

**EQUALITY, DIVERSITY AND INCLUSION ACTION PLAN 2021-25**

The following action plan sets out the key actions which will be undertaken during year one of the action plan - 2021-2022 to support our objectives.

Objectives	Action Number	Action	2021-22 Quarter 1 Milestone (Apr-June)	2021-22 Quarter 2 Milestone (July-Sept)	2021-22 Quarter 3 Milestone (Oct-Dec)	2021-22 Quarter 4 Milestone (Jan-March 2022)	2021-22 Quarter 4 (Jan-March 2022) Update & RAG RATING KEY TO RAG RATING	Lead responsibility	Directorate	
<b>1: Encourage and enable a skilled and diverse workforce to build a culture of equality and inclusion in everything we do</b>	1A	Review and deliver equality, diversity and inclusion (EDI) training for Council Officers and Elected Members. This includes training that covers employment, mental health and wellbeing, recruitment and selection, raising awareness of the needs of different users and customers and unconscious bias.	Develop & deliver the EDI & EIA training programme for the targeted groups	Mandatory EDI training is in progress for staff with over 50% of the workforce attended. Equality Impact Assessment (EIA) training will be rolled out from August. EDI and EIA training will be delivered to Elected Members in the autumn. Mandatory training for employees on recruitment and selection, mental health and well being continues	Commence EIA training to all target groups. Launch EIA Framework. Continue with mandatory training in EDI, recruitment and selection and mental health and wellbeing.	Continue EIA training to all target groups. Continue with mandatory training in EDI, recruitment and selection and mental health and wellbeing.	The EIA training has been delivered to Heads of Service and Officers that write policies and procedures. Arrangements are in place to deliver the EIA training to Elected Members during Qtr 3. Mandatory EDI training has been completed by 61% of the workforce. Mandatory training for employees on recruitment and selection, mental health and well being continues	Organisational Development & Performance	Corporate Resources	
	1B	Identify any areas of under-representation in the Council's workforce reflective of the working age community of the District and develop positive action initiatives to promote diversity in the workplace.	Develop corporate equality monitoring categories to be used across all Council service areas	Equality monitoring categories have been produced and approved by Leadership Team.	Consult with the EDI Steering Group on the corporate equality monitoring categories. Develop supporting guidance on the collation of equality data. Communicate the corporate equality monitoring categories and guidance	Service areas to use equality monitoring categories	The revised Diversity monitoring categories will be used to collate workforce data and establish underrepresentation in the workforce.	Organisational Development & Performance	Corporate Resources	
	1C	Publish a Gender Pay Gap report, report on any issues and actions taken.	No action required		Draft Gender Pay Report for the Leadership Team to approve.	Submit Gender Pay Report to Leadership Team	The Gender pay report was produced and submitted to Leadership Team. A summary will be provided to the EDI Steering Group meeting in January 2022.	Organisational Development & Performance	Corporate Resources	
	1D	Design and deliver an annual employee engagement survey; ensure that it is accessible to all staff and includes questions that enable the Council to monitor trends and progress around equality, diversity and inclusion.	The survey will be implemented in Q3 2022/3	The survey will be implemented in Q3 2022/3	The survey will be implemented Q3 2022/3	The survey will be implemented in Q3 2022/3	The survey will be implemented in Q3 2022/3	Proposal of an employee survey presented to Leadership Team.	Organisational Development & Performance	Corporate Resources
	1E	Produce a set of standard equality and diversity monitoring categories so that Council Officers, residents and customers can declare information in a consistent manner.	Develop corporate equality monitoring categories to be used across all Council service areas	Equality monitoring categories have been produced and approved by Leadership Team.	Consult with the EDI Steering Group on the corporate equality monitoring categories. Develop supporting guidance on the collation of equality data. Communicate the corporate equality monitoring categories and guidance	Equality monitoring categories were presented to the EDI Steering Group on 20 July 2021. Equality monitoring guidance is currently being developed. Equality monitoring categories were communicated to all services across the Council for review and feedback. Diversity Monitoring is an agenda item at the next EDI Steering group meeting.	Publish the Diversity Monitoring Guidance on the South Derbyshire website. Service areas to use equality monitoring categories	All service areas have been provided with the corporate equality monitoring categories. Feedback from the EDI Steering Group held on 12 Oct 2021 needs to be considered and a revised list of categories will be presented to Leadership Team. Equality monitoring guidance is currently being developed.	Organisational Development & Performance	Corporate Resources
	1F	Use the Stonewall workplace equality index to assess achievements and progress in LGBTQ+ inclusion.	Contact Stonewall to obtain the index and guidance	Information pack has been obtained on the Stonewall Index and a discussion paper will be developed for the next EDI meeting	Stonewall index proposal to be presented at the next EDI Steering group meeting	Update and seek approval from the Leadership Team on any discussions at the EDI Steering group on the Stonewall Index proposals	Further exploratory work to undertaken to identify other index to be considered. A proposal will be brought back to a future at April 2022 meeting.	Agree the actions to put forward a submission for inclusion on the Stonewall Index in 2022/23.	Organisational Development & Performance	Corporate Resources
	1G	Publish an annual report on progress made, achievements and further actions to deliver on the key outcomes in the Equality, Diversity and Inclusion Action Plan 2021 - 2025.	No action required		No action required	No action required	EDI annual report is in the planning stage. Heads of Service been approached for images/visuals of the activity around Equality, Diversity and Inclusion.	Consult the EDI Steering Group on the proposed content for the annual report. Collate evidence for the production of the annual report in quarter 1 2022/23	Organisational Development & Performance	Corporate Resources
