



# EDI TRAINING: INCLUSIVE LANGUAGE

EVALUATION REPORT  
2025



**COMMUNITY TRUST**  
At The Heart Of The Community

Registered Charity Number  
1096222

# ABOUT US

## EDI TRAINING, EDUCATION, AND SUPPORT

We are an award-winning professional sports charity with extensive experience and a proven track record of successfully delivering tailored, leading edge EDI training, education, and support.

We have worked with a number of organisations from across the Sports, Public, Private and Charitable Sectors, including the EU, Home Office, FA, and the Institute of the Motor Industry.

Our Lead EDI Consultant, Dr Michael Seeraj, previously formed part of the influential EU Fundamental Rights Agency (FRA) programme examining exclusion and discrimination across the EU Member States, and is a former Chair of both the *London FA Inclusion Advisory Board*, and the *English Football League (EFL) EDI Leaders Forum*. He has also been recognised twice on the highly regarded *Football Black List* for his EDI work, alongside the likes of *Bukayo Saka*, *Raheem Sterling*, *Marcus Rashford*, *Lianne Sanderson*, *Patrick Vieira*, and *Vincent Kompany*.



# INTRODUCTION & PURPOSE

This Report presents the findings and recommendations of an evaluation of the *Equality, Diversity and Inclusion (EDI): Inclusive Language* Training programme delivered to staff of the Royal Borough of Greenwich (RBG) during the period 2024–2025. The purpose of the Training was to enhance participants awareness and understanding of EDI, focusing specifically on the impact and importance of using Inclusive Language.

The EDI landscape is evolving faster than ever before. To remain responsive and inclusive, it is therefore crucial for public sector organisations to continue to enhance their knowledge, skills, and understanding, in this moving, fast-paced environment.



The RBG is a “vibrant, dynamic borough and home to many diverse communities” – which is one of their greatest strengths. The RBG ambition is to create a “fairer, safer, accessible and inclusive borough where everyone feels they belong, has a voice and an equal opportunity to succeed and thrive”. The RBG are committed to “making a real difference” – embedding inclusive language into daily operations and service delivery as Good Practice, helps to foster an environment where everyone feels valued

— “ —

*“[CACT EDI] exemplified everything that is right in EDI practice”*

**FA EDI Special Advisor  
to the Chair and CEO**

— ” —

— “ —

*“CACT always prove themselves to be one of the premier EDI training providers across Football and beyond...I would highly recommend CACT training in any environment”*

**Director of EDI, English Football League (EFL)**

— ” —

# THE IMPORTANCE OF INCLUSIVE LANGUAGE TRAINING FOR PUBLIC SECTOR BODIES

Inclusive language training is a critical component of EDI strategies in public sector bodies. Public sector organisations operate in diverse communities, and their commitment to fairness, equity, and inclusivity must be evident both in their policies and their practices. Ensuring all staff use inclusive language is fundamental to creating an environment that values and respects all individuals and communities, regardless of their background or identity. At its core, inclusive language training reinforces the Public Sector Duty to uphold and promote dignity, mutual respect, and equity.

## Legal Obligations and Improving Service Provision

Public sector organisations have legal responsibilities under equality legislation. The Equality Act 2010 mandates public bodies to eliminate discrimination, advance equality of opportunity, and foster good relations between people with different protected characteristics. Language plays an important role in achieving these objectives. Inclusive language training can help employees understand the legal implications of their words and actions, reducing the risk of discriminatory practices.

Effective use of inclusive language builds stronger connections between public sector organisations and the people they serve. This can lead to better outcomes in all areas of public services. Inclusive language training is therefore an essential element of the delivery of services and activities in public sector bodies. It upholds principles of respect and equity; supports compliance with anti-discrimination laws; and, fosters a workplace environment where diversity is celebrated.

Public sector bodies play a pivotal role in serving diverse communities. Inclusive language training helps ensure that these organisations can communicate effectively and respectfully with all members of society, fostering trust and engagement.



## Enhancing Workplace Culture

Inclusive language training contributes to fostering a positive and inclusive workplace culture. A culture of inclusion ensures that all employees feel valued, respected, and empowered to contribute their unique perspectives. This not only enhances employee well-being and job satisfaction but also improves teamwork, innovation, and overall organisational performance.

# COURSE OUTLINE

The training was specifically designed, developed and tailored to meet RBG needs i.e., it is NOT a 'one size fits all' approach.

We use a range of teaching methodologies, to incorporate different learning styles – this helps participants to achieve the best learning outcomes.

## EDI COURSE OUTLINE

### EDI

- ◇ EDI – Wider Social Context
- ◇ Equality
- ◇ Diversity
- ◇ Inclusion
- ◇ Unconscious Bias
- ◇ Why is EDI Important ?

