

Crawley Borough Council Equality, Diversity & Inclusion Action Plan 2022/23

EDI Priorities

Priority 1: Our Organisation – developing and building a diverse, inclusive, and engaged workforce

Priority 2: Our Services – ensuring our services are accessible to all in the way we plan and deliver them, including contracted services

Priority 3: Our Community – understanding and working with our community

| Priority 1: Our Organisation– developing and building a diverse, inclusive, and engaged workforce | | | | | |
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| Ref. | Action | Desired Outcome | Lead Service / Officer | Timescale | How will we measure success? |
| 1.1 | Arrange appropriate EDI training for all staff, including the delivery of LGBTQ+ awareness training to staff. | <p>Ensure that all staff have received appropriate training and develop EDI awareness.</p> <p>The Council has more insight regarding needs and issues of individuals from the LGBTQ+ community.</p> <p>More tailored training for different employee groups and councillors around local cultural and religious aspects.</p> | <p>Governance, People & Performance HR & OD Carron Burton</p> <p>HR & OD Carron Burton / Community Development</p> | End of Dec 22 on an annual cycle | % of staff who have completed training |
| 1.2 | Staff encouraged through briefings to report any incidents to Line Managers or alternative. Managers investigate and bring forward for disciplinary hearing. | Staff feel safe to report incidents of discriminatory or intimidating behaviour | All Services All Managers | Ongoing | Prevalence of incidents. |
| 1.3 | Consistent and unified approach to fostering a sense of belonging for all and building inclusive environments. | Work culture = zero-tolerance to discriminatory behaviour. | All Services All Managers | Ongoing | Feedback reflects desired outcome in staff survey. |

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| 1.4 | Arrange appropriate EDI training for all Councillors | Ensure that all Councillors have received appropriate training and develop EDI awareness | Governance, People & Performance Democracy & Data Chris Pedlow | End of Dec 22 | % of Councillors who have completed training |
| 1.5 | Attract applicants from diverse backgrounds as part of the recruitment process. Identify and develop internal talent | An inclusive and diverse workforce delivering services to our diverse community | Governance, People & Performance HR & OD Carron Burton Team Managers | March 23 Ongoing | % of staff employed from a minority background % reflect the community make up. Monitor % of workforce from a minority ethnic background Monitor retention of staff % of workforce from a minority ethnic background |
| 1.6 | Provide HR / Legal advice and support on Equalities legislation and case law and communicate lessons learned via briefings to Managers | Ensure that CBC staff can access advice and information. | Governance, People & Performance Legal Services & HR & OD Simon Bagg, Carron Burton | Ongoing | Lessons learned from potential complaints, grievances, claims |
| 1.7 | Review Equality Impact Assessment (EIA) template and build it into the Corporate Project Management approach (also to be reviewed) | Ensure that EIAs are undertaken for Council projects and decisions and any required actions followed. | Governance, People & Performance Corporate Performance Anna Pedlow | Sept 2022 | Monitor number of EIAs undertaken per year |

Priority 2: Our Services – ensuring our services are accessible to all in the way we plan and deliver them, including contracted services

| Ref. | Action | Desired Outcome | Lead Service / Officer | Timescale | How will we measure success? |
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| 2.1 | Staff remove racial/offensive graffiti and fly posters as soon as possible (normally within 24 hrs) | Minimal exposure of offensive material in the public domain | Community Services Neil Cowell | Ongoing | End to end times on reported incidents |
| 2.2 | Work with statutory partners and other stakeholders through the Safer Crawley Partnership to tackle hate | Residents know how to report and have the confidence to report incidents and access support services. | Community Services Community Safety | Ongoing | Local crime data and reporting statistics – supported by Community Tension Monitoring & Partnership reviews. |