	1H	Promote the 'Access to Work' scheme and any other national/local schemes that enable financial or other support for current or future employees.	Send out Access to Work information to recruiting Managers.	Guidance on Access to Work is being produced and will be sent to managers in August 2021.	Develop internal resource for staff to access key benefits including the Access to Work scheme.	Information on Access to Work has been communicated to across the Council. Supporting information is available on the Council internal web pages.	Information on Access to Work has been communicated to across the Council. An initial review of the Recruitment and Selection Procedure has been completed and further development of materials will be completed in the spring/summer 2022.	Review the take up of the Access to Work Scheme.	Organisational Development & Performance	Corporate Resources
	1I	Collate and maintain data on equality, diversity and inclusion as a shared resource available on the Council's internal and external web pages, including the publication of the Equality Profile of South Derbyshire's population based on the nine protected characteristics, to help inform service delivery.	Identify sources externally from the Derbyshire Observatory, ONS Data, Census Data	Data is available on the EDI website and regularly updated	Update the external website with equality information of the population in South Derbyshire	Population data for South Derbyshire is available on the SDDC website, this data is based on the Census 2011. Information will be revised in 2022 once the new Census data undertaken in March 2021 has been published by the ONS. A link from the Council's intranet (Connect) has been added to link to the ONS data to ensure this can be utilised by officers when undertaking a service delivery review.	Update external website pages, create a link from the internal staff intranet to external pages.	Currently awaiting data from the ONS to update on the Councils website on equality data.	Organisational Development & Performance	Corporate Resources
	1J	Promote employment and training opportunities including volunteering for school leavers, the unemployed and those furthest from employment or self employment, through attendance at careers events, job fairs and other events held in the District.	Virtual Fairs and supporting schools and colleges with work placements.	Schools and colleges are not currently placing students in the workplace due to Covid-19 and the majority of Council staff continue to work remotely	Promote the virtual careers fair which is being led by the schools development agency.	Virtual Careers Fair promoted to local employers.	Encourage the creation of industry placements opportunities.	Industry placements promoted to local employers.	Economic Development and Growth	Chief Executive

**2: Demonstrate inclusive leadership, partnership and a clear organisational commitment to being a leader in equality, diversity and inclusion in the District**

1K	Continue to support apprenticeship and other national schemes to provide employment opportunities in partnership with local colleges and other providers.	Promote the apprenticeship programme through the Learning & Development newsletter which is distributed across the Council. Work with East Midlands Councils on the Kickstart programme	A monthly newsletter is produced internally promoting apprenticeships. The Council has joined the regional consortium led by East Midlands Councils to support the national Kick start programme.	Opportunities to use the apprenticeship qualifications to be included in the PDR process. Kickstart placements made available	2 placements in post from the Kickstart programmes (one in Operational Services and the other in Customer Services). One (Customer Services) has now successfully been appointed into a full time post as an Apprentice in Customer Service. Customer Services are in the process of commencing another kickstart placement in their Revenues and Benefits Team. Standard documentation used in the PDR process has been amended to include a section on using the apprenticeship levy for training needs identified.	Seek approval from Leadership Team to further promote the use of apprenticeships through changes to the R&S procedure. Review Kickstart placements.	The initial review of the Recruitment and Selection Procedure has been completed and will continue in to 2022. Opportunities to promote the use of Apprenticeships has continued in the monthly L&D newsletter and during recruitment. Additional placements are being progressed within Corporate Services and Housing. Customer Services are seeking approval for another kickstart placement.	Support and promote opportunities as part of the apprenticeship week.	6 (1.84% of head count)	Organisational Development & Performance	Corporate Resources
1L	Continue to carry out an employee risk assessment should an employee's circumstances change in relation to any of the protected characteristics and put in place reasonable adjustments where necessary.	To complete employee risk assessments on employees working remotely. Provide any equipment or other resources for employees as required.	Risk assessments have been completed for employees working remotely that includes consideration of any protected characteristics. Equipment and resources have been provided to employees to meet any requirements identified in the DSE work station assessments.	To complete employee risk assessments on employees working remotely. Provide any equipment or other resources for employees as required.	Risk assessments have been completed for employees working remotely that includes consideration of any protected characteristics. Equipment and resources have been provided to employees to meet any requirements identified in the DSE work station assessments.	To complete employee risk assessments on employees working remotely. Provide any equipment or other resources for employees as required.	Risk assessments continued to be carried out across the Council.	To complete employee risk assessments on employees working remotely. Provide any equipment or other resources for employees as required.	Risk assessments by equality group will be completed subject to the approval of the equality monitoring categories	All Services/ Head of Organisational Development & Performance	All Directorates
