

## CORPORATE EQUALITIES GROUP ACTION PLAN (CEG)

### Key Highlights:

- Website Accessibility – It is a requirement of the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 for all public sector websites to be accessible to everyone. This came into force on 23 September 2018. Under the regulations the Melton Borough Council website is required to meet the Web Content accessibility guidelines (WCAG 2.1 AA standards). In August 2021, the Council’s website was scoring 79 for accessibility using an online accessibility checker called Silktide. When the new website was launched in September the score shot up to 100 and the Council moved up 249 places on the list of accessibility scores of all councils in the UK. Since then, the website has managed to stay in the top 3 of all councils. The focus is on maintaining the high accessibility score and ensuring services are committed to publishing quality information which needs the higher level of accessibility standards. Services have had to review all of their online information and content and change how they create documents which need to be published online. Some of the changes which have been made include:
  - good colour contrast,
  - checking the site can be read by a screen reader
  - ensuring content is written in plain English
  - adding alternative text to images and tables
  - ensuring the site can be navigated without a mouse

The website was checked by the Central Digital and Data Officer which is part of the Cabinet Office and after a few minor tweaks they have confirmed that the MBC site needs the required standards.

- Anti-Racism Workshops- we delivered four workshops, the first to OLT, and then two rolled out across Melton Borough Council. There was good attendance across all workshops which was positive. Each workshop was different, even though the content was the same, we engaged in some excellent conversations, encouraged open dialogue that promoted connection and curiosity between those who attended.

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### Content Included:

1. Discuss a framework for a constructive conversation that will encourage people to participate fully, listen actively, and enhance empathy.
2. Look at the key principles which will support constructive conversations.
3. Stimulate self-discovery and curiosity about racism through questions that promote connection, curiosity and caring.

Feedback received from attendees was incredibly positive, explaining how the delivery of the course allowed attendees to talk openly, without judgement, and that they learned something – which is exactly what we set out to achieve with these Anti-Racism Workshops

- Check & Challenge and EIA workshops. AR delivered several training sessions for both Check and Challenge members and for any staff who wanted to increase their confidence in the completion of EIAs. As part of this, the EIA form has also been refreshed to a much simpler format and very well received. 5 sessions were run in total with approx. 30 attendees from across council directorates. The sessions were well attended and the learning from this as well as our increased focus on EIAs is reflected in the significant increases we are seeing in Melton for EIA completion.
- Successfully attained the gold Armed Forces Award. MBC has successfully achieved gold award, working with the covenant supporting veterans and families. A lot of work from HR perspective, Carolyn is a champion in HR.
- Domestic abuse policy. Last year we reviewed this policy- new policy was drafted and formally approved in November 2022, copy of policy is available on MIKE. Will be providing domestic champions in the workplace and access to counselling. Employees are also entitled to take up to 10 days safe leave each year to help with anyone suffering with these issues.

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<b>Progress Status</b>	<b>Action required/ No evidence</b>	<b>Some action/ in progress</b>	<b>Confident/ Completed</b>
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<b>Action</b>	<b>Step/s required to deliver the action</b>	<b>Responsible Officer &amp; Target Date.</b>	<b>Progress Status</b>	<b>Update</b>	<b>Risks</b>
<b>Equality Objective 1: Engage and communicate in appropriate and accessible ways</b>					
<b>1.1</b>	We provide advice and information in the most appropriate way to meet individual needs. <b>This action is being continued within the new refreshed Action Plan for 2024-28.</b>	Advertised on our website and also on our Council tax bills along with elections and housing that alternative formats and languages are available on request.			
		We have a contract for translations and an agreement for alternative formats. When we are reviewing forms we need to make sure we include information about alternative			

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		formats and languages.				
		Ensuring our website meets with the new accessibility standards for public sector websites.			The new website content management system is scoring 100% for accessibility  CRM is scoring 65 for accessibility and requires more work to bring it up to the required standard	
<b>1.2</b>	Consultation informs our equality priorities at Melton Borough Council.	Ensure that services plan consultation and engagement into their business planning at an early stage.			Whilst updates on progress can be provided, this action should be	

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	<p><b>This action is being continued within the new refreshed Action Plan for 2024-28.</b></p>			continuous; not a one-off activity	
	<p>We ensure when engagement activities / consultation occurs the participants / respondents are reviewed to understand if the output is representative of Melton (essential ensure we understand WHO was involved).</p>				
	<p>Include a section in the engagement toolkit on equalities, to ensure this is considered through all consultation / engagement activities.</p>				

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		In order to be able to analyse the engagement activity / consultation's participants we need to ensure the right questions are asked to capture relevant information – so ensure this is built into the development of engagements / consultations.				
1.3	Engagement and consultation is accessible to enable people to participate in the decision making process	1) Priority 6 of the new Corporate Strategy is based around engagement ('connected with and led by our community') – we will review the actions that fall under this priority to ensure talks of inclusive and				

