



Lichfield
District Council

Our equality, diversity and inclusion statement 2025

How we delivered equality, diversity and inclusion in 2024.

This statement is available to download at:
www.lichfielddc.gov.uk/equalitystatement

If you would like this document in large print, another language, format or colour, please call 01543 308129 or email edi@lichfielddc.gov.uk

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1. Introduction

Our equality, diversity and inclusion (EDI) statement shows how we are meeting the Public Sector Equality Duty (PSED), under The Equality Act 2010.

It helps our customers, staff, the Equality & Human Rights Commission, regulators and other interested parties assess our performance and our compliance with equality legislation. It also shows how we are meeting the equality objectives we have set.

We continue to want ‘inclusion and belonging’ to be the phrase used by anyone working for Lichfield District Council when talking about what it is like to be an officer here.

We believe valuing diversity and welcoming the different perspectives others can provide to discussions and problem solving, will make us a better council.

Having respect for everyone is a core value at the council and we work together across teams, services and organisational boundaries to deliver effective services.

We continue to build a more inclusive organisation that represents our district and values our staff for who they are and what they contribute to our council and communities.

As part of this, we strive to deliver equality across the nine protected characteristics and demonstrate how equality considerations are embedded in our decision-making processes, and how they can influence both our service delivery and employment practices.

2. Our equality duty and objectives

Under the Equality Act 2010 we have a public sector equality duty to have due regard of the need to:

- Eliminate unlawful discrimination, harassment, victimisation, and any other conduct prohibited by the act.
- Advance equality of opportunity between people who share a protected characteristic and people who do not.
- Foster good relations between people who share a protected characteristic and people who do not.

Our equality objectives help us to focus attention on the priority equality issues for us, to deliver improvements in policy making, service delivery and employment, including resource.

Our objectives are:

- To scrutinise and improve access to our services ensuring we treat people fairly, provide our customers with equal opportunity, and that we gain business benefits from our services being accessible to the maximum number of people.
- To ensure our workforce profile reflects best practice in recruitment and, in consultation with our staff, continue to develop a culture that is both inclusive and open.
- To further promote the use of equality impact assessments so they become fully embedded in our planning and decision-making process.

3. Delivering EDI in our services during 2024

We deliver a range of services, which we adapt and review to meet local needs. Our wholly owned company Lichfield West Midlands Traded Services (LWMTS) deliver services on behalf of the council.

Our teams completed a range of activities to support our equalities objectives in 2024.

3.1 Active Lichfield District - our leisure centres

Throughout 2024 LWMTS, continued to operate the leisure centres. With the support of several key partners, we provided a range of activities to support our equalities objectives. We also continued to invest in the facilities to provide new additional activities including a new soft play facility for young children, a climbing wall, refurbished tennis facilities and new skatepark. We also provided:

- Older adults – aerobics, pilates, relaxation classes, walking netball, walking football, chair yoga, cricket, exercise sessions and silver circuits.
- Children and young people – coaching courses and sessions in swimming, football, gymnastics, tennis, multi-games and dance.
- Adults and young people with physical and learning difficulties - coaching sessions.
- Parents and toddlers – swimming sessions, new soft play facility and football coaching.
- Children and young people (aged 5 - 16 years) – free holiday activity and food sessions for pupils who receive benefit related free school meals.
- Residents with health conditions – a health referral scheme to support them to become active.
- Dementia friendly activities.
- Walking in water an activity to support people with mobility or limiting health conditions.
- Long Covid programme in partnership with NHS, referred patients are supported to become more physically active to support their recovery.
- Free Leisure Activity Passports (LAP) to people with disabilities, carers, people aged 60 years and older, and those on means tested benefits, which provide up to 30% savings on leisure activities across the district.

Our Active Lichfield Communities team also provided specific targeted intervention programmes which included:

- Getin2it diversionary programme to prevent anti-social behaviour among young people aged from 7 to 19 years.
- Low-cost health & wellbeing programme including pickleball, women's wellbeing yoga, gentle fit, parent and toddler yoga and Tai Chi, tackling health inequalities and getting more people more active.
- Pilot a Golden lives programme in residential homes delivering physical activity sessions to target social isolation and fall prevention in older adults.
- Continued to develop and grow an Active Lichfield referral pathway working with social prescribers and other health professionals tackling health inequalities.
- Disability multi-sports sessions for young people aged 5 to 18 years.
- Activities in parks and open spaces including physical activity, physical literacy and wellbeing programmes.
- Bespoke physical activity sessions for young carers and other local community groups.
- US Girls programme to increase female participation in sport, supporting and providing awareness to women and girls in the community, aged from 8 to 25 years.
- Hello Velo events in Burntwood and Lichfield including providing adapted bikes for people with disabilities.

During 2025 our team will:

- Provide new positive Getin2it activities for young people to prevent anti-social behaviour and become more active, including opportunities to use the new leisure centre in Lichfield and facilities such as the skatepark and climbing wall in Burntwood.
- Provide community-based volunteering opportunities from the age of 13 upwards, including training, qualifications and mentoring support.
- Expand the Active Lichfield referral pathway to work with other community organisations and health professionals to tackle health inequalities.
- Continue to develop and grow the Golden Lives programme to older people in residential living and care homes across the district.
- Launch Play Streets, a resident-led short road closure, creating a safe space for children to play freely together on their doorstep.
- See the opening of Lichfield Leisure Centre, expected to open in December to replace the ageing Friary Grange Leisure Centre.

Find out more at www.activelichfelddistrict.co.uk

3.2 Building control

We continued to enforce building regulations where we are the regulator, to ensure the built environment is accessible and can be used by the whole community, particularly people with a physical disability.

We also offered an exemption for disabled people who are adapting their property to better suit their needs.

Find out more at www.centralbc.org.uk

3.3 Car parking

We provide disabled car parking spaces in most of our council-owned car parks. The Friary multi-storey, Bird Street and Lombard Street car parks are the most accessible due to the number of disabled spaces and their proximity to the city centre.

Parking in council-owned car parks is free to blue badge holders, even if parked in a non-disabled space, provided a badge is displayed.

We also provide a Changing Spaces public toilet in our Friary car park in Lichfield City and Swan Road toilets which is close to Bird Street car park.