1M	Review our recruitment process to ensure we proactively encourage diversity when people apply for jobs at the Council	No action required. Diversity monitoring categories will need to be approved and in place	No action required. Diversity monitoring categories will need to be approved and in place	Review the existing process and make proposals to change the Council's approach to the recruitment and selection of staff.	A HR Graduate Trainee is on secondment to review and enhance the Council's recruitment and selection process, particularly around equality, diversity and inclusion.	Undertake consultation with stakeholders and other key groups.	A review of the recruitment process is now completed. The HR team are working through the recommendations to implement across the Council	Implement the revised process.	The recruitment and selection process will be reviewed in line with the flexible working policy	Organisational Development & Performance	Corporate Resources
2A	Review the Corporate Equalities, Diversity and Inclusion Steering Group governance and terms of reference to ensure that the Council's services are inclusive and accessible.	Review and agree the draft Terms of Reference with the Leadership Team. Agree the membership of the group and resourcing, plan the first EDI Steering Group.	The Terms of Reference have been drafted and approved by Leadership Team. The membership of the EDI Steering Group have been finalised and includes representatives from the Council, external partners and Trade Unions.	First meeting of the EDI Steering Group. Appoint roles and agree Terms of Reference for the future meetings of the Group. Review membership to ensure it is representative	First meeting of the EDI Steering Group was completed on 20 July 2021. Roles on the Group have been appointed and role profiles agreed. Terms of reference were approved by the EDI Steering Group on 20 July 2021. Membership has been reviewed and additional representatives have been invited to the next meeting of the EDI Steering Group being held on 12 October 2021.	EDI Steering Group Meeting and review membership	Membership has been reviewed and additional representatives attended the EDI Steering Group being held on 12 October 2021.	Review EDI Steering group Terms of Reference	The Terms of reference will be discussed at the June 2022 meeting	Organisational Development & Performance	Corporate Resources
2B	The Council's Leadership Team and Elected Members lead and actively drive equality, diversity and inclusion to ensure that all services are accessible and that we work with partners, business and other groups to promote equality, diversity and inclusion across the District.	The Leadership Team to approve the action plan and milestones.	The Leadership Team approved the EDI actions and milestones.	EDI action plan and milestones, to be presented to the EDI Steering group. Steering group to provide feedback on the action plan and milestones	EDI action plan and milestones were presented to the EDI Steering Group on 26 July 2021. Overall, 80% of actions are on track on the EDI action plan. One action is in progress	Update on EDI actions and milestones discussed at Steering group meetings	EDI action plan and milestones were presented to the EDI Steering Group on 12 October 2021. 72% of actions are on track on the EDI action plan.	Update on EDI actions and milestones discussed at Steering group meetings.	A new set of milestones is currently being developed for 2022/3. This will be presented and discussed at the EDI meeting in June 2022.	Organisational Development & Performance	Corporate Resources
2C	Develop and implement an Equality Impact Assessment (EIA) Framework to determine whether a part or full assessment is required and publish the results.	Draft the Equality Impact Assessment Framework and seek approval from the Leadership Team. Deliver EIA training to targeted groups.	The EIA framework has been drafted and approved by Leadership Team. EIA training course has been developed and will be rolled out during Qtr. 2	EIA framework to be presented to Steering Group for information and feedback. EIA training to commence	EIA framework was presented to the EDI Steering Group on 20 July 2021. Information on EIA process is available on the Council website and intranet. EIA training has commenced and will continue in to quarter 3.	Monitor uptake and make any further consideration required to the Framework Complete EIA training and review feedback to inform development of EIA framework and future training events.	EIAs are being completed as appropriate across the Council with support provided by OD&P. EIA training has been provided to officers and Elected Members with further sessions planned in qtr 4. No amendments made to the framework and this will be kept under review.	EIA guidance and templates available on the intranet	EIA guidance is available and on the Council intranet site	Organisational Development & Performance	Corporate Resources
2D	Carry out an Equality Impact Assessment when considering new or changes to existing policy, service or processes in terms of how it might impact on different groups of people.	EIA Framework developed and guidance developed	EIA Framework and processes is in place and available for staff to access	EIA's completed as part of Policy Review process	A policy process has been developed which includes undertaking an EIA on all new or changed policies to identify any negative or positive impact on different groups.	Report on the EIA's completed	All service areas have been provided with the corporate equality monitoring categories. Feedback from the EDI Steering Group held on 12 Oct 2021 needs to be considered and a revised list of categories will be presented to Leadership Team.	Report on EIAs completed	1 EIA completed this quarter	All Services/ Head of Organisational Development & Performance	All Directorates
2E	Use equality, diversity and inclusion best practice to inform Council activity.	Identify which external bodies can inform best practice Framework and other indicators that the Council can use to draw on best practice.	The development of the corporate equality monitoring categories and guidance is based on those used during the Census as well as guidance from the Local Government Association and the Office of National Statistics. This will enable the more appropriate analysis of data at a local level against regional and national trends.	Identify which external bodies can inform best practice and other indicators that the Council can use to draw on best practice.	Local organisations/individuals have been contacted to support with the Council on Equality, Diversity and Inclusion. New members are now on the EDI Steering group to provide additional support and expertise to the Council	Report on external bodies that can inform on best practice on equality, diversity and inclusion	Head of OD & P exploring collaborative work with Derby City other neighbouring councils on equality diversity and inclusion matters. An update will be provided at the next meeting	Implement best practice approved by the EDI Steering Group.	The Council delivered 15 EDI training sessions to staff, the Leadership Team, and Trustees at Derby Museums. This included a total number of 86 attendees. The feedback for m sessions was very positive with the opportunity of further work, subject to the Council capacity	Organisational Development & Performance	Corporate Resources
