

Crawley Borough Council Equality, Diversity & Inclusion Action Plan 2024/25

EDI Priorities

Priority 1: Our Organisation – developing and building a diverse, inclusive, and engaged workforce.

Priority 2: Our Services – ensuring our services are accessible to all in the way we plan and deliver them, including contracted services.

Priority 3: Our Community – understanding and working with our community.

Ref.	Action	Desired Outcome	Lead Service / Officer	Timescale	How will we measure success?
Priority 1: Our Organisation – developing and building a diverse, inclusive, and engaged workforce.					
1.1	Arrange appropriate EDI training for all staff, that covers all protected characteristics.	<p>Ensure that all staff have received appropriate training and develop EDI awareness.</p> <p>The Council has more insight regarding needs and issues of individuals from the LGBTQ+ community.</p> <p>More tailored training for different employee groups and councillors around local cultural and religious aspects.</p>	<p>Governance, People & Performance HR & OD Carron Burton</p> <p>HR & OD Carron Burton / Community Development</p>	Q3 2024	% of staff who have completed training.
1.2	Arrange appropriate EDI training for all Councillors, that covers all protected characteristics.	Ensure that all Councillors have received appropriate training and develop EDI awareness	<p>Governance, People & Performance Democracy & Data Chris Pedlow</p>	Q3 2024	% of Councillors who have completed training.

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1.3	Equality Impact Assessments are completed when planning or reviewing our services and policies to demonstrate we have assessed the impact of any changes on people protected under the Equality Act.	<p>Ensure all staff are aware when to complete an EIA.</p> <p>Policies, practices, and decision-making is fair and do not present barriers or disadvantage.</p>	<p>Governance, People & Performance Corporate Performance Anna Pedlow</p> <p>All Managers</p>	Q2 2024	Monitor number of EIAs undertaken per year.
Priority 2: Our Services – ensuring our services are accessible to all in the way we plan and deliver them, including contracted services.					
2.1	Review the accessibility of the Housing Repairs Service	Understand if protected groups are accessing repairs services, whether there is underrepresentation and if there is further work needed to engage residents.	Crawley Homes Mario D’Andrea/Tim Honess	Q2 2024	<p>Baseline data showing who is accessing services.</p> <p>Action plan to address any underrepresentation.</p>
2.2	Ensure our buildings and parks / pavilions are accessible, by undertaking access site surveys with targeted groups.	There are no physical barriers to utilising our buildings	Major Projects & Commercial Services Paul Baker Sarah Barnes, Community Services	Q4 2025	Feedback from groups.
2.3	Build EDI consideration into Health & Safety assessments which are undertaken re: people, places and activities.	Ensure that staff and members of the public are safe when interacting with or working for the Council and that they are not disadvantaged as a result of having a protected characteristic.	Governance, People & Performance Health & Safety Andy Gaffney	Q4 2025	Annual review of completed risk assessments.

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2.4	Include an Equalities Impact Assessment to standard application process for events held at Tilgate Park.	Inclusivity has been considered and equalities impact assessed for public open events by the organisers (500+ people). Reasonable adjustments are made to ensure maximum accessibility and inclusivity.	Community Services Sarah Barnes	Q2 2024	Monitor changes made to increase inclusivity.
2.5	Review the Council's current offering in terms of public meetings, facilities and supporting materials.	Ensure that all public meetings are accessible to all, transparent and easy to follow.	Governance, People & Performance Democracy & Data Chris Pedlow	Q2 2024	Online resident survey. EIA completed.
2.6	Review of the Council's Anti-Social Behaviour Policy	Data showing the breakdown of ASB and who is accessing/using the NASB service. Revised ASB policy and associated EIA is completed, including the Council's approach to addressing hate crime. Documented approach to supporting victims and vulnerable perpetrators.	Crawley Homes – NASB Laura Padgett/ Clare Prosser/Amanda Kendall	Q1 2024	New policy and processes in place. Data available and EIA showing how we will improve data and develop our understanding of impacts and outcomes.
2.7	Review the Crawley Homes Financial Inclusion Strategy	Strategy in place which looks to: Support council tenants, particularly those on a low income, to maximise their income and manage rising costs of managing a home such as fuel poverty. Support income streams into Crawley	Crawley Homes - Housing Clare Prosser/Amanda Kendall	Q2 2024	Strategy and associated action plan in place.