3.4 Community Infrastructure Levy (CIL) and Section 106 (s106) agreements

We work with developers to secure contributions towards community improvements and infrastructure and engage all sectors of the community in determining how to best use these funds.

These contributions help to reduce the impact of developments on local areas and create better quality environments in and around new developments. Funded projects range from improving roads and building new community facilities, to creating open spaces and improving local schools.

In 2024, we continued to secure and allocate contributions toward appropriate projects. Examples of projects that have positively impacted on communities and specific groups of people include:

- Providing funding for community halls and spaces to accommodate community activities.
- Provision of open spaces, enhancing medical facilities, supporting a range of arts projects.
- Contributing towards new school provision.

We also funded a range of local infrastructure and initiatives including:

- Mavesyn Ridware Village Hall play area.
- MUGA at Fradley, Swing Childs Play Equipment.
- Burntwood Leisure Centre Skate Park.
- Fencing at Burntwood Leisure centre, car park at Burntwood Park, netting to create a football pitch at Burntwood Park, installation of goal posts and relocation of existing benches, improvements to fencing around BLC football pitch.

Looking to the future, we will continue to work with developers to secure these contributions and engage all stakeholders and sectors of the community when we determine how best to use these funds.

Find out more at www.lichfielddc.gov.uk/howdevelopmentshelp

3.5 Community funding

Through our voluntary and community sector funding programme we distributed grants ranging from £2,000 to £37,000 to deliver outcomes that support groups of residents within the local community. In 2024, this included:

- Spark - A family and community centre delivering and hosting a wide range of pregnancy, baby, toddler, child, family, adult, wellbeing, financial and SEND groups.
- Burton and District Mind - provides a programme of activities to support better mental health. Activities include sports programmes, targeted peer support groups and mindfulness sessions.
- Support Staffordshire – support for the voluntary, community and social enterprise (VCSE) sector.
- Grace Cares - saving care equipment from landfill and making it available to the public, NHS, health and social care providers.
- Burntwood be a Friend - supporting food and financial resilience through a community store which provides food at low prices, a community garden and weekly well-being walks.
- Fun Club Hub - youth provision offering a variety of services including youth clubs, bespoke school programmes, training for young people as well as community events and social action projects.
- Men's Shed Lichfield - a community space for men to connect, converse and create, helping to reduce loneliness and isolation.
- Fradley Football Club - providing a range of fun and inclusive football activities alongside a community outreach programme.

- Lichfield Discovered - exploring Lichfield places, people, stories & archaeology.
- Lichfield Arts - an independent registered charity based in the centre of Lichfield which provides a range of concerts, festivals, outreach projects and wider community events.
- Lichfield Festival - delivering the Lichfield Festival and Lichfield Literature Festival Programme as well as supporting community involvement through the ASPIRE programme.
- Survivors of Bereavement by Suicide (SOBS) - helping those bereaved by suicide to support each other through support groups, online virtual support groups, a national telephone helpline, an online community forum and email support.
- CRUSE – bereavement care for residents across the district.
- The Hub at St Mary’s - a multi-use heritage and arts venue, in the centre of Lichfield, running a community coffee shop, gallery and varied programme of performing arts events.
- Through the Councillor Community Fund, we distributed just over £12,000 of small grants to 47 community groups across Lichfield District. The fund enables councillors to support grassroots activities in their wards such as one-off events that benefit the local community and support community resilience. Examples of grants include £75 to Shenstone Seniors Brunch Club to buy kitchen equipment, £100 to Longdon Villages Community Group for a family Christmas event and £800 to Burntwood Lions Club to run a white goods scheme for families in need.
- Using funding from the UK Shared Prosperity Fund (UKSPF) we have continued the US Girls programme which is designed to increase and sustain young women’s participation in sport and physical activity, tailoring the delivery specifically for disadvantaged and vulnerable young women and girls within the district who are from low socio-economic backgrounds.
- Play Streets - as part of the UKSPF, this resident led project seeks to have a positive influence on communities or neighbourhood’s physical and mental wellbeing by bringing residents together in a locality through sports.

Find out more at www.lichfielddc.gov.uk/communityfunding

3.6 Community safety

Our team are part of the Community safety partnership, key partners are:

- Staffordshire Police
- Bromford Housing
- Staffordshire Fire and Rescue Service
- Staffordshire and Stoke-on-Trent Integrated Care Board
- Staffordshire and West Midlands Probation Trust

The partnership aims to improve community safety and reduce crime and disorder across the Lichfield District by identifying and addressing vulnerability, risk and harm.

In 2024, events across the district took place which included:

- Supported safety campaigns with Staffordshire Police, Staffordshire Fire and Rescue, Staffordshire Commissioners Officer and other partners.
- Community clean ups.
- Community safety events.
- Joint policing operations around the city regarding vehicle safety and personal safety.
- Continued the anti-violence and knife crime campaign.

Find out more at [Community safety partnership – Our campaigns and events](#)

3.7 Customer services

We continued to ensure that our customer services were welcoming and accessible to all in the following ways:

- We launched live chat on the website which allows customers to interact online increasing the options available for customers to engage with the council. This is particularly useful for people who are uncomfortable or find it challenging to speak on the phone. Visit www.lichfielddc.gov.uk/livechat for more information.
- We introduced WhatsApp communications into the contact centre, allowing people to message us with non-urgent enquiries and receive a same day response if before 4pm on a working day, or before 5pm on the next working

day if out of hours. This is particularly useful for people who are uncomfortable or find it challenging to speak on the phone.

