

## Equality, Diversity and Inclusion Action Plan 2025 – 2028

### **Objective 1: Understanding and working with our communities**

We will embed diversity in decision making processes, ensuring representation from all sections of our communities and making sure our decisions are based on good quality data. We will improve and develop our consultation process and seek to inform and involve all sections of the community, but particularly disadvantaged and excluded groups, in the development of our policies and the services we provide.

No.	Action	Outcome	Lead Officer	Target Date
1.1	Develop and publish updated Housing Consultation and Engagement Plan	Council tenants are empowered to participate in public life and shape the development of services that impact them.	Tenant Partnership Manager	March 2025
1.2	Finalise and launch Listening Better Officer Toolkit	Underrepresented groups are increasingly involved in the council's engagement work while not being over-consulted in any area.	Senior Policy & Programme Officer	March 2025
1.3	Work in partnership with the police and other partners to tackle serious violence, anti-social behaviour domestic abuse and hate crime.	The council works with partners to ensure that all those presenting vulnerable are supported and feel safe where they live and work.	Neighbourhood Services & Community Safety	Ongoing
1.4	Put in place processes to collect more data on the protected characteristics of our service users, including on complaints data where possible.	Service use and satisfaction is monitored by protected characteristics. Availability of new data sets that can be used to improve services	Senior Policy & Programme Manager, Service Lead: Communities and Wellbeing	June 2025
1.5	Development of Community Action Programmes for our most deprived areas and communities, co-produced with local people and including a review of the social determinants of health (SDH).	Signposting and support for residents living in our most deprived areas.	Service Lead: Communities and Wellbeing	March 2026

## **Objective 2: Leadership, partnership and organisational commitment**

We are committed to delivering effective leadership and developing partnerships which prioritise equality, diversity and inclusion.

<b>No.</b>	<b>Action</b>	<b>Outcome</b>	<b>Lead Officer</b>	<b>Target Date</b>
<b>2.1</b>	Develop an internal EDI officer group to agree and deliver this action plan and provide a forum for raising any cross-service issues.	EDI is managed consistently across the organisation.	Senior Policy & Programme Officer	December 2024
<b>2.2</b>	Develop guidance for officers on using inclusive language, including training opportunities.	Officers have the cultural competence and confidence to talk about EDI concepts and have difficult EDI conversations. Our website is accessible to all and written with inclusive language.	Service Lead for Corporate Communications	March 2025
<b>2.3</b>	Continue to work with the Winchester Social Inclusion Partnership	The local area is working towards a coherent shared vision of equality	Tenant Partnership Manager	Ongoing
<b>2.4</b>	Equality training opportunities for members	Members feel confident to challenge equality impact assessments when making decisions.	Senior Policy & Programme Officer/ Democratic Services Manager	December 2025

### **Objective 3: Responsive services and customer care**

We are committed to ensuring everyone can access our services and any barriers are promptly identified and eliminated. Resources are directed to where residents need them most.

<b>No.</b>	<b>Action</b>	<b>Outcome</b>	<b>Lead Officer</b>	<b>Target Date</b>
<b>3.1</b>	Develop and deliver internal training on understanding and completing equality impact assessments.	Our services meet the needs of communities and equality is embedded into the decision-making process.	Policy & Performance Officer	January 2025
<b>3.2</b>	Review our Procurement Policy and processes to ensure equality standards are embedded.	Mechanisms are in place to ensure that equality standards are embedded throughout the procurement process	Procurement Manager	September 2025
<b>3.3</b>	Provide guidance and advice to Corporate Heads of Service on integrating equality objectives into their 2025/26 service plans	Equality objectives are integrated into service plans across the organisation, with progress towards them performance managed by key decision makers	Senior Policy & Programme Manager	January 2025
<b>3.4</b>	Implement a set of equality questions into our grant application process	There is evidence that services are meeting the needs of a diverse community, that take up of services is representative of the wider community, and that funding is targeted to reduce inequalities.	Funding & Development Officer	Spring 2025
<b>3.5</b>	Continued support for the City of Sanctuary movement and for refugees to our district	Instances of harassment and hate crime are effectively managed within the community and all members of our community have access to the safe spaces and further support they require.	Town Centre and Community Manager	Ongoing
<b>3.6</b>	Provide opportunities for disadvantaged groups to be involved with physical activities and sports. This includes priority work with young people in areas of high deprivation, adults with learning and physical disabilities, and older people.	Reduction in health inequalities	Health improvement manager	Ongoing
<b>3.7</b>	To develop a Live Longer Better Programme within sheltered housing schemes to provide opportunities for tenants 65+ to be more active.	Improved health and wellbeing amongst all tenants.	Health Improvement Manager	August 2026

No.	Action	Outcome	Lead Officer	Target Date
3.8	Targeted support and assistance for Ukrainian guests living in the district under the Homes for Ukraine programme.	Successful integration of Ukrainian guests into Winchester's communities.	Town Centre and Community Manager	March 2026
3.9	Continuation of a targeted cost of living support programme both directly and via the voluntary sector and local charities, including Council Tax hardship grants	Signposting and support for our residents most impacted by the increases in cost of living	Senior Policy & Programme Manager	Ongoing

#### **Objective 4: Diverse and engaged workforce**

We recognise the significance of a diverse and inclusive workforce. We will take positive steps to promote equality in employment by developing a flexible, professional and skilled workforce that is representative of the communities that we serve.

<b>No.</b>	<b>Action</b>	<b>Outcome</b>	<b>Lead Officer</b>	<b>Target Date</b>
<b>4.1</b>	Refresh our Learning and Development Policy to improve consistency in access to training for all employees.	Under-represented groups are supported to progress in the organisation.	HR Manager: People	March 2026
<b>4.2</b>	Review Disability Confident status for the organisation.		HR Manager: People	March 2026
<b>4.3</b>	Trial numerical, clerical and literacy aptitude tests for recruitment to lower graded posts (adjusted for neurodiverse applicants).	A wider pool of applicants, including retired people who may wish to return to work, are able to demonstrate their skills and succeed in the recruitment process. Support our accreditation as an Age Friendly Employer.	HR Manager	March 2026
<b>4.4</b>	To promote the council as a Dementia Friendly employer using training and communication campaigns.	The organisation is an inclusive space for people experiencing Dementia.	Various	Ongoing
<b>4.5</b>	To provide appropriate mental health training for frontline employees and managers, organise refresher training for mental health first aiders, and provide a range of wellbeing focussed initiatives including short workshops around national events.	Reduced rates of sickness absence associated with mental health issues.	Safeguarding Lead	March 2026
<b>4.6</b>	To consider establishing staff-led equality networks for employees.	Staff with protected characteristics report a positive and inclusive working environment.	HR Manager: People	September 2025