

2025 EEDI Action Plan

APPENDIX B

Key recommendations following a review in June 2025	NSDC Actions								
<p>Recommendation 1: Establish a steering group</p> <p>tiaa's audit noted the absence of an established steering group as a '<i>priority 1 – fundamental control issue on which action should be taken immediately.</i>'</p> <p>The steering group were established with the following members:</p> <p>EEDI lead Director of Housing, Health & Wellbeing Senior Legal officer/Monitoring Officer) Director of Customer Services & Organisational Development Business Manager - HR & Training Business Manager – Comms & Marketing Street Scene Manager Safety & Risk Manager</p>	<ul style="list-style-type: none"> Steering group established involving representatives from across the Council. The groups terms of reference were approved in the first meeting which was held in July 2025 and it was established as a reoccurring quarterly meeting The steering group ensures EEDI policies align with broader goals by overseeing their implementation and monitoring. It provides a platform for staff input, raises awareness of EEDI issues, and identifies improvement areas. <p>Lead Officer(s): EEDI Lead (Business Manager Transformation & Service Improvement)</p> <p>Status: Complete</p>								
<p>Recommendation 2: Establish operations group</p> <p>On receipt of the notes from the tiaa audit a desk top review was carried out by the EEDI lead and an initial action plan was developed. In order to further develop and deliver on the action plan an operations group was established. This group was born from nominations made by the steering group at their first meeting and consists of the officers listed below:</p> <table border="0" data-bbox="219 1129 1014 1340"> <tr> <td>EEDI Lead</td><td>Senior Comms Officer</td></tr> <tr> <td>Transformation & Service Improvement officer</td><td>Environment Services Officer</td></tr> <tr> <td>Senior HR Officer</td><td>Democratic Services Officer</td></tr> <tr> <td>Senior Health Improvement Officer</td><td></td></tr> </table>	EEDI Lead	Senior Comms Officer	Transformation & Service Improvement officer	Environment Services Officer	Senior HR Officer	Democratic Services Officer	Senior Health Improvement Officer		<ul style="list-style-type: none"> The operations group was established involving representatives from across the Council. An action plan was developed by the group in their first meeting which was in August 2025 Actions were assigned to officers in relevant areas across the council and were monitored via a shared area and collaborative channel on Microsoft Teams 3 meetings were held with a mix of face to face and hybrid. <p>Lead Officer(s): EEDI Lead</p> <p>Status: Complete</p>
EEDI Lead	Senior Comms Officer								
Transformation & Service Improvement officer	Environment Services Officer								
Senior HR Officer	Democratic Services Officer								
Senior Health Improvement Officer									

<p>Data & Digital Development Team leader Customer Services Team Leader</p>	
<p>Recommendation 3: Review the existing EEDI strategy</p> <p>tiaa's audit found that The EEDI Strategy was related to the period 2021-2023. (2012-16 and 2016-20 were available from the internet) and it was confirmed during the audit that the Strategy has not been reviewed/updated.</p>	<ul style="list-style-type: none"> • A full review of the Strategy has been completed and is presented for endorsement • Key changes include bringing the data displayed up to date using the latest census data, inclusion of additional commitments such as Armed Forces and Carers, revised sections on our services and continued commitments to equality in our workforce <p>Lead Officer(s): EEDI Lead</p> <p>Status: Complete</p>
<p>Recommendation 4: Risk</p> <p>Throughout the review period it was noted by the risk manager that the current status of this agenda could represent a risk to the Council</p>	<ul style="list-style-type: none"> • Risk workshop conducted. • OR created which will be added onto the live risk register and reviewed by the steering group quarterly <p>Lead Officer(s): Safety & Risk Manager EEDI Lead BM HR & Training</p> <p>Status: Complete</p>
<p>Recommendation 5: Review the Council's buildings and assess their accessibility against good practice</p> <p>The group worked closely with colleagues from Corporate Property in the review of our buildings across the district. Each building was assessed against the following criteria: Toilet facilities, level access, doorway width, adequate access for wheeled visitors, lifts and fire exit plans for those requiring assistance.</p>	<ul style="list-style-type: none"> • All buildings reviewed physically or by liaising with site managers • Key information captured and reviewed by the operations group and estates team • Any gaps have been captured in the OR for further mitigation as required <p>Lead Officer(s): TSIO Org Development Estate manager</p>