- We offer British Sign Language (BSL) translation through the Sign Live app, allowing customers who are deaf or have hearing loss to use BSL to communicate with us easily over the phone and in person. Find out more at www.lichfielddc.gov.uk/signlive
- During the week our reception was open between 9am and 5pm for general enquiries and customers with in-depth enquiries or those who need additional support were able to book face-to-face appointments with our trained advisors.
- We launched an online appointment booking to allow customers to choose a time and date that suits them best. They can choose a telephone or in person appointment.
- We offered wellbeing and cost of living drop-in sessions across the district so we are more accessible for anyone who cannot travel to us or has concerns using the telephone or going online.
- Our reception area offers level flooring, and entry into the building is via a pavement ramp through double width doors or up steps.
- We enhanced our meeting rooms ensuring they are more easily accessible for wheelchairs and those with additional access needs.
- Our reception area has a portable hearing loop, and our reception desk is wheelchair user friendly.
- We have an accessible toilet for visitors, also offering free sanitary products.
- We utilised an electronic Sign In app for visitors with appointments, and our reception team are available to assist.
- We introduced voice recognition artificial intelligence (AI) onto our general enquiries line to allow customers to speak their enquiries and be answered by a customer service scripted AI. This has the option to speak to an advisor if the customer requires.
- We encourage the use of our online services, however, for anyone unable to self-serve online, we offer telephone and in person appointments.
- Our customer services team regularly receives safeguarding and equality training.
- We can offer translation services to customers on request.
- We will continue ensure that are offices are welcoming by:
 - Joining the Breastfeeding Friendly Scheme (BfFS).
 - Becoming part of The Safe Space Alliance which creates safe spaces for LGBTQI+ communities
 - Become a member of Hidden Disabilities Sunflower Scheme.

3.8 Digital services

We refreshed our website in 2024, enabling us to further improve our customer experience. It continues to be welcoming and accessible in the following ways:

- Use of descriptive headers and images so a screen reader can pick them up.
- Clear font colour contrast using a new colour palette.
- Descriptive links for easy access on a screen reader.
- Improved search functionality providing accessible links and suggestions.
- Clear and consistent navigation and use of plain English.
- Access to digital forms has been simplified into a single form making it easy to find the right one. All forms are accessible and easy to complete. Visit www.lichfielddc.gov.uk/oneform.
- Introduced AccessAble guides on our website which provide detailed accessibility guides to local council facilities including leisure centres, public toilets, car parks and more. Find out more at www.accessable.co.uk
- Utilised testing software to ensure our web pages remain accessible, compliant, and easy to read.

We have worked with a broad range of customers to test and enhance the new developments now in place and will continue to use feedback to further improve the site.

3.9 Disabled facilities adaptations

In partnership with LWMTS, we manage the disabled facilities grant programme. The grants are government funded and support disabled people to live safely and more independently in their homes. Grants are available to disabled people of all ages in all housing tenures, subject to eligibility.

The service delivered 178 property adaptations to Lichfield district residents in 2024. This supported 154 clients (as some clients receive more than one adaptation), spending £1.58million.

Find out more at [Disabled facilities grants – How to apply](#)

3.10 Governance, democracy and elections

We established a working group to consult with residents and members, to examine how we could boost youth engagement with our democratic and decision-making processes. The groups aim is to create a new forum for Youth Engagement that can empower local young people in a way that feels responsive and generates a genuine impact.

Our committee reports continued to require indication as to whether an equality impact assessment (EIA) should be completed for that area of work. EIAs are then assessed and logged by our equalities officer.

In 2024, our elected members received equality and diversity training. During 2025 we will be arranging training for the elected members on the new Member Code of Conduct, ensuring all members are appropriately informed about the behaviour expected of them.

We continued to seek ways of improving the experience of voting at elections. In 2024 we evaluated our polling stations so that we could review both accessibility and locality and make changes if necessary.

Throughout 2025, we will be reviewing the equipment used at polling stations this will also include how to reduce "information noise" to assist neurodiverse voters.

During an election our polling stations have:

- A braille tactile voting device for ballot papers.
- Large print laminated sample ballot paper.
- Magnifying glasses.
- Pen grips
- Presiding officer support, if needed.
- Lower-level voting booths for wheelchair users.
- Privacy booths for voters choosing to have their ID checked in private which includes a mirror.
- Voters can also use accessibility apps on mobile phones for example "speechify"

3.11 Housing and homelessness

- We now offer our homeless customers the opportunity to send us evidence and documents vital to their claim using WhatsApp – previously they would need to find a computer to do so, which was a real access challenge.
- We are working with our partners to host housing and homelessness surgeries at existing hubs in local communities, so our team is more accessible to people without transport or access issues.
- We are working to deliver fully wheelchair accessible temporary accommodation in the district.
- We have continued to provide tailored support to entrenched rough sleepers who struggle with a range of issues – this year we successfully moved all rough sleepers into more permanent accommodation through the 121 support we have offered.

3.12 Local plan

We continued to ensure our local planning process was accessible to all and supported the needs of our growing district in the following ways:

- Following withdrawal of our previous Local Plan we continued work on a new document which we believe will better meet the needs of the district in future.
- Our currently adopted local plan includes policies to support the delivery of housing, including affordable housing and housing to meet differing need, as well as sites to serve the requirements of the gypsy and traveller community and policies to help all our residents live healthy and safe lives.
- We liaise with interest groups and representative bodies to ensure our policies protect and safeguard our important centres, allowing access to services and facilities.
- We prepare executive summaries to help people understand detailed documents and we make all documents available in alternative formats when requested.

During April and May, we will also be going out to public consultation on a Statement of Community Involvement which will see us adopt a new framework for how we engage with resident's and local people around the planning process. Find out more at www.lichfielddc.gov.uk/localplan

3.13 Major projects

Birmingham Road multi-storey car park demolition and associated works

- Consulted with key stakeholders throughout the demolition and associated works programme.
- The ten blue badge/disabled car spaces which had been in the multi-storey were re-located in the nearby car park outside the bus station in Frog Lane. There were also an additional four blue badge spaces added.
- We have variable message signs on highway locations across the city centre to enable drivers to know where there is alternative parking.

New Lichfield Leisure Centre

We continued to develop the leisure centre designs for construction to ensure the new building (opening in December 2025) is welcoming and accessible in the following ways:

Site

- There are new bus stops proposed to support public transport to the centre.
- A new footpath will connect the existing street footpath to the building entrance, providing continuous level access.
- There are no steps on site, the new footpaths are all designed to avoid needing steps.

Car park

- Accessible car parking spaces are provided near the main entrance.
- A drop off point is provided near the building shelter.
- Minibus setting down point is provided adjacent the main entrance.

Reception and main building

- The entrance to the main building will be sheltered by a canopy.
- Automatic doors will provide hands-free accessible entrance to the building.
- Level access throughout the building from the main entrance through to the pool hall.
- All doors are part M compliant, allowing wheelchair users full access to the building.

