

Equality Objectives and Actions 2024 - 2028

A number of equality objectives have been developed to support our Council Plan. The Plan defines our priorities for the next four years.

These equality objectives cut across the services we provide as a District Council. In the period between 2024-2028, we will deliver our objectives through projects, policies and strategies that shape how we deliver services. Where we are not direct providers of services which impact on our communities, we will work with our partners and other organisations to improve equality and the health and wellbeing of residents and visitors to our District.

We will report on the progress we are making each year through the Annual Report, providing an update on each of the four objectives, including how we are delivering and the outcomes.

1. Provide accessible and inclusive technology solutions and buildings for all our customers (Corinne Lawrie, AD Transformation, ICT & Digital – Lead Senior Officer):

Ref	Action	Timeline	Lead Officer
1.	Conduct accessibility review of the offices and existing facilities on a regular basis.	Ongoing	Neil Dyball, Facilities Manager
2.	Ensure digital accessibility continues to be a central part of our new website by conducting regular accessibility audit reviews. Make technical changes to enhance the accessibility of our current website, where required.	Ongoing	Ben Meen, ICT Manager
3.	Ensure accessibility is a key element of our systems procurement via improving our specifications.	As and when procurements take place	All officers leading on procurements supported and advised by the Technical Design Authority
4.	Provide a range of channels for residents and customers to easily access information about council services.	Ongoing	Hannah Mawson, Customer Experience and Insight Lead
5.	Provide assistive technology to internal and external residents and customers as required.	Ongoing	Hannah Mawson, Customer Experience and Insight Lead
6.	Accessibility to be embedded into core service redesign and process mapping principles.	Ongoing	Emma Pepper, Transformation, Innovation and Internal Consultancy Manager

2. Ensure our staff have the skills, knowledge and awareness to be able to deliver services fairly and challenge unfair treatment or inappropriate behaviours (Emma Hodds, Chief of Staff – Lead Senior Officer):

Ref	Action	Timeline	Lead Officer
1.	Further embed equalities and EQIAs into the project and programme approach.	October 2024	Sinead Carey, Strategic Advisor & DMO & Bethany Timpson, PMO Lead
2.	All Staff undertake equalities and human rights training so awareness of equality issues and our policy are increased.	Training takes place annually	Sinead Carey, Strategic Advisor & DMO
3.	Policies to deal with bullying and whistleblowing are easy to find, accessible promoted, and understood by staff e.g. Updated Grievance Procedure includes the new Bullying and Harassment procedures, and managers have been trained.	Regularly reviewed – ongoing	Victoria Finch, Head of HR, OD & Payroll

3. Actively engage with those service users who have one, or more of the protected characteristics (Mike Pursehouse, AD Individuals and Families – Lead Senior Officer):

Ref	Action	Timeline	Lead Officer
1.	Review potential barriers to engagement, developing greater dialogue with any specialist groups.	Plan in place Oct 24	Kerrie Gallagher, Health and Wellbeing Senior Manager
2.	Reduce health inequalities through a range of activities and services.	Ongoing	Matt Allen, Senior Leisure Operations Manager
3.	Increase the number of vulnerable people helped to maintain independence in homes suitable for them through the objectives identified in our Delivery Plan.	Scoping report – Jul 24	Louise Simmonds, Housing and Health Manager
4.	Work with our partners to continue to engage with service users who identify as, or who are identified as experiencing vulnerabilities, either through our Help Hub or other service areas.	Demand profile complete Qtr 2	Lindsay Sayer, Partnership and Innovation Programme Manager
5.	Support events and projects that promote and celebrate equalities.	Ongoing	Dan Goodwin, Community Enablement Manager

4. Be inclusive employers, taking active steps to encourage and identifying any underrepresented groups in the workforce (Victoria Finch, HR & OD Lead – Lead Senior Officer):

Ref	Action	Timeline	Lead Officer
1.	Continue to strive to be part of the Disability Confident Scheme, working with the Job Centre and the Department of Work and Pensions to support and promote disabled people in the workplace.	Regularly reviewed – ongoing	Victoria Finch, Head of HR, OD & Payroll
2.	Continue to publish the gender pay gap data.	Annual publication	Victoria Finch, Head of HR, OD & Payroll
3.	Develop and continue to embed a workplace environment where all our staff are treated with dignity and respect through the Staff Forum.	Monthly meetings	Victoria Finch, Head of HR, OD & Payroll
4.	Review our HR records to ensure we hold accurate diversity records for employees (this is already being done as part of the Vista migration) and compare this to updated diversity demographics for our areas.	By Sep 24	Victoria Finch, Head of HR, OD & Payroll