



**WATFORD
BOROUGH
COUNCIL**

Equality Impact Analysis

Title of policy, function or service	Equality, Diversity and Inclusion Policy 2023- 27 and Delivery Plan
Lead officer	Christella Menson
Person completing the EIA	Christella Menson
Type of policy, function or service:	Existing (reviewed) <input type="checkbox"/> New/Proposed <input checked="" type="checkbox"/>
Version & Date	Version 0.1

1. Background

As a town and as a council we are ambitious to achieve more and continually look at how we can do things better for our people and our community, which is clearly expressed in our Council Plan 2022-25 and Delivery Plan 2022-24. These plans also highlight that the people of Watford – the community and businesses we serve – are always at the heart of everything we do and that as an organisation, our staff are here to deliver high quality services and support and improve life for the community we serve. These principles are woven throughout the council's new Equality, Diversity and Inclusion (EDI) Policy 2023-2027.

Our EDI Policy is supported by a focused delivery plan, which will bring the commitments in the policy to life, setting out what actions and activities we will take and making a promise to keep local people and the town up to date on what the council is doing and indicating we welcome hearing the views and taking feedback from our community in our role as both community leaders and deliverer of services as well as from our staff in our role as employer. Both the policy and delivery plan reinforce the diversity and vibrancy of Watford and how this should inform and influence our Equality, Diversity and Inclusion.

In terms of our approach, the policy has been developed around key themes and has drawn on good practice, including the [Local Government Association](#). Legislation that informs local government communications is also taken into account.

2. Focus of the Equality Impact Analysis

As this is a policy an Equality Impact Analysis (EIA) has been undertaken. This EIA, therefore, considers the potential equality related impacts, both positive and negative of the council's Equality, Diversity, and Inclusion Policy on the people in the groups or with the characteristics protected in the Equalities Act 2010.

These are:

1. Age
2. Disability
3. Gender Reassignment
4. Pregnancy and maternity
5. Race
6. Religion or belief
7. Sex (gender)
8. Sexual Orientation
9. Marriage and Civil Partnership.

3. Engagement and consultation

Internal engagement was undertaken with Corporate Management Board (CMB), UNISON representatives, the council's Service Delivery Leads and Staff Ambassadors Group and was presented at all staff briefings. It was shared with individual officers who initiated more in-depth discussions with the EDI Lead Officer. In-person discussions have also taken place with Watford Football Club, as one of our partner organisations for insight and feedback on the policy, as well as an exploration of potential opportunities to partner on key actions.

A survey was also undertaken to seek feedback from staff, elected members, and key partners within the borough to allow for any issues to be raised and to ensure that respondents felt able to identify and relate to the policy.

The survey gave people an opportunity to read both the policy and delivery plan and contained a combination of multiple-choice and open-ended responses to questions because it was felt important that respondents could express views in their own words, particularly on those areas that are important to them. The survey asked 22 questions with the aim to capture quantitative data and qualitative insight. The analysis below indicates the results from the number of respondents who answered each individual question and are not interpreted to represent the views of the organisation in general.

Feedback from the three surveys overall

The survey results show that the majority of respondents agree with the council's overarching vision for the Equality, Diversity and Inclusion Policy and find it relatable and consider it will move the council forward in terms of the commitment and objectives for staff and our community. Some qualitative responses drew on people's personal experiences and welcomed the vision of the policy in terms of how it relates to employees' experiences and how it will benefit individuals, when carrying out their roles, as well as the organization overall.

Staff

In response to a question asking what elements of the policy respondents felt worked well, a common theme that was expressed is that the policy is clear to understand and the delivery plan effectively established the council's expectations of employees:

"Can recognise how the EDI policy relates to the work I do and wider community. Easy to read, clear language with links to work the council do (sic) and the workforce."

However, some comments suggested that the definition of equality should be expressed more explicitly, and that including images would help to communicate the aims and vision of the policy. This links with the 43% of respondents who felt that the actions set out in the delivery plan should be strengthened.

The majority of respondents (79%) answered 'yes' or were 'unsure' whether they felt that any actions in the delivery plan were missing. Suggestions on how the delivery plan could be improved included clarity on the monitoring and scrutiny arrangements, and unacceptable behaviour and zero tolerance.

