



Equality, Diversity and Inclusion

What is EDI?

We are committed to embracing equality, diversity and inclusion throughout the organisation and are striving to build a safe, respectful, and inclusive culture where both colleagues and customers feel valued and thrive within their environments.

We value difference and the diverse voices of our employees and tenants are always heard.

- **Equality:** Ensuring people are treated fairly, equally and no less favourably, specific to their needs
- **Diversity:** Valuing the differences between people and the ways in which those differences can contribute to a richer, more creative and more productive environment
- **Inclusion:** Ensuring everyone feels comfortable to be themselves at work and feels the worth of their contribution

Our values

Our corporate values Be Bold, Be Fair, Be Kind, echo our culture of fairness, respect and openness.

Our vision

To be kind, bold, and fair by making equality, diversity, and inclusion part of everything we do—for our people, our tenants, and our communities.

Our commitment

- We will seek to better understand our employees and tenants, listening to improve our inclusion agenda
- We will adopt a people centric approach
- We will continuously review our current framework and actions to achieve desired outcomes
- We will collate, review and analyse data available to support decisions
- We will be curious, open, challenge existing thinking and strive to do things differently
- We will work in partnership with other organisations to share knowledge and advice
- We will strive to be awarded by external bodies for making a difference
- We will work within the Equality Act 2010
- We will always work to our values: Be Bold, Be Fair, Be Kind



What are we doing?

Equality Impact Assessment (EIA)

We complete an Equality Impact Assessment (EIA) for new policies and procedures as a way of ensuring our policies, services, or actions do not unfairly disadvantage any group or individual based on characteristics such as:

- Sex
- Sexual orientation
- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief

Welsh language

We are compliant with Welsh Government regulations, regarding our commitments to the Welsh language.

We're committed to ensuring that services are in place to meet the needs of people who wish to deal with us through the medium of Welsh and we value cultural identity.

Fair recruitment and employment practices

We are committed to building a workforce and culture that reflects our diverse community. Regardless of background, identity or socio-economic factors, all candidates will have equal opportunity to apply, progress, and succeed.

Inclusive culture and engagement

We support grassroots tenant groups and events that reflect the diversity of the local community. We have employee network groups that aim to foster a diverse, inclusive, and supportive workplace. These groups bring together employees with shared identities, experiences, or interests to promote belonging, drive cultural awareness, and support organisational goals and tenants needs.



Inclusive procurement and partnerships

Our suppliers must meet high ethical standards and be compliant with equality and diversity legislation.

Accessibility

We are committed to providing an inclusive and accessible experience for the users of our website and we have taken significant steps to enhance its accessibility.

Additionally, we have improved the design to better suit smaller devices and increased the contrast between the text and backgrounds on our web pages to improve readability.

Digital inclusion

Within our communities, digital literacy, access to the internet and/or a lack of suitable technology can be a challenge and a barrier to inclusivity.

We are collaborating with Neath Port Talbot County Borough Council to enhance digital connectivity in less well-connected areas through the Fibre Community Partnership programme. The programme is supported by the UK government's Gigabit Broadband voucher scheme and delivered by the Swansea Bay City Deal.

Also, as a commitment to digital inclusion and sustainability, we have launched a recycle programme for our used iPads, providing essential tools to those that need them, including community groups and schools.



Getting to know you better

We're always working to make sure our services meet the needs of the people who matter most, our tenants.

We are starting to gather data on our tenants to understand more about how we can provide support and adjustments. That could mean making adaptations or communicating in more accessible ways.

This work is all part of our ongoing commitment to equality, diversity and inclusion. We want everyone who lives in our homes to feel respected, safe, and supported. Knowing you better will help us build stronger relationships and better communities.

Partnerships

Tai Pawb

We are delighted to be working in partnership with Tai Pawb, a registered charity, whose name means 'housing for all'. Tai Pawb's mission is to promote equality, diversity, and social justice in housing across Wales.

Armed Forces Covenant

We want to support former service men and women and their families as much as we can, and have recently been awarded bronze status in the Armed Forces Covenant employer recognition scheme. This means we support the employment of veterans and their families, including recognition of military skills in our recruitment process.



Gender pay gap

Overview

The gender pay gap shows the difference in average hourly earnings between men and women across the organisation. It's not about equal pay for equal work, but rather about the overall distribution of men and women across roles and pay levels.

Our mean gender pay gap is

-0.5%*

Our median gender pay gap is

0%*

*As reported April 2025

The median is the midpoint of hour pay for men versus the midpoint of hourly pay for women. The mean is the average which involves adding up all of the numbers and dividing the result by how many numbers were in the list.

Comparisons

We outperform the national average significantly, showing a reversed gender pay gap where women earn slightly more than men. The UK national average still reflects a significant gap in favour of men. Source: Office for National Statistics (ONS)

We have consistently reported a positive or near-zero gender pay gap over several years, which is a notable contrast to the UK national average.

Here's a summary of the trend:

Comparative analysis of years - Gender Pay Gap %								
	2018	2019	2020	2021	2022	2023	2024	2025
Mean	1.5	-1.01	-4.25	-3.58	-1.27	-4.3	-1.76	-0.5
Median	0	0	0	0	0	-2.4	-0.34	0



What are we going to do?