Changing village

- The reception desk will be part M compliant, allowing wheelchair users and those with impaired mobility to approach reception.
- Accessible toilet and changing places will be reachable from the reception space.
- The changing rooms will include an accessible toilet, showers, a toilet and there will be changing cubicles with handrails.
- Handrails and a drop-down shower seat have been included in the open showers.

Dry changing

- All external doors have level thresholds.
- Each changing room provides open showers with a drop-down seat.
- A unisex accessible shower/toilet and changing area has also been included.

Pool hall

- As well as ladders, there will be steps with handrails providing easy access into the pool.
- A pool pod lift will be available for wheelchair users or those with impaired mobility.
- A shallow end and deep end have been designed to allow for all levels of mobility to use the pool. For example, the deep end will allow the teaching of treading water.
- Wheelchair spaces will be allocated for in the viewing area.

Pedestrianisation

We continued to develop the pedestrianisation scheme to create a safer, more prosperous and vibrant city centre, whilst balancing the needs of all city centre users.

- We successfully completed an Experimental Traffic Regulation Order, trialling pedestrianisation in Lichfield city centre over an 18-month period which included consultation with all stakeholders, after the trial a permanent order was introduced.
- To support the pedestrianisation scheme we continued (and will continue) to work with Staffordshire County Council to install bollards in Sandford Street, Bird Street, and Tamworth Street. The bollards will help to regulate vehicle access into the pedestrian zone 24 hours a day, 7 days a week and help to enhance safety.

- We continued to review and develop the EIA.
- We engaged with and took advice from AccessAble to ensure the scheme was as disability friendly as possible.

3.14 Parks, Streetscene and open spaces

We continued to ensure our parks and open spaces are welcoming, safe and accessible to all by providing:

- Disabled toilet facilities, including changing room, in Beacon Park.
- Accessible play equipment in a variety of our play areas across the district.
- A range of health and wellbeing events and activities.
- BSL interpreters on stage at Lichfield Proms in Beacon Park.
- Work experience placements for students with learning and physical disabilities.
- Dropped tactile kerbs in at Stowe Pool.
- Enhanced visitor surveys across all parks.
- We worked in partnership to provide Social Prescribing opportunities within parks.

Throughout 2025 we are:

- Making Burntwood Park more accessible.
- Arranging defibrillator training for our volunteers.
- Installing a wheelchair accessible bouncer in Beacon Park play area.
- Enhancing our contribution to Social Prescribing further within parks - [The National Academy for Social Prescribing | NASP](#)

3.15 Planning

- We continued to use new florescent yellow site notices, which are more visually accessible and weatherproof, with the ambition to make it easier for residents to see where new developments may take place and give their views.
- We have a new plain English planning enquiry form that provides easy-to-understand answers to all common planning related queries 24/7 and provides our customer services team with better information to help customers in person and on the telephone.

- In April 2024, we launched our new fee's structure and introduced measures to enable better engagement with customers/residents and applicants. These included transparent policies relating to amendments, validation of applications and robust enquiry service.

3.16 Property management

Within LWMTS our property services team manage all council owned buildings, this can include general maintenance through to any required adaptations. They ensure that buildings are accessible for everyone.

In 2024, they adapted the Old School House room located at the District Council House by installing an external access ramp from the front gardens. Throughout 2024/2025 LWMTS are purchasing several properties to support the need of temporary housing for vulnerable customers. One of these properties will be renovated so that it is fully accessible.

AccessAble have reviewed all our buildings that are open to the public and will continue to work in partnership with our team.

We have a further budget for access to buildings will continue to make further adaptations when needed.

3.17 Public toilets

- We provide eight public toilets across Lichfield and Burntwood in car parks and parks.
- All facilities either have separate cubicles suitable for disabled people or a disabled cubical suitable for everyone.
- We are proud to work with AccessAble who have reviewed all our public toilets and provide detailed guides for people who need more accessibility information.

Find out more at [Public toilets](#)

3.18 Procurement

We published our statement on modern slavery and human trafficking, acknowledging that these issues continue to be a hidden concern in society. We recognise our responsibility to remain vigilant to these risks and work towards ensuring that our supply chains are free from slavery and human trafficking.

For more information, please visit www.lichfielddc.gov.uk/modernslavery.

We reviewed and updated our supplier code of conduct. It now includes expectations for suppliers to adhere to ethical standards, the Nolan Principles, the Equality Act, and demonstrate their commitment to sustainability, environmental responsibility, and social responsibility.

Find out more at www.lichfielddc.gov.uk/suppliercode.

The Procurement Act 2023, effective from February 2025, continues to address modern slavery by prohibiting suppliers convicted of related offenses from participating in public procurement. We must adhere to these rules, ensuring that suppliers with such convictions are excluded. The Act also allows authorities to exclude suppliers posing national security risks, including those linked to modern slavery, ensuring procurement activities do not support such practices.

3.19 Regulation and enforcement services

We continued our regulation & enforcement work which increases equalities support and particularly supports the most vulnerable. This included:

- Licensing taxis and ensuring they assist passengers with disabilities and are welcoming to assistance dogs. Officers also undertook enforcement operations using a guide dog to check that taxi drivers are complying with their duty.
- Licensing the placing of tables and chairs on pavements by businesses to ensure that there is sufficient space for everyone to use without the need to step into the road.
- Inspecting private rented homes to assess hazards and requiring landlords to undertake repairs to protect the health and safety of tenants.
- Supporting people with mental health conditions to improve their living conditions, including those experiencing hoarding or living amongst vermin or filth.
- Providing information in multiple languages to food business operators, and to advise people that enforcement action is being taken against them and suggest they seek legal advice.
- Working with licensed premises and gambling premises to ensure steps are taken to keep vulnerable people safe.
- Planning to respond to local emergencies, for example by providing emergency accommodation and transport, including for people with disabilities.

- Officers carrying smart warrant cards which have QR codes so when an officer approaches someone vulnerable, or if they are challenged as to their identity, they can invite the person to scan a QR code on the card. This links to a hidden page on our website, listing all the officers, their photos, powers and warrant card numbers.
- Officers having access to body worn video cameras to support openness and transparency, increase confidence in the service, and protect the vulnerable.