Status: Complete	
<p>Recommendation 6: Review toilet facilities across the estate following the Supreme court ruling</p> <p>Due to a recent ruling by the Supreme Court, it became necessary to review the toilet facilities across the Council's estate. This was conducted by members of the operations group working closely with corporate property colleagues who delivered the changes required to the signage on our facilities. Colleagues were also informed of the changes by our comms team both electronically and via posters in satellite locations where laptop access is limited.</p>	<ul style="list-style-type: none"> • A full review of the effected facilities was conducted by the corporate property team • Alternative signage was identified and sourced • All signage was updated in October 2025 <p>Lead Officer(s): EEDI TSIO Org Dev Estate Manager Senior Comms Officer (digital & External)</p> <p>Status: Complete</p>
<p>Recommendation 7: Conduct a full review of the Council's website</p> <p>The website was reviewed and deemed out of date and unsuitable. The main issues centred on out of date and inaccurate information. Additionally, there was also concerns about the accessibility of the webpage and this has been picked up in a wider project which aims to deliver a new platform in 2026.</p>	<ul style="list-style-type: none"> • The EEDI webpage has been updated within the accessibility constraints applied by the current system • All information displayed is now current and up to date <p>Lead Officer(s): EEDI Lead Senior Comms Officer (digital & External)</p> <p>Status: Complete</p>
<p>Recommendation 8: Conduct a full review of the Council's EEDI intranet page to ensure it is accurate and useful for all staff</p> <p>The existing intranet page was bland and included only a list of associated policies. Work is ongoing to develop this area so that it is a useful area for all staff which holds information on equalities guidance such as templates for EIAs, support and areas to celebrate.</p>	<ul style="list-style-type: none"> • The site has now been created and is being developed • The aim of this site is for it to be a source of information for all colleagues and it will hold the latest information on the strategy as well as EIAs and guidance on how to complete them. • It will be monitored and updated regularly by the EEDI lead and our comms team to maximise the benefits to staff. <p>Lead Officer(s): Data & Digital Innovation team leader</p>

	Status: Ongoing
<p>Recommendation 9: Review EEDI related performance Indicators and update accordingly</p> <p>The audit team noted that the Council's KPIs should be developed. A review of these has been completed and it has been confirmed that a suite of KPIs is available and are already reported on. Additional PIs have been added to the suite such as training completion and these will be managed as Mis by the BM HR & Trg</p>	<ul style="list-style-type: none"> • Associated PIs have been collated and discussed • KPIs such as those used in the gender pay gap review are reported annually to Full Council • Additional Mis on staff training completion will be monitored via directorate meetings <p>Lead Officer(s): EEDI Lead BM HR & Training</p> <p>Status: Complete</p>
<p>Recommendation 9: Explore an option to monitor resident complaints for equality related impacts.</p> <p>The group have discussed an option to mark any complaints that clearly indicate a concern associated with equalities. This option will see Customer Services colleagues marking the complaint via a simple tick box before assigning to the respondent. If successful this would then be entirely internal facing only and be monitored by the BM Customer Services and the EEDI Lead.</p>	<ul style="list-style-type: none"> • The EEDI lead has gained endorsement from the Data Protection team • Further technical explorations are being carried out by the Cus Serv team leader • Aim is solely for internal use and will assist in performance development should any trends emerge <p>Lead Officer(s): EEDI Lead Customer Services team leader BM Customer Services</p> <p>Status: Ongoing</p>
<p>Recommendation 10: Review the EEDI training offer for both staff and elected members</p> <p>A review of the e-learning training has been conducted and it is agreed that the current offer is suitable. Currently, there are two main courses available which aim to raise EEDI awareness, these are separate courses for staff and managers. These courses have now been made mandatory for all staff and</p>	<ul style="list-style-type: none"> • All associated e-learning training as been reviewed • The councillor development group has been encouraged to include Equalities training in their training program for 2026 <p>Lead Officer(s): EEDI Lead Democratic services officer</p>

<p>completion will be monitored through that process. Additionally, there are several linked courses that are offered to all staff</p>	<p>Status: Complete</p>
<p>Recommendation 11: Review the current Equality Impact Assessment (EIA) document and improve guidance on completion and training</p> <p>A review of the existing form EIA document was carried out and it was refreshed inline with good practice across the sector. Additionally, I have reached out to a trainer who will provide training on EIAs for both those completing the assessment and those reviewing their content. This is pending</p>	<ul style="list-style-type: none"> • EIA form refreshed and updated • Guidance notes created • Training support requested which will be financed through the L&D budget <p>Lead Officer(s): Senior HR Officer</p> <p>Status: Ongoing</p>