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| | crime, anti-social behaviour and domestic abuse. | | | | |
| 2.3 | Assisted Bin collections to identified residents | The waste collection service is utilised by all residents and any physical restrictions limiting the ability to leave bins out for collection are not prohibitive. | Major Projects & Commercial Services Paul Baker | Ongoing | Service data including customer comments and complaints. |
| 2.4 | Review the accessibility of the Housing Repairs Service | Understand if protected groups are accessing repairs services, whether there is underrepresentation and if there is further work needed to engage residents | Crawley Homes Mario D'Andrea/Tim Honess | March 2024 | Baseline data showing who is accessing services. Action plan to address any underrepresentation. |
| 2.5 | Ensure the Council's toilets and changing facilities are accessible at the Hawth Theatre, K2 Crawley and New Town Hall. | Specialist toilet is installed at K2 Crawley and the Hawth Theatre, using £100k grant funding applied for to Changing Places. | Major Projects & Commercial Services Paul Baker | 2022-23 | Feedback from customers |
| 2.6 | Ensure our buildings are accessible, by undertaking access site surveys with targeted groups. | There are no physical barriers to utilising our buildings | Major Projects & Commercial Services Paul Baker | 2022-24 | Feedback from groups |
| 2.7 | Maintain a mixed fleet of licensed taxi vehicles which includes saloon, multi seater, purpose built and wheelchair accessible vehicles to cater for the different needs and purposes required by the community | Meet the needs of the travelling public. Vehicles can be adapted to meet the needs of the travelling public Meets the required safety standards according to the diverse needs of the travelling public. | Community Services Licensing – Kareen Plympton | Ongoing | % of compliant vehicles |
| 2.8 | Build EDI consideration into Health & Safety assessments which are undertaken re: people, places and activities. | Ensure that staff and members of the public are safe when interacting with or working for the Council and that they are not disadvantaged as a result of having a protected characteristic. | Governance, People & Performance Health & Safety Andy Gaffney | Sept 2022 | Annual review of completed risk assessments |

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| 2.9 | Include an Equalities Impact Assessment to standard application process for events held at Tilgate Park | Inclusivity has been considered and equalities impact assessed for public open events by the organisers (500+ people). Reasonable adjustments are made to ensure maximum accessibility and inclusivity. | Community Services Sabrina Gant | March 2023 | Monitor changes made to increase inclusivity |
| 2.10 | Review the Council's current offering in terms of public meetings, facilities and supporting materials. | Ensure that all public meetings are accessible to all, transparent and easy to follow. | Governance, People & Performance Democracy & Data Chris Pedlow | Sept 22 | Online resident survey |
| 2.11 | Review current arrangements and provision and facilities for Elections. | Ensure that the opportunity to vote is accessible to all and that participation is safe and without any undue influence. | Governance, People & Performance Electoral Services Andrew Oakley | Sept 22 | Annual post-election review |
| 2.12 | Review Corporate Complaints process to ensure accessibility to all | Ensure that members of the public can challenge the Council, complain and escalate issues. To capture data around those who complain and those who achieve the best resolutions / outcomes | Governance, People & Performance Corporate Performance Anna Pedlow | Ongoing | Monitor process and volume of complaints Review data periodically |
| 2.13 | Ensure that all applications can be applied for online to maximise accessibility and facilitate customer Self Service. Ensure website information is accessible and correct so customers can self-serve and get it right first time | Customers able to carry out applications remotely and make payment online. Customers able self-serve and access services 24-7 at their convenience and do not need to attend Council Offices | All services | Ongoing | Monitor Self-service numbers Monitor call centre feedback Monitor complaints re: access |
| 2.14 | Consideration and alternative support are given to those groups who are not able to self-serve online. Access Crawley | Services are accessible to all, regardless of the customers' preferred channel. | All services | March 2023 | Monitor Self-service numbers Monitor call centre feedback Monitor complaints re: access |
| 2.15 | Review of the Council's Tenancy Policy | Data collated and reviewed showing outcome of flexible | Crawley Homes - Housing Clare Prosser/Amanda Kendall | Dec 2022 | New policy in place |

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| | | tenancy reviews and understanding of impact on communities. Policy reviewed and associated EIA completed. Sustainment offer is in place which reflects the needs of customers and where outcomes can be fully demonstrated | | | Data available and EIA showing how the Council will improve data and develop its understanding of impacts and outcomes |
| 2.16 | Review of the Council's Anti-Social Behaviour Policy | Data showing the breakdown of ASB and who is accessing/using the NASB service. Revised ASB policy and associated EIA is completed, including the Council's approach to addressing hate crime. Documented approach to supporting victims and vulnerable perpetrators. | Crawley Homes – NASB Laura Padgett/ Clare Prosser/Amanda Kendall | Dec 2022 | New policy and processes in place. Data available and EIA showing how we will improve data and develop our understanding of impacts and outcomes |
| 2.17 | Review the Crawley Homes Financial Inclusion Strategy | Strategy in place which looks to: Support council tenants, particularly those on a low income, to maximise their income and manage rising costs of managing a home such as fuel poverty. Support income streams into Crawley Homes and the wider council. Improve our understanding and trends of those tenants most affected and in need of financial support | Crawley Homes - Housing Clare Prosser/Amanda Kendall | March 2023 | Strategy and associated action plan in place. |
| 2.18 | Review and implement the revised Disabled Adaptations Policy for the Council's housing stock | Defined adaptations policy that enables equitable access to property adaptations to allow tenants to live independently whilst balancing the best use of council housing stock | Crawley Homes Tim Honess | Complete | New policy and EIA in place |