3.20 Revenues, benefits and corporate debt recovery

- We continued our work to support residents in relation to council tax payments and debt relief.
- We launched a new way to award our working age council tax support scheme, so that decisions following a change in circumstances and new claims are actioned without delay. We continued to provide 100% support to residents on the lowest incomes. Find out more at www.lichfielddc.gov.uk/counciltaxsupport
- We have continued working with our customer services team to host wellbeing and cost of living drop-in sessions across the district.
- We reviewed our empty and second homes policies to encourage getting empty properties back into use within the district.
- Throughout 2025, we will be reviewing the letters we send out, so they are in plain English.

3.21 Shopmobility

Our shopmobility service provides low-cost scooter rental for residents and visitors who have permanent or temporary disabilities to help them access Lichfield city centre shops, businesses, and attractions.

Find out more at www.lichfielddc.gov.uk/shopmobility

3.22 Waste and recycling

We continued to ensure our waste and recycling service is accessible to all in the following ways:

- Provided 1,061 assisted bin collections each week for people who have difficulties getting their bins to the roadside.
- Provided 1,385 free additional domestic waste bins to families where extra waste is generated – for example due to a medical condition, children in nappies, or families of six or more.
- Supplied bin collection calendars in braille and large print.

4. Our service EDI priorities in 2024

In our 2024 equalities statement we identified service equality priorities which are detailed below. This section sets out what we said we would do and what we did.

Further actions will be identified during 2025 as part of the council’s work to create an **equalities action plan** which was launched in 2024. Progress against the action plan will be reported regularly to the council’s leadership team. The equalities action plan and annual updates will also be presented to the council’s Cabinet.

We said	We did
We will continue to maximise take-up of discretionary housing payments (DHP) to support vulnerable people and helping to prevent homelessness.	For 2023/24 we received £73,830 in funding from the Department for Works and Pensions, 100% of this was spent helping 84 customers. The funding aims to prevent homelessness by clearing rent arrears for families who have been severely impacted by the increase of cost of living and who could face eviction without additional support. We continue to raise awareness of the fund through our housing team, front line staff, local Job Centre, private landlords and other registered providers in the hope of reaching those who are most in need of our support.
We will continue to embed equalities and our corporate value of having respect for everyone.	We made changes to our EIA questionnaire to make it easier to complete and encourage authors to provide more detail. We plan to update this again during 2024.
We will review the way we monitor protected characteristics of our service users as part of our digital and customer access strategy.	We are working to implement this across our various customer channels including in person, telephone and digital.

We said	We did
<p>We will continue to enhance our equality impact assessment questionnaires to ensure more information is captured to explain our decisions.</p>	<p>We made changes to our EIA questionnaire to make it easier to complete and encourage authors to provide more detail. We will continue to update as the need arises to make sure we include as much detail as possible.</p> <p>We completed EIA's for the following:</p> <ul style="list-style-type: none"> • Birch Avenue parking bays • Body worn video policy • Budget consultation • Design code • Enforcement policy • Food delivery plan • Local plan 2043 • New Lichfield Leisure Centre • Online appointment booking process • Polling station consultation review • Social value policy • Telephony AI • WhatsApp in Customer Services
<p>We will ensure new projects, services and strategies, implemented because of our local plan and through community infrastructure levy projects, will be subject to equality impact assessments.</p>	<p>We will liaise with interest groups and representative bodies to ensure our policies protect and safeguard our important centres, allowing access to services and facilities. We will continue to prepare executive summaries to help people understand detailed documents and we make all documents available in alternative formats when requested.</p>
<p>We will continue to work to ensure all elected members have completed training in equalities, safeguarding and child sexual exploitation.</p>	<p>Our members attended equality, diversity and inclusion training and we plan to provide more sessions. We still need to deliver training in safeguarding and child exploitation and these along with Members Code of Conduct training are planned throughout 2025.</p>

We said	We did
<p>We will deliver a new and more accessible website. We will continue to ensure equality and accessibility are key outcomes from our digitisation programme in ensuring the delivery of consistent customer journeys and easy to use online services.</p>	<p>With the launch of our new website, we want as many people as possible to use it, so we continuously scan it for accessibility issues and fix problems when we can.</p> <p><u>Making our services accessible – Our website accessibility statement</u></p>
<p>Customer testing will be at the heart of our digital and customer access strategy which is due to launch in 2024.</p>	<p>Resident engagement was critical in the re-design of the LDC website. Workshops were set up initially to gather their ideas and feedback. Once designs were available, we again shared the designs before selecting an overall option to take forward. This has happened for smaller projects too when a resident perspective helps us determine the best way forward.</p>
<p>We will support more accessible technologies and initiatives that provide a more welcoming environment to customers visiting us, including Sign Live.</p>	<p>Launched Sign Live, WhatsApp and live chat which supports people who have stammers or are uncomfortable speaking on the phone. These channels also support people who physically cannot wait on a phone – for example people with medical conditions that mean a long wait is not possible.</p>
<p>We will continue to support the Lichfield District Youth Council who meet regularly.</p>	<p>We are relaunching the Youth Council as we want to improve the way we engage and empower younger people by creating a new youth engagement forum.</p>

5. Our service EDI priorities for 2025

We will undertake the following actions in 2025:

- We will continue to maximise the uptake of **DHP** to support vulnerable people and helping to prevent homelessness.
- We will continue to review the way we **monitor protected characteristics** of our service users as part of our digital and customer access strategy.
- When services are reviewed, changed, or developed, we will carry out **EIA's** to ensure the full impact of changes is understood before final decisions are made. We will continue to enhance our EIA's questionnaires to ensure more information is captured to explain our decisions.
- We will ensure new projects, services and strategies, implemented because of our **local plan and through community infrastructure levy projects**, will be subject to an EIA.
- We will continue to work to ensure all elected members have completed **training in equalities, safeguarding, child sexual exploitation** and code of conduct.
- We will continue to **embed equalities** and our corporate value of having respect for everyone.
- We will support more **accessible technologies and initiatives** that provide a more welcoming environment to customers visiting us, including Sign Live.
- We will continue to support the youth engagement forum.
- We will improve the way we capture data about our service users.