2F	Develop a programme of targeted communications to celebrate the diversity of our communities.	Identify the channels that are available to us and in particular how to engage with residents that we are not currently engaging with.	A proposed diversity calendar will be discussed at the EDI Steering group meeting in July 2021.	Feedback to Leadership Team on ideas on celebrating diverse communities and diversity calendar for 2022	A diversity calendar for 2022 is being developed and will be presented at the next EDI Steering group	Present a paper to Committee of a diversity calendar/events for 2022	Diversity calendar paper to be presented at the EDI Steering group in January 2022.	Present back agreed plan to EDI Steering group Commence planning of events for 2022.	The EDI calendar proposal requires further discussion with the Leadership Team. The proposal will be presented at Full Council for approval	Organisational Development & Performance	Corporate Resources

**3. Involve and enable our diverse communities to play an active role in society and put the resident's voice at the heart of decision-making**

3A	Hold at least one annual equality, diversity and inclusion community event, involving councillors and officers to encourage joint working on shared aims and continue to develop future plans to embed equality, diversity and inclusion throughout our services.	No action required	No action required	Consult with the EDI Steering Group to gauge ideas and thoughts around potential events to raise awareness around equality, diversity and inclusion.	A proposal of events in the District is being developed and presented to the Leadership Team. At the EDI Steering Group meeting held on 20 July 2021, initial views were sought on the approach to be taken.	Paper to Leadership Team and EDI Steering Group outlining what an event would involve and the dates it will be held. Set up event team. Schedule/scope and plan the event.	No event arranged due to Covid	Finalise the arrangements for the event and commence communication and engagement activities. Date of event to be confirmed.	An update on local and community events to be discussed on the EDI Steering group.	Organisational Development & Performance	Corporate Resources
3B	Review the involvement of diverse communities within the district with guidance on how they may be involved in the democratic processes of the Council.	Establish what information is currently available across the Council.	Data is being requested from all services areas. Revised corporate equality monitoring categories have been developed (see 1E).	Establish what data is currently available and collated across the Council.	Areas with defined representation, e.g Parish Councils/Meetings established	Send letter to Parish Councils to establish the protected characteristic groups they are aware within their respected areas and establish how the Council can engage with these groups. Not all areas have a Parish Council, the Council will need to identify the gaps via elected members.	Draft correspondence to Parish Councils / Parish Meetings in progress.	Collate responses from the Parish Councils and finalise the list of protected characteristic groups.	31 Parish Councils. Further work is required to understand the frequency of meetings each will have as they will have different meeting cycles.	Legal & Democratic Services	Chief Executive
3C	Ensure the Council delivers cultural events which are inclusive of the diverse community, inclusive of our local communities and our communities over the boundary.	Deliver cultural and other events that enable local groups of people and/volunteers to participate in activities that promote inclusivity.	Community Heroes Awards and Roll of Honour taken place during National Volunteers Week- well received. Liberation Day- contact made with all previous attendees with various information distributed to these individuals. Positive manners worker group for mums to stem sense of isolation. Litter picking groups recently permitted to recommence activities in parks and other spaces.	Subject to restrictions and guidance from the Leadership Team community consultation event planned in Newhall.	Consultation not taken place yet however Newhall network meeting continues to meet. Community Newsletter produced by group and currently planning a William Allitt based Youth Club.	Ensure the ED&I agenda is captured in the events review.	Events Review delayed due to the current uncertainty in holding large scale events due to covid.	Seek approval from the Leadership Team of the Events Review.	Modern Curling completion delivered in primary schools for children with special needs	Cultural and Community Services	Service Delivery
3D	Review the effectiveness of the Community Grants programme for voluntary, community and faith-based groups to ensure that it meets the needs of our communities.	Include the ED&I agenda in the Service Level Agreement review. Monitor the take up of grants by different groups.	The EDI agenda will form part of the CVS project schedule for 2021/22.	Include the ED&I agenda in the Service Level Agreement review. Monitor the take up of grants by different groups.	SLA's to be reviewed in 2022. Five recent projects submitted to Community Grants panel to be scored, one was from a Community organisation run by volunteers, one by a Community Interest Company and three from Parish Councils. The projects have to demonstrate how the benefit the Local Community.	Analyse data collected over the year and identify any gaps in groups applying. Develop a targeted marketing exercise	Over last 24 months project applications received from Churches, Parish Councils, Recreational clubs and Arts organisation & CAB. Promotion of grant carried out Quarterly via comms with Parish Councils and through CVS, where it is circulated to all voluntary sector groups they support.	Report on findings and number of grants accessed and groups supported.	8 x Community Partnership Grants Awarded 8 x Safer and Stronger Grants Awarded	Cultural and Community Services	Service Delivery
