

# Equality, Diversity & Inclusion Action Plan

**Objective 2: Inclusive and accessible services for citizens, provide services which actively addresses inequality and exclusion**

**Lead Councillor:**

**Lead Director: Roz Howie**

We recognise and celebrate the intersectionality of citizens across all different equality strands. It is in seeing the citizen as a whole person, in the driving seat, that will allow us to shape solutions around their lived experiences to build an inclusive city.

Link action plan to the Better Lives Better Outcomes Strategy

	<b>Action</b>	<b>Key targets and measures</b>	<b>Lead</b>
1.	Narrow the gap in attainment for all vulnerable and children with Special Educational Needs and Disability (SEND), including those that do not attend a	1.1 Alongside the Sufficiency Strategy, develop a “local inclusion plan”, clearly communicating to providers and parents/carers about the provision that is available in the local	<b>Neil Brettell</b>

	<p>mainstream setting. Strategic Council Plan Pledge.</p>	<p>area, including units within mainstream, specialist, and AP.</p> <p>1.2 Ensure that SEND and AP Self-assessment form is published on our local offer and is a live document with regular updates.</p> <p>1.3 Increase percentage of key stage 4 pupils achieving grades 5 and above for English and Maths (currently below East Midlands and national average).</p> <p>1.4 SEND strategy is currently being reviewed – consultation due in Jan 2025 with view to launch new strategy in April 2025.</p>	
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		<i>*To note. In the process of preparing for the next Ofsted inspection – due any time after September 2024</i>	
2.	Ensure that all city council buildings are breastfeeding-friendly and encourage other employers and venues to do the same. Strategic Council Plan Pledge.	Information requested	Theresa Flower
3.	Improve access to occupational therapy, equipment, and adaptations for Council homes. Strategic Council Plan Pledge.	<p>3.1 Ensure that a full stock condition survey (SCS) takes place in all of our properties over the next 12 months for existing adaptations. Followed by a 5-year SCS programme.</p> <p>3.2 Ensure that the Housing System (NEC) is reviewed and updated to include information on all</p>	Toni Holman Clay

		<p>adaptations which have been installed and removed. Ongoing</p> <p>3.3 Ensure that our Asset Management Surveyors who visit our properties report back through the 'Eyes Wide Open' process if they suspect a tenant may require occupational therapy support. Ongoing</p> <p>3.4 Ensure that external contractors report back via email to the Asset Enquiries Team if they suspect that support is required by occupational therapy. Ongoing</p> <p><i>*Additional Information requested for review/improvement of customer access.</i></p>	
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4.	Strengthen Equality, Diversity and Inclusion (EDI) principles in decision making for services and policy design/reviews.	<p>4.1 Ensure that monthly EIA training workshops are delivered across the business and are accessible to all relevant employees/managers with weekly drop-in surgeries available during the budget round. Ongoing</p> <p>4.2 Ensure that dedicated intranet page for EIA guidance/process, exemption guidance and template is regularly reviewed and updated in line with user feedback and legislative changes. Ongoing</p> <p>4.3 Produce reporting for EIA e-learning and workshop sessions to ensure that relevant persons are undertaking EIA training. Ongoing</p>	Rebecca Dennis
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		<p>4.4 Ensure that all policy design and reviews have an EIA completed by the relevant lead/manager and that quality checking and feedback has taken place by the EDI Team before publishing. Ongoing</p>	
5	<p>Explore the opportunity of monitoring protected characteristics for citizens using Council services to identify gaps in provision and barriers to accessing services.</p>	<p>5.1 Work with Customer Services to identify barriers to data collection methods</p> <p>5.2 Work with the data compliance team to ensure that data capture is done in line with GDPR</p> <p>5.3 Research and benchmark what other Councils are doing for data collection in line with equality framework for local government (EFLG)</p>	<p>Lucy Lee Dominic Omelia James Steele</p>

		<p>5.4 Ensure that agreements are in place to enable data collection to monitor characteristics where this is possible</p> <p><i>Additional Information requested for review/improvement of customer access.</i></p>	
6	<p>Transform the services we provide to vulnerable adults – focusing on prevention and early intervention, providing better outcomes, and supporting people to live independently for as long as possible. Strategic Council Plan Pledge.</p> <p><i>Potential reword of this objective needed</i></p>	<p>6.1 Ensure collaborative working with activity coordinators and independent living coordinators to increase attendance for health &amp; wellbeing related activity sessions for residents in independent living schemes. Ongoing</p> <p>6.2 Continue to review NOC alarms and assistive technology kits to ensure updates improvements and take place. Ongoing</p>	Sam Williams (Independent Living)

		<p>6.3 Ensure that Independent Living coordinators support residents with implementation of assistive technology. Ongoing</p> <p>6.4 Housing and wellbeing assessments to be done for all new tenants within first 7 days and then reviewed annually and ad hoc if needed. Ongoing</p> <p>6.5 Resident meetings to take place quarterly with feedback response – ‘you said we did.’ Ongoing</p>	
7	<p>Ensure that EDI training is up to date, relevant and available to all colleagues, particularly those in customer-facing roles as</p>	<p>7.1 Annual review of EDI training package to be undertaken.</p>	<p>Claire Lindsay Carol Aaron</p>



	<p>part of the regular update and review of the EDI offer.</p>	<p>7.2 Engage with Employee networks and other subject matter experts to inform review and regular updates. Ongoing.</p> <p>7.3 Aim to increase uptake of non-mandatory EDI training, benchmarking against other similar organisations. Percentage increase annually.</p>	
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