

## Appendix B: Equality, Diversity, and Inclusion Action Plan 2025 - 2026

The Council's Equality, Diversity, and Inclusion Action Plan has been developed to support the Council to the deliver its Public Sector Equality Duties under the Equality Act.

The Plan will be updated annually to reflect changes within the system and, emerging issues. Progress will be monitored through an annual report alongside quarterly progress reports which will be shared with directors.

The activity contained within this action plan aligns with the Equality Framework for Local Government (EFLG) which aims to support local authorities to meet their Public Sector Equality Duties. Activities within this action plan are grouped within those following EFLG thematic areas:

- Understanding and Working with Communities
  - Leadership and Organisational Commitment
  - Responsive Services and Customer Care
  - Diverse and Engaged Workforce
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## Understanding and working with communities

Understanding and working with communities focuses on five themes aim to promote positive relationships and ways of working with our communities and partners. They include;

- Collecting and sharing information
- Analysing and using data and information
- Effective community engagement
- Fostering good community relations
- Participation in public life

No.	Outcome	Activity	Lead	Timeline
1.	A diverse range of voices are heard during engagement activity.	<ul style="list-style-type: none"><li>• Review our current engagement practices to ensure as many different voices as possible are heard.</li><li>• Promote and integrate the latest research and guidance on accessible communications and inclusive language into our engagement activities.</li><li>• Continue to build relationships with key underrepresented groups.</li></ul>	Policy, Performance and Engagement Team	March 2026
2.	We understand who communities are and have a greater awareness and understanding of the barriers facing different communities.	<ul style="list-style-type: none"><li>• Publish information about local community to meet our specific reporting requirements under our Public Sector Equality Duty.</li><li>• Pull together data and insight on each of the protected characteristics to support decision making and help to aid colleagues in understanding the barriers that different groups of people face.</li></ul>	Policy, Performance and Engagement Team	May 2026

3.	Awareness and understanding of hate crime and its impacts is increased.	<ul style="list-style-type: none"> <li>• Work with our partners to raise awareness of hate crime, its impacts and the support available for victims.</li> </ul>	Community Safety Partnership	Ongoing with quarterly progress update
4.	Ensure that older people age well and are physically, mentally and socially active and are respected for their skills and contributions.;	<ul style="list-style-type: none"> <li>• Support the implementation of WHO Age Friendly Torbay status</li> <li>• Select Age Friendly domains for focused work.</li> </ul>	Public Health Team	Ongoing
5.	There is a mechanism in place for different communities to share their views on consultations and equality impact assessments.	<ul style="list-style-type: none"> <li>• An Inclusion Partnership is set up to enable different perspectives to help inform Council decision making. The Group includes representation across the protected characteristics.</li> </ul>	Policy, Performance and Engagement Team and Public Health	August 2025

## Leadership and Organisational commitment

Understanding and working with communities focuses on four themes which recognise that strategic leadership – both political and managerial – is key to establishing a strong vision for equality and improving equality outcomes. The five themes include;

- Leadership Priorities and working in partnership
- Assessing equality impact in policy and decision taking
- Equality objectives and annual reporting
- Performance monitoring and scrutiny

No.	Outcome	Activity	Lead	Timeline
6.	The approach to inclusion is mirrored by the Council's wholly owned companies.	<ul style="list-style-type: none"><li>• Work with relevant colleagues to ensure that the Council's approach to inclusion is mirrored by its wholly owned companies.</li></ul>	Policy, Performance and Engagement Team and Human Resources	December 2026
7.	We robustly assess the impacts our decisions could have on different groups.	<ul style="list-style-type: none"><li>• Carry out an audit of equality impact assessments once a year to assess the quality and ensure that mitigation activities are being followed through and put in place.</li><li>• Colleagues are provided with EIA support and encouraged to support their peers when completing an EIA.</li></ul>	Policy, Performance and Engagement Team	December 2025

