

The Diversity and Inclusion Action Plan

Meeting our Public Sector
Equality Duty



Summary

This is Wiltshire Council's Diversity and Inclusion Action Plan 2019-2022. It sets out our equality objectives for the next three years, which we are required to do under the Public Sector Equality Duty.

The objectives and action plan show how Wiltshire Council will meet its duties under the PSED and are based on locally identified priorities, following a self-assessment against the Local Government Framework for Equality.

The objectives are:

1. Equality considerations are embedded in the council's leadership, partnership and organisational commitment and complement the council's **equality vision** and **statutory duties**
2. Build a resilient community that represents the voices and diversity of Wiltshire, specifically in respect of Lesbian, Gay, Bisexual, BME and Trans communities
3. Embed an inclusive workplace for all employees, ensuring a skilled and committed workforce that is fit for the future
4. Ensure equality considerations are built into the council's approach to customer access which will ensure that our Services are fully accessible for all our diverse communities and customers
5. Ensure the Accessibility Strategy is implemented by engaging more schools and communities in robustly embedding their joint equality responsibilities and actions towards children and young people.



Equality matters

Delivery

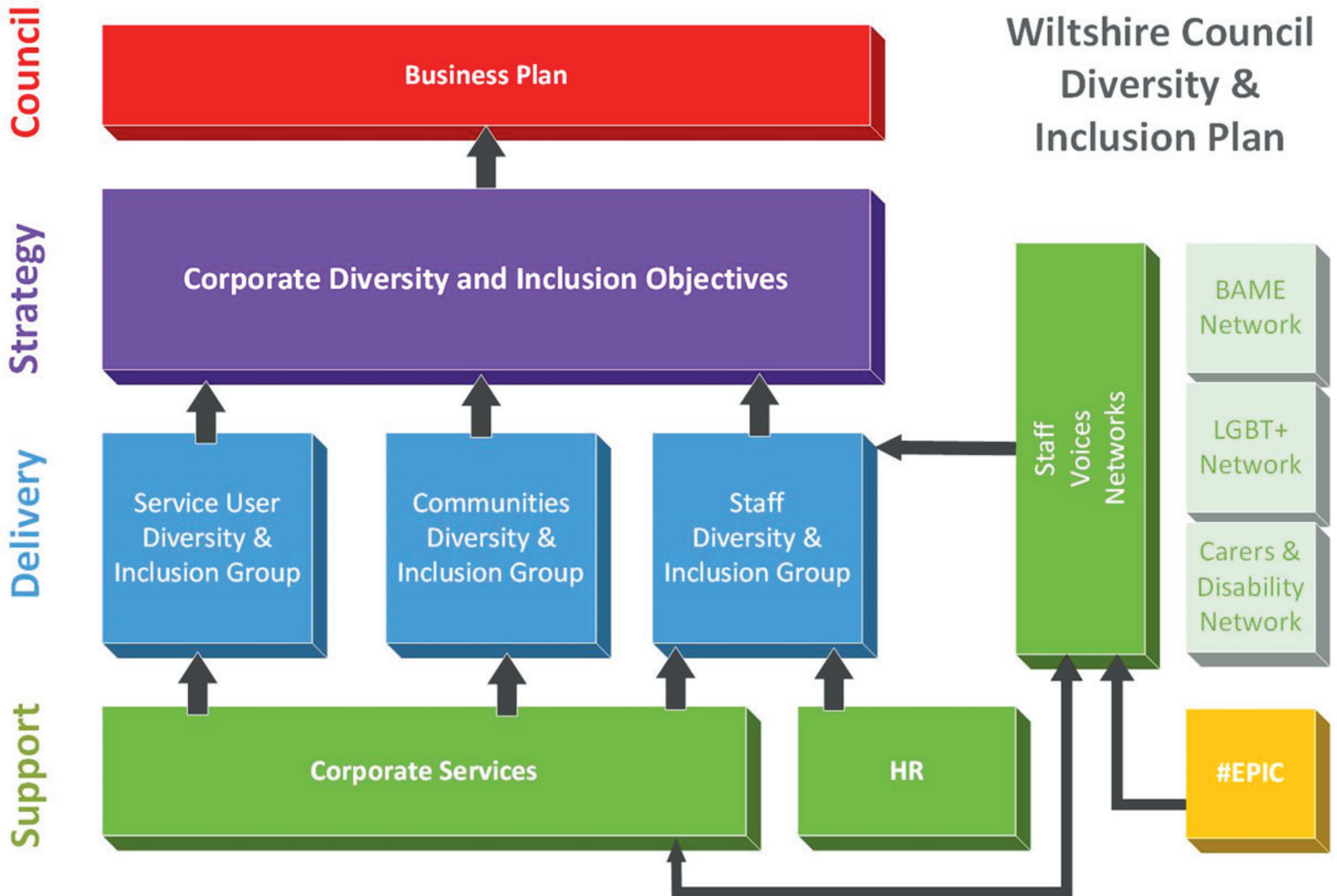
The actions in the plan fall into three broad themes:

