

Appendix 12 - EDI Action plans Quarter 2 update

Inclusive Communities				
Commitment	Action	Owner	Status	Comments
EDI 1.01 Engage with, and support local community groups and organisations	1.01.01 Review existing relations with community groups and organisations to ensure they remain effective in being able to listen, learn and understand the barriers facing our underrepresented communities and, if applicable, identify which connections need building or renewing.	Wild, Jon	In progress	As a necessary first step towards conducting a review of our relations with community groups, we maintain and update a database of such groups. All groups encouraged to share details to keep our database of community organisations fully up to date. In addition, Cherwell joint voluntary organisations & senior forum was delivered in September 2023.
	1.01.02 Review the process for gathering equality data on the district to ensure we have an accurate picture of our underrepresented communities and identify any gaps which require filling. This will enable us to continually direct our resources where they are needed most.	Prado-Teeling, Celia	In progress	A series of reports on the results of the 2021 Census have been prepared for Cherwell and selected parishes. These will be updated as the Office for National Statistics publishes further results. The council also has full access to a local benchmarking tool from the Local Government Association.
EDI 1.02 Promote inclusive behaviour with residents and service users	1.02.01 Raise awareness of the standards we expect from ourselves and others by publicising our EDI principles, commitments and policies.	Cotton, Julian	In progress	During Q1 and Q2 our Including Everyone EDI Framework and Digital Futures Strategy were featured in our Intranet's carousel to raise awareness of our principles, standards, and current policies. Also, in Q1 a presentation about the EDI framework and action plans was done as part of the all Staff briefing.

	1.02.02 Develop and agree a policy for supporting national events that further our corporate priorities and reflect the diversity of our communities	Cotton, Julian	In progress	Our policy officer has developed a first draft of our events policy to establish a clear approach in line with our commitments towards equality, diversity, and inclusion, making sure our communications reflect the diversity of our communities and promote inclusion of all groups. The draft is currently being reviewed by the communications team.
EDI 1.03 Work directly with communities to identify inequality and tackle disadvantage	1.03.01 Following on from the Wellbeing Strategy, review our community development scheme to ensure it remains effective in creating community cohesion and tackling inequality and, if appropriate, identify potential improvements	Wild, Jon	In progress	The Wellbeing Strategy is currently in consultation with community groups and organisations to get feedback and to ensure it fits with their strategic vision to develop strong cohesive communities that can tackle inequality and promote inclusive communities. The consultation results will be fed back into the final wellbeing strategy Autumn 2023. In line with our EDI commitments, an Equalities Impact Assessment will be developed for the strategy.
	1.03.02 Review our approach to supporting refugees, asylum seekers and other vulnerable migrants of all nationalities in the district in light of experience of Homes for Ukraine, Afghan Citizens Resettlement Scheme and similar programmes and, thereby, identify any lessons which can be constructively applied to our future activities in this area.	Thrussell, Katie	Completed	Recruitment of supporting staff for the resettlement team is now complete. They have all completed the necessary EDI training. This creates capacity to begin reviewing and evaluating processes. The Assistant Director of Wellbeing and the Resettlement Manager also briefed the EDI working group in order to elicit their feedback and suggestions.

<p>EDI 1.04 Promote equality, diversity and inclusion through our supply chain and strategic partnerships</p>	<p>1.04.01 Review our commissioning, procurement and contract monitoring processes to identify any improvements needed for fulfilling our commitments</p>	<p>Sullivan, Michael</p>	<p>Completed</p>	<p>Procurement strategy was agreed by Executive on 02/10/23, EDI implications were considered by the relevant officer to make sure adherence to our equalities, diversity and inclusion commitments, an Equalities Impact Assessment was completed as part of the development of the new strategy.</p>
	<p>1.04.03 Review the processes in place for considering the EDI implications partnership plans to identify if there is scope for them to be strengthened</p>	<p>Riley, Nicola</p>	<p>In progress</p>	<p>As part of our transformation programme, preparation work is being undertaken to map strategic partnerships. An EIA will be carried out as part of our review of strategic partnerships.</p>
<p>EDI 1.05 Promote and encourage inclusive behaviour for future generations</p>	<p>1.05.01 Review our outreach to different community groups on EDI matters, including how to engage young people in the process, and identify areas where there is scope for improvement</p>	<p>Wild, Jon</p>	<p>In progress</p>	<p>To identify scope for improving our outreach to young people, the Cherwell Young People, Play & Wellbeing partnership was delivered in September 2022. EDI discussions were had with partners with an emphasis on engaging young people in decision making and developing initiatives in the district to make them inclusive for all.</p>
<p>EDI 1.06 Work with all partner organisations to understand diverse needs and create inclusive communities</p>	<p>1.06.01 Review the membership and effectiveness of our strategic partnerships and identify areas where they might require different resources, plans and processes in order to identify and tackle the issues and barriers affecting and concerning our communities</p>	<p>Riley, Nicola</p>	<p>In progress</p>	<p>An officer team drawn from across the council have begun to review our strategic partnerships and will conclude this work in this calendar year. An EIA will be carried out as part of our review of strategic partnerships.</p>

