



Milton Keynes
City Council

Equity, Diversity and Inclusion Action Plan 2025-2027.



Action Plan

| Priority | Who? | When by? |
|---|---|-------------------|
| Inclusive | | |
| Review access to Adult Services and co-produce new ways to improve accessibility with people with lived experience. This includes considering language barriers, formats for information etc. | MKCC Commissioning Team/MKCC Quality and Performance Team/MKCC EDI Steering Group/MKCC Stronger Together Board/MKCC Communications Team | 31 July 2025 |
| Develop accessible forms of information sharing for Milton Keynes' diverse communities. This includes considering language barriers, formats for information etc. | MKCC Communications Team/MKCC EDI Steering Group | 31 March 2025 |
| Deliver Cultural Competency training across Adult Services | MKCC Quality and Performance Team/MKCC EDI Steering Group | 30 September 2025 |

Action Plan

| Priority | Who? | When by? |
|---|---|---|
| Aware | | |
| Develop and deliver a range of training and continuous learning for staff in relation to EDI for MKCC Adult Services staff. Encourage and support partners and commissioned services to do the same | MKCC Quality and Performance Team/MKCC Commissioning Team/MKCC EDI Steering Group | 30 April 2025 with ongoing monitoring of delivery |
| Develop auditing systems to identify any shortcomings in staff awareness | MKCC Quality and Performance Team/ MKCC EDI Steering Group | 31 March 2025 |
| Ensure EDI is transparent and focused within the delivery of services | MKCC Quality and Performance Team/MKCC Commissioning Team/MKCC EDI Steering Group | 30 September 2025 with ongoing monitoring |
| Ensure that care and support is assessed for, and delivered in, a culturally sensitive and inclusive manner, and where possible that cultural needs are met | MKCC Social Work Teams/MKCC Commissioning Team/MKCC EDI Steering Group/MKCC Community Occupational Therapy Team | 30 September 2025 with ongoing monitoring |

Action Plan

| Priority | Who? | When by? |
|--|--|-----------------|
| Engaged | | |
| Develop an oversight group from community organisations and faith groups to monitor the delivery of the EDI Strategy | MKCC EDI Steering Group | 31 January 2025 |
| Build on current links with communities through increased and well-resourced community engagement. This includes seeking new ways to outreach into our diverse communities | MKCC EDI Steering Group/MKCC Quality and Performance Team/MKCC Adult Services Leadership Team | 31 July 2025 |
| Develop meaningful processes to consult with our communities to ensure services are inclusive and relevant to stakeholders and service users | MKCC EDI Steering Group/MKCC Commissioning Team/MKCC Quality and Performance Team/MKCC Communications Team | 30 April 2025 |

Action Plan

| Priority | Who? | When by? |
|---|--|-------------------|
| Diverse | | |
| Promote networks within MKCC to support minoritised groups with a commitment to encourage professional development, awareness and equity | MKCC Workplace for Everyone Steering Group/ MKCC EDI Steering Group/MKCC Communications Team | 31 March 2025 |
| Promote opportunities for people from diverse backgrounds to share their lived experiences with MKCC staff e.g. workshops, guest forums etc. | MKCC EDI Steering Group/MKCC Quality and Performance Team | 31 March 2025 |
| Involve people from diverse backgrounds in policy development and other areas such as recruitment | MKCC EDI Steering Group/MKCC Quality and Performance Team | 31 July 2025 |
| Promote a workforce at all levels that is representative of our local population. This will be supported by our Workforce Race Equality Standards action plan | MKCC EDI Steering Group/MKCC Human Resources/MKCC Workforce Board | 30 September 2025 |

Action Plan

| Priority | Who? | When by? |
|--|---|---------------------------------------|
| Insightful | | |
| Assess the impact of social care services on different groups through collecting and understanding population data. We will ensure that data collection is meaningful and transparent. Data will also support how we plan staff training | MKCC EDI Steering Group/MKCC Commissioning Team/MKCC Quality and Performance Team | 31 July 2025 |
| Monitor providers of services to ensure they are meeting the needs of different groups. This will include identifying key performance indicators to show how well service providers are meeting needs regardless of background | MKCC EDI Steering Group/MKCC Commissioning Team/MKCC Quality and Performance Team | 31 March 2025 with ongoing monitoring |
| When planning new services ensure that decision making is based on evidence and involves different groups in the process | MKCC EDI Steering Group/MKCC Commissioning Team | 31 July 2025 with ongoing monitoring |

Action Plan

| Priority | Who? | When by? |
|---|--|--------------------------------------|
| Fair | | |
| Work with different groups to ensure that we promote fairness and equal opportunity when planning new services | MKCC EDI Steering Group/MKCC Commissioning Team/MKCC Quality and Performance Team/MKCC Stronger Together Board | 31 July 2025 with ongoing monitoring |
| Ensure that we are engaging with different groups/communities to identify barriers to accessing services. When we identify barriers, we will develop ways to address these. This includes developing staff ambassadors to promote equity, diversity and inclusion | MKCC EDI Steering Group/MKCC Commissioning Team/MKCC Quality and Performance Team | 31 July 2025 with ongoing monitoring |
| Review our policies and processes to reduce inequalities and promote social justice. We will seek advice on best practice from other public sector and private sector organisations | MKCC EDI Steering Group/MKCC Commissioning Team/MKCC Quality and Performance Team | 31 October 2025 |

Thank you for reading this document.

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

CCTeam@milton-keynes.gov.uk