Further actions will be identified during 2025 as part of the council's work to create an **equalities action plan** which was launched in 2024. Progress against the action plan will be reported regularly to the council's leadership team. The equalities action plan and annual updates will also be presented to the council's Cabinet.

6. Delivering EDI in employment during 2024

We continued to provide an inclusive, respectful, and discrimination-free work environment for all our employees and councillors. We want all our employees and councillors to feel respected and appreciated. We have three core values that our staff and councillors work towards:

- **Put customers first.** We are passionate about our customer service. We always listen and work with our customers to meet their needs. We take

responsibility for things we can change and improve and encourage our customers to do the same.

- **Improve and innovate.** We challenge each other to look for ways to do things better. We listen to feedback and learn from it so we can improve. We welcome change and move forward with confidence.
- **Have respect for everyone.** We listen to everyone and understand each other's views and pressures. We appreciate each other and trust our colleagues to do a good job to the best of their ability.

We want to have a workforce that celebrates equality, diversity, and inclusivity as part of everyone's work life balance. Our **belonging and wellbeing group** meets regularly with representatives from all services. We continued to encourage our staff to create inclusion networks, and have **networks for the LGBTQI+ community, carers, menopause and young professionals.**

We remain **committed to promoting and encouraging an inclusive culture** where people can openly and constructively express their feelings without fear of retribution and criticism. In support of this we maintain policies on whistleblowing and the prevention of bullying and harassment, to ensure employees can raise concerns in confidence without fear of recrimination.

When organisational changes are proposed, our management team consults with employees, both as individuals and collectively through employee representatives.

We have a modern and accessible office space. There are two accessible electric height adjustable desks and carpets with contrasting colours for walkways and desk areas. We continue to meet the needs of employees with a disability including purchasing speech recognition software, upright computer mice, trackball devices, specialist keyboards, specialist chairs that support people with chronic back, neck or leg issues, and specialist seat pads for drivers with conditions, such as sciatica or sacro iliac damage.

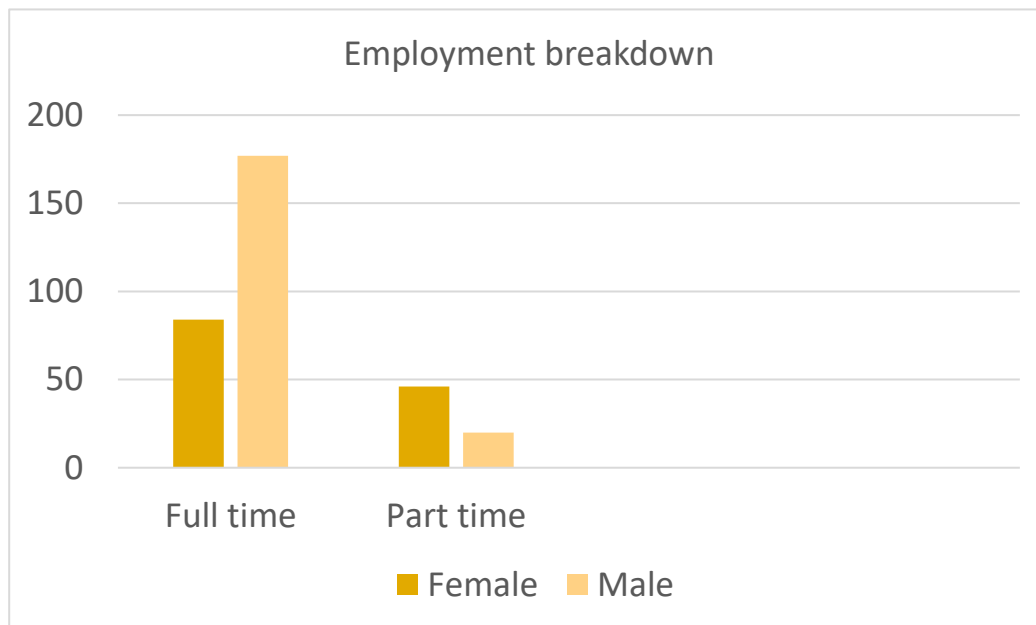
We have a quiet/prayer room which is available for all staff, councillors and tenants to use.

7. Workforce data

We regularly collect information relating to our employees and this helps us monitor and adapt to changes in our workforce profile and needs. The data on staff numbers and age was taken from our people and payroll systems in December 2023¹. Data on other characteristics has been taken from our workforce equality, diversity and inclusion staff survey undertaken in April 2023. Employees were given the options of not responding or choosing to prefer not to say.

Staff numbers

We employ 331 people, 135 are female (41% compared to 51% of residents in the district) and 196 are male (59% compared to 49% of residents in the district). 251 (76% work full time and 80 (24%) work part time.



¹ The data in this section reflects the staff working for Lichfield District Council and does not reflect staff working for the council's wholly owned subsidiary LWTMS. Our next equality statement will feature similar information covering LWMTS staff.

Age

The age ranges of our workforce are shown below, with a comparison to district residents.

Age ranges	Workforce	Residents
16-24	9%	8%
25-34	17%	12%
35-49	29%	18%
50-64	45%	21%

Gender

The national census asked questions of gender diversity in two separate ways. Firstly, it asked whether someone is male or female, and secondly, whether an individual's gender identity is the same or different to what was registered at their birth.

Within the wider community, 49% of census respondents answered they were male and 51% answered they were female. 0.3% of people responded that they do not identify with the gender they were assigned at birth.

The workforce survey provided more options for gender identity. The results show there are more women, non-binary and transgender people (50%) working for the council than men (48%). A similar pattern is present in the council's wider leadership team.

The survey also asked the question of gender assigned at birth in a different way to the census. This highlighted that there is greater gender diversity amongst those working for the council than those living in the wider community, with 2% of respondents not identifying with the gender they were assigned at birth.

Sexual orientation

Around 2% of people living in the wider community are not heterosexual. This includes around 1% of people who are gay or lesbian. Sexuality is more diverse within the council's workforce, with 4% of those surveyed being gay or lesbian, bisexual, pansexual, asexual, queer or other.

