

# Equality Strategy Action Plan 2024 – 2026



# Introduction

This Action Plan is a key document for recording how service areas and corporate related activity will work to deliver the Council's Priority Equality Objectives and Equality Strategy 2024-2028. This is the first two-year plan to support delivery of the Equality Strategy 2024-2028. This two-year plan will also be used to monitor progress and achievements against the activities in the plan, ensuring targets are on track and delivered in 2024-2026.

Progress against the action plan will be monitored on an ongoing basis by the Equality Working Group and an annual report will be presented to the Senior Leadership Team.

All services across the Council contribute to the overall delivery of the Equality Strategy and Priority Equality Objectives in a variety of ways. Promoting and embedding equality and diversity both internally within the organisation, and externally across the Borough, requires continuous activity in order to create cultural change with a view to attaining the Council's overarching vision of fairness, respect, and equal access to service delivery for all.

This Equality Action Plan therefore includes a number of key milestones, to be met as appropriate, as part of the Council's commitment to providing better outcomes for all people.



## Pride in Charnwood

**We take pride in our work and our borough and are ambitious for the future.**



## Working Together

**We work together with pace and positivity as one council and in partnership with others.**



## Customer Focused

**We listen to our customers and are focused on delivering excellent services.**

Action	Completion Date	Success Measure	Lead	
<b>PEO 1: Promoting inclusive and responsive service delivery</b> - Ensuring that all public services provided by the local authority are accessible and tailored to meet the diverse needs of the community, eliminating any discriminatory practices				
1.1	Integrate a comprehensive equality impact assessment into the planning process, regularly reviewing and adapting the assessment based on community feedback and assessment findings.	Ongoing	Positive feedback on revised process and EIA template. Equality related complaints are reduced.	Equality Working Group
1.2	Care experienced people to be added to the equality impact assessment template as a protected characteristic.	June 2024	Views of care experienced people are included during the development of new policies.	Equality Working Group
1.3	Equality Working Group to act as a critical friend to services in reviewing Equality Impact Assessments.	March 2026	Equality Impact Assessment a standing agenda item at Equality Working Group quarterly meetings. Minimum of two Equality Impact Assessments as assessed by Equality Working Group annually.	Equality Working Group
1.4	Raise awareness of the Equality Impact Assessment process and guidance, through internal communications.	Sept 2024 and Sept 2025	One article published, per year, to raise awareness of process.	Transformation, Strategy and Performance Team
1.5	Monitor compliments, complaints and other forms of public correspondence received where protected characteristics and / or equality, diversity and inclusion are referenced.	Ongoing	Equality related complaints are reduced. Equality related legal action is reduced.	Equality Working Group
1.6	Training and developing our staff and members so they feel confident in supporting the needs of our customers.	March 2026	Equality training completed as part of onboarding process for new starters and on an ongoing basis for all permanent and temporary employees. Mandatory equality training completed by all elected Members annually.	Transformation, Strategy and Performance Team Democratic Services

Action		Completion Date	Success Measure	Lead
1.7	Meet the specific expectations set out by the regulator of social housing around areas including, but not limited to, fairness, respect, and diverse. Compliance with Housing Ombudsman recommendations on Landlord's leadership, culture and values.	May 2025	Compliance with 'Relationship of Equals' report recommendations.  Tenancy satisfaction measures % of tenants who feel CBC treats them fairly and with respect.	Head of Landlord Services / Transformation, Strategy and Performance Team
1.8	Interpretation and translation services - ensure access and fair service for those where there is a communication barrier.	Ongoing	Number of services and service users utilising the interpretation and translation service.  Investigation of British Sign Language Charter.	Equality Working Group
<b>PEO 2: Workforce Diversity, Engagement, and Inclusion - Foster a diverse and inclusive workforce that reflects the community it services, promoting equality of opportunity and fair treatment for all employees.</b>				
2.1	Develop a communications plan to ensure proactive promotion of equalities related events, celebrations, and personal stories.	March 2026	Articles published as appropriate – minimum of 3 articles per year.  Staff awareness/ knowledge raised.  Analytics on reach and engagement.	Transformation, Strategy and Performance Team
2.2	Undertake gender and ethnicity pay gap reporting and develop appropriate action to close gender pay gap.	March 2025 and March 2026	Reduction in gender pay gap.  Reduction in ethnicity pay gap.	Human Resources
2.3	Providing and promoting support for good health and wellbeing to our employees.	Ongoing	Reduction in staff absences – monitored through corporate reporting.  Number of attendances on staff health related programmes.  Annual staff health and wellbeing survey results - positive improvement year on year.	Health and Wellbeing Group

