

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"> • Fostering and developing positive cultures and understanding – ensure our staff are able to deliver services fairly and can model behaviours that help to create an inclusive work environment. 	<ul style="list-style-type: none"> • Staff to complete mandatory training and follow the Customer Access Charter to ensure consistent approach to working with customers. • Introduce and embed an internal Equality Champions Network and arrange training for the network. • Staff and Members to complete mandatory equality training to ensure they have the knowledge and awareness of equality issues. • Review current approach and embed equality further as part of the Procurement Act 2023. 	<ul style="list-style-type: none"> • Over 90% completion rate of Customer Access Charter mandatory training module on the Learning Hub. • KPI: % of customers satisfied with the service they received from the Council. • Over 90% completion rate of ‘Equality in the Workplace’ mandatory training module on the Learning Hub. • A minimum of 10 volunteer champions within the Equality Champions Network.
Advance equality of opportunity between people who share and people who do not share a relevant protected characteristic	<ul style="list-style-type: none"> • Building an inclusive workforce – 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. 	<ul style="list-style-type: none"> • 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. • Raise awareness of equality, diversity and inclusion milestones through a celebration calendar. • Incorporate equality, diversity and inclusion achievements into our staff rewards and recognition including our annual staff awards. 	<ul style="list-style-type: none"> • A minimum of 4 training sessions offered annually to hiring managers focusing on inclusive recruitment practices. • 10 award nominations for awards focusing on equality, diversity and inclusion in the annual staff awards. • All members of the Senior Management Team to complete equality, diversity and inclusion training to help progress this within the organisation.

		<ul style="list-style-type: none"> • Deliver dedicated equality, diversity and inclusion training for senior leaders to support knowledge, challenge and scrutiny. • Improved data capture and analysis for equalities monitoring. • Retained status as a disability confident employer. 	
	<ul style="list-style-type: none"> • Ensure adequate access to services for all – 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. 	<ul style="list-style-type: none"> • Achieve the North West Employers Chartership Award to guide leaders, members and employees to champion and improve equality, diversity and inclusion. • 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. • 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. 	<ul style="list-style-type: none"> • Achievement of the North West Employers Chartership Award.
Foster good relations between people who share and people who do not share a relevant protected characteristic	<ul style="list-style-type: none"> • Support people in the community who are most in need – we will focus on ensuring that the needs of the whole community are being addressed now and, in the future. 	<ul style="list-style-type: none"> • Share equalities data with officers and residents to help them understand more about our communities and inform service delivery. • Delivery of social prescribing service to help address health inequalities. 	<ul style="list-style-type: none"> • KPI: The number of people referred to social prescribing.

		<ul style="list-style-type: none"> • Continue to have a Third Party Reporting Centre and staff who are third party reporting trained to support the reporting of hate crimes. 	
	<ul style="list-style-type: none"> • Involve our communities – 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. 	<ul style="list-style-type: none"> • Residents' surveys completed every two years to gain representative views on the delivery of council services. 	<ul style="list-style-type: none"> • KPI: % residents satisfied with the way the council runs things. • KPI: % residents who feel that the Council provide value for money.