- Communities
- Service Users
- Staff

In delivering the actions, there will be three groups, each focussed on one of the themes. Membership of these groups will include officers with appropriate influence and knowledge to be able to implement the actions they are responsible for and will represent a range of services across the organisation.

There will be a core group of people who attend all three groups, and there will be representation from Staff Voices (the three staff networks) on each group.

The diagram below summarises the strategic context and relationships involved in delivering this action plan.



Wiltshire Council Equality Objective 1

Equality considerations are embedded in the council's leadership, partnership and organisational commitment and complement the council's equality **vision** and **statutory duties**. Link to Business Plan: An Innovative and Effective Council.

Outcome	Actions	Theme	Responsible Officers	Timescale	Measures
Equality analysis/ impact assessment is integrated systematically into planning and decision making across the organisation.	Improve the EIA template to make it easier to use and find.	Service delivery	Emily Higson	29/03/2019	Revised EIA template & guidance published. Monitor EIA's received and look at the quality to identify if there are any training needs.
	Review and re-publish guidance. Publicise refreshed template and guidance regularly.	Service delivery	Emily Higson	March 2019	Number of new EIAs
	Create publicly accessible library of completed EIAs (include retrospective "amnesty" of EIAs from last 12 months' key decisions).	Service delivery	Emily Higson	September 2019	Number of EIAs in library
	Review role of Procurement in meeting equality priorities to ensure fit for purpose	Service delivery	Emily Higson	June 2019	Corporate representation at appropriate procurement activity.
All staff and councillors understand their responsibility with regard to equality and inclusion and can access support and knowledge when they need it	Develop e-learning resources, including mandatory induction and refresher modules for all staff and elected members.	Staff Communities (members)	Marie Lewis Catherine Coombs Libby Johnstone	December 2019 December 2019	E-learning live – number of completions
	Set up Equality & Inclusion knowledge hub resource on intranet/GROW.	Staff	Emily Higson	October 2019	Number of active users and requests for support
	Reconfigure steering group to 3 theme groups, each with terms of reference and an action plan.	Staff Communities Service Delivery	Emily Higson David Harris	December 2019	3 theme groups established with terms of references and regular meetings and defined outcomes. Each group can demonstrate successful outcomes achieved within year 1.
	Carry out good practice review against similar councils and other public sector organisations	Staff Service Delivery	Emily Higson	October 2019	Review completed
Senior leaders and politicians challenge inequality and show public commitment to equality and inclusion	Carry out good practice review against similar councils and other public sector organisations	Service Delivery	Nicky Dyer	January 2020	Annual Report 2020
	Overview & Scrutiny to review the corporate E&D plan	Service Delivery	Emily Higson Henry Powell	September 2019	O&S review and report with recommendations
	Request Audit of E&D	Service Delivery	Liz Creedy	March 2020	Audit report with recommendations

Wiltshire Council Equality Objective 2

Build community resilience through understanding and listening to the voices and diversity of Wiltshire with regard to all protected characteristics, with a focus on strengthening engagement with previously under-represented groups, such as LGBT and BME* people. Link to Business Plan: Strong Communities.

