

Equality Diversity and Inclusion Policy 2023-27 Delivery Plan

Our Role as Community Leaders			
What we will do	How	Responsibility	Deliver and/or Progress Report By
Work with our partners to implement the Council Plan, which seeks to improve the social and economic environment of the borough.	Deliver accessible and inclusive policies and services that meet the diverse needs of communities	All Service Areas	At next review date for each policy/strategy and quarterly thereafter
	Work closely with the police, support agencies, voluntary groups, faith groups and wider partners to signpost those who need their support, e.g. Watford Community Network, Community Safety Partnership	Community Partnerships & Safety	March 2024 and quarterly thereafter
	Use our influence to encourage other employers and service providers in the borough to comply with our standards for equality, diversity and inclusion, including through our Watford Business Charter	All Service Areas	On-going
	We will engage across our health partners to make sure the health and wellbeing needs of Watford are represented in new health structures and commissioning of services	HR &OD	March 2024 and quarterly thereafter
	Demonstrate leadership in supporting communities, linking to One Watford Place Board	Community Partnerships Safeguarding	June 2024 and on-going

	Work with our partners including through the One Watford Place Board on emerging and future areas that impact our town and community, such as Ageing Better and in response to health inequalities	Planning Strategy & Infrastructure Community Partnerships	June 2024 and on-going
	We will work with our partners, volunteers, community groups and businesses to support residents who do not have access to technology, choose not to do so or do not currently have the skills to use IT so that they have the same opportunities as others in our town	Customer Experience ICT	March 2024 and quarterly thereafter
	Clearly define the role of our Elected Members to promote equality, diversity and inclusion as part of their responsibilities to the community, including compulsory training and reestablishing the role an EDI Champion for Members	HR &OD	January 2024
What we will do	How		Deliver and/or Progress Report By
Engage closely with Watford's diverse communities	Develop a Borough Profile so we know the characteristics of the residents of Watford's richly diverse community	EDI Lead	December 2023
	Listen to, and learn from, Watford's diverse community using the Watford People's Panel	All Service Areas	March 2024 and quarterly thereafter
	Support our Community Engagement and Participation Strategy to actively reach and secure input from our communities in the borough so that	All Service Areas	March 2024 and quarterly thereafter

	everyone has the opportunity to influence our decision-making, service planning and service delivery		
	Encourage people from protected groups to get involved in our town and recognise their voices and contribution to help shape our services	Community Engagement & Partnerships	March 2024 and quarterly thereafter
	Work with partners to support and promote festivals and events celebrating diversity	Culture & Events Arts Development & Events	March 2024 and quarterly thereafter
What we will do	How		Deliver and/or Progress Report By
Lead by example by modelling good practices of equality, diversity and inclusion as a service provider, commissioner, and employer.	Develop communication messages and campaigns to celebrate diversity and promote respect and inclusive	Communications & Conversations	December 2023
	Ensure that EDI is a core part of service planning processes and initiatives	Service Delivery Leads	March 2024 and quarterly thereafter
	Encourage partners to promote their events in our cultural calendar that celebrates diversity and inclusive events	Community Engagement & Partnerships	March 2024 and quarterly thereafter
	Review and refresh the Equality Impact Assessment template and develop supporting guidance	EDI Lead	December 2023
	Develop the Watford Wheel sustainability tool to include a set of social indicators that can be measured as part of Equality Impact Assessments	Sustainability Lead	March 2023

	Make training available on how to assess sustainability using the Watford Wheel, and how to ensure decisions and practices are adapted and mitigated against climate change impacts.	Sustainability Lead	July 2023
	Consider developing, consulting on, and delivering a BAME definition that embraces the diversity of Watford's community	EDI Lead	December 2023
Our Workforce			
What we will do	How		Deliver and/or Progress Report By
Provide appropriate and on-going equality training and support to enable staff and councillors to manage and/or work within a diverse workforce	Provide all staff and councillors with appropriate and on-going equality training and compile a suite of resources as a toolkit to support their work	HR & OD	December 2023
	Develop an engaging onboarding and induction experience to shape the expectation of the culture and behaviours	HR & OD	December 2023
	Place inclusivity and wellbeing being at the heart of service delivery by sharing customer feedback and examples of good practice with employees	Service Delivery Leads	2024 & on-going
What we will do	How		Deliver and/or Progress Report By
	Consult with employees to understand barriers to data disclosure and to identify how to increase disclosure	HR & OD EDI Lead	March 2024

