

Annual Council – 13 May 2026

Annual Report of the Councillor Champion for: Equality, Inclusion and Diversity

Councillor Eileen Wragg

REPORT:

This report updates Council on the work of the Councillor Champion for Equality, Diversity and Inclusion

Work Achieved during 2025/2026

The first task for me as Champion for Equality, Inclusion and Diversity was in the run up to the Pride Event in The Manor Gardens, Exmouth, when banners advertising the occasion were slashed by bladed objects. This caused alarm and fear among all sectors of the community and was doubtlessly intended to deter people from attending. A statement was issued which, in my view, was bland and less than reassuring. At the time, EDDC didn't have a Communications Lead, so I decided to issue a stronger message. There was a reluctance to publish the statement, so with the kind consent of the Chair of the Council, I read it out during the meeting of the Full Council. I was told later that this gave encouragement to some members of the public, who had felt intimidated, even frightened, to enjoy their weekend in The Manor Gardens.

Another issue which arose involved an insurance company. A resident had applied for motor insurance on-line, paid the premium, only to be told a few weeks later that the information supplied had been incorrect, would have to be checked, and that the premium would be increased. The money was taken from the customer's account. The 'incorrect' information was that the customer had declared 5 years no claims bonus, when they should have declared more than 9 years! This took several weeks to resolve and caused much anxiety to the resident who had been unable to speak with anyone in the insurance company, as there was no facility to enable this. Eventually, an apology was received, along with reimbursement of the extra money paid, and an assurance that training would be provided for staff in the company.

A further topic which I have raised is that of discrimination caused by people who either don't have bank accounts or are having problems with their bank. A young father was taking his child to the public swimming pool, but their bank account had been blocked. They had to ask a relative for help to use their card, as cash would not be an option. This was, in my opinion, discrimination. It means that only people with bank accounts can use the sports centre.

These are just three examples of inequality and discrimination.