Outcome	Actions	Theme	Responsible Officers	Timescale	Measures
Wiltshire Council can demonstrate success in working with partners in the public, private, community and voluntary sectors to address equality priorities, which are reviewed on a regular basis	Liaise with partners including police, Army, Health and Fire & Rescue to share resources, good practice and better understand our communities. Re-establish the Wiltshire Lead Officers (Equality) Group	Communities	Emily Higson Nicky Dyer	September 2019	Areas for collaboration identified Number of joint/collaborative projects and events
	Using the "There's No Place Like Home" research report as a starting point: Use current data to understand better the experience of LGBT tenants in social housing in Wiltshire	Service Users	Housing Management Eammon McClelland	October 2019	Qualitative evidence of any issues for tenants identified
	Carry out training on LGBT awareness for staff and contractors visiting homes	Staff	OD & Training	March 2020	Specific training delivered
	Encourage registered providers (housing associations) in Wiltshire to agree to a pledge to be more proactive and visible in supporting LGBT tenants	Service Users	Housing Management	June 2020	Pledge signed
	Review and widen to other protected characteristics	Service Users	Housing Management	December 2020	To be identified
Wiltshire council has a good reputation in the community for effective engagement	Carry out an exercise to gather evidence for Wiltshire Council's reputation in the community and put in place a plan to address any gaps				
	Identify good practice already taking place in community areas	Communities	David Redfern Rhys Schell	December 2019	Project Bank/repository for successful projects
	Identify hard-to-engage groups and specific needs to improve engagement	Communities	Rhys Schell	December 2019	Each community area has a profile of groups with identified needs
Area boards know and understand all sections of their communities	Attendance at areas boards to present on PSED in communities	Communities	Libby Johnstone	December 2019	All Area Boards have PSED on agenda in 2019
	Community Area Boards, CEMs and VCSE groups work together to continually improve engagement	Communities	David Redfern	June 2020	Measures of satisfaction and social impact show improved engagement

*For the purposes of this action plan, when we refer to BME (Black and Minority Ethnic) residents, we have included Gypsy, Roma and Travellers and people of different religions who may experience discrimination.

Wiltshire Council Equality Objective 3

Embed an inclusive workplace for all employees, ensuring a skilled and committed workforce that is fit for the future.

Business Plan Link: An Innovative and Effective Council

Outcome	Actions	Theme	Responsible Officers	Timescale	Measures
A more robust workforce profile which informs our People Strategy and supports the Council in meeting the Public Sector Equality Duty Improve our understanding about the Council's workforce to deliver improved outcomes for our customers.	Equalities monitoring questionnaire which explains the reason why data needs to be collated sent to all staff to increase the range of information collected on the protected characteristics and improve existing information held (data cleanse).	Staff	Catherine Coombs	Annual	Increase in the range of data collected on the protected characteristics and a decrease in the rates of 'unknowns' for BME and disability.
	To amend the confidential equality and diversity section of the application form..	Staff	Catherine Coombs	October 2019	Form amended
	To upload data in to SAP	Staff	Catherine Coombs	March 2020	Upload complete
	To include this information in the annual equality and diversity workforce report.	Staff	Catherine Coombs	March 2020	Workforce Report ratified by Staffing Policy Committee
A reduction in the number of staff with protected characteristics saying that they have been a victim of bullying and/or harassment	E-learning on bullying and harassment rolled out E-learning on unconscious bias rolled out	Staff	Catherine Coombs	March 2019	Number of completions of training Number of staff reporting bullying and harassment from protected characteristics
A more representative workforce which supports our succession planning	Continue to promote schemes to employ younger people, working in partnership with other service areas e.g. economy and enterprise.	Staff	Catherine Coombs	SMarch 2021	An increase in the percentage of under 25's in the council workforce. Numbers of apprenticeships, traineeships, volunteers and work experience students increases
	Actively try to attract a diverse range of councillors by promoting the allowance, carers allowance, and maternity/paternity arrangements in advance of the next election.	Communities	Libby Johnstone	June 2020 – May 2021	Democratic Services rep on groups.
Staff with protected characteristics feel more supported, recognised and the Council is seen as an 'employer of choice' in relation to equality, diversity and inclusion	Stonewall Workplace Equality Index rating 2020 Complete self-assessment and anonymous surveys to staff	Staff	Catherine Coombs LGBT+ Staff Network	September 2019	Realistic assessment of current position in relation to other organisations
	Develop and implement action plan based on gaps identified	Staff	Catherine Coombs LGBT+ Staff Network	September 2021	An improved rating in Stonewall 2022 index
	Staff voices events to promote understanding, acceptance and inclusion	Staff	Staff Network Chairs Emily Higson Nicky Dyer Catherine Coombs	October 2019 May 2020	2 events per year
	Staff Networks Day event at Salisbury Foundation Trust	Staff	Catherine Coombs Staff Network Chairs	May 2019	Attendance at event
	Each staff network has a work plan for the year Chairs of staff networks have a formal agreement with the council regarding time allowed for equality work (aligned with Union staff)	Staff Staff	Staff Network Chairs HR	April 2019 To be agreed	Plan agreed Agreement in place