Our equality, diversity and inclusion action plan sets out our approach to ED&I and outlines the commitments we are making over the next three years. Our work is evolving and will be adapted to the changing needs of our communities, tenants, colleagues and partners.

Evidence based decisions

We will use evidence-based data to design new practices. We will respect the diversity of all individuals and make decisions to reflect differing needs and inclusion for all.

What do we need to do?	How will we do it?	What is the outcome?
Identify what data is available	Review census information and current data held on colleagues and tenants	Understand where we have gaps in the data
Improve data collection	Collect further data on colleagues and tenants	Use the data to make informed decisions about processes



Our colleagues

We will listen and engage with our colleagues to understand what matters to them, ensuring they feel valued, respected and treated fairly. Ensure our well-being strategy supports all colleagues.

What do we need to do?	How will we do it?	What is the outcome?
Embed ED&I into every aspect of work culture	Ensure the processes are easily accessible and reviewed in line with legislative changes	All employees behave within our values of Be Bold, Be Fair and Be Kind
	Work with colleagues to co-produce workplace groups	Employees become more knowledgeable about under-represented groups
	Create an inclusion calendar and build activities and deliver events that publicise key topics	Employees feel respected and celebrated
	Ensure our Equality Impact Assessment process is robust and integral to the policy and procedure framework	All policies and procedures are created with an ED&I lens
	Include ED&I question in our staff engagement survey	We understand the ED&I culture of our organisation currently so that we can measure progress
Reporting of discriminatory behaviour	Ensure the processes are easily accessible and reviewed in line with legislative changes	Employees understand this this behaviour is not acceptable and there is a route to resolve any issues



Our tenants

We will strive to understand the demographics of our tenants, endeavouring to offer the best services so they feel included as part of the community. Openly communicating and engaging with our tenants to develop the best solution.

What do we need to do?	How will we do it?	What is the outcome?
Improve communication with tenants	Build relationships in the community to understand key points of interaction and stakeholders.	We understand our community better so that tenants are communicated with in the best way for them
Reporting of discriminatory behaviour	Ensure the processes are easily achievable and reviewed in line with legislative changes	Tenants understand that these behaviours are not acceptable and there is a route to resolve any issues
Identify areas where there are underrepresented groups	Work with tenant engagement officer and partner organisations to identify some key events and deliver to publicise key topics	Underrepresented groups feel supported, valued, respected and celebrated. Their voices are louder. Increased attendance at customer groups. Communities become more knowledgeable about other under-represented groups



Training

We will develop and deliver training that will ensure colleagues understand the importance of ED&I in the workplace, bias awareness and inclusion for all.

What do we need to do?	How will we do it?	What is the outcome?
Retrain all employees in ED&I	Update our e-learning offering. Review induction package	All employees understand the importance of ED&I in the workplace. Leaders fully understand the various ED&I implications in the community in order to inform future decision making.
Continuously improve board member training and knowledge in ED&I	Embed ED&I training into the governance calendar	Board understand the importance of ED&I in the workplace



Attraction, recruitment and retention

We want to attract, recruit and retain the best people to enrich the organisation with different views and ways to improve.

What do we need to do?	How will we do it?	What is the outcome?
Continuously review our recruitment processes to ensure we are inclusive to all	Review the candidate data to assess diversity of candidates applying for our roles	We have a fair process that encourages applications from a more diverse population
Recruit in our local community to support and develop our tenants and the local economy	Work with partner organisations to identify and support currently unused avenues for recruitment/advertising	Providing employment opportunities and skills to tenants
Encourage positive recruitment when appropriate	Review current staff demographics and look at the balance of employee diversity. Identify and enact relevant positive recruitment marks	We have a more diverse candidate base



Evaluation

We will ensure we continuously evaluate all policies and procedures to ensure that there is a zero tolerance to discriminatory behaviour. Work with supporting bodies to establish a fair working environment that is inclusive to all.

What do we need to do?	How will we do it?	What is the outcome?
Achieve quality marks	Identify one or more quality marks to work towards and eventually achieve	We are recognised for our ED&I work and we can use that to encourage recruitment
ED&I audit	Review board audit relating to ED&I and make recommended changes	Our practice adheres to audit requirements
	Work with ED&I auditors to identify gaps and action plan to address	We are confident that our ED&I processes are robust
Ensure our tender process meets equality and diversity requirements	Review as part of the tender submission process	Equality issues are consistently considered during our processes

Inclusive leadership culture

We will ensure our leadership team reflects and represents all groups of employees and tenants. We will lead by example and ensure that equality, diversity and inclusion is embedded into our day-to-day activities and at the heart of our processes and policies.

What do we need to do?	How will we do it?	What is the outcome?
Board	Assess diversity of board when recruiting	Board diversity more closely reflects the demographics of the community
Ensure KPIs for EDI are included at all levels	Analyse KPI data for protected characteristics and diversity trends for all teams	EDI is embedded at reporting levels

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