3E	Review our website and council information and implement a set of standards to ensure that it is accessible and inclusive.	Undertake an audit and produce an action plan of work	Website audit has commenced and an action plan is being produced to signpost people to services.	Implement action plan to improve accessibility and signposting to services	Cabinet Office audit carried out to improve website accessibility, continued audit of content	Develop set of standards	An accessibility review of the website has been completed. A number of recommendations were identified that have put in place by our website provider. The website is now fully compliant with requirement of The Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 that public sector websites are accessible to everyone.	Begin to implement the standards to the website.	The accessibility standards for the website is now completed and meets the regulatory requirements	Organisational Development & Performance & Information Technology and Business Change	Corporate Resources
3F	Review planning consultation practices to encourage and enable groups that are not currently engaged in the planning process.	No action required	No action required	Prepare key issues from the governments planning reforms to include in the Statement of Community Involvement. Report to E&DS Committee with a timeframe for formal review of the Statement of Community Involvement.	This will form part of the initial Local Plan consultation with a timetable for this to be confirmed. There has been some delay due to the need to consider the implications of national policy position but a more detailed timetable will be presented to Committee and the initial consultation to take place in the New Year	Begin implementation of milestones that are included in the Statement of Community Involvement.	Work on this is progressing in advance of a report to EDS committee in advance of an initial Local Plan consultation in the Spring 2022. Steps will be taken to ensure hard to reach groups.	Continue to implement the milestones that are included in the Statement of Community Involvement.	The Local Plan consultation will be carried out in line with the requirements of the SCI, but in addition the Council will look to include new measures to reach hard to reach groups who do not normally respond to traditional paper based local plan consultations.	Planning and Strategic Housing	Service Delivery
4A	Use building regulation to ensure that developments meet the necessary standards for disabled access and other accessibility standards.	No action required	No action required	Report on the systems use to ensure the standard for disabled access and other accessibility standards	The standards are in place with 100% compliance achieved	Report on the progress made to ensure the standard for disabled access and other accessibility standards	100% compliance	Report on work to ensure the standards for disabled access	DDA surveys have been completed on Civic Offices, Old Town Hall, Midway and Stenson with a review/progress complete works on the back of these surveys.	Planning and Strategic Housing	Service Delivery
4B	Use the Councils Local Plan to develop best practice in terms of accessible homes	No action required	No action required	Prepare key issues from the governments planning reforms to include in the Local Plan.	This will form part of the initial Local Plan consultation with a timetable for this to be confirmed. There has been some delay due to the need to consider the implications of national policy position but a more detailed timetable will be presented to Committee and the initial consultation to take place in the New Year	Include in the consultation of the Local Plan preparation.	Work is progressing on the Local Plan consultation which will include details of best practice regarding accessible homes.	Report responses of the consultation to E&DS Committee.	The Local plan consultation is timetabled for the summer of 2022. Following this the responses will be reported to EDS committee in Autumn 2022.	Planning and Strategic Housing	Service Delivery

**4. Deliver responsive services and customer care that is accessible and inclusive to individual's needs and respects cultural differences**

4C	Review parks and open spaces service as part of the Green Open Space Strategy development ensuring they are accessible and appropriate for all.	No action required	No action required	Review the scope and prepare the brief of the Play Audit. Subject to Covid implications commence voluntary activities including mental well being and report accordingly.	The Play Audit and associated Action Plan was subject of a report to O&S Committee in 2019 and the action plan is underway with improvements funding agreed and going through procurement phase.	Complete improvements to accessible play offer at Rosliston Forestry Centre.	The access paths into the now fenced play area have been improved and an ordinary swing has been replaced with a cradle version.	Identify timetable to implement the recommendations made from the Play Audit.	We are currently working through the recommendations of the play audit and hope to complete the 2 recommendations on improved signage and an electronic inspection system by October 22. The design work has already been commissioned for the signage (attached for info) and we are hoping to go out to tender for the inspection app shortly.	Cultural and Community Services	Service Delivery
4D	Implement and promote initiatives such as Sign Live and the Hidden Disabilities Sunflower scheme to enable people with a disability to access Council services.	Implement both schemes and monitor uptake. Consider targeting advertising as required.	Both schemes implemented. Sunflower scheme progressing well. Sign Live being promoted to drive up usage.	Monitor uptake on both schemes and advertise if required.	Both schemes implemented. Sunflower scheme progressing well. Sign Live being promoted to drive up usage.	Monitor uptake on both schemes and advertise if required.	Both schemes implemented. Sunflower scheme progressing well. Sign Live being promoted to drive up usage.	Monitor uptake on both schemes and advertise if required.	No further update on the actions due to work on grant schemes	Customer Services	Corporate Resources
4E	Deliver the Safer Homes and Sanctuary Scheme services to improve home security for victims of crime and domestic abuse.	Promote the scheme across referring agencies and update promotional leaflets and referral forms	Promotional leaflets and referral forms updated and circulated to referring partner Agencies	Hold Quarterly monitoring meeting and promote scheme at Area Forums	Quarterly Monitoring meeting held and Scheme promoted around Police and via social media. Area Forums haven't taken place in Q2 but are planned to take place in Q3.	Hold Quarterly monitoring meeting and promote scheme	Quarterly Monitoring meeting held and Scheme promoted around Police and via social media. Scheme promoted at Nov/Dec Community Meetings	Review SLA	Safer Homes has secured x162 properties through since April 2021. This includes domestic violence victims, burglary victims, victims of cuckooing and self referrals	Cultural and Community Services	Service Delivery
