



NORWICH
City Council



**Easy
Read**

Our Equality, Diversity and Inclusion policy

How we will make sure everyone in Norwich is treated fairly



**Easy
Read**

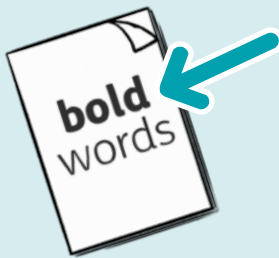
Easy Read



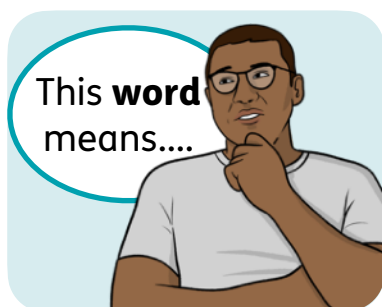
This is an Easy Read version of some information. It may not include all of the information, but it will tell you about the important parts.



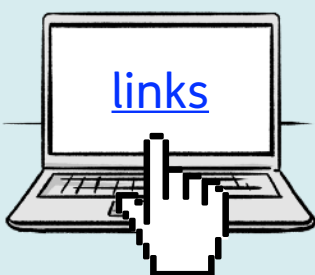
This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



[Blue and underlined](#) words show links to websites and email addresses. You can click on these links on a computer.

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About this booklet



NORWICH
City Council

Norwich City Council has written this booklet. It is called our **Equality, Diversity and Inclusion** policy.



Equality means treating people fairly and making sure they have the same chances in life.

Diversity means people are not all the same. For example, people come from different backgrounds, make different choices or are good at different things.

Inclusion means that everybody feels welcome and respected.



This booklet explains how we will make sure that Norwich is a city that is fair for everyone.

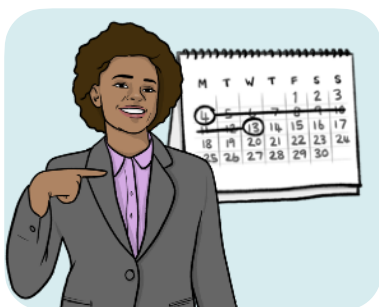
Who should follow the rules in this policy



This booklet is a **policy**. This means that it is a set of rules which explains how we should work.



Everyone who works for Norwich City Council needs to follow this policy.



This includes people who only work for us for a short time.



Sometimes we work with other organisations. Those organisations should also follow the rules in this policy.

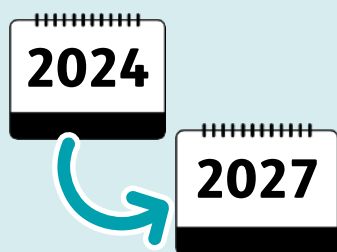
Our Equality, Diversity and Inclusion Strategy



Earlier this year, we wrote a plan called our **Equality, Diversity and Inclusion Strategy**.

You can read an Easy Read version of that booklet here:

www.norwich.gov.uk/downloads/file/10424/equality_diversity_and_inclusion_strategy_2024-27_easy_read



That plan explains what we want to do between 2024 and 2027.



This policy is a set of rules to make sure that everyone is following that plan.

About Norwich



Lots of different people who come from different backgrounds live in Norwich.



We want Norwich to be a fair and kind place.



We know that some people in Norwich are not treated fairly.

People may not get treated fairly because of:

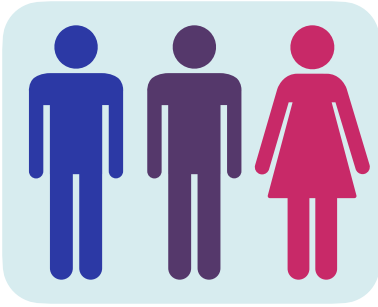


- Their age.



- Their disability.

They also may not get treated fairly because of:



- Their **gender**.

Gender is whether you are a man, a woman or use a different word to describe your gender.



- Their race.



- Their religion.



- Who they love.



We will follow the law when making sure that everyone is treated fairly.

We want to help people who:



- Are **refugees**.

Refugees are people who have come to live in this country because it is not safe to stay in their own country.



- Are serving or have served in the Armed Forces.



- Do not have a lot of money.



- Have health problems.

What we want



We want Norwich to be a fair and kind city that is easy to get around.



We know that different people need different kinds of help and support to live well.



We want to be an organisation that helps the people of Norwich.



We want to keep learning so we get better at helping people.