8.	We have a mechanism in place to gather feedback and build relationships with diverse communities.	<ul style="list-style-type: none"> <li>Work with our partners to contribute to developing a community partnership specifically for minoritised ethnic communities.</li> </ul>	Policy, Performance and Engagement Team	June 2025
9.	We identify trends to minimise negative experiences of our services.	<ul style="list-style-type: none"> <li>Monitor complaints quarterly to identify any trends from an inclusion perspective and take remedial action where appropriate.</li> </ul>	Information Governance	Ongoing with quarterly review
10.	We understand who is using our services.	<ul style="list-style-type: none"> <li>Conduct a data audit to identify which data is currently collected locally by services.</li> <li>Compare the proportion of those from different communities using services to the demographics in the community.</li> <li>Draft demographic monitoring form and guidance and raise awareness of it internally.</li> </ul>	Policy, Performance and Engagement Team	September 2025
11.	We encourage a wide range of people to stand as councillors.	<ul style="list-style-type: none"> <li>Guided by the LGA we share communications and hold an information session to raise awareness of the role of a councillor to increase the diversity of those standing for election.</li> </ul>	Governance Support Team	March 2026
12.	Our services are accessible to speakers of different languages.	<ul style="list-style-type: none"> <li>Put in a place a new contract for foreign language translation and interpretation and raise awareness of the contract internally.</li> </ul>	Policy, Performance and Engagement Team	March 2026

## Diverse and engaged workforce

Diverse and engaged workforce focuses on five themes aim to promote equality and foster inclusion within the workforce. They include;

- Workforce diversity
- Inclusive strategies and policies
- Collecting, analysing and publishing workforce data
- Learning and Development
- Health and wellbeing

No.	Outcome	Activity	Lead	Timeline
13.	The organisation feels welcoming and inclusive for job applicants.	<ul style="list-style-type: none"><li>• Recruiting managers and staff are trained and provided with guidance to ensure inclusive recruitment.</li></ul>	Human Resources and all managers	June 2025
14.	We understand who employees are.	<ul style="list-style-type: none"><li>• Draft and publish the annual workforce report to enable us to understand our workforce demographics.</li><li>• Draft and publish the annual gender pay gap report to enable us to understand our workforce demographics.</li></ul>	Policy, Performance and Engagement Team and Human Resources	February 2026
15.	Equality is embedded within the service performance framework	<ul style="list-style-type: none"><li>• All senior leaders within the Council have inclusion related performance objectives within their service plans and personal development plans.</li></ul>	Policy, Performance and Engagement Team	April 2026

16.	Staff from different backgrounds and with different experiences are provided with opportunities to come together.	<ul style="list-style-type: none"> <li>Continue to support, resource and listen to the Staff Networks and identify what activity is required to further grow the networks.</li> </ul>	Policy, Performance and Engagement Team	Ongoing with review each quarter
17.	We understand our workforce.	<ul style="list-style-type: none"> <li>Gather and analyse workforce data to enable us to better understand trends within the workforce and within our recruitment activities.</li> </ul>	Human Resources	September 2025
18.	Managers are equipped with the skills to support their employees and deliver their services in an equitable manner.	<ul style="list-style-type: none"> <li>Review our inclusion related learning and development provision for managers.</li> <li>Deliver manager equality, diversity and inclusion training as part of the Manager's Framework.</li> </ul>	Policy, Performance and Engagement Team and Human Resources	Ongoing 2026
19.	There are clear learning and development opportunities around inclusion.	<ul style="list-style-type: none"> <li>Review the all-staff e-learning course.</li> <li>Provide inclusion induction sessions.</li> </ul>	Policy, Performance and Engagement Team and Human Resources	June 2025
20.	There is a positive and inclusive organisational culture.	<ul style="list-style-type: none"> <li>Regularly monitor the organisational culture at Torbay by including a question about EDI within staff surveys and check ins.</li> </ul>	Human Resources	March 2026
21.	We understand who employees are.	<ul style="list-style-type: none"> <li>Run an internal campaign to encourage employees to update their sensitive information.</li> </ul>	Human Resources	March 2026