Ethnicity

The census data showed 95% of people living in the wider community are White British/English and 5% are from other ethnic groups. The second largest number of residents in the wider community are Asian, which includes Indian, Pakistani, and Chinese.

The workforce survey shows that 94% of people working for the council are White British/English and 6% are from other ethnic groups. This includes 1% of the workforce who identify as Irish, Gypsy or Irish Traveller.

Disability

According to the census, 17% of people living in the wider community are disabled under the Equalities Act and, of these, 14% are aged between 15 and 64 years. A further 8% have a long-term physical or mental health condition, but their day-to-day activities are not limited.

According to the workforce survey, 15% of our employees have a disability, illness, or health condition. It is worth bearing in mind that whilst the census surveyed all ages, the workforce survey only reflects people in employment.

Religion

The census showed that 57% of the wider community identify as Christian, 3% follow a religion that is not a Christian denomination, and 40% follow no religion.

The religious population in the workforce is representative of the wider community, with Christianity being the most prevalent religion (51%). 41% of people identify as not following any religion, meaning that around 8% follow a religion that is not a Christian denomination. Other religions such as Paganism were selected.

8. EDI employment improvements in 2024

In our 2024 statement we identified employment equality priorities which are detailed below. This section sets out what we said we would do and what we did:

We said	We did
We will assess key workforce policies and procedures.	We continued to assess new workforce policies and procedures to ensure they are accessible and easy to understand. We updated our guide to flexible working hours, introduced a new recruitment toolkit and updated our staff code of conduct.
We will continue to collect, analyse, and publish key workforce data which will feed into our workforce development plans, it will also assist how we develop and attract the workforce of the future.	Workforce data was collected as part of our first workforce equality, diversity and inclusion staff survey in April 2023 and is published as part of this document. We will repeat this survey during 2025.
We will continue to increase the number of staff that successfully complete equality awareness and safeguarding training.	89% of staff who have online access are up to date with their equality and diversity training and 61% for safeguarding.
We will further encourage staff members to create inclusion groups.	We continue to have networks for the LGBTQI+ community, carers, menopause and a revamped young professionals' group. We continued to encourage the creation of more groups and provide support for existing groups.
We will update and review our internal equality and diversity documents and information	We have an intranet section on equality, diversity and our values. We publish our inclusivity calendar, our staff values, EIA and guidance as well as workforce data.
Provide an inclusive calendar for employees, this will give insight to various observance/events days and dates throughout the year.	This was completed and published internally. We also arranged awareness events for staff to attend. These included International Women's Day, Diwali, a talk about understanding racism and International Men's Day.

We said	We did
We will host in person equality and diversity training for all members of staff.	We want to arrange this for staff during 2025.
We will incorporate LWMTs staff data in our workforce data profile.	We have been unable to obtain this data for 2024 but will publish this in our next statement.
We will continue to encourage greater diversity across our workforce, with a particular focus on our operational team and joint waste team (which services both Lichfield District and Tamworth Borough councils), and where we are keen to continue our work to create a more diverse employee profile that welcomes and offers opportunities for all.	We continued our work to attract a wider and more diverse workforce, highlighting the variety of staff in our teams through 'Day in the life' videos. This will continue to form part of our ongoing recruitment strategy.

9. Our employment equality priorities for 2025

We want to undertake the following actions in 2025:

- We will continue to assess key workforce policies and procedures to ensure they are accessible and easy to understand.
- We will continue to collect, analyse, and publish key workforce data which will feed into our workforce development plans and support how we develop and attract the workforce of the future.
- We will continue to increase the number of staff that successfully complete equality awareness and safeguarding training.
- We will host in person equality and diversity training for all members of staff.
- We will continue to encourage staff to create inclusion groups and support existing groups to thrive.
- We will update and review our internal equality and diversity documents and information.
- We will produce an updated inclusivity calendar for employees that provides insight into various observance and events days/dates throughout the year.
- We will publish LWMTS staff data in our workforce data profile.
- We will continue to encourage greater diversity across our workforce.
- We will work to become a Disability Confident Committed employer (Level 1).
- We will continue to have more celebratory awareness days for staff.

10. How we monitor progress and identify equality issues

We will achieve this in the following ways:

- The actions and priorities identified in this equality statement will be monitored throughout 2025 as part of our **equalities action plan**.
- A full progress update will be reported in the council's next **equality statement in 2025**.
- We are monitored by the Equality and Human Rights Commission and the government's Equalities Office to ensure equality issues are addressed.

This statement is available to download at:

www.lichfielddc.gov.uk/equalitystatement

Appendix 1

Our district profile

Understanding who lives in our district helps us to understand the needs of our local communities and gives us information to help us make our services accessible.

In 2022 the total estimated population of Lichfield District was 108,352, mid-year estimates in 2023 show that this had risen by more than 1.5% to 110,173.

We have considered the profile of our district in line with the nine protected characteristics using the Census 2021 and Office for National Statistics (NOMIS) data to provide most of the information.

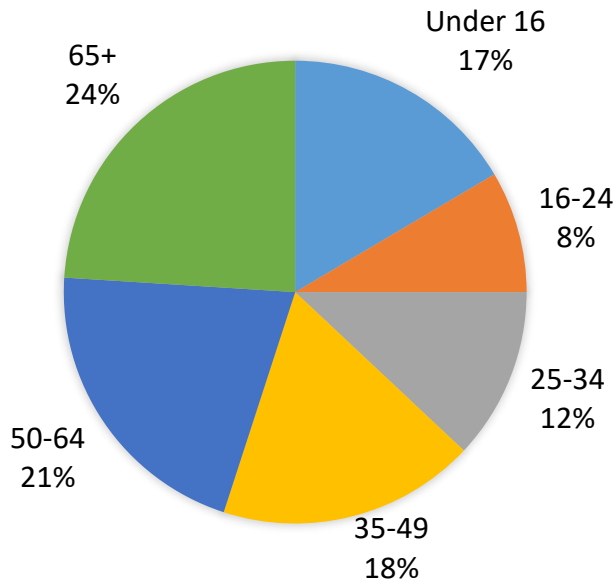
The definition for each protected characteristic is sourced from the Equality and Human Rights Commission (EHRC).