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| 2.19 | <p>Ensure that all policies associated with Public Protection & Enforcement provision are easy to read and understand, compliant with legislation and accessible to members of the public and businesses.</p> <p>Engage with industry representatives, Community Leaders and Partners in the preparation and dissemination of policies to ensure the Policy is fit for purpose and is accessible.</p> | <p>Policies are easy to understand, written in plain English with relevant information provided to support compliance Policies remain “fit for purpose” and are updated to reflect current legislation, regulations and, where appropriate, enforcement route</p> <p>Policies accessible online (CBC website) with alternative mechanisms in place for those unable to access the internet</p> | Community Services Public Protection & Enforcement – Dan Carberry | March 2023 | <p>Feedback from service users and stakeholders</p> <p>EIA completed for relevant policies</p> |
| 2.20 | Deliver the West Sussex Wellbeing programme funded by WSCC Public Health Grant, effective from 1st April 2022 for a five-year term. | It is critical that the programme is accessible to all individuals and groups who may wish to access wellbeing support. The new Agreement will have a renewed and increased focus on individuals from minority ethnic backgrounds, men, and routine and manual workers. As well as ensuring it is accessible to young adults, carers, autistic people and those with learning disabilities or special educational needs. The programme will continue to build on and enhance the existing positive relationships that exist within each District and Borough in West Sussex. | Community Services Crawley Wellbeing Service – Alan Heaton Wellbeing Manager | April 2022 - 2027 | <p>Service performance measured against the Public Health Outcome Framework.</p> <p>Number of clients we support from minority and ethnic groups, older people, younger people, LGBTQ+ community and disability groups.</p> |

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| | | West Sussex Wellbeing meets the Public Health Outcome Framework. | | | |
| 2.21 | Regular reviews undertaken with contractors to identify sporting and arts community programmes seeking to enhance equalities opportunities | Programme diversity which encourages and facilitates access for minority groups | Major Projects & Commercial Services Paul Baker | On going | Analysis of programme and service take up. |
| 2.22 | <p>Deliver the Town Centre Regeneration Programme:</p> <p>Inclusive stakeholder engagement and consultation on all scheme proposals will be undertaken including with the Town Access Group and Walking & Cycling Forum.</p> <p>Project design briefs will include a requirement for schemes to be fully inclusive and accessible.</p> <p>Planning conditions related to accessibility to be met.</p> | All public realm regeneration and transport improvement schemes within the town centre will be fully inclusive and accessible to all users, always. | Economic Development & Regeneration Lynn Hainge | Current delivery programme in place to March 2026 | Feedback from stakeholders |
| 2.23 | <p>Deliver the Employment & Skills Programme.</p> <p>Employ Crawley and the Youth Hub provide a free, bespoke employment support service, available to all Crawley residents and meeting all access needs.</p> | <p>The Programme aims to enable all Crawley residents to access better job opportunities.</p> <p>Strategic priorities of the Programme include:</p> <p>Champion Crawley as a Living Wage town to increase income levels. Create new pathways for residents into higher education, skills levels and wages. Support for over 50s to learn new skills, increase participation of girls in STEM subjects and careers,</p> | Economic Development & Regeneration Lynn Hainge | Current delivery programme in place to March 2024 | <p>No. of residents into higher education</p> <p>Participation rates for STEM subjects and careers amongst girls</p> |