4F	Develop internal safeguarding information to assist Council Officers with making safeguarding referrals.	Develop and launch Safeguarding Hub Intranet site	Safeguarding Hub launched and email promoting site sent to all staff. Safeguarding training provided to 67% of employees.	Deliver Safeguarding Training to Councilors	Scheduled to take place on 14th and 19th October. Safeguarding training provided to 72% of employees.	Monitor and review number of Staff to have received Safeguarding Training and arrange additional sessions if necessary	76% of staff received safeguarding training in 2021, plus two Councilor sessions were provided. Currently reviewing the Training and likely a basic E learning package will be rolled out in 2022.	Update Council Safeguarding Policy	Full review of policy underway but not complete	Cultural and Community Services	Service Delivery
4G	Make portable hearing loops available for Council meetings.	Review market and ascertain prices for portable hearing loops to be given to Democratic Services for the running of Committee meetings.	Procurement exercise is currently being undertaken for portable loops.	Implementation of portable loops and provide training where needed.	Portable loops to be handed over to Democratic Services with training on use.	No action required	Complete	Review the take up and effectiveness of the portable hearing loops	The Council has 1 loop and has purchased 1 additional loop. ICT staff have been trained on using the loop. There is also a loop available in the IT department and can be requested. Democratic services also have a loop.	Information Technology and Business Change	Corporate Resources
4H	Review Council-owned public buildings to enable access for people with a disability.	Review the existing access (DDA) surveys and assess their current compliance.	Initial scoping exercise completed and liaising with consultants to review key buildings.	Plan inspections based on any shortcomings identified through the review.	On target - Penningtons instructed to undertake DDA surveys.	Carry out inspections.	Consultants to be appointed to complete the DDA surveys, these will be completed by the end of March	Develop a schedule of works to inform Year 2 milestones.	DDA surveys completed	Corporate Property	Corporate Resources
4I	Develop an approach with partners to use community programmes to reduce social isolation and improve mental health, particularly amongst groups that live in rural areas, are elderly or have limited access to other support networks.	Recommence voluntary activities at Rolleston Forestry Centre. Identify and report on projects identified throughout the year that focus specifically on rural isolation.	Voluntary activities such as Rolleston Rangers have restarted	Promote activities available in the rural area at the Environmental Forum. Identify and report on projects identified throughout the year that focus specifically on rural isolation.		Report on the number of community groups supported Scheme in South Derbyshire and report on projects identified throughout the year that focus specifically on rural isolation.	New Homelessness and CBL solution in operation.	Discuss opportunities with People Express for specific art based initiatives. Identify and report on projects identified throughout the year that focus specifically on rural isolation. Report on the progress made against the Action Plan for 'Social Connections - reducing social isolation and loneliness'	Through the safer neighbourhood funding the Council have funded the People Express project to deliver a 2 year Music Based Project for disadvantaged and disabled young people in the District. The Project is called 'Passport to Music' and it has been shortlisted for the Rocksteady Award for Progressive and Inclusive Music Education.	Cultural and Community Services	Service Delivery
4J	Develop the Council's website to signpost people to services that are delivered in partnership with other organisations.	Undertake an audit of the website to signpost people to services	Website audit has commenced and an action plan is being produced to signpost people to services.	Implement actions to improve signposting people to services delivered in partnership	Work carried out to identify services where appropriate.	Implement actions to improve signposting people to services delivered in partnership	Implementation with existing LA and HA partner agencies.	Implement actions to improve signposting people to services delivered in partnership	The communications team continue to signpost information on the website and intranet on partnership work. Recent initiatives include the work on digital inclusion with Citizens Advice.	All Services/ Head of Organisational Development & Performance	Corporate Resources
4K	Make available appropriate communication channels to inform staff, residents, customers and our partners of ongoing and future work.	Review the current communication channels and identify gaps.	A review of the current communication channels is completed and presented to the Leadership Team for approval.	Development and implement plan to use the different channels of communication e.g. Blogs, Twitter, vox pops	EIAs published on the Council website, continued use of website and social media to promote services	Produce the final plan and begin implementation.	A internal communications plan and Customer Access Strategy is in place.	Review implementation of the plan.	Internal Comms guidance available	Organisational Development & Performance	Corporate Resources
4L	Enhance the online process for applying to join the Housing Register and for viewing and expressing an interest in vacant Council properties.	Draft and present a proposal to for a service to address homelessness and Choice based Lettings software	Committee approval given to procure combined Homelessness and CBL software application	Target implementation 30/09/2021	New system (Jigsaw) in testing with the Housing Solutions Team	New Homelessness and CBL solution in operation. Implementation with existing LA and HA partner agencies. Abritas and Locator retired	New System now in place with phone appointments for vulnerable applicants	Review implementation and address any issues flagged.	New systems in place and operational project complete	Housing Services	Service Delivery
