

## Standards, Provisions and Services

**Goal: To ensure that standards provision and services around the provision of homes advance race equality, embed anti-racism, equality and human rights, and meet the diverse needs of ethnic minority people.**

» **Action:**

- Review housing related standards and guidance to understand how services can be designed to meet the needs of service users, identify race based discrimination and hate crime.
- Ensure the policy and legislative framework supports the commissioning of culturally sensitive housing and accommodation-related support services to meet the needs of diverse ethnic minority people.
- Ensure that arrangements are in place to provide tenants with information on how to report incidents of hate crime.

» **Action:**

- Research and evaluation commissioned by the Welsh Government, Local Authorities and Third Sector Organisations will be delivered in a way that enables the experiences of people sharing protected characteristics, including race, to be captured and reported on to ensure programmes are aligned to deliver on priorities, such as reducing levels of overcrowding and homelessness.

» **Action:**

- Information, advice and advocacy services in relation to accessing appropriate homes, including Gypsies and Travellers, ethnic minority women and asylum seekers and refugees, are designed to meet the needs of the service user.

» **Action:**

- Working with organisations and people sharing protected characteristics including Race, prepare Local Housing Market Assessments in accordance with revised guidance issued in March 2022, to ensure Local Authorities accurately assess the housing needs of their local population. Once housing need is identified, work with key partners to deliver housing that better meets demand.