What we are going to do



This part of the policy explains what different parts of Norwich City Council will do to make sure we are fair to everyone.

Cabinet



The **Cabinet** is the group of politicians who are in charge of making decisions in the council.

They will:



- Make sure that everyone in the council sees the information in this policy.



- Check this policy every 3 years, and decide if it needs to change.

The Cabinet will also:



- Put the **Executive Leadership Team** in charge of following our plans to be fair to everyone.

The **Executive Leadership Team** are the staff in charge of running Norwich City Council.



- Check that we have been fair to everyone every year.

The strategy manager



The **strategy manager** is the member of staff who will be in charge of Equality, Diversity and Inclusion.

They will:



- Work with other staff to learn about issues where people have not been treated fairly.



- Make sure that staff know what we want to achieve. These are called our **objectives**.



- Follow any changes to laws about equality, diversity and inclusion.

The strategy manager will also:



- Tell the managers in charge of running the council about any issues where people have not been treated fairly.



- Check to see if we are doing well with our objectives.



- Meet with a member of the Cabinet to talk about whether we are doing well with our objectives.



- Help to decide if staff need training about equality, diversity and inclusion.

Managers and leaders

All managers and leaders must:

- Understand the information in this policy.



- Follow our objectives.

Equality impact assessments



Equality impact assessments are where we check if we are being unfair to people when we work on a project.

We will do an equality impact assessment when we:



- Plan a new service or write a new plan or policy.



- Check the work of our services, or check on a plan or policy.



- End a service, or stop following a plan or policy.



- When there is a big change to a service, plan or policy.

Our services



Our services are the ways that we help people, like care services or housing services.

We will:



- Think about how we can make our services fair and equal for everyone.



- Make sure that all information we give to people is easy to understand.



We will use different types of information like large print or Braille if needed.

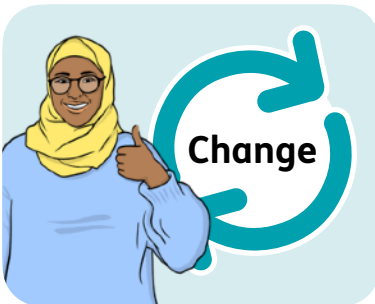


- Make sure that people have ways to speak to us if they cannot use the internet.

We will also:



- Make sure that all of our services are easy to use.



We will make changes, called **reasonable adjustments**, for disabled people who may find it harder to use our services.



Reasonable adjustments are changes that places and services can make so that disabled people can take part like everybody else.



- Make sure that all new plans for services include reasonable adjustments, so that everyone can use those services.

We will also:



- Talk to groups of people who may have been treated unfairly.



We do this to make sure our services do not make things worse for them.



- Check how people use our services.



- Use good pictures of people from different groups, to help fight against unfairness.



- Quickly stop unfairness when we hear about it.

We will also:



- Help different local groups to get along with each other.



- Check if our rules work well for people who have been treated unfairly.



- Check if the organisations we work with are also working to be fair to everyone.



- Listen to people to find out what they think of our plans to be fair to everyone.

People who work for us



There are things that we will do to make sure that we are fair to the people who work for us.

We will:



- Make sure that we are fair and clear when we:
 - Hire new staff.
 - Move staff to new jobs.



- Make reasonable adjustments to support disabled staff.



- Check that our rules follow the law.

We will also:



- Tell people who want to work with us that we care about fairness.



- Be strong in how we deal with issues where someone has been unfair.



- Tell the people who work for us that they must be fair to everyone.



- Encourage people to apply for jobs with us who might not have the usual **qualifications**.

Qualifications are tests or courses you have passed.

We will also:



- Let people work from home, or the office, or both, if it is right for their job.



- Offer ways for people to work that fit with their life, like caring for a child or someone who is sick.



- Give our staff the right information and training to follow this policy.

There are also things that our staff must do. They must:



- Follow our rules about how to behave at work – this is called our **Code of Conduct**.



- Help to make the place they work a place where people are not treated unfairly.



- Always put customers first.



- Think about whether our services are fair to everyone.



- Make reasonable adjustments if people need them.

Our staff must also:



- Treat each other well.



- Stand up against unfairness.



- Support everyone to get an equal chance to do well at work.



- Take part in training and learn about how they can be fair to everyone.

Find out more



You can look at our website here:
www.norwich.gov.uk



You can contact us by:

- Phone: 0344 980 3333



- Email: strategy@norwich.gov.uk

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