

# Equity, Diversity and Inclusion Strategy 2025-2027



# Introduction

Milton Keynes City Council's Adult Services has developed this three-year strategy to emphasise a commitment to improving equity, diversity and inclusion.

It sets out our vision, Adult Social Care Commitment and key priorities to achieve this.

Leading by example, Adult Services will embed equity, diversity and inclusion in all its practices and policies.

We recognise that the equity, diversity and inclusion agenda is not just about meeting our legal obligations.

For us, it's about making sure our services represent and support all communities in our city.

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# Our Vision

We recognise that equity, diversity and inclusion are essential components of adult social care. In everything we do, we will make sure services are accessible, fair, respectful and that people's differences are valued and celebrated.

We will support our workforce to ensure that adult social care in Milton Keynes is equal, diverse and inclusive.

# Our Commitment

In 2023 we established our Adult Services Commitment, which underpins this Equity, Diversity and Inclusion Strategy. It sets out our commitment to working collaboratively with:

- people who access services
- families and carers
- other organisations we work alongside

It ensures we're always providing the best possible service to the people who need us.

The Commitment is based on Milton Keynes City Council's operational delivery promises. It also describes what people can expect when they access our services and defines how we'll know if our approach is working.





## We are dedicated

- We will be professional and fair, identifying and challenging disadvantage and discrimination
- We will ensure our colleagues are competent, confident, flexible and effective workers
- We will fulfil our responsibilities, acknowledge mistakes and take prompt action to rectify them
- We will be willing to change and do things differently in response to comments and complaints

## We are respectful

- We will recognise and support the uniqueness of you, your strengths, network and lifestyle
- We will communicate honestly, transparently and effectively with you
- We will reasonably adjust services to meet your needs and preferences wherever possible
- We will actively listen, trust and value your viewpoints and lived experience

## We are collaborative

- We will work in partnership with you to promote choice, independence, safety and wellbeing
- We will involve and value people who support you, for collaboration and partnership working
- We will support you to connect with your community to meet your needs and preferences
- We will work with you to develop and commission services, learning how we can improve together

# Our priorities

First and foremost, we will engage with all our communities, evolving our strategic approach to learn about their diverse needs and preferences. Building on our Commitment we will listen, learn and act upon what our communities tell us. Our focus will be on the following key areas:

## Inclusive

### Ensure our services are inclusive

- ✓ Services will be accessible and able to respond to the diverse needs of our communities
- ✓ Services are delivered by staff who are culturally competent, addressing cultural differences and language barriers
- ✓ All services are regularly reviewed (whether provided by the council or by our partners and commissioned providers) to identify and rectify any shortcomings or disparities
- ✓ Actively promote our Commitment focusing on individuality, strengths and diversity to ensure services are non-discriminatory

## Aware

### Learning, development and awareness

- ✓ Provide ongoing training for Milton Keynes City Council on the principles of equity, diversity and inclusion, unconscious bias and cultural competence. For our partners and commissioned providers, we will encourage and support them to provide the same training
- ✓ Raise awareness among all staff delivering adult social care services about the importance of equity, diversity and inclusion
- ✓ Encourage continuous learning and self-reflection

## Engaged

### Community engagement and consultation

- ✓ Involve users of our services, unpaid carers and representatives from our communities in shaping policies and practices
- ✓ Ensure (through ongoing consultation) that services continue to be inclusive and relevant

# Our priorities cont...

## Diverse

### Workforce is diverse and inclusive

- ✓ Encourage all providers to introduce diversity and inclusion champions
- ✓ Work with our adult social care providers to promote a workforce that is representative of our local population and the people they care for
- ✓ Work with our partners and providers to ensure that all staff receive diversity and inclusion training and have a comprehensive awareness of its application to care practice
- ✓ Foster an inclusive environment where employees feel valued and respected

## Insightful

### Data collection and monitoring

- ✓ Milton Keynes City Council will collect demographic data to assess the impact of adult social care services on different groups e.g. age, ethnicity, disability etc
- ✓ We will monitor the outcomes of our service provision, in particular our commissioned services, to identify any disparities in who services are being provided for and how they are being utilised
- ✓ Insights gathered from data and monitoring will be used to inform our decision making and future delivery of services

## Fair

### Promote equality of opportunity

- ✓ When planning, commissioning and providing services we will promote equality of opportunity for all people regardless of their background
- ✓ Identify and address barriers to accessing services that are faced by our communities
- ✓ Review the council's adult social care policies and processes to ensure they seek to reduce inequalities and promote social justice

**Thank you for reading this document.**

**If you have any comments or feedback, please contact  
the MKCC People Commissioning Team at:**

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