4M	Provide direct online access to housing rent accounts and repair ordering.	Draft and present a proposal to Committee to procure a tenancy portal	Committee approval given to procure Orchard Digital (Tenancy Portal)	Target implementation to be confirmed - discussion underway with supplier to confirm project timeline	Project plan for migration of Orchard system to a new platform to facilitate implementation of tenants Portal.	Roll out of Orchard Digital	This project will follow the further upgrade of the Orchard platform no timetable has yet been agreed for this	Review implementation and address any issues flagged.	Testing of Orchard Platform underway, timetable for implementation of digital services to be agreed	Housing Services	Service Delivery

	4N	Host the multi-agency welfare group which will continue to support tenants and other residents through the on-line Universal Credit process to minimise delays in processing claims.	Multi agency welfare reform group meeting to be held to discuss support/services for tenants and residents.	Members to receive upskilling on loan sharking activity/prevention Members to receive upskilling/updates on Breathing Space Action points for 21/22 to be sent to County level Funding approved and delivered to P3 to procure 10x mobile telephones to vulnerable clients used to promote digital/financial inclusion	Review of the devolved Public Health funding to the group Review of support services available as the government lift restrictions Group to produce new referral framework Discussions around sustainment as Courts reopen (TBC)	delivered by Steve Ward (illegal Money Lending Team) to the group on 15 July 21 Breathing Space Upskilling – upskilling was delivered in the July meeting and continues to be a standing agenda item to review the impact. Regular meetings are held outside of the FIG between BT and CAB Review of devolved funding – procedure changed so that applications are now subject to a panel review Referral framework/services review – directory has been sent to group for consultation in September 2021, computerised CRM referral system under review	Review of the devolved Public Health funding to the group New referral framework to be reviewed and approved by group/implemented	<a href="#">A list of locations which offer free Wi-Fi can be found on the digital map produced by Citizens Advice South Derbyshire and City.</a>	Group to set 2022/23 aims and objectives Review of membership of group	Tasks for 2021/22 Complete. SDDC role in group to be reviewed after Housing Tenancy Sustainment Officer left post.	Housing Services	Service Delivery
	4O	Develop a Customer Access Strategy that will make it easier and quicker to gain access to Council services and takes into account the needs of service users.	Draft a Customer Access Strategy for the Leadership Team to review	The Customer Access Strategy has been drafted. Its contents/deliverable relies on the implementation of software which will need to be explored and any cost implications presented to Committee. The Council's post COVID operating model also needs to be reflected in the strategy. This is set to be determined in Autumn/Winter 2021.	Customer Access Strategy and software requirements to be discussed with the Leadership Team.	Project to be delivered post completion of six month face-to-face trial at Council's Civic Offices	Update the EDI Steering group on any proposals on the Customer Access Strategy	Customer/Service Access Strategy is and a plan is established to communicate with key stakeholders	Update the EDI Steering group on any proposals on the Customer Access Strategy	Update to be provided at the EDI Steering group	Customer Services	Corporate Resources
	4P	Signpost employees, residents, customers and partners to digital support services.	No action required		Establish baseline of digital support services which are available.	Work carried out to identify services	Cascade information to show all digital support services available	The Council has secure computers available at the Civic Offices for people without access to IT or secure Wi-Fi.	Monitor and update list of digital support groups	Information is published on our intranet and website in the news items	Organisational Development & Performance	Corporate Resources/Service Delivery
	4Q	Develop online systems that are user friendly for our staff, elected members, residents, customers and partners to gain access to Council services.	Identify new internal and external systems that have been implemented across the Council within the last 12 months	Last year's key achievements that contribute towards online systems that are user friendly include: New Destination South Derbyshire website has gone live Re-tender of housing system has been approved, which will have several customer facing elements. New Agresso system has been made live, which is used by a wide proportion of staff. New Disabled Facilities Grant application software has gone live	Work with the Heads of Service to obtain a list of both internal and external systems to undergo user-friendliness testing	Systems identified	Identify two systems to commence user acceptance testing and collate recommendations for improvements	This quarter saw two (CBL / Homeliness) large system replacements and amalgamated to one provider. This a large piece of work that undertook 4 stages of end user acceptance and feedback to the supplier. The team kept in daily - weekly contact with the supplier and fed back a range of issues included accessibility and usability both from a back office user and a front of house customer.	Identify two systems to commence user acceptance testing and collate recommendations for improvements	Acceptance testing completed on the Corporate Performance reporting and on Choice based letters to ensure this is user friendly	IT and Business Change	Corporate Resources
	4R	To work with partners to develop a joined up Telecare service that enables vulnerable or elderly people to retain their independence.	Research into available options commissioned	Discussions with other partner agencies and groups (Joined Up Care Derbyshire/Place Alliance) under way to identify service and funding provision	Present Options Report to Housing and Community Services Committee	Options report to Housing to be discussed at the Committee meeting	Devise/Commission the chosen service option	DCC have proposed a County Wide Working Group to develop a new range of practical housing support services - no timetable has been set for this	Implement the service option. Monitor and review.	DCC have extended current contracts for Careline and Independent Living Services to allow for formal consultation with service users and providers. A short term service only is being proposed by DCC. The consultation is underway until May 2022 the outcomes will inform future service delivery options for SDDC.	Housing Services	Service Delivery