22.	The Council's recruitment process is inclusive.	<ul style="list-style-type: none"> <li>• Refresh the Council's equality statement on the recruitment pages.</li> <li>• Develop a recruitment comms plan to encourage applications from underrepresented groups.</li> <li>• Update the Council's external recruitment webpages with a diverse range of people to attract talent.</li> </ul>	Human Resources	September 2025
23.	We retain a diverse range of talent and we understand why people are leaving the organisation.	<ul style="list-style-type: none"> <li>• Regularly review exit form to identify if there are any equality trends emerging.</li> </ul>	Human Resources	Ongoing with review each quarter
24.	Ensure that all children are given the best start in life and families are supported.	<ul style="list-style-type: none"> <li>• Explore how we can best support international Social Workers to help them to get the best outcomes for families and children in Torbay.</li> </ul>	Children's Services	Ongoing
25.	Staff are supported to continue to improve their cultural competence and confidence.	<ul style="list-style-type: none"> <li>• Cultural Awareness training is offered.</li> <li>• Guidance is provided on some cultural/traditions and practices.</li> <li>• Guidance and support is provided around engagement activities with different communities.</li> </ul>	Human Resources	February 2026

## Responsive services

Responsive services focuses on theme which aim to ensure that the different needs of communities and individuals are met and that services are accessible. They include;

- Commissioning and procuring services
- Integration of equality objectives into service planning
- Service delivery



26.	Equality considerations are appropriately addressed within our procurement processes and contract management arrangements.	<ul style="list-style-type: none"> <li>Review current procurement processes and embed inclusion into the processes where appropriate.</li> <li>Develop guidance for staff who are buying things so that we can be clear with our suppliers/ providers that we expect them to promote equality and inclusion and comply with the Equality Act.</li> </ul>	Procurement Team	September 2025
27.	Our website is accessible	<ul style="list-style-type: none"> <li>Develop and deliver our Digital Accessibility Plan</li> <li>Implement an accessibility toolbar and regularly review any feedback gathered from its use.</li> </ul>	Policy, Performance and Engagement Team	December 2025
28.	Our Adult Social Care	<ul style="list-style-type: none"> <li>We deliver our Adult Social Care Equality, diversity and Inclusion Action Plan.</li> <li>We reflect on the findings from the LGBT+ community survey and agree actions to take forward.</li> </ul>	Adult Social Care	Ongoing
29.	There is greater awareness across the organisation of children's rights.	<ul style="list-style-type: none"> <li>We work towards achieving Child Friendly organisation and city status.</li> </ul>	Children's Services	Ongoing Will be reported through reporting on Child Report.
30.	Our events, meetings, information and communications are accessible.	<ul style="list-style-type: none"> <li>Review the information that is currently published about our events.</li> <li>Ensure that accessibility information is provided in advance of an event and during an event.</li> <li>Articulate clearly our expectations of suppliers around equality if they deliver events on Council premises.</li> </ul>	Events Team	September 2025

31.	Our services are accessible for people experience hearing loss or those who are Deaf.	<ul style="list-style-type: none"> <li>Ensure all relevant departments are aware of and understand the requirements of the British Sign Language (BSL) Act and have a consistent and clear approach to BSL provision within the Council.</li> </ul>	Policy, Performance and Engagement Team	September 2025
32.	We aim to improve the accessibility of Council buildings.	<ul style="list-style-type: none"> <li>Draft an options paper to consider if an accessibility strategy would be viable for the Council.</li> </ul>	Policy, Performance and Engagement Team	August 2025
	Increase awareness of the Council's legal duty under the Armed Forces Act (2021).	<ul style="list-style-type: none"> <li>Develop and embed an e-learning Armed Forces Act module for relevant staff.</li> <li>Foster an increased awareness of the Armed Forces Duty and the Covenant through managers' briefings and internal comms.</li> <li>Continue to support and promote awareness of the Armed Forces Community staff network.</li> </ul>	Corporate Services	October 2025
33.	The Council is confident that its providers are sharing its commitments to inclusion and anti-racist practice.	<ul style="list-style-type: none"> <li>Develop a position statement for potential providers/ suppliers to communicate our expectations of them to promote equality and inclusion and comply with the Equality Act.</li> </ul>	Procurement Team	September 2025