

### Equality Action Plan 2025/26

Duty	Equality Objective	Action Points	Measures
Eliminate unlawful discrimination, harassment, victimisation and any other unlawful conduct prohibited by the act	<ul style="list-style-type: none"> <li>• <b>Fostering and developing positive cultures and understanding</b> – ensure our staff are able to deliver services fairly and can model behaviours that help to create an inclusive work environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Staff to complete mandatory training and follow the Customer Access Charter to ensure consistent approach to working with customers.</li> <li>• Introduce and embed an internal Equality Champions Network and arrange training for the network.</li> <li>• Staff and Members to complete mandatory equality training to ensure they have the knowledge and awareness of equality issues.</li> <li>• Review current approach and embed equality further as part of the Procurement Act 2023.</li> </ul>	<ul style="list-style-type: none"> <li>• Over 90% completion rate of Customer Access Charter mandatory training module on the Learning Hub.</li> <li>• KPI: % of customers satisfied with the service they received from the Council.</li> <li>• Over 90% completion rate of 'Equality in the Workplace' mandatory training module on the Learning Hub.</li> <li>• A minimum of 10 volunteer champions within the Equality Champions Network.</li> </ul>
Advance equality of opportunity between people who share and people who do not share a relevant protected characteristic	<ul style="list-style-type: none"> <li>• <b>Building an inclusive workforce</b> – to help attract, recruit and retain the best people for the job, we will develop an open, collaborative and inclusive culture where the principles of fairness and wellbeing are promoted.</li> </ul>	<ul style="list-style-type: none"> <li>• Provide training and guidance to staff on use of inclusive recruitment practices such as offering reasonable adjustments, removal of biased language and use of diverse panels.</li> <li>• Raise awareness of equality, diversity and inclusion milestones through a celebration calendar.</li> <li>• Incorporate equality, diversity and inclusion achievements into our staff rewards and recognition including our annual staff awards.</li> </ul>	<ul style="list-style-type: none"> <li>• A minimum of 4 training sessions offered annually to hiring managers focusing on inclusive recruitment practices.</li> <li>• 10 award nominations for awards focusing on equality, diversity and inclusion in the annual staff awards.</li> <li>• All members of the Senior Management Team to complete equality, diversity and inclusion training to help progress this within the organisation.</li> </ul>

		<ul style="list-style-type: none"> <li>• Deliver dedicated equality, diversity and inclusion training for senior leaders to support knowledge, challenge and scrutiny.</li> <li>• Improved data capture and analysis for equalities monitoring.</li> <li>• Retained status as a disability confident employer.</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Ensure adequate access to services for all</b> – to make sure we support each and every resident in the right way we will regularly review how we deliver our services and make changes where needed.</li> </ul>	<ul style="list-style-type: none"> <li>• Achieve the North West Employers Chartership Award to guide leaders, members and employees to champion and improve equality, diversity and inclusion.</li> <li>• Improve the process and content of integrated impact assessments to ensure any actual or potential impact of proposed actions on our residents with regards to equalities is considered.</li> <li>• Complete and publish an Equality, Diversity and Inclusion Annual Report to provide evidence as to how the council has complied with the Equality Act 2010 and its duties.</li> </ul>	<ul style="list-style-type: none"> <li>• Achievement of the North West Employers Chartership Award.</li> </ul>
Foster good relations between people who share and people who do not share a relevant protected characteristic	<ul style="list-style-type: none"> <li>• <b>Support people in the community who are most in need</b> – we will focus on ensuring that the needs of the whole community are being addressed now and, in the future.</li> </ul>	<ul style="list-style-type: none"> <li>• Share equalities data with officers and residents to help them understand more about our communities and inform service delivery.</li> <li>• Delivery of social prescribing service to help address health inequalities.</li> </ul>	<ul style="list-style-type: none"> <li>• KPI: The number of people referred to social prescribing.</li> </ul>

		<ul style="list-style-type: none"> <li>• Continue to have a Third Party Reporting Centre and staff who are third party reporting trained to support the reporting of hate crimes.</li> </ul>	
	<ul style="list-style-type: none"> <li>• <b>Involve our communities</b> – we will work to involve local people and engage openly with our residents and service users, seeking to capture all points of view to make better informed decisions.</li> </ul>	<ul style="list-style-type: none"> <li>• Residents' surveys completed every two years to gain representative views on the delivery of council services.</li> </ul>	<ul style="list-style-type: none"> <li>• KPI: % residents satisfied with the way the council runs things.</li> <li>• KPI: % residents who feel that the Council provide value for money.</li> </ul>