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		accessible engagement.			
		2) Accessibility and inclusivity are present as considerations when a new Engagement Strategy is developed.			
		3) Teams and Officers are encouraged to consider how they can make activities accessible and inclusive. This is done through referring teams to the Engagement Toolkit before undertaking an engagement activity / consultation. Using the toolkit at the early stages (and having clear guidelines / templates around			

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		<p>engagement in place) will ensure considerations around equality are understood and then implemented in the activity.</p> <p>A section in the Toolkit is specifically looking at equality considerations (accessibility / inclusivity / EIA/EIS).</p>			
		<p>4) Explore alternate engagement methods which may lend themselves to reaching broader (thus more inclusive) audiences.</p> <p>Additionally, the potential for the adoption of a new</p>			

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		online engagement platform with increased capabilities (not replacing other engagement methods but improving and expanding on our current operations).			
		5) Ensure an effective feedback process following consultations – so that reviews can be taken to ensure engagement and consultation is accessible in future activities.			
		6) Review current engagement methods used across service areas. As part of this review, identify ways accessibility /			

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		inclusivity can be improved.				
1.4	We continue the work of the 'Prospective Councillor' programme to encourage nominations from protected/underrepresented groups. <b>This action is being continued within the new refreshed Action Plan for 2024-28.</b>	Consider interactive training for members.				
1.5	Staff are empowered to participate in work decisions and in particular those staff from underrepresented groups.	1) Provide Real time Snapshot of staff engagement.				
		2) Consider whether Service Champions group has adequate representation from each service area. Via champions group meetings. Attendance monitored and representation from				

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		underrepresented groups encouraged.				
<p align="center"><b>Equality Objective 2: Develop and support a diverse workforce (being recognised as an employer of choice)</b>  <i>Meeting this objective should enable us to consequently attract and recruit the best talent.</i></p>						
<b>2.1</b>	We regularly monitor, analyse and publish employment data in accordance with our statutory duties. (This would include publishing, by end of January each year, the employee profile data on external web pages).	Work with organisation to ensure that individuals are updating their equalities data. Put system in place to report and publish annually.				
<b>2.2</b>	We continue developing and maintaining our representative and inclusive workforce. <b>This action is being continued within the new refreshed Action Plan for 2024-28.</b>	1) Attract, recruit, and retain individuals with both physical and hidden disabilities in line with Disability Confident Leader status. Ensure job adverts have equalities statement.			MBC is now a Disability Confident Employer. – Looking at doing some extra work with the Sure Trust in the future.	Currently struggling to capture equalities requirements with our Job application forms.

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		2) Monitor the characteristics of those applying for jobs and those being successful.		<p>Successfully attained the gold Armed Forces Award. All adverts mention our positive action relating to interviews and are advertised with armed forces recruitment sites.</p> <p>Equality impact assessment now includes the Armed Forces.</p> <p>Getting a lot more equality impact assessments which is positive.</p>	<p>Currently struggling to capture equalities requirements with our Job application forms.</p> <p>We have not got the data on who is applying for our jobs if our vacancies are attractive to people with protected characteristics.</p> <p>SJOC and CBM have been reviewing process. - SJOC still on agenda to look</p>

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						at- haven't had time to get to yet and is linked to the forms works.
2.3	We encourage employees to make us aware of any protected characteristics they may have in order for us to be able to fully support them.	Regular articles in corporate messenger to encourage individuals to update their equalities data.				
2.4	The effects of all employment procedures have been assessed, and action has been taken to mitigate any adverse impact identified and to promote equality of opportunity. <b>This action is being continued within the new refreshed Action Plan for 2024-28.</b>	Policies reviewed on a three-year cycle and consulted on through the check and challenge group. All new or changed policies etc., will be reviewed when the need arises.			Positive work done on the Domestic abuse policy and recent works around care leavers and those with care responsibilities.	
2.5	Any harassment and bullying incidents are monitored and analysed regularly, and	Bullying and Harassment policy reviewed every three			Currently low	

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	<p>that appropriate action is taken to address the issues that have been identified.</p> <p><b>This action is being continued within the new refreshed Action Plan for 2024-28.</b></p>	<p>years using guidance from the EHRC.</p>			
<p><b>2.6</b></p>	<p>The working environment is accessible.</p> <p><b>This action is being continued within the new refreshed Action Plan for 2024-28.</b></p>	<p>1) HR Manager and Corporate Asset Manager to discuss considering widening the working environment to include all underrepresented groups.</p>		<p>Neurodiversity meetings are now ongoing-with action plan now in place for Comms and training.</p>	
		<p>2) Accessibility audits to be carried out using Building Regulations part M for guidance.</p>		<p>SC picking up continuation of project work. – keen to engage with the community as well. Will keep providing updates.</p>	