The qualitative responses inviting comments on the ED&I Policy and Delivery Plan produced a wide range of responses:

Employees

"Really good and happy to see that we are adopting this: "
"It was good to see that the aspiration around an age-friendly town has been captured. As this commitment moves forward, it will be helpful to build it into other documentation as they emerge."
"This needs to be embedded in everything we do. Our residents need to see the results of our work and surveys to ensure they feel included, involved and engaged."
"Those who have responsibility on the EDI Delivery plan have important roles to bring effective & positive change. It is good to know the working group will keep this at the forefront."
"The actions need to be clear identified and with timescales. they are a bit lost in the document as it stands..."
"Good start to have a strong commitment. Our culture is so important and this delivery plan will help us create the positive culture that we all want to work in.!
"think the delivery plan may benefit from some more specific deadlines - where we say ongoing at what point do we know we have delivered this outcome. Are there more specific, timebound actions that could be set out in the plan which cover the next 12- 18months. It was not clear how we will measure success against the deliver plan."
"In the section on "How we will deliver", the Corporate Equalities Working Group is referred to and then an EDI Board (without introduction to it). I was wondering if the Corporate Equalities Working Group was meant to be there and should actually read Equalities, Diversity and Inclusion Board? On the links to other policies and strategies, the Housing Strategy is noted which is a high level statutory council strategy (S87 LGA2003) ratified by Full Council. The Local Plan is the same level of strategy so I think should also be included in this list."
"How do you plan to deal with areas where the EDI of various groups may clash in some way e.g. trans women in women's spaces, religious groups reserving the right to be exclusive"
"It seems too long and repeats itself ad nauseum. Extremely dull. Skipped through the last 4 pages."

Elected Members

"The statements are clear and the breakdown within the policy is good."
"The language is clear and relatively simple to understand. It reflects the culture and philosophy of our Borough"
"... all the wording was carefully considered and thoughtful of all people that live in our community whilst creating clear guidelines for everyone to follow."
"It is straight forward"

“I feel that it looks at different sectors and how they interact with the council; public, employees etc.”
“... it feels like a Watford Policy”
“Not sure it addresses gives any policy outline to address the multiple inequalities that some minorities experience in Watford.”

Although most Elected members found that all elements of the policy works well, one respondent stated that the policy is too generic. Suggestions for how the policy could be improved focused on greater clarity, eg:

“Referencing policy/strategies in how to achieve certain things means the policy lacks accountability. I think it needs to reference some specifics on what success for this policy looks like. For example, under workforce, there could be something around posting on job boards that are more likely to access a more diverse candidate base. It could also reference existing policies for employees e.g., maternity, paternity, shared leave, and adoption policies.”

68% of Elected Members felt that the ED&I policy and delivery plan moves the council forward in terms of its EDI commitment and objectives for staff and our community. The most common suggestions were for a robust plan to address multiple inequalities for some minorities.

Demographic data - staff

The survey sought to understand the dominant response group among employees. 42% declined to submit data for this question, but of those who responded, employees on Band 7 (23%), Band 9 (23%) and Band 10 (18%) were the groups with most responses. No data was obtained for colleagues on Bands 4/4+ or Bands 11+ and Band 12. Bands 11+ and 12 are Leadership levels of the organisation; however, the policy was approved by CMB and amendments made to the policy prior to the employee engagement and subsequent consultation exercise.

The survey asked consultees to complete a number of equality related questions so the analysis could understand and synthesise the responses across the protected characteristics.

Sex

Two-thirds of respondents indicated their sex: 76% female and 24% male; this does not reflect the data recorded for employees in the organisation (52% female, 48% male).

Age

The highest category of respondents was aged 35-44 (35%) followed by 45-54 (26%), and 55-64 (26%).

Health

14% of respondents reported having a physical or mental health condition lasting or expected to last 12 months or more.

Race

Most respondents (76%) consider themselves as belonging to the white English/ Welsh or Scottish group. One respondent stated, “prefer not to disclose as I do not wish to be identified and the vast majority of the council are white.”

Sexual Orientation

One respondent described themselves as 'gay/lesbian' and one described themselves as being 'bisexual'. Most respondents described themselves as 'straight/heterosexual'.