5. Understand our diverse communities and embed that understanding in how we shape policy and practice across the Council	5A	Data collected on harassment and hate crime (in South Derbyshire) is monitored and analysed with appropriate action taken to address the issues identified.	Monthly Hate Crime stats received and reviewed	The 12 month figures show an increase in Hate Crime over the past year. Although not necessarily a bad thing as commonly under reported. Analyst is looking at any repeat victims / hotspot areas etc	Identify why there has been an increase in Hate Crimes during 2020 and 2021 and take appropriate action	Report produced and shared at EDI group. Majority of increase down to neighbour disputes and on street disputes which have been heightened by Covid Lockdowns. Work underway to promote Hate Crime Awareness Week in November.	Deliver campaign around Hate Crime Awareness Week	Promotion of Hate Crime awareness week carried out on Social Media with Comms Team. Awareness raising event held at Sherston Community Centre involving Police, Parish Council and Asian over 60s group	Monitor and review Hate crime figures for Q4 and the year.	Awaiting data on cumulative total for the year and trending data for previous year?	Cultural and Community Services	Service Delivery
	5B	Report on our comments, compliments and complaints and take positive action to address any equality, diversity and inclusion issues.	No action required	Project not yet commenced	Report on our comments and complaints and take positive action to issues.	Project not yet commenced	Action plan to be developed to report on compliments and complaints	Diversity monitoring in place to monitor and report on compliment and complaints	Implement actions on compliment and complaints	Diversity monitoring on compliments and complaints will be reported in Q2 2022/3.	Customer Services	Corporate Resources
	5C	Continue to monitor harassment and hate crime (reported to the Council) and analyse with appropriate action taken to address the issues identified.	Hate Crime Intranet page developed as part of new Safeguarding hub.	Completed, specific Hate crime page on the Council's safeguarding intranet page	Council Hate Crime Incident Form and guidance to be reviewed and updated	Incident form reviewed and amended so can be completed on line. It previously had to be printed to be completed. Guidance amended, only minor changes to contact details necessary.	Record any hate incidents reported, investigate and support the victim	No hate incidents reported to the Council in Q3	Record any hate incidents reported, investigate and support the victim	None reported this quarter	Cultural and Community Services	Service Delivery
	5D	Produce the Communications and Engagement strategy to enable residents, partners and customers to be involved in the development of the Council's Plans	No action required	No action required	Develop a Communications Strategy and seek approval by the Leadership Team	A communication plan has been developed on future service delivery models. This will be shared with staff, Elected Members, Residents and Customers	Present Communications Strategy to the EDI Steering group	A communications and engagement strategy is currently being developed	Implement Communications Strategy	Work on communication strategy is in progress.	Organisational Development & Performance	Corporate Resources
	5E	Use the 50+ survey, to address the specific needs of the elderly population particularly around housing, social care and health and wellbeing.	Review the 50+ survey	Review of survey questions taking place, with CVS to roll out survey in Q2.	Survey to be conducted in Q2 for results to be reviewed and analysed in Q4.	Survey currently out for completion. Over 350 responses completed so far. Deadline 13th October. Results published in Q3.	Analyse results of survey and draft a develop a paper	Survey now closed and results and report are being collated.	Analyse results and provide update and communicate actions	Analysis and reporting will be presented in the next quarter	Cultural and Community Services	Service Delivery
	5F	Continue to promote inclusion and develop support for children and young people from marginalised groups such as LGBTQ+, children with disabilities, Gypsies and Traveller communities and young carers.	Throughout the year promote the Children in Care and Care Leaver Offer	A plan currently is being developed on the support available	Raise EDI agenda at the Leisure Contract meetings.	Continuation to promote the offer at Localities Children Partnership. EDI Agenda to be raised at future meeting	Continue to support groups as opportunities or demand arises.	Ongoing support offered for any groups seeking it. Information distributed by social media and newsletters as appropriate	Continue to support groups as opportunities and demand arises.	Ongoing promotion of inclusive clubs and opportunities via the Active Community Directory, which includes details around clubs being inclusive, disability specific.	Cultural and Community Services	Service Delivery
	5G	Work with partners to raise awareness and support action around digital exclusion.	Collate information/resources available in the District to promote digital inclusion	Information is currently being collated to address digital inclusion.	Communicate on the website and intranet the services to support digital inclusion	Information included on the Council website to signpost to services available	Communicate on the website and intranet the services to support digital inclusion	The Council has secure computers available at the Civic Offices for people without access to IT or secure Wi-Fi.	Communicate on the website and intranet the services to support digital inclusion	Digital inclusion services promoted on the intranet and website	All Services	Service Delivery
	5H	Work in partnership with transport service to improve the accessibility of transport services to people that live in rural areas. As part of planning proposals for new development or new site allocations.	No action required	No action required	Prepare key issues from the governments planning reforms to include in the Local Plan site selection process. Report to E&DS Committee with a timeframe for review of the Local Plan.	The Government have confirmed that they are not continuing with the planning reforms set out in the Planning White Paper. A more detailed timetable including consultation will be presented to Environment Development Services committee in line with existing plan.	Include in the consultation of the Local Plan preparation.	Work is progressing on the Local Plan consultation with a report to be taken to EDS committee prior to consultation in Spring 2022. There is unlikely to be amended national reforms prior to this.	Report responses of the consultation to E&DS Committee.	This will form part of the local plan issues and options consultation.	Planning and Strategic Housing	Service Delivery