



CASE STUDY · LUTON COUNCIL · 2023 TO 2026

Building a confident, influential network of EDI Coordinators

How a series of practical workshops helped Luton Council's EDI Coordinators define their role, build influence with senior leaders and turn staff concerns into evidence.

2023

first commissioned,
and still working
together

3

facilitated workshops
for the coordinator
network

11

service areas
represented at the
workshops

4th

workshop requested
by the council in 2026



Thank you to Sultan for facilitating another engaging and informative workshop.

Equality and Diversity Manager

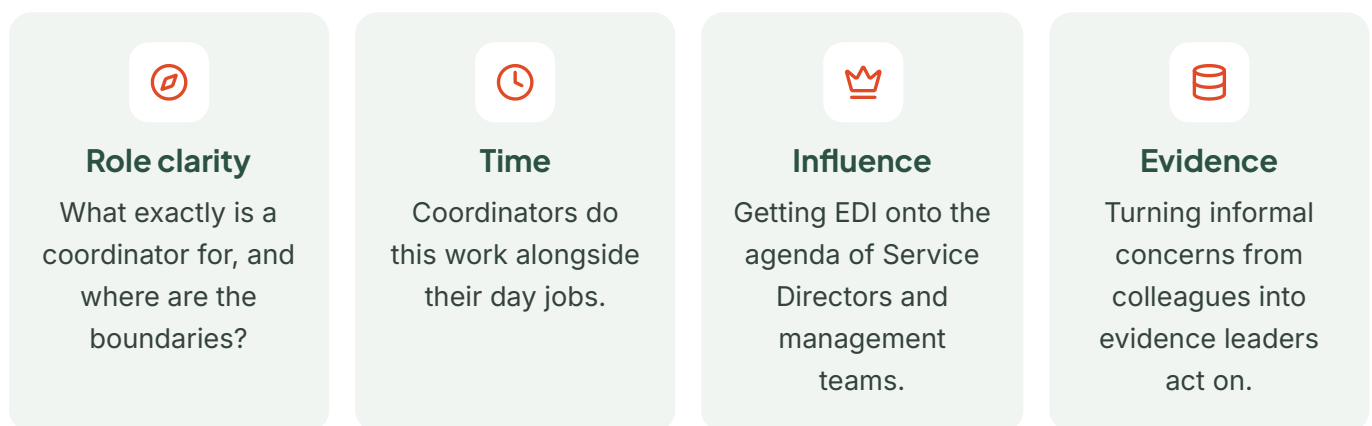
Luton Council

The challenge and our approach

Luton Council has EDI Coordinators in directorates across the organisation, including its airport company, Luton Rising. They are the council's eyes, ears and voice on equality in every service area.

Like many organisations with EDI champions, the council found that coordinators were passionate and committed, but needed a clearer role, more confidence and better tools to make a difference. Colleagues often bring them concerns about fairness and career progression, and coordinators needed ways to turn those conversations into evidence that senior leaders would act on.

The challenges coordinators faced



A long-term partnership

Rather than a one-off training day, DiverseCT has worked alongside the council's Equality and Diversity Manager and Head of Social Justice over several years, with each session building on the last.



Two workshops, one growing network

Each workshop was co-designed with the council's Equality and Diversity Manager around what the network needed at that moment. Every session ended with clear actions and owners.



WORKSHOP · MAY 2025

Equality Champions 2.0: building influence, driving change

WHAT WE COVERED

- Redefining the coordinator role: "What does a modern EDI Champion look like?"
- Why career progression stalls, including intersectionality
- "Watercooler to Evidence": turning informal concerns into reportable themes and checking them against HR data

WHAT CAME OUT OF IT

- A shared definition of the modern EDI Champion
- A dedicated Teams channel so coordinators can support each other
- A coordinator action plan, with a theme tracker template and an EDI survey
- Agreement to record evidence of the time the role really needs



WORKSHOP · OCTOBER 2025

Leading the conversation with senior leaders

WHAT WE COVERED

- A consistent way for coordinators to open conversations with their Service Director, based on the council's Fairness Strategy
- Raising the profile of the coordinator network
- Using staff survey data together as a team
- The top five things to check when reviewing an impact assessment

WHAT CAME OUT OF IT

- Coordinators planning one-to-ones with their Service Directors, with outcomes tracked against programme KPIs
- A communications campaign with a profile of each coordinator
- Survey analysis built into team meetings
- A new quality audit for impact assessments, now being developed by the council

What a modern EDI Champion looks like, in the coordinators' own words

An advocate for others

Non-judgemental

A good listener

Visible

Transparent

Influential and collaborative

Accessible

Trustworthy

Challenges professionally

Proactive

Passionate about change

Voice of the unheard

The impact



A clearer role

Shared expectations of what a coordinator is and does



Access to leaders

A consistent approach to Service Director conversations



A higher profile

A comms campaign and coordinator profiles



Data confidence

Survey data analysed together in team meetings



Better impact assessments

A quality audit and a planned deep-dive

Key messages coordinators took away



Data opens doors.



You can't change what you don't measure.



Don't tell Service Directors how you can help. Ask them.



Progress is the goal, not perfection.

Lessons for other organisations



Champions need support, not just a title

A clear role, peer support and protected time make the difference between a name on a list and real influence.



Build over time

A series of linked sessions, each with an action log, keeps momentum going between workshops.



Evidence beats anecdote

Grouping staff concerns into themes and testing them against data gets senior leaders' attention.

WORK WITH DIVERSECT

Do your EDI champions need a boost?

We design and facilitate workshops, away days and development programmes for EDI champions, staff networks and equality leads, as well as training, equality audits and Equality Impact Assessment support.

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Source: workshop notes and correspondence with Luton Council's Equality and Diversity team, 2023 to 2026. Quotes reproduced with permission.