Gender reassignment

All respondents indicated that they identify with the same sex as registered at birth.

Religion

The majority of respondents to this question (55%) stated that they have no religion, and 41% described themselves as Christian, and 5% as Hindu.

Married or Civil Partnership

Most respondents are in the following categories: married-59%, never married or in a civil partnership-23%, divorced-14%, and in a legally dissolved legal partnership-5%.

Pregnant

One respondent who answered this question described themselves as pregnant.

This data show that all the protected characteristics, apart from gender reassignment are represented within the council's employee demographic.

It also reflects one of the aims of the policy, which is to strengthen our approach to understanding the demographics / equality data of our staff.

4. What we know about the Watford population

Population (including age)

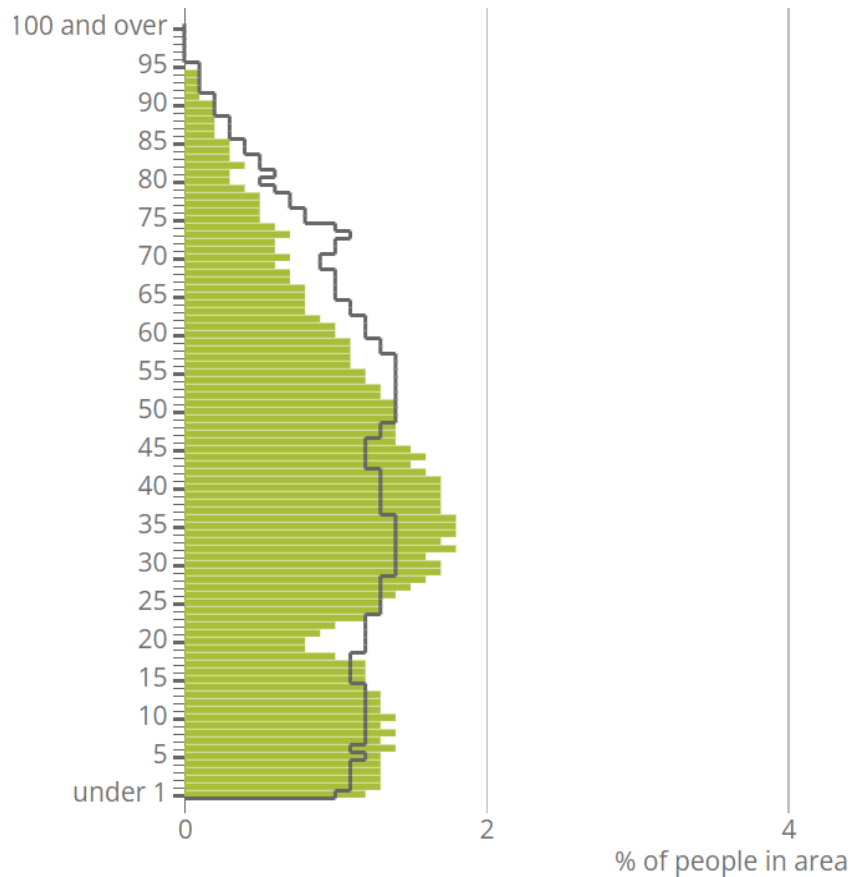
Watford is a town with a growing population. The census data 2021 indicates that Watford has a population of 102,200, an increase of 13.3% since the previous census in 2011. This is higher than the overall increase for England (6.6%), where the population grew by nearly 3.5 million to 56,489,800.

Watford's population is currently projected to increase to 110,300 by 2035, a rise from 2016 of 14.2%. This growth will be a challenge for Watford, given our tight borough boundaries and is recognised within the Council Plan, shaping our commitments and areas for action in the Delivery Plan.

The chart below shows Watford's age ranges between 0 – 100 and over in percentage of the population (green) compared with the England / Wales percentages (black line).

Overall, this comparison shows that Watford is a relatively young town. This is particularly the case in the 0 to 19 age range. Similarly, the 30 to 49 cohort accounts for a significantly higher proportion of the Watford population than nationally.