### Responsibilities under the Law

- ◇ Equality Act 2010
- ◇ Protected Characteristics
- ◇ Types of Discrimination

### The Importance of Language

- ◇ 'Banter'
- ◇ Microaggressions

### The (in)Appropriate Use of Language

- ◇ Disability
- ◇ LGBTQ+
- ◇ Race & Ethnicity



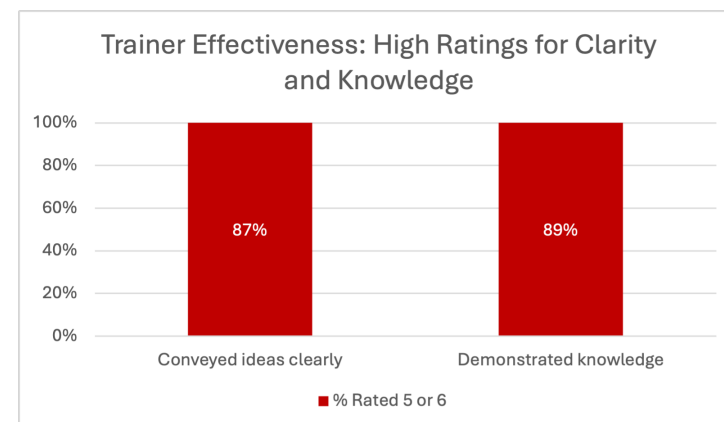
# SURVEY ANALYSIS & THEMES

Knowledge and Skills Development: Assessing increases in subject knowledge, skills, and confidence following the session.



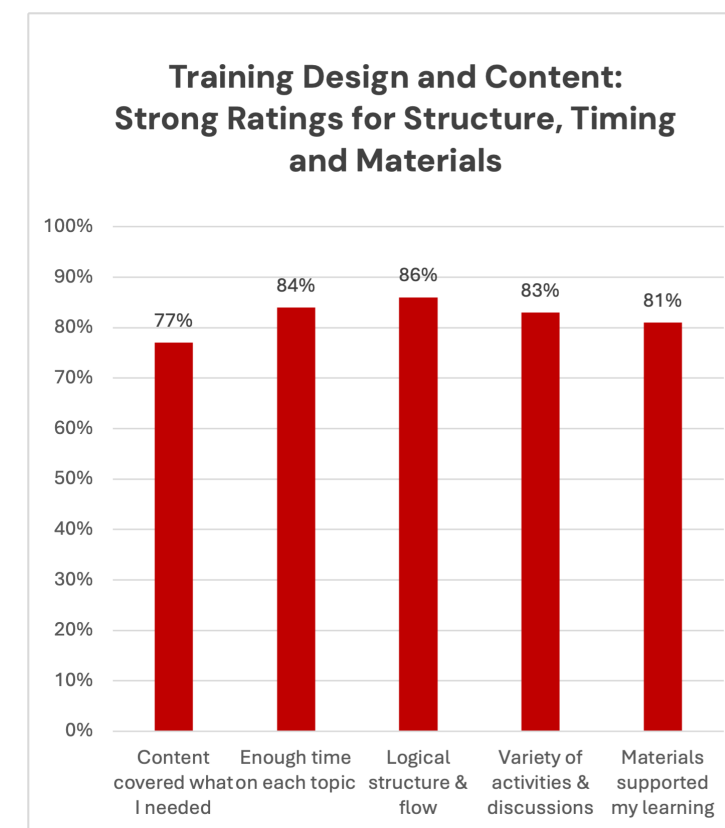
The data shows that **74%** of participants rated **5 or 6** (agree/strongly agree) when asked if their knowledge, skills, and confidence increased as a result of the training. **This reflects a strong positive impact across all three areas of learning.**

Trainer Effectiveness: Evaluating how clearly facilitators delivered content and demonstrated subject knowledge.



**87%** of participants agreed or strongly agreed that the trainer conveyed ideas clearly, and **89%** felt the trainer demonstrated strong subject knowledge. **These high ratings reflect both clarity of delivery and expertise of the facilitator.**

Course Content and Delivery: Measuring how well the course was structured, whether it met its objectives, and if there was sufficient variety and depth.

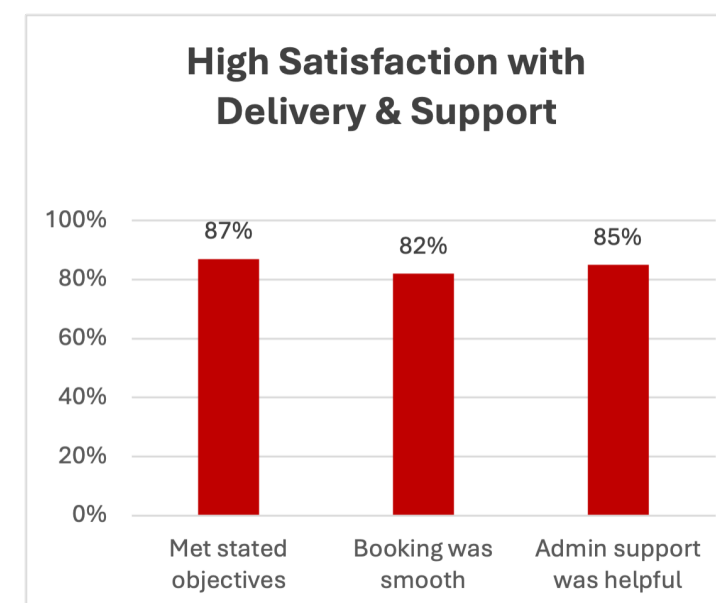


**Participants gave consistently high ratings of 5 or 6 (Agree or Strongly Agree) for course design and delivery.**

**77%** felt the content covered what they needed, while **84–86%** agreed the structure and timing were appropriate.

The variety of activities (**83%**) and usefulness of materials (**81%**) were also positively received.