Inclusive Services				
Commitments	Action	Owner	Status	Comments
EDI 2.01 Ensure information, website and digital services are accessible to all incl. digitally excluded	2.01.01 Review all our digital services to identify any improvements needed to address any accessibility or inclusivity issues	Cotton, Julian	In progress	This is an In progress process, delivered through our website accessibility checker and customer service software solutions, to continuously monitor the performance of our website regarding our accessibility compliance and potential improvements.
	2.01.02 Introduce a guide and training module for staff on writing clearly, in plain English and with the audience and accessibility rules in mind	Cotton, Julian / Reed, Teresa	In progress	A communications and marketing strategy is currently being developed and this guide will follow the strategy.
EDI 2.02 Take action to make our buildings accessible to all residents and staff	2.02.01 Include delivering against our commitment of accessible council buildings now and in the future as an objective in our emerging Property Strategy	Walsh, Mona	In progress	The strategy is in draft and being completed. An Equalities Impact Assessment will be carried out during its progress through the Governance process.
EDI 2.03 Better understand those using services and their needs by collecting information and feedback	2.03.01 Agree an action plan for delivering improvements in the data we collect on customer contacts and how we use it to shape services and respond proactively to any emerging trends	Prado-Teeling, Celia	Completed	Data collected via surveys has been reviewed and a review in data collected across services via direct contact will be added to the review during Q3. An action plan for improvement will be drafted during Q4.

	2.03.02 Ensure there is an effective process in place for monitoring complaints associated with protected characteristics	Barnes, Natasha/Prado-Teeling, Celia	Completed	The complaints process, including the current complaints form, has been reviewed and updated during Q1 and Q2, a new form has been developed to make sure all complaints are channelled, investigated and monitored efficiently, and adhering to the principles of our “Including Everyone” framework
EDI 2.04 Engage residents, those using services and community groups when planning services	2.04.01 The EDI working group to review the draft framework for the consultation and engagement strategy	Prado-Teeling, Celia	Completed	A first draft has been completed at the end of September to be reviewed during Q3.
EDI 2.05 Plan and deliver services that promote inclusion	2.05.01 Ensure EDI is built into the service planning, decision and budget making processes in a meaningful way	Prado-Teeling, Celia	Completed	The first draft of the Equalities Impact assessment for the Budget 2024-25 has been completed during September. Currently all projects/ proposals required sign off on their Equality and Inclusion implications, and an Equalities Impact Assessment is required for all new proposals, projects, strategies, and reports. A review and refresh of internal guidance for officers is being carried out to be published in our intranet during Q3.
	2.05.03 Ensure staff have received up-to-date EDI training	Reed, Teresa	In progress	This is an In progress training, mandatory for all members of staff and refreshed every two years

Inclusive Workforce				
Commitment	Action	Owner	Status	Comments
EDI 3.01 - Improve the diversity of our organisation at all levels to be representative of our communities	3.01.01 Identify additional ways to recruit new staff and promote our job opportunities so that they are brought to the attention of all members of local communities	Blunsden, Susan	In progress	Working with our communities has always been an important part of what we do. We continuously work with local schools, and in the last 6 months we have had 8 work experience students engaged across the Council. We are also building on our network with DWP and the prison service, attending networking events where possible.
	3.01.03 Split out the workforce statistics used for the comparison with the demographics of the district by grade and department	Prado-Teeling, Celia	In progress	This data was shared with Personnel Committee on September 12, 2023, and has been shared with the EDI working group in early October, going forward the group will be periodically updated as soon as new data is released.
EDI 3.02 – Celebrate and promote diversity in our workforce	3.02.01 Promote Viva Engage as a means for employees to set up virtual social groups or employee networks for causes that are important to them. Invite employees to set up such groups and provide a commitment that the council will engage with them if requested	Cox, Claire	In progress	Viva engage is regularly promoted; usage of this platform is still in development to make sure we engage with all staff through the diverse networking groups established.
	3.02.02 Continue to recognise, acknowledge and celebrate diversity via the Chief Executive's weekly updates and other similar channels	Cotton, Julian	In progress	We continue to use the Chief Executive's weekly update, social media, MS Teams Viva engage, and press releases to celebrate and recognise diversity. For example, regularly promoting our employee assistance programme, "Dogs for

				Good” supporting independent living, and celebrating our older peoples’ events.
EDI 3.03 - Provide a supportive environment so all staff can reach their potential	3.03.02 Develop and agree a comms plan for promoting the development opportunities	Cotton, Julian	In progress	The draft will be ready for sharing in Q3
EDI 3.04 -Identify and tackle discrimination in all its forms	3.04.01 Review the processes in place for investigating and taking necessary action in response to potential issues of discrimination being brought to HR’s attention	Blunsden, Susan	In progress	Our policies we been reviewed and approved by Personnel Committee during Q1 and Q2. We continuously ensure relevant policies and procedures are adhered to when investigating of any issues with potential discrimination that are brought to HR’s attention.
EDI 3.05 - Provide managers with the skills to support employees with different needs and plan inclusive services	3.05.02 Offer training to managers on how to ensure inclusivity within their teams and services	Prado-Teeling, Celia / Reed, Teresa	Completed	A review of existing training has been completed, and an action plan is being agreed to embed further inclusion training for managers in our mandatory e-learning suite.
EDI 3.06 – Train our staff to identify and avoid unconscious bias and deliver inclusive services.	3.06.01 Offer further training specifically on unconscious bias across the workforce	Prado-Teeling, Celia / Reed, Teresa	Completed	A training resource has been identified and approved. An action plan to implement this as part of staff mandatory training suite is being develop.