

Equality, Inclusion, Diversity, and Equity 2024/25 Action Plan Progress Report

COMMUNITIES: Listen and learn from our communities and use this to deliver service that work well for everyone			
No	ACTION	SUB ACTION/MILESTONES	PROGRESS MADE
EDIE1	Review and update current equality impact assessment process and guidance to ensure new or changes to policies and services fully consider the impact on protected groups at the earliest stage	<ul style="list-style-type: none"> • Develop improved EIA assessment form • Officer training provided to ensure EIAs are completed where they are required. • Member training on assessing EIA forms • Number of EIAs completed and attached to Committee/Council decisions • Monitoring of targeted outcomes embedded in project management 	<p>Not complete, action has been rolled over to 2025/26 Action Plan.</p> <p>A revised EIA has been agreed by the EDIEB Working Group. Due to officer capacity, the revised EIA will be implemented in 2025/26 and training provided. This action has also evolved to include EIAs for all key council projects.</p>
EDIE2	Develop a Consultation Strategy that allows for increased participation of people from equality groups in consultations and engagement to ensure our services and actions are informed by the views and needs of all our communities	<ul style="list-style-type: none"> • Consultation strategy to outline how our activities will adopt best practice in seeking views of all communities and residents about the Council services • Define how we will seek to increase participation of people from equality groups in consultation and engagement • Issue guidance relating to how information can be made more accessible for all 	<p>Not complete, action has been rolled over to 2025/26 Action Plan.</p> <p>Due to officer capacity, this action had a significantly delayed start. Officer workshops took place in early 2025 and useful feedback has been gathered about the types of consultation and engagement that are undertaken and the tools and resources that officers would find useful to help them successfully undertake engagement.</p>

			Public consultation is being organised for late spring 2025 and the feedback will be considered be used to inform the Consultation and Engagement Toolkit.
EDIE3	Develop Community Engagement Principles that set out how we identify and engage with our communities in a positive and consistent manner, informed by the views of our communities		<p>Complete. Ongoing work to embed the Community Engagement Principles has been included in the Action Plan 2025/26.</p> <p>The Community Engagement Principles were approved by Community Services and Licensing Committee in 2024.</p>
EDIE4	Use the Census 2021 data on the numbers and geographic distribution of residents with protected characteristics across the district to inform service development	<ul style="list-style-type: none"> • Produce accessible infographics of key data about the Stroud district • Support areas to understand and use this insight to support service planning and the setting of service-level equality objectives 	<p>Partially complete</p> <p>Demographic data from the Census 2021 data has been collated and meeting has been held with Inform Gloucestershire to support the work of developing useful infographics that can be used by the public, councillors and staff.</p>
EDIE5	Proactively promote notable dates that celebrate diversity and support inclusion through the Councils website and social media	<ul style="list-style-type: none"> • At least 4 events to promote or raise awareness of EDIE issues are held within the year 	<p>Complete</p> <p>The following events were held:</p> <ol style="list-style-type: none"> 1. Unreflected Reflections screening 2. Disability & Neurodiversity Action Group Launch 3. Pride Event

			4. Windrush Event 5. LGBTQ+ History month event 6. Black History Month event
EDIE6	Provide training to customer service advisors to ensure we are providing excellent customer service and have the skills to support our vulnerable residents who need us the most	All CS Advisors have undertaken t	Complete Advanced call handling workshops were attended by 60 frontline staff from the Customer Contact Centre, Housing and Planning
EDIE7	Review current interpretation and translation providers and other communication based adjustments and ensure staff are aware of services available	<ul style="list-style-type: none"> • Ensure compliance with the British Sign Language Act 2022 • Promote communication based services to all staff for awareness 	Complete An interpretation and translation service was procured which includes over 200 languages, 24 hour availability, face to face and over the phone and virtual BSL services. All staff have been made aware of this service.
EDIE8	Work with Gloucestershire Sight Loss Council (GSLC) to improve accessibility and raise awareness of visual impairment	<ul style="list-style-type: none"> • Review accessibility of web-based recruitment • Working with Landlord Services to improve accessibility of Tenant engagement and Accessibility • Complete programme of simul-spec walks across the district • Provide VI impairment awareness for staff and members 	Complete A series of simul spec walks in town centres was completed and a number of adjustments made to make highstreets more accessible as a result. GSLC delivered visual impairment training to all officers within the Communities directorate to raise awareness and highlight issues.