Age A person belonging to a particular age (for example 32-year-olds) or range of ages (for example 18-to 30-year-olds).

Since 2001, the largest population growth has taken place in the number of residents aged 65 years or over, and we expect this to continue in future years. In 2001, 15.5% of residents (14,437) were aged 65 years or older. In 2023 this had increased to 24% (26,365).

Age groups (2023 estimates)	Number of residents	%
4 years and under	5,274	5
5 to 9 years	5,890	5
10 to 15 years	7,355	7
16 to 19 years	4,374	4
20 to 24 years	4,868	4
25 to 34 years	12,902	12
35 to 49 years	19,616	18
50 to 64 years	23,529	21
65 to 74 years	12,444	11
75 to 84 years	10,662	10
85 years and over	3,259	3

Age range of residents



Disability A person has a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on that person's ability to carry out normal day-to-day activities.

In 2011, 18% of people living in the district (18,265 residents) had a limiting long-term illness. The 2021 census results showed this percentage remained largely the same 17.8% (18,944 residents).

Long term health or disability (2021)	Number of residents	%
Disabled under the Equality Act: Day-to-day activities limited a lot	7,598	7.1
Disabled under the Equality Act: Day-to-day activities limited a little	11,346	10.7
Not disabled under the Equality Act: Has long term physical or mental health condition but day-to-day activities are not limited	8,252	7.8
Not disabled under the Equality Act: No long term physical or mental health conditions	79,240	74.4

Gender reassignment Where a person undergoes or proposes to undergo, a process for the purpose of reassigning their sex.

There are no statistics available for gender reassignment within the district. The following dataset is a breakdown of gender identity within the district in 2021.

Gender identity all usual residents aged 16 and over	Number of residents	%
Gender identity the same as sex registered at birth	84,639	95.5
Gender identity different from sex registered at birth, but no specific identity given	101	0.1
Trans woman	43	0.0
Trans man	45	0.1
Non-binary	20	0.0
All other gender identities	13	0.0
Not answered	3,734	4.2

Marital and civil partnership Marriage is a union between a man and a woman or between a same-sex couple. Same-sex couples can also have their relationships legally recognised as 'civil partnerships'. Civil partners must not be treated less favourably than married couples (except when permitted by the Equality Act 2010).

Within Lichfield District, 51.2% (45,374) of (usual) residents were married or in a registered civil partnership.

Legal partnership status all usual residents aged 16 or over	2021	%
Never married and never registered a civil partnership	27,113	30.6
Married	45,271	51.1
In a registered civil partnership	103	0.1
Separated, but still legally married or still legally in a civil partnership	1,692	1.9
Divorced or civil partnership dissolved	7,996	9.0
Widowed or surviving civil partnership partner	6,421	7.2

Pregnancy and maternity Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.

In 2023, there were 909 babies born to mothers that normally reside within the district. This shows a decrease from 2022 when there were 932 births.

Race Refers to a group of people defined by their race, colour, and nationality (including citizenship) ethnic or national origins. A racial group can be made up of more than one distinct racial group, such as Black and British.

In 2021 most residents living in the district were white, however more residents from Asian, Black, Caribbean, African, mixed or multiple ethnic groups now reside in the district when compared to 2011.

Ethnicity	2021	%	Ethnicity	2011	%
Asian, Asian British or Asian Welsh	2,496	2.3	Asian or Asian British	1,623	1.7
Black, Black British, Black Welsh, Caribbean or African	601	0.6	Black or Black British	481	0.5
Mixed or multiple ethnic groups	1,987	1.9	Mixed	1,034	1.1
White	100,917	94.8	White British	95,263	94.6
White Irish/other	Not individually collected		White Irish/other	2,136	2.1
Other ethnic groups	435	0.4	Other ethnic groups	117	0.1

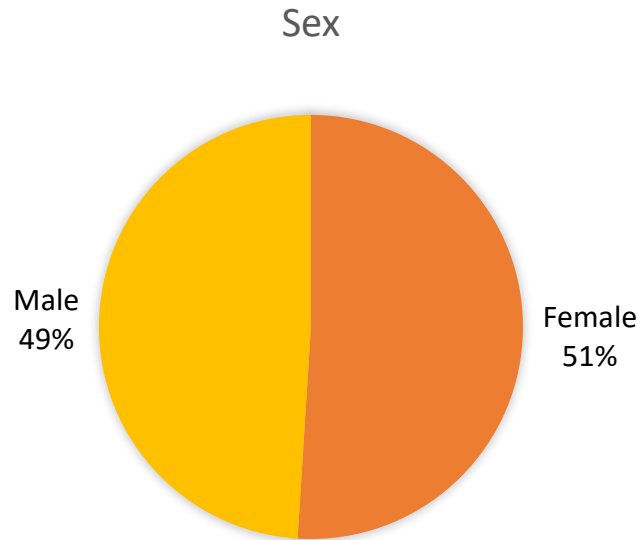
Religion and belief Religion refers to any religion, including a lack of religion. Belief refers to any religious or philosophical belief and includes a lack of belief.

In 2021 most residents living in the district were Christian (54.2%) with the next largest group of residents being of no religion (38.1%). Since 2011, there has been a growth in the percentage of Hindu, Jewish, Muslim and Sikh residents living in the district.

Religion	2021	%	2011	%
Buddhist	245	0.2	196	0.2
Christian	57,683	54.2	69,276	69
Hindu	460	0.4	303	0.3
Jewish	61	0.1	69	0.07
Muslim	722	0.7	448	0.44
No religion	40,563	38.1	23,113	23
Other religion	443	0.4	307	0.3
Sikh	923	0.9	540	0.5
Unanswered	5,336	5.0	6,402	6.0

Sex A man or a woman.

The number of men (male) and women (female) living in the district is almost equal. Updated 2023 estimate figures show that the split was 51% (55,840) female and 49% (54,333) male (NOMIS).



Sexual orientation Whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

Sexual orientation for all usual residents aged 16 and over	2021	%
Straight or heterosexual	81,990	92.5
Gay or lesbian	1,020	1.2
Bisexual	713	0.8
Pansexual	94	0.1
Asexual	32	0.0
Queer	1	0.0
All other sexual orientations	7	0.0
Not answered	4,738	5.3