Leicester City Council Equality Action Plan 2024 - 2025

Aim 1: Creating an inclusive environment and celebrating equality and diversity
Aim 2: Lived experience and data driving improvements/decision making and raising awareness
Aim 3: Diverse and Representative workforce
Aim 4: Complying with our legal duties including the Equality Act 2010 and the Public Sector Equality Duty (PSED)

Priority	Ref	Desired Outcome	Action	Lead Service Areas	Lead Officer	Timeframe	How will we measure success?
1	1a	Build a corporate programme of racial literacy to tackle racism.	Build and implement a programme of racial literacy.	Equalities Team	Kal Sandhu	• 3-6 months engagement • 3-6 months consider existing good practice • 6-12 months analyse information and begin putting together a programme • 12-18 months share the draft programme • 18-24 months begin implementation	Programme in place and communicated to all staff. Staff have a better understanding of racial literacy. Feedback received from staff.
	1b	Guidance in place to support staff on use of inclusive language in their colleague and resident communications.	Further promote the guidance on use of pronouns. Use Scope training recommendations to develop guidance on acceptable language for disabled people.	Equalities Team	Kal Sandhu	• 3-6 months engagement • 3-6 months consider existing good practice • 6-12 months analyse information and begin putting together a programme • 12-18 months share the draft programme • 18-24 months begin implementation	Guidance in place and staff reporting better awareness and support. Feedback received from staff
	1c	Ensure we have inclusive buildings.	Ensure that buildings have accessibility for physical disabilities. Ensure that hearing loops are installed. Photos and imagery is inclusive and reflective of the populations of the city. Consider use of rainbows to support LGBTQ+ communities.	Estates and Buildings Services		• 0-6 months consider what already exists in our buildings • 6-12 months assess the options available	Customers and staff reporting our buildings feel more inclusive.
	1d	Managers feel empowered to support inclusive behaviour in the workplace	Deliver the Active Bystander programme to managers and provide post-learning support	Organisational Development	Sarah Taylor	• Train the trainer events already taken place in HR • Look to begin roll out of the training within a year	Programme in place and evaluation data showing good engagement and increase in confidence levels. Uplift in MAGIC indicators reported in Healthy workplace survey.
	1e	Support people with Care Experience to be more included in decision making	Develop a plan to ensure that care experience can be treated almost as a protected characteristic to increase inclusion.	Corporate Parenting	Laurence Jones David Thrussell	Currently assessing options and will consider the timeframe following this	A plan is in place with actions to ensure care experienced children and adults are feeling better supported. The plan must be well communicated across the Council so that everyone understands their responsibility. Care Experience added to the EIA.
	1f	Produce a Corporate Zero Tolerance Policy against bullying, discrimination, and harassment.	Policy is built and implemented. Communication is evident where staff have to interact with people using services that bullying, discrimination and harassment of our staff won't be tolerated. Where staff have been victims, they are well supported by managers.	Equalities Team	Kal Sandhu	• 0-6 months consider what currently exists including good practice • 6-12 months begin putting together a policy • 12-18 months share the policy and consider comms to inform the public of zero tolerance	Policy is implemented and communicated to all staff. Reduction of hate incidents directed towards staff. Staff feel supported. Message of zero tolerance is clear to members of the public.

	2a	More informed decision making which takes account of a diverse range of views and perspectives from people within our communities that might be impacted.	A robust method of data collection and dissemination is in place by staff knowing where available data sources are. Increased engagement with the community that informs decision making by engaging relevant VCSE groups into the decision making process to capture lived experience.	Equalities Team CMT	Kal Sandhu	• 0-12 months Service areas to consider how they engage with communities and the data they hold • 1-2 years Service areas develop the method to which they engage and are using lived experience to help inform services	Intersectional data is used in reporting to have a better understanding of who is impacted. Lived experience is used to inform decision making through engagement panels.
	2b	Staff feel supported to express diverse views and perspectives which are taken account of in decision making.	Develop an EDI Forum which allows employee groups and other employees the chance to engage directly with CMT. Create more mechanisms, such as the Healthy Workplace Survey for staff to give anonymised and honest feedback.	Organisational Development	Sarah Taylor	EDI Forum already exists and work is underway to consider how employee groups and other staff can be involved in a clear communication model with senior managers. Further timelines will be developed following this.	Greater numbers of staff reporting that they are positively engaged in change in the annual Healthy Workplace Survey. A robust and clear method of engagement for staff has been implemented.
2	2c	A consistent approach is implemented across the council for people with additional access needs so that people accessing services will have the same positive experience.	Bring together a group of key officers from across the council in front line and support roles to ensure that key technology and advice is consistent and allows staff to understand the process for people with differing needs. Create a key information sheet for staff to understand what to do when they encounter someone with additional accessible needs.	Equalities Team	Kal Sandhu	The officer group already exists and the next stage will be to consider how work can be collaborated to have a more consistent approach. The next stage will be to look at pooling resources and developing an information sheet for frontline staff.	Communities with additional accessible needs reporting that they feel supported with their needs being understood.
	2d	The organisation demonstrates its commitment to equality issues and events and progresses its work to support this.	Develop a comms plan to respond to awareness days/events which focuses both internally and externally. A programme of work is developed to ensure support and awareness is raised across all protected characteristics. Ensure CMB is informed and work is supported by the Lead Member.	Equalities Team Organisational Development Communications Employee Groups	Kal Sandhu Sarah Taylor	Work on developing the comms plan has begun and more internal engagement on awareness days is already taking place.	Greater understanding of equality issues, with a focus on intersectional characteristics, across the council and better presence of Council support to awareness days/events.
3	3a	A workforce that is reflective of the community it serves, including greater diversity in senior leadership positions.	1. Develop a guide to succession planning for all staff which puts the emphasis on managers to train all staff up to have the necessary experience to apply for their roles.	Organisational Development	Sarah Taylor	A guide exists and is available to all managers but discussion is taking place to ensure implementation.	Greater number of staff from diverse backgrounds moving into roles where there is an underrepresentation. Greater numbers of staff reporting that there are opportunities to grow in the annual Healthy Workplace Survey.
			2. Promote reverse mentoring to managers for them to better understand the impacts on people with certain protected characteristics.	Organisational Development	Sarah Taylor	The programme has taken place for the last 3 years and is happening again this year. An evaluation of this is taking place.	
			3. Consider how we recruit new staff and if there are ways to reach a more diverse audience to where there is underrepresentation.	HR	Craig Picknell	• 0-12 months to asses and review.	
			4. Managers to be given staff data in their areas to understand who works for them and how they might be impacted if there is an underrepresentation.	HR	Craig Picknell	The management dashboard already exists and works the next stage will be to consider if this is being looked at as part of service equality action plans.	
			5. Understand why some staff feel they can't progress (potential need for anonymity) and put measures in place to mitigate any reasons for this.	Organisational Development HR Equalities Team	Sarah Taylor Craig Picknell Kal Sandhu	This will be looked at as a specific element to action 2b with a plan to engage staff over the next year.	
			6. Consider inclusive leadership training rollouts for senior managers.	Organisational Development	Sarah Taylor	Sessions were held a couple of years ago and we are reviewing the success of them along with the reverse mentoring program before considering the next steps.	

	3b	Develop a coaching offer for staff based on their characteristics utilising external coaches to support internal ambitions.	A system for coaching is developed and communicated to staff, with external, or internal coaches where relevant, identified and contactable to support staff based on their characteristics.	HR Organisational Development	Craig Picknell Sarah Taylor	A mentoring platform is currently being developed and the next stage will be to consider how to get mentors involved based on characteristics.	A coaching offer for staff in place.