The median age in Watford is 36 compared with 40 for England. This means that we are a town which is popular with families and, whilst we are a town for all, we recognise that our plans need to reflect our large number of young people and families. In terms of overall service provision throughout the borough this means there are likely to be demands for help across all age profiles but those supporting families and younger children may face higher than average demand.



Population density

The population density for Watford is circa 4,770 people per square kilometre. This makes it the most densely populated district area in Hertfordshire and in the country (434 per square kilometre). This is a reflection that we are an urban district, with many characteristics of a metropolitan borough. In comparison with many metropolitan boroughs, particularly those in and around the outskirts of London, our density is relatively low.

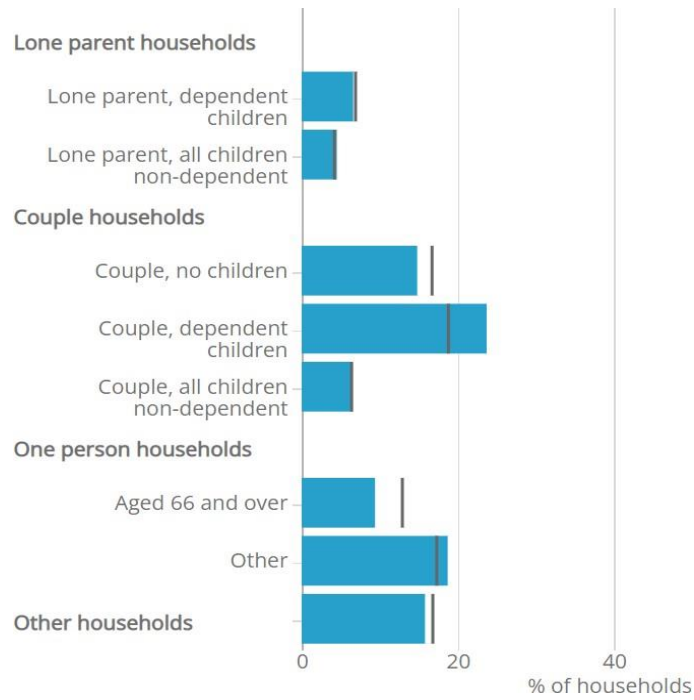
Households

Number of households

The ONS data, based on the census, says that there were 39,628 households in Watford at the time of the Census. The average household size in Watford is currently 2.57. This is slightly higher than the national average of 2.45 and is in line with the Census 2021 household composition data below.

Household Composition

The chart below sets out the composition of Watford households in the Census 2021, with Watford's percentage shown in the blue bars compared to the England and Wales percentages shown by the vertical black bar. Watford has a higher percentage of both households with couples with no children and households with dependent children than England and Wales. As a town with a relatively young population, it has fewer one-person households with residents aged 66 and over.



The following chart on household composition shows that Watford has higher than England and Wales average for larger sized households – 3 or more people. This reinforces that character of Watford as a ‘family town’ with different generations living together in one household.

Language spoken at home:

Below is the data collected in Census 2021 regarding household language. This is another indication that Watford benefits from groups and organisations set up to support those who may have arrived in the town more recently.

	Number	Percentage
All adults in household have English as a main language	30443	76.8%
At least one but not all adults in household have English as a main language	3486	8.8%
No adults in household, but at least one person aged 3 to 15 years, has English as a main language	1438	3.6%
No people in household have English in England as a main language	4261	10.8%

Main Language

The Census asked people their main language, with over 90 choices. Whilst English was significantly the most chosen language with nearly 80,000 residents citing English as their main language, there are a substantial number of residents with other main languages. The top ten after English are below (see Appendix 1 for the full list of languages).

Language	Number
Other European language (EU): Romanian	3,361
Other European language (EU): Polish	1,659
South Asian language: Urdu	1,486
South Asian language: Tamil	1,193
Portuguese	1,140
South Asian language: Gujarati	954
South Asian language: Malayalam	643
Other European language (EU): Italian	551
Other European language (EU): Hungarian	489
Other European language (EU): Bulgarian	435

Disability/Health

Watford has a lower percentage of residents with a disability (15%) than England overall (17.7%). A higher percentage of people in Watford also declared they were in good health (48.2%) compared to England overall (47.5%).