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| | | reduce income inequality through a living wage, outreach employment support to disadvantaged communities | | | |
| 2.24 | <p>Deliver the Crawley Growth Programme:</p> <p>Inclusive stakeholder engagement and consultation on all scheme proposals will be undertaken including with the Town Access Group and Walking & Cycling Forum.</p> <p>Project design briefs will include a requirement for schemes to be fully inclusive and accessible.</p> <p>Planning conditions related to accessibility to be met.</p> | All projects delivered through the Programme will be fully inclusive and accessible to all users, at all times. | Economic Development & Regeneration Clem Smith / Lynn Hainge | Current delivery programme in place to March 2025 | Feedback from stakeholders |
| 2.25 | <p>Deliver the Towns Fund & Town Investment Plan:</p> <p>Inclusive stakeholder engagement and consultation on all scheme proposals will be undertaken including with the Town Access Group and Walking & Cycling Forum.</p> <p>Project design briefs will include a requirement for schemes to be fully inclusive and accessible. Planning conditions related to accessibility to be met</p> | All projects delivered through the Town Investment Plan will be fully inclusive and accessible to all users, at all times. | Economic Development & Regeneration Clem Smith / Nigel Tidy | Current delivery programme in place to March 2026 | Feedback from stakeholders |

| Priority 3: Our Community - understanding and working with our community | | | | | |
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| Ref. | Action | Desired Outcome | Lead Service / Officer | Timescale | How will we measure success? |
| 3.1 | Devise and implement a specific action plan covering changes planned in the Social Housing White Paper and proposals by the Regulator of Social Housing | Compliant with legislation and Regulator of Social Housing's consumer standards covering engagement and understanding of local communities | Crawley Homes Amanda Kendall | April 2023 | Increased number of residents engaged in shaping services. Development of tenant profile data. Representative engagement of tenants. Reporting on the full suite of Tenant Satisfaction Measures. Action plan fulfilled |
| 3.2 | Facilitate engagement and dialogue with minority and diverse communities through key partnerships including; <ul style="list-style-type: none"> • Community Ambassadors • Disability Forum • Young Crawley Youth Forum • Civil Military Partnership | Increasing corporate insight into the needs of and issues impacting the Council's communities. Increasing awareness around diverse cultural and religious aspects. Improving levels of engagement and understanding relating to community issues. Empowering communities that can challenge the public sector. Increasing access to services for communities. Reducing barriers to participation. Challenging and addressing inequalities. Increasing access to services. | Community Services Community Development | Ongoing | Changes to services/how services are designed Number of representations from minority and ethnic groups, older people, younger people, LGBTQ+ community and disability groups |
| 3.3 | Ensure equitable access to health services linked to the Crawley Health Programme | Individuals have reduced hesitancy to accessing health services. Patient-centred approach to ensure simplified | Community Services Health Officer and Crawley Local Community Network (LCN) membership | Ongoing to 2024 as part of the Crawley | PhoF (Public Health Outcomes Framework) data Local insight |

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| | <p>Partnership working with the council as the health anchor organisation.</p> <p>All actions ensure equity for all residents</p> <p>Listening, understanding and acting on the needs of our residents</p> | <p>access to the health services. Reduced health inequalities for marginalised groups and members of the community. Improved health outcomes and access to health services.</p> <p>Improved relationship and levels of trust from all communities. System wide approach to tackling health inequalities. Increased resilience for individuals to navigate and manage their health and wellbeing</p> | | Health Programme | Primary care data |
| 3.4 | <p>Increase engagement within Black, Asian and Minority Ethnic (BAME) groups through the dedicated PT Weight Management Coordinator.</p> <p>To identify key barriers to engagement and increase referrals into the universal service</p> <p>To identify community champions to help co-design and co-deliver tailored Weight Management interventions</p> | <p>Improved awareness within the BAME community of local Health & Wellbeing services available to them.</p> <p>The council will have more insight regards key barriers to participation, and the needs and issues of individuals from the BAME community</p> <p>Improved levels of engagement and better health outcomes</p> <p>Able to provide better services which are tailored to the needs of the community</p> <p>Reducing barriers to participation & increase access to health and wellbeing services</p> <p>Empowered communities that are trained to help co-design and co-deliver initial intervention and</p> | Community Services Crawley Wellbeing – Rubina Khan | 30 June 2022 – dedicated fixed-term post due to end. Learning and provision will continue in line with Partnership Agreement through the wider service and team priorities. | <p>Changes to services/how services are designed</p> <p>Number of representations from minority and ethnic groups</p> <p>Number of council employed staff and volunteers from a diverse background</p> |

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| | | then continue to provide activity beyond the initial support period Enhanced the council's diverse workforce | | | |
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