Action		Completion Date	Success Measure	Lead
2.4	Improve our data collection to help understand barriers and opportunities to recruiting, retaining, and developing people from diverse backgrounds.	Ongoing	Improvements in workforce demographics and employee feedback on inclusivity. Enhanced workforce representation.	Human Resources / Transformation, Strategy and Performance Team
2.5	Promote new recruitment process and evaluate its efficiency, including anonymous application process.	Ongoing	Diverse and representative interview panels. Elimination of bias from the recruitment process. Positive feedback on recruitment process from applicants and recruiting managers.	Human Resources / ALL
2.6	Achieve and maintain Disability Confident Leader accreditation.	March 2026	Progress from Level 2 (Employer) to Level 3 (Leader).	Human Resources / Equality Working Group
<b>PEO 3: Collaborating and Connecting with Communities - Actively engage with the community to understand and address the specific needs and concerns of different groups, ensuring their voices are heard in the decision-making process.</b>				
3.1	Continue to make digital content, particularly for social media, more accessible through the use of alternative text on images and captions for video.	Ongoing	Alternative text and captions used on images and video.	Communications Team
3.2	Ensure website remains accessible in accordance with the Public Sector Bodies (Websites and Mobile Applications & Accessibility Regulations 2018).	Annual Review	Website operation and content management complies with regulation and website remains accessible.	Communications Team
3.3	Develop the council's approach to consultation, promoting engagement from all sections of the community.	March 2026	Increased representation of all sections of the community in engagement and consultation - including the residents survey responses.	Communication Team

Action		Completion Date	Success Measure	Lead
3.4	Completion of the Digital Inclusion Project, including: <ul style="list-style-type: none"> <li>• setting up a Network of partner organisations who support digitally excluded residents</li> <li>• new webpages detailing support available</li> <li>• Survey of the digital skills of staff and Members</li> </ul>	March 2025	Analytics on reach and engagement i.e., volumes of residents supported (web page hits & courses attended etc)	Customer Experience Team
3.5	Celebrate cultural diversity and heritage in partnership with community groups.	March 2026	Support a range of celebratory or commemorative events annually and document success.	Equality Working Group / Communities and Wellbeing
<b>PEO 4: Leadership, Partnership and Organisational Commitment – Lead from the front and work with partners to create a zero-tolerance approach to discrimination, ensuring effective mechanisms are in place to prevent, identify, and address any incidents</b>				
4.1	Promote self-declaration of protected characteristics amongst staff.	September 2024	Significant % increase against each of the protected characteristics in staff self-declaration.	Human Resources
4.2	Produce and publish quarterly workforce monitoring statistics and act where necessary to address issues.	Ongoing	Quarterly monitoring and publication of workforce statistics.	ICS/ Transformation, Strategy and Performance Team
4.3	Review Modern Slavery Statement to meet legislative requirements.	Annual – April 2025	All policies and practices reviewed in line with Modern Slavery legislation and statement published.	Transformation, Strategy and Performance Team
4.4	Produce an annual health check of equality, diversity and inclusion activity and publish both internally and externally.	Annual – April 2025	Meet Equality Act 2010 and Public Sector Equality Duty responsibilities Feedback from staff, residents, and service users.	Equality Working Group

Charnwood Borough Council  
Southfield Road  
Loughborough  
LE11 2TX

Website: [www.charnwood.gov.uk](http://www.charnwood.gov.uk)

Sign up to email newsletters from Charnwood Borough Council at [www.charnwood.gov.uk/alerts](http://www.charnwood.gov.uk/alerts).

Please note: These files may not be suitable for users of assistive technology, e.g. screen readers. If you use assistive technology and need a version of this document in a more accessible format, please email [communications@charnwood.gov.uk](mailto:communications@charnwood.gov.uk) and request a copy in the format and technology you need.

Follow us on Twitter [@CharnwoodBC](https://twitter.com/CharnwoodBC),  
Facebook at [www.facebook.com/CharnwoodBC](https://www.facebook.com/CharnwoodBC), and search 'Charnwood Borough Council' on  
Instagram and TikTok.