Sexual orientation and gender reassignment

Census 2021 included questions on sexual orientation and gender identity for the first time. 2.7% of those who selected to answer the sexual orientation question identified as LGB+ orientation (“Gay or Lesbian”, “Bisexual” or “Other sexual orientation”). 0.31% of those who selected to answer the gender identity question answered ‘no’ to whether their gender identity is the same as their sex registered at birth.

Ethnicity

Watford has a very diverse population, more so than the rest of Hertfordshire; it is one of the strengths of our town and what makes us such a vibrant and diverse place to be. This diversity is an opportunity for our residents, employees, partners and businesses in terms of how the council engages with, listens to and gains participation from people of all ethnicities within Watford.

	WATFORD 2011	WATFORD 2021
		102,245 TOTAL
White: English/Welsh/Scottish/ Northern Irish/British	61.9% (55,875)	46.0% (46,820)
White Irish	2.3% (2,063)	2.1% (2,149)
White: Gypsy or Irish Traveller	0.1% (61)	0.1% (80)
White: Roma	Not a category in 2011	0.3% (343)
White: Other White	7.7% (6,947)	12.6% (12,836)
Mixed or Multiple ethnic groups: White and Black Caribbean	1.1% (990)	1.3% (1,300)
Mixed or Multiple ethnic groups: White and Black African	0.5% (412)	0.7% (692)
Mixed or Multiple ethnic groups: White and Asian	1.0% (939)	1.4% (1,408)
Mixed or Multiple ethnic groups: Other Mixed or Multiple ethnic groups	0.8% (763)	1.4% (1,444)
Asian/Asian British/ Asian Welsh: Indian	5.5% (4,923)	9.7% (9,954)
Asian/Asian British/Asian Welsh: Pakistani	6.7% (6,082)	8.0% (8,197)
Asian/Asian British/Asian Welsh: Bangladeshi	0.4% (362)	0.5% (493)
Asian/Asian British/Asian Welsh: Chinese	0.9%	1.0%

	WATFORD 2011	WATFORD 2021
	(822)	(1,024)
Asian/Asian British/Asian Welsh: Other Asian	4.4% (3,981)	5.3% (5,369)
Black, Black British, Black Welsh, Caribbean or African: African	3.5% (3,142)	3.9% (3,954)
Black, Black British, Black Welsh, Caribbean or African: Caribbean	1.7% (1,558)	1.7% (1,733)
Black, Black British, Black Welsh, Caribbean or African: Other Black	0.6% (529)	0.8% (801)
Other ethnic group: Arab	0.3% (294)	0.7% (763)
Other ethnic group: Any other ethnic group	0.6% (558)	2.8% (2,885)

Religion or belief

Religious groups in Watford, 2021 census:

- Christian - 45,447 people or 44.6%
- Buddhist - 1,021 people or 0.85%
- Hindu - 8,398 people or 8.2%
- Jewish - 944 people or 0.93%
- Muslim - 13,262 people or 11.0%
- Sikh - 664 people or 0.6%
- Other - 859 people or 0.71%
- No religion – 25,340 people or 24.8%

6,311 people did not answer this question

Gender

The 2021 census did not allow for any option other than female or male.

FEMALE	50.8%
MALE	49.2%

Marriage and Civil Partnership

For census 2021, this has been updated to reflect the revised Civil Partnership Act that came into force in 2019.

Category	Number of Watford households
Does not apply not eligible for a legal partnership	21,282
Never married and never registered a civil partnership	30,974
Married: Opposite sex	38,023
Married: Same sex	192
In a registered civil partnership: Opposite sex	85
In a registered civil partnership: Same sex	60
Separated, but still married	1,744
Separated, but still in a registered civil partnership	7
Divorced	6,074
Formerly in a civil partnership now legally dissolved	18
Widowed	3,782
Surviving partner from civil partnership	5

Mosaic Profile

Mosaic is a classification system which segments our population into 15 groups and 66 types. This mosaic profile helps us to understand the lifestyle and demographics of Watford's population.

WHAT IT TELLS US ABOUT WATFORD?

Rental hubs 22% of our community

Educated young people privately renting in urban neighbourhoods
7% nationally

Urban cohesion 19% of our community

Residents of settled urban communities with a strong sense of identity
5% nationally

Domestic success 16% of our community

Thriving families who are busy bringing up children and following careers
7% nationally

Employee Monitoring Data

The following tables outlines the employee data for the council for 2022.

