As a Community Leader

Objective: To lead by example, to ensure every individual resident is connected and supported

Commitments	Action	Update
 We will work closely with our partners (Voluntary and Community Sector, Anchor Institutions, Parishes and Church and Faith groups) to: Identify opportunities for joined 	Ongoing delivery of One View project.	The Housing team continue to work on developing the OneView system A second project. Join up has been created with Housing Associations to deliver hardship p award and has been identified was also recently reviewed by The Equality and H reviewed this project and highlighted it as an example of a project using innovat opportunity and are currently working with Maidstone to develop it as a case stu identified, Violence Reduction, Health Inequalities, Food Insecurity and Damp an
up working and improving our		This action remains ongoing in the new plan.
ability to share information to support and engage our wider communities.	Implement no wrong door (local campaign to signpost to services) –	There is join up between several frontline services and other local service provid have undertaken a Debt advice Pilot at Trinity.
 Increase volunteering opportunities and participation, funding and support. 	increasing access to services.	The Welfare Officer role which supports delivery of the Council's Hardship Fund w community wardens and is the point of contact for those experiencing immediate also works closely with internal services including Housing and Revenues and Be the prevention of homelessness.
We will undertake a review of consultation and engagement activities to ensure that they maximise resident participation		The role is supported by Policy in Practice's Low Income Family Tracker (LIFT dation identify families and individuals who are impacted by Welfare Reforms, struggline on benefits.
and are representative of		This action remains ongoing in the new plan.
Maidstone's demographic. We will support and promote	Provide access to digital training and support at Trinity House.	The Training suite up at Trinity House is now up and running. Training and Supp Digital Kent Volunteer Programme to support residents at Trinity House has been
diversity and inclusion in the borough through our communications and events – with		This action is now closed
a focus on our seldom-heard communities.	Increase response rates from underrepresented groups though us of Let's	The Let's Talk Maidstone site was launched in 2022 and provides a variety of engagement activities.
We will support our serving and veteran communities through our commitment to the Armed Forces Covenant and responsibilities under	Talk Maidstone (the Council's new public engagement platform)	It is recognised that there are some groups that remain difficult to reach. Analysic consultation demographics to identify those seldom heard groups. Support has institute to best approach engagement and new action has been identified for year.
the Armed Forces Act 2021 with		This action has now developed in the new plan.
guidance provided to staff across all services.	Expand internal Equality Diversity and Inclusion Group to provide internal	The group continues to meet and has informed the development of the new action include wider group of front-line service areas providing expertise and insight on
	direction and challenge.	This action has now developed in the new plan.
	Annual calendar of events to celebrate diversity and promote inclusion in	Google calendar developed for Intranet and website. Further work is required on both internally and externally.
	Maidstone.	This action remains ongoing in the new plan.

nd advisor was recruited to support he payments. The project has won an Human Rights Commission (EHRC) have ative technology is advancing equality of tudy. Further project areas were and Mould.

iders. For example, Housing and the CAB

d works closely with community groups, ate financial need and support. The role Benefits to maximise support and support

dashboard) which enables the Council to ling financially, and could be missing out

pport has been offered and a pilot with een undertaken.

ngagement tools for Public consultation

lysis has been undertaken of all s been sought from the consultation year 2023-24.

tion plan. It has been expanded to on community and seldom heard groups.

on this to embed the calendar of events

Appendix 1 – Updates on actions from 2022-23.

	Provide guidance to enable	Armed Forced pages have been updated on the Website. It has been identified t
	all staff to support Armed	terms of information for Veterans in local community so more work needs to be
	Forces Community	
		This action remains ongoing in the new plan.

As an Employer

Objective: To lead a diverse and inclusive workforce that is reflective of the borough of Maidstone where residents and colleagues feel safe, confident, and empowered to challenge and bring about change.

Introduce Equalities Champions (including elected member and senior leadership)	A Senior Leader Champion and a Member Champion agreed. This action is now closed
Deliver the Culture change project.	The culture change project has been delivered and new actions are identified in support Inclusion and Belonging for staff. This action is now closed
Introduce Bi-Annual staff EDI survey to identify need and benchmark progress	Carried out first EDI Staff Survey (the detailed questions considered best practi survey). The survey is intended to provide a baseline understand of the organise exploring and responding to staff need. This action is now closed
Provide training and support for Mental Health Champions	The Staff EDI Survey suggests that employee Mental Health is better than national been an increase in Mental Health sick days and an increase in counselling referr of Mental Health Champions (including training and development of mental health Champions has been low and it has been identified that support is required for many so further work is required here. This action remains ongoing in the new plan.
	Champions (including elected member and senior leadership) Deliver the Culture change project. Introduce Bi-Annual staff EDI survey to identify need and benchmark progress Provide training and support for Mental Health

As a Service Provider

Objective: To deliver inclusive services in accordance with the Council's values

Commitments	Action	Updates
We will use specific and	Adopt of LGA Inclusive	The inclusive language guide has not yet been released for adoption. This has be
meaningful language when referring	Language Guide	alternative options to be explored in place of the LGA guide.
to diverse communities.		
		This action remains ongoing in the new plan.
We will support access to services	Proactively use 'neutral	Face to face support has been provided at Trinity House and other sites for debt
and support through ICT process,	spaces' to increase access	living events, Community Larders, Council tax, Welfare support and Housing. Th
communication and join up with	to support and services for	
partners.	residents	This action remains ongoing in the new plan.

that Forces Connect App not sufficient in done.

n the refreshed Workforce Strategy to

ctice are not included in the biannual staff isations diversity and provide the basis for

ational picture (1 in 6) however there has errals. There has been continued provision alth first aiders). The use of Mental Health anagers in terms of training and resilience.

been retained as an action with

ot advice, and digital services. Cost-of-This action will be retained/

Appendix 1 – Updates on actions from 2022-23.

We will take an evidence-based approach to leading recovery supporting financial inclusion and social well-being in Maidstone. including a specific work	Identify emerging needs from Census data.	Analysis of the Census data has been undertaken. Results have been published the Council's website. Significant engagement with Unit Managers, Wider Leader group on how to use census to understand resident need. This action is now closed
stream on communities.	Include 'Poverty' as a local protected characteristic with	9 protected characteristics were expanded to include Poverty (and Armed Force existing perceptions of vulnerable groups.
We will review the Equalities Impact Assessment processes.	the EqIA process	EqIA template document and guidance updated to support data led decision r managers.
We will review and identify our policies where we consider equalities impacts and identify how we can improve outcomes through		This action is now closed
revisions to policy.	Include Armed Forces Act 2021 in Equality, Diversity and Inclusion Policy	Armed Forces included in revised Policy and guidance and template documents f protected characteristics. This action is now closed
	Prioritise existing policies by review date and implement process of review for equalities	The process has been reactive to date rather than priority. It has been identifie support unit managers to implement EDI into policy and service development so include working with services to increase knowledge.
		This action remains ongoing in the new plan.

ed of all high-level data on dashboards on ership Team, Inclusion Board and EDI staff

ces) to ensure we continue to look beyond

making. Training was rolled out to Unit

for EqIAs alongside Poverty as 'local

ied that further work is required to so this action has been broadened to