Wiltshire Council Equality Objective 4

Ensure equality considerations are built into the council's approach to customer access and service delivery which will ensure that our Services are fully accessible for all our communities and customers. Business Plan Link: Protecting the Vulnerable, An Innovative and Effective Council, Strong Communities.

Outcome	Actions	Theme	Responsible Officers	Timescale	Measures
A greater voice and influence for those less likely to be heard within the work of Wiltshire Council (and other statutory partners)	Act on feedback from Staff networks	Service Delivery	Emily Higson	Continuous	To be identified
	Maximise the opportunities to improve access and engagement through Wiltshire Council's Digital Programme	Service Delivery	Emily Higson Matthew Tobin	March 2021	
Staff and customers are supported to have equal access to all buildings and facilities	Building audit to assess accessibility to those including: Physical disabilities Sensory Impairment Learning Disabilities (including Autism) Mental Health Older People Young people People with dementia Religious/cultural needs (To be prioritised)	Service Delivery Staff Communities	Emily Higson Facilities Management (to be identified)	March 2020	Audit report
Ensure no discrimination towards transgender staff and customers	Review Stonewall guidance and develop trans-inclusion action plan for Wiltshire	Service Delivery Staff	LGBT Staff Network Catherine Coombs Emily Higson	Review October 2019 Action plan implemented by 2022	Action plan complete
	Introduce option of using gender neutral pronouns for staff and service users	Service Delivery Staff	Emily Higson Catherine Coombs	April 2020	
	Research gender neutral toilet facilities	Service Delivery Staff	Emily Higson Facilities Management	April 2020	
All frontline staff, whether they are office based or working in the community, understand their role in Equalities and Inclusion	Create and implement an annual communications plan for diversity and inclusion	Staff	Emily Higson Ceri Tocock	May 2019	

Wiltshire Council Equality Objective 5

Ensure the Accessibility Strategy is implemented by engaging more schools and communities in robustly embedding their joint equality responsibilities and actions towards children and young people. Business

Plan Link: Strong Communities, Protecting the Vulnerable

Outcome	Actions	Theme	Responsible Officers	Timescale	Measures
<p>A better understanding of the issues for young people (e.g. underlying causes of bullying)</p> <p>Communities feel empowered to support and/or challenge schools in meeting their equality duties</p> <p>Children and young people feel safe and respected by their peers</p>	Robust equalities guidance and support will be readily available for schools from the LA	Service Delivery	Pamela Carroll	March 2020	To be agreed
Schools and Youth organisations produce citizens who promote tolerance and inclusion	Understand and promote equalities work within schools and youth groups	Communities Service Delivery	Pamela Carroll Britt Sawyer	September 2019	To be agreed
Increased awareness in communities of equality duties on schools	Material will also be made readily available to area boards and communities to enable them to see what schools need to be doing	Communities	David Redfern Pamela Carroll	March 2020	To be agreed
All frontline staff, whether they are office based or working in the community, understand their role in Equalities and Inclusion	Create and implement an annual communications plan for diversity and inclusion	Communities	Pamela Carroll	September 2020	To be agreed



The Diversity and Inclusion Action Plan

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Where everybody matters

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