our commitment to take specific actions to tackle the challenges we identify, and report on progress annually	<ul style="list-style-type: none"> We are using our Deeds Not Words action plan as the framework for our outcomes. We will report annually on our progress 	
Disaggregate ethnicity data from customer satisfaction data to learn and improve the experiences of people	<ul style="list-style-type: none"> We are currently reviewing the data we collect to help us better 	<ul style="list-style-type: none"> We are undertaking a profiling exercise in 2022 to improve the data we hold
Build more links and support for Black, Asian and Minority Ethnic community groups to build their capacity to support local people and bring in community knowledge and challenge to the organisation	<ul style="list-style-type: none"> We have restructured our neighbourhood team which will give them more space to build links with the local community and groups 	<ul style="list-style-type: none"> Improve links with Black, Asian and Minority ethnic community groups
In asylum dispersal areas, commit to donating or leasing housing to refugee communities (where they exist)	<ul style="list-style-type: none"> We've held positive conversations with a number of local authorities regarding resettlement programmes and pledged our support We are exploring our temporary accommodation offer to support local authorities in meeting need 	

Develop an inclusive culture

We pledged to:

Our Commitment	What we have been doing	Our future plans
Our leadership team proactively champion and monitor our progress for tackling racial inequality	<ul style="list-style-type: none"> Race equality is reported within our strategic business plan 'OneLinc' Our Board has received updates on our work, including the Deeds not Words Pledge We achieved 'Investors in Diversity' reaccreditation in 2021 We have set up a colleague led Race Equality Group, whose role is to advise, inform and provide challenge the business. The Chair/Vice Chair of the Race Equality group have attended the Business Leadership Group and discussion actions/progress. As part of the Investors in Diversity Re-accreditation an all colleague survey was completed and the findings formed an action plan 	<ul style="list-style-type: none"> Work alongside race equality group to check and challenge progress in 2022 Training for board/and business leadership group as part of mandatory programme
Promote an inclusive culture where people are comfortable talking about race and can bring their whole self to work, and people we work with are comfortable to voice concerns related to race and are believed when this happens	<ul style="list-style-type: none"> The Chair/Vice Chair of the met with all members of the business leadership group on a 121 basis, and also promoted a range of reading to upskill the group 	<ul style="list-style-type: none"> Undertake regular 'pulse surveys' to test culture and gain feedback
Invest in reverse mentoring schemes to share experiences and improve opportunities		<ul style="list-style-type: none"> This will have further consideration in 2022

Linc



www.linc-cymru.co.uk