EDIE9	Progress with recommendations of the review of street or building names and monuments in the Stroud district.	<ul style="list-style-type: none"> • Installation of Information Plaque outside Blackboy House • Successful completion of community project • Restoration of Arch 	<p>Complete</p> <p>The Blackboy Clock Interpretation Plaque was installed in December 2024 and the Community Taskforce project was completed in March 2025 which premiered the 'Our District Lives' film showcasing the community groups across the district.</p> <p>The work of the Community Taskforce was recently published as a Case Study for the South West Equality Network.</p>
EDIE10	Report the number of Equality related complaints made by service users and ensure lessons are learnt from customer feedback	<ul style="list-style-type: none"> • Review and make improvements to current complaints reporting process to enable reporting • Report statistics and lessons learned to Corporate Governance Group 	<p>Complete</p> <p>A new complaints module was launched in February 2025 and EDIE statistics are now reportable quarterly to the Corporate Governance Group and EDEIB Working Group.</p>
2. LEADERSHIP AND ORGANISATIONAL COMMITMENT: Actively champion our commitment to equality, diversity and inclusion and tackle inequality together			
EDIE12	Consider ('pay due regard' to) how we can reduce inequalities of outcome caused by socio-economic disadvantage when making strategic decisions (CW5.2)	<ul style="list-style-type: none"> • Continue to promote and embed the Social Value Portal for all contracts over £75,000 • Monitor the diversity of our suppliers by at least two categories of diversity 	<p>Complete/Ongoing</p> <p>Equality requirements have been incorporated into the Contract Management Framework. Additional work is being undertaken to provide guidance and training on monitoring the equality policy, action plans and</p>

			training undertaken by key suppliers.
EDIE13	Review Contract Management processes to ensure it takes into account our EDI&E Policy and objectives and promotes equalities in the procurement process	<ul style="list-style-type: none"> • Ask suppliers to evidence EDI&E training for employees • Ask suppliers to evidence EDI&E policy and action plans • Ask suppliers to evidence diversity monitoring of employees • Ensure suppliers compliant with their EDI&E policy and plans through ongoing contract management • Provide guidance to officers on how to promote EDI&E when procuring goods, works and services 	Not complete/delayed Delivery of the requirements under the Procurement Act which came into force on the 24 February has delayed this work. The methodology for monitoring EDEIB policies of key suppliers is in development.
EDIE14	Review and improve facilities for multi-faith prayer, reflection and contemplation.	<ul style="list-style-type: none"> • Undertake a review with the aim to provide multifaith and belief prayer and contemplation facilities which are welcoming to, and meet the needs of staff, potential staff and visitors 	Complete Following consultation, the council's wellbeing room was adapted and is now in use as a multi-faith prayer room. A review is required with officers who use the room to ensure it is meeting their needs.
EDIE15	Hold an inclusive Be a Councillor event and make sure that it attracts candidates from all different backgrounds to join the council, including those who are not necessarily part of established political groups	<ul style="list-style-type: none"> • Hold at least two events to cover the essential processes of an election as well as an overview on the expectations and commitment needed to be a councillor 	Complete A successful event was held with 28 attendees.
3. WORKFORCE: Build a diverse and engaged workforce, where everyone is respected			
EDIE16	Develop and implement HR Recruitment and onboarding module on iTrent	<ul style="list-style-type: none"> • Provide training to recruitment managers to increase understanding of the EDI&E impact of recruitment in 	Complete

		terms of job descriptions, advertising, selection and interview to embed inclusive recruitment practices	Training has been provided to recruitment managers as well as Unconscious Bias training to all staff.
EDIE17	Promote Work Experience placements for under-represented groups	•	Complete We supported Gloucestershire Employment and skills hub and provided 2 placements. We are currently working with two education providers to provide internships for employees with disabilities and 2 placements for the 100 Futures Programme with 6 weeks placements for young people.
EDIE18	Review the diversity of our workforce in order to identify areas for improvement and set ourselves equality goals	<ul style="list-style-type: none"> • Increase the number of staff completing their diversity data on iTrent • Regularly remind staff to update their records • Increase in the number of records completed • Compare our workforce data with census data to assess whether it is reflective of the community 	Complete/ongoing Data comparison is complete although there is work to do to promote and remind staff to update their records so we have a full understanding of our workforce and can identify gaps.
EDIE19	Undertake a review of our suite of policies related to unacceptable behaviour	<ul style="list-style-type: none"> • Assess our existing policies of unacceptable behaviour including racism and discrimination. The policies include; unacceptable behaviour by complainants, violence and aggression towards staff, personal security register and lone working 	Not complete, action has been rolled over to 2025/25 Action Plan Initial assessment of the policy has taken place and some additional research completed. Need to work

			with other services as policy links with others.
EDIE20	Analyse and report on leaver's exit questionnaires for evidence of inequality and identify areas for improvement	<ul style="list-style-type: none"> • Review exit interviews to include specific question around discrimination • Develop reporting to EDI&E Working Group and Corporate Governance Group 	<p>Complete</p> <p>The leaver's exit questionnaire has been reviewed and new questions have been added to include specific EDEIB questions. Data will be reported quarterly to the Corporate Governance Group and EDIEB Working Group.</p>
EDIE21	Continue to increase workforce engagement from underrepresented groups through the development of staff representation networks	<ul style="list-style-type: none"> • Promote information to staff to enable participation in staff network groups 	<p>Complete</p> <p>Information is regularly promoted on the Hub. Two new staff networks have formed over the year to include:</p> <ul style="list-style-type: none"> • Disability and Neurodiversity in Action • SDC's Women's Network