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		3) Responding to access requests/complaints requests from staff and visitors			SJOC has been doing work around desk space at MBC with future space plans- any future designs will consider accessibility.	
<b>2.7</b>	We provide a range of learning and development opportunities to support councillors and officers in achieving equality objectives and outcomes.	1) HR Manager and Equalities Lead to discuss face to face equalities training imbed in the workplace.			HR regularly advertise updates.	
		2) A variety of e-learning course available on MIKE and equalities forms part of the induction process.			Members have been very supportive of our training budget. A new Learning Management System has been rolled out and the Induction training revised =-	

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					currently people are requested to complete an e-learning around the protected characteristics	
2.8	<p><b>(New Action Added – February 2022)</b>            Recognition through the Defence Employer Recognition Scheme for our commitment to the Armed Forces Covenant</p>	<p>The Council are currently Silver Award Holders and this year (2022), we will be submitting our application for Gold Award status. To do this, we will need to:            Build portfolio of evidence including:            Changes to reservist policy.            Proactive communications to raise awareness between staff and elected members;            Implement Veterans' Guaranteed Interview Policy;</p>			Gold award achieved	

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		E-Learning and Induction processes include reference to AFC commitments. Use of specialist recruitment sites.				
<p align="center"><b>Equality Objective 3: Ensure services are in place or commissioned which are inclusive and responsive.</b>  <i>These actions are referenced in the cross-partnership outcomes framework which can be found in Appendix D of the Equality Scheme 2020-2024. The framework was developed by the Melton People Board to illustrate success indicators using a life course approach. It demonstrates a series of outcomes from pre-birth to death that, if achieved, would show what success would look like over the longer term.</i></p>						
<b>3.1</b>	Undertaking an equality analysis is a key consideration when developing service and employment policies, practices & procedures etc. (This would include actions and appropriate resources have been proposed to mitigate adverse impact and improve equality outcomes where changes in provision have been identified.)	Ensuring continued focus on the completion of Equality Impact Assessments and maintaining an upward trend.			we have made huge strides with EIAs, being widely used. Can move to	
		Promote a step change towards consideration of				

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		Equality Impact during policy development and not as an “after-thought”. Leisure, Culture & People Manager (Aysha Rahman) Equalities Lead (Vacant Equalities Consultant Post).				
<b>3.2</b>	Using appropriate tools and data more effectively to target people where need is identified.  <b>This action is being continued within the new refreshed Action Plan for 2024-28.</b>	1) The target audience of each activity should be considered alongside an EIA, where it can be identified if specific groups will be impacted.			Continually learning from surveys and engagement. Will have yearly and midyear estimates- MG can feed back when and where these come back.	
		2) Mosaic is used to define an audience in the development			Mosaic is no longer utilised instead all	Resident survey: Risk public who are

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		stage (to ensure the appropriate people are targeted effectively).			Officers responsible for identifying and corporate engagement team to facilitate.	not contacted may want to be allowed access to it.
		3) Mosaic is used in the reflection / analysis / review stage, so that we can take forward learnings and identify best practice where appropriate				Risks around inclusivity.
		4) Identify relevant data sets & information.			Whilst updates on progress can be provided, this action should be continuous; not a one-off activity	
		5) The identified data and information is made available to staff, in order to support the				

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		assessment and monitoring of local needs, identify key equality gaps & priorities and inform corporate policy/strategy, equality objectives and service planning – this can then be leaned on to complete EIAs and inform activities, strategies and services.				
<b>3.3</b>	Mechanisms are in place to ensure that service equality objectives are delivered by contractors, partners and providers through good contract management, and that they are monitored effectively to ensure they continue to be appropriate and accessible.	1) The WPU will promote service equality objectives being considered as part of any procurement process, by including this as a question within the PID 2020. This will prompt the Council Officer to ensure				

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		<p>details of the objectives are within the specification as Key Performance Indicators, detailing what is to be measured, how often and the format information is to be provided in.</p>			
		<p>2) Following award of the Contract, the Contract Manager is responsible for monitoring the overall performance of the contract as well as identifying any risks (and ensuring appropriate contingency measures are in place). Part of this will be to ensure that the service equality</p>			

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		objectives are delivered and monitored effectively.				
<b>3.4</b>	When any changes in policy takes place we consider the needs of our residents so they are not socially, digitally and financially excluded.	Promote a step change towards consideration of Equality Impact during policy development and not as an “after-thought”. This will be addressed naturally through EIA completion and members of the Check and Challenge group.				
<b>3.5</b>	Human Rights issues are considered and addressed when delivering services to customers and clients.	Consider impact on Human Rights issues during EIA check and challenge and when advising colleagues on service delivery in relation to Equalities.			Ongoing consideration. - EIA keeps on top of this.	