Increase equalities disclosure on recruitment and staff monitoring information to support our aim for a diverse workforce that reflects our community	Share how employee equality data is used, with examples of changes or improvements we have made so employees can understand how disclosing their data on protected characteristics can benefit themselves and others	HR & OD Communications & Conversations	March 2024 and biannually
Raise the profile of our Staff Ambassador, Mental Health, Career Coaches, and Wellbeing groups and support their work	Develop communications and email signoffs so that colleagues in these groups are highly visible across the organisation, and their roles and remit are clearly understood	EDI Lead Communications & Conversations	January 2024
	Encourage employees to participate in learning and support groups as part of their professional development and wellbeing	Service Delivery Leads	December 2023 and quarterly
To promote a working environment that promotes dignity and respect where individual differences, and the contributions are recognised and valued.	Develop an equality statement to include in all our recruitment adverts	EDI Lead	December 2023
	Work to secure the next level of the government's Disability Confident accreditation status	EDI Lead	December 2023
Demonstrate zero tolerance of any unfair and unacceptable treatment in the workplace, and to discipline those that breach this policy.	Clearly describe, define and embed the behaviours that are accepted and expected as part of the culture of the council	People Transformation Lead	March 2024 and quarterly thereafter
	To develop a Zero-Tolerance behavioural initiative that brings together expectations from different areas, including how unacceptable behaviour can be challenged and reported	EDI Lead and People Transformation Lead	March 2024 and quarterly thereafter
	Consider developing a mechanism to collect data and measure complaints about unfair treatment towards employees and by employees	HR & OD	January 2024 and quarterly thereafter

		Customer Experience Lead EDI Lead	
	Develop communications and place them in prominent locations in staff and public areas and workspaces to deliver strong message that Watford Borough Council has zero tolerance of discrimination, unfairness	Communications & Conversations	March 2024 and quarterly thereafter
	Investigate promptly and act appropriately on any complaints about unfair and unacceptable treatment by employees or customers	HR & OD Service Delivery Leads	January 2024 and quarterly thereafter
Delivering Services			
What we will do	How		Deliver and/or Progress Report By
Deliver services that are accessible to all and that are tailored to the diverse and changing needs of our community.	Provide appropriate services, adapting these to meet the needs of the whole community promoting equal access to services, including producing clear information about how to access our services	Customer Experience Lead Communications & Conversations	December 2023, and quarterly thereafter
	Ensure that reasonable adjustments are provided where necessary to help our customers to access services and to support employees to carry out their work	HR & OD Customer Experience Lead	January 2024 and quarterly thereafter

<p>Demonstrate behaviours in line with the Employee Code of Conduct. Staff are expected to promote equality by not discriminating against anyone and by treating members of the public, colleagues, and elected members with respect.</p>	<p>Provide and publicise clear information on how dissatisfied customers can complain about the services they have received and how we manage complaints. Information will also enable satisfied customers to praise or general feedback on a service</p>	<p>Customer Experience Lead Communications & Conversations</p>	<p>December 2023 and quarterly thereafter</p>
	<p>Develop inclusive leaders by supporting managers to be confident in having courageous conversations about race, discrimination and inclusion and challenging behaviour that is not in line with the council's Code of Conduct</p>	<p>HR & OD All Management</p>	<p>March 2024 and quarterly thereafter</p>
<p>Engage with all groups in our community when making decisions about our services; and purposeful engagement with those groups where involvement is low.</p>	<p>Ensure that all Council functions and policies are carried out in a way that complies with statutory requirements, minimises adverse impact on any section of the community and meets (as appropriately as possible) the needs of all local people</p>	<p>All Service Areas</p>	<p>January 2024 and quarterly thereafter</p>
	<p>Through our Community Engagement and Participation Strategy review how we work, including our contributions to the voluntary and community sector to ensure that we are providing them with the best possible support</p>	<p>Community Engagement & Partnerships</p>	<p>January 2024 and quarterly thereafter</p>
	<p>Collect participation and engagement data to ensure particular groups are not under (or over) represented to inform decisions on the services we provide</p>	<p>Community Engagement & Partnerships</p>	<p>March 2024 and quarterly thereafter</p>
	<p>We will work towards making Watford an age-friendly town which residents and visitors of all ages can enjoy, ensuring local services are accessible to and inclusive of older people with varying needs and capacities</p>		
<p>Consistently collect and monitor relevant equalities data from our service users so that we can understand how effective our services are at</p>	<p>Ensure we have an informed workforce who understand the importance of equality when making decisions</p>	<p>Service Delivery Leads</p>	<p>January 2024 and quarterly thereafter</p>

reaching and improving outcomes for diverse communities.	Foster a culture of learning and continuous improvement, using evidence, data and feedback, compliments and complaints to ensure our services are accessible to all and meet the needs of our diverse communities	All Service Areas	January 2024 and quarterly thereafter
	Develop guidance and tools to standardise how services collect and share relevant and proportionate equalities data making sure the information we collect drives accessible and inclusive services	EDI Lead	June 2024 and quarterly thereafter
	Regularly disaggregate and analyse the data that is collected to support the assessment of local need, service planning, commissioning and decision making	All Service Delivery Leads	March 2024 and quarterly thereafter
	Provide employees with training and supporting guidance to establish EIAs as an early and on-going assessment tool that are carried out robustly and consistently across the organisation	HR & OD	March 2024 and quarterly thereafter
	Publish Equality Impact Assessments for all major decisions, projects, and initiatives	All Service Areas	From January 2024 for each major decision, project and strategies initiative
Ensure that commissioning and procurement arrangements comply with equalities standards and add social value to the borough	Ensure that the services we commission comply with equalities standards and add social value to the borough	Commissioning & Procurement	January 2024 and quarterly thereafter
	Review the commissioning process, to ensure that equalities considerations given due regard early in the process and that equalities data is a requirement of the commissioning gateway documents	Commissioning & Procurement	January 2024 and quarterly thereafter