Administration and Experience: Capturing feedback on booking, communication, and overall satisfaction.



Between **82%** and **87%** of participants rated **5 or 6** (Agree or Strongly Agree) in relation to programme delivery and support.

**Participants felt that the course met its objectives, the booking process was smooth, and admin support was helpful and responsive, indicating a well-managed experience from start to finish.**



Course Content and Delivery: Measuring how well the course was structured, whether it met its objectives, and if there was sufficient variety and depth.

87%

of participants gave the training an overall satisfaction rating of **5 or 6** (Agree or Strongly Agree)



## QUALITATIVE FEEDBACK & QUOTES

To complement the quantitative data, selected participant quotes were gathered to highlight the personal impact and value of the training. These statements reflect both emotional connection and positive engagement with the sessions:

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*“The pace and style were just right... [the Training] had everyone engaged”*

**Participant, 2025**

*“I did the first one and enjoyed it so much... I thought i’d like to do it again*

**Participant attended 2 sessions, 2025**

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# RECOMMENDATIONS

In summary, our evaluation suggests that the EDI Training was an overwhelming success in increasing awareness and understanding of the importance of inclusive language, with a very strong approval rating of **87%**.



This demonstrates significant impact, and is a valuable part of creating an inclusive RBG organisational and workplace culture – which is a continuous process of learning, evolving, and growing. However, while valuable and an important foundation, one-off training may not result in long-term, sustained behavioural change without regular support. On-going support helps to promote a consistent approach, ensuring that inclusive language is meaningfully embedded into daily operations and service delivery as Good Practice. This reinforces and strengthens the Council's commitment to EDI, ensuring employees keep pace with the rapidly evolving EDI landscape

Based on our analysis of the data and feedback from Participants to the Trainer, we have two, key recommendations for future development:

## 1. Embed Ongoing EDI & Inclusive Language Learning

To ensure a consistent approach and support RBG strategic objectives, and enhance individual and overall performance, EDI & Inclusive Language Training should be delivered to all RBG Staff, at all levels, including: Council Members Senior Leadership Team; Directors and Heads of Departments; Middle Management; Frontline Staff; and, Support Staff

## 2. Evolving Terminology – Micro-learning and Refresher Sessions

To reinforce EDI and inclusive language principles, and adapt to evolving terminology, a targeted EDI programme of online, specialist EDI themed Webinars is established. This will further develop and extend professional knowledge and understanding. The focus should be on key, current EDI themes, addressing specific challenges e.g. EDI / Inclusive Leadership; Misogyny as Hate Crime; Transgender Inclusion; Race and Ethnicity; Unconscious Bias; LGBTQ+ Inclusion; AI, Technology, and Digital Inclusion; Understanding the EDI Backlash;

# METHODOLOGY

To ensure alignment with RBG strategic and operational goals, the training was specifically designed, developed and tailored to meet RBG needs i.e., it is NOT a 'one size fits all' approach.

Following consultation with RBG Senior staff, a review of key Council documents, and a literature review, a pilot training programme was developed. The pilot programme was delivered to RBG senior staff, before delivery to frontline employees. The Senior staff had a strategic overview of the authority's operations, and provided valuable input during the pilot phase. Senior staff helped refine the programme's content to address key priorities and challenges. Their valuable insights helped ensure the training was tailored to meet the diverse needs of frontline teams, while maintaining the overarching objectives of the local authority.

To evaluate the effectiveness and impact of the EDI (Equality, Diversity, and Inclusion) training sessions delivered across the Royal Borough of Greenwich, a structured post-training survey was administered to participants. The survey was initially distributed as a printed hard copy for participants to complete during the session. Once collected, the responses were manually entered into Microsoft Forms by the data team to enable digital analysis.

The survey consisted of 18 closed-ended questions using a 6-point Likert scale, where:

- 1 = **Strongly Disagree**
- 2 = **Disagree**
- 3 = **Somewhat Disagree**
- 4 = **Somewhat Agree**
- 5 = **Agree**
- 6 = **Strongly Agree**

The questions covered four key domains:

- **Knowledge and Skills Development** – Assessing increases in subject knowledge, skills, and confidence following the session.
- **Trainer Effectiveness** – Evaluating how clearly facilitators delivered content and demonstrated subject knowledge.
- **Course Content and Delivery** – Measuring how well the course was structured, whether it met its objectives, and if there was sufficient variety and depth.
- **Administration and Experience** – Capturing feedback on booking, communication, and overall satisfaction.

# CONTACT US



@CharltonEDI

**Email us at:**

[michael.seeraj@cact.org.uk](mailto:michael.seeraj@cact.org.uk)

**Find out more about CACT at:** [cact.org.uk](http://cact.org.uk)