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<b>3.6</b>	Ageing Well Ensure that services are currently in place for ageing well, through a variety of health/physical activity interventions targeting the most in need groups (e.g. obesity, inactivity & mental health). This is through referrals from other service areas. Services include; Falls Prevention Classes, Walking Groups, & Low Impact Seated Exercise for Older People. Also a variety of interventions for Children (e.g. Music & Movement) & Adults (Walking Football, GP Exercise Referral) and (Inclusive Multi Sport Programme). Links to services can be found at <a href="https://www.meltonsportandhealth.org.uk/">https://www.meltonsportandhealth.org.uk/</a>	1) Promote, maintain and sustain investment into our early intervention services such as Sport & Health, Community Grants and Case Management.				
		2) Increase referrals to such services through wider promotion both within the Council and to our external partners.				
<b>3.7</b>	A proactive approach to the management of need from our most vulnerable residents	As 3.6			Tenancy management	

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<p>Co-ordinating a joined-up approach to service delivery with our statutory, voluntary and community sector partners. Moving beyond reactively responding to presenting issues and identifying root causes early on.</p> <p><b>This action is being continued within the new refreshed Action Plan for 2024-28.</b></p>				<p>courses have been running and has been successful but would like to see more referrals. –</p> <p>DS – would like to have a focus on getting to residents early enough before they become a tenant. May be helpful to look at how we advertise as there is budgeting and food information involved. – spin off courses for cost of living also available.</p> <p>LS/DS to have conversation</p>	

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					with RP.- will book in before next group.	
<b>3.8</b>	<p>Priority neighbourhoods To ensure that resources and services continue to develop and improve, Melton’s Housing and Communities Team will involve residents in identifying what fundamental changes need to be made to influence and change issues that people have within their communities. We want residents to influence how they wish to regenerate the area where they live, socialise and work. We will also ensure that underrepresented groups are supported in this process.</p> <p><b>This action is being continued within the new refreshed Action Plan for 2024-28.</b></p>				<p>Looking at delivery of events through Fairmead rather than officers there to support. Being looked at by housing assets and property teams.</p> <p>New CCTV now complete. - very positive feedback from public, partners and members.</p>	
<b>3.9</b>	Home seekers				The updating and consultation	

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	<p>As homelessness is increasing at a national level, we aim to implement and maintain services which ensure that no potential or current home seeker is treated less favourably on the grounds of any of the protected characteristics. We will also seek to ensure that all applicants who may have difficulty in engaging with the service receive the help and assistance they require.</p> <p><b>This action is being continued within the new refreshed Action Plan for 2024-28.</b></p>				<p>of the MBC allocation policy is now complete. Objective may need to be altered. LS.- Will discuss this with RP around what we want this to look like and the wording.</p> <p>The new CBL system is now Live.</p>	
<b>Equality Objective 4: Foster good relations with and within the community (understanding difference and celebrating diversity)</b>						
<b>4.1</b>	The Council in its role as a local leader will set a positive example in relation to promoting diversity and equality issues publicly and proactively.				Will stay on SLT Agenda.	
<b>4.2</b>	MBC and its partners have a strong understanding of the quality of				<p>1.Fairmead</p> <p>2.Bently Street</p>	

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<p>relations between different communities and collectively monitor relations and tensions. (This included actively promoting the importance of reporting all hate incidents related to age, disability, gender identity, race, religion / belief or sexual orientation) Harassment and hate crimes are monitored and analysed regularly, and appropriate action is taken to address the issues that have been identified.</p> <p><b>This action is being continued within the new refreshed Action Plan for 2024-28.</b></p>				<p>Such as Swastikas and homophobic graffiti.</p> <p>No current issues at Scaford Hall Hotel.</p> <p>Over the hunting season tensions between hunting community and saboteurs.</p> <p>Jewish community some tensions force wide.</p>	

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				<p>These issues are being addresses within our CSP action plan and DW is now working with LLR on their Hate Crime delivery plan.</p> <p>General attitude to Ukraine refugees seems to be quite positive. - not noted on attitude towards asylum seekers at Scalford hall. May need addressing</p>	

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					about the two different attitudes.	
4.3	<p>It is recognised that anti-social behaviour is both a cause and effect of other vulnerabilities such as substance misuse, abuse, mental health issues etc. Housing and Communities (together with its partners) will oversee this demand in a more holistic way looking at the root causes and demonstrating a more qualitative overview for Melton.</p> <p><b>This action is being continued within the new refreshed Action Plan for 2024-28.</b></p>				<p>The integrated People Offer is now in place and Safer Communities are working with internal partner such as Healthy and Active team, Empowering Communities Team and the Community Support Hub. By using all these resources will help us address the wider causes and impacts of ASB and related issues in a more holistic manner.</p>	

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				AR/DW have run a workshop with the community safety team and identified 5 priorities they want to work towards.	