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		Homes and the wider council. Improve our understanding and trends of those tenants most affected and in need of financial support.			
2.8	<p>Deliver the Town Centre Regeneration Programme:</p> <p>Inclusive stakeholder engagement and consultation on all scheme proposals will be undertaken including with the Town Access Group and Walking & Cycling Forum.</p> <p>Project design briefs will include a requirement for schemes to be fully inclusive and accessible.</p> <p>Planning conditions related to accessibility to be met.</p>	All public realm regeneration and transport improvement schemes within the town centre will be fully inclusive and accessible to all users, always.	Economic Development & Regeneration Lynn Hainge	Q4 2026	Feedback from stakeholders.
2.9	<p>Deliver the Employment & Skills Programme.</p> <p>Employ Crawley and the Youth Hub provide a free, bespoke employment support service, available to all Crawley residents and meeting all access needs.</p>	<p>The Programme aims to enable all Crawley residents to access better job opportunities.</p> <p>Strategic priorities of the Programme include:</p> <p>Champion Crawley as a Living Wage town to increase income</p>	Economic Development & Regeneration Lynn Hainge	Q4 2025	<p>No. of residents into higher education.</p> <p>Participation rates for STEM subjects and careers amongst girls.</p>

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		<p>levels. Create new pathways for residents into higher education, skills levels and wages. Support for over 50s to learn new skills, increase participation of girls in STEM subjects and careers, reduce income inequality through a living wage, outreach employment support to disadvantaged communities.</p>			
2.10	<p>Deliver the Crawley Growth Programme:</p> <p>Inclusive stakeholder engagement and consultation on all scheme proposals will be undertaken including with the Town Access Group and Walking & Cycling Forum.</p> <p>Project design briefs will include a requirement for schemes to be fully inclusive and accessible.</p> <p>Planning conditions related to accessibility to be met.</p>	<p>All projects delivered through the Programme will be fully inclusive and accessible to all users, at all times.</p>	<p>Economic Development & Regeneration Clem Smith / Lynn Hainge</p>	<p>Q4 2025</p>	<p>Feedback from stakeholders.</p>
2.11	<p>Deliver the Towns Fund & Town Investment Plan:</p>	<p>All projects delivered through the Town Investment Plan will be fully inclusive and accessible to all users, at all times.</p>	<p>Economic Development & Regeneration</p>	<p>Q4 2026</p>	<p>Feedback from stakeholders.</p>

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	<p>Inclusive stakeholder engagement and consultation on all scheme proposals will be undertaken including with the Town Access Group and Walking & Cycling Forum.</p> <p>Project design briefs will include a requirement for schemes to be fully inclusive and accessible. Planning conditions related to accessibility to be met.</p>		Clem Smith / Nigel Tidy		

Priority 3: Our Community – understanding and working with our community.

3.1	Devise and implement a specific action plan covering changes planned in the Social Housing White Paper and proposals by the Regulator of Social Housing	Compliant with legislation and Regulator of Social Housing’s consumer standards covering engagement and understanding of local communities	Crawley Homes Amanda Kendall	Q1 2024	<p>Increased number of residents engaged in shaping services.</p> <p>Development of tenant profile data.</p> <p>Representative engagement of tenants.</p> <p>Reporting on the full suite of Tenant Satisfaction Measures.</p> <p>Action plan fulfilled.</p>
3.2	Crawley Local Community Network to implement partnership approach to tackle and reduce the wider health	Tangible improved health outcomes for those living in Crawley temporary accommodation (placed by CBC)	Communities & Strategic Partnerships Georgina Bouette	Q4 2026	Develop action plans for small cohorts of those living in temporary accommodation to directly tackle identified health

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	inequalities for those living in temporary accommodation.				inequalities. Adopt test and learn approach to evaluate impact of partnership action. Share data / insight with broader stakeholders e.g. NHS, Housing.