Age

Age Group	Number of employees	% of employees	% of local population (from mid-2016 population estimates)
29 and under	16 (23)	6.61% (9.66%)	38.95%
30 – 39	49 (42)	20.25% (17.65%)	17.56%
40 – 49	67 (64)	27.69% (26.89%)	14.57%
50 – 59	75 (73)	30.99% (30.67%)	11.67%
60 – 64	25 (31)	10.33% (13.03%)	4.24%
65 +	10 (5)	4.13% (2.1%)	13.02%
Total	242 (238)	100.00%	

Employees declaring that they have a disability

Disability	Total no of employees	% of employees
No	102 (71)	42.15% (29.83%)
Yes	8 (8)	3.31% (3.36%)
Not Stated	132 (159)	54.55% (66.81%)
Total	242 (238)	100.00%

Gender Identity – data not asked for in 2022

Marriage and Civil Partnership

Marital Status	No of employees	% of employees
Divorced	12 (13)	4.96 % (5.46%)
Married	64 (60)	26.45% (25.21%)
Separated	3 (4)	1.24% (1.68%)
Single / Never Married or in Civil Partnership	30 (26)	12.4% (10.92%)
Widowed	2 (2)	0.83% (0.84%)
Not Stated	131 (133)	54.13% (55.88%)
Total	242 (238)	100.00%

Pregnancy

During 2021/2022, four female employees took maternity leave

Race

Ethnic Origin Description	No of Employees 2021/22	% of Employees 2021/22	% of Employees 2020/21	% of local population (Census 2011)
Asian British: Bangladeshi	0	0.0%	0.0%	0.40%
Asian British: Indian	8	3.31%	3.36%	5.50%
Asian British: Other	8	3.31%	2.1%	4.40%
Asian British: Pakistani	2	0.83%	0.84%	6.70%
Black British: African	4	1.65%	2.84%	3.50%

Black British: Caribbean	2	0.83%	0.84%	1.70%
Black British: Other	0	0.00	0.42%	0.60%
Mixed Ethnic Group	7	2.89%	1.26%	3.40%
Other Ethnic Group	0	0.00%	0.42%	0.00%
White: British	78	32.23%	33.18%	61.90%
White: Irish	3	1.24%	1.26%	2.30%
White: Other	7	2.89%	3.78%	7.70%
Prefer not to say / not stated	123	50.83%	50.82%	0.00%
Total	242	100.00%	100.00%	

Religion or belief

Religion	No of employees	% of employees
Christian	57 (56)	23.55% (23.53%)
Declined to say	10 (5)	4.13% (2.1%)
Hindu	9 (9)	3.72% (3.78%)
Jewish	0 (1)	0 (0.42%)
Muslim	2 (2)	0.83% (0.84%)
No religious belief	37 (36)	15.29% (15.13%)
Sikh	3 (2)	1.24% (0.84%)
Other	1 (1)	0.41% (0.42%)
Not stated	123 (126)	50.83% (52.94%)
Total	242 (238)	100.00%

Sex

Sex	Total no of employees	% of employees
Female	151 (144)	62.40% (60.5%)
Male	91 (94)	37.6% (39.5%)
Total	242 (238)	100.00%

Sexual Orientation

Sexual Orientation	No of employees	% of employees
Bisexual	1 (3)	0.41% (1.26%)
Gay or Lesbian	3 (2)	1.24% (0.84%)
Gender Reassignment	0 (0)	0.0% (0.00%)
Heterosexual	109 (103)	45.04 % (43.28%)
Not Stated	127 (129)	52.48% (54.2%)
Prefer not to say	2 (1)	0.83% (0.42%)
Total	242 (238)	100.00%

5. How will Watford Borough Council ensure equality is promoted throughout council leadership, employees and service delivery?

Under the Equality Act 2010, three areas need to be considered when analysing the equality impact of the brand policy:

1. **eliminate** discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
2. **advance** equality of opportunity between people who share a relevant protected characteristic and people who do not share it
3. **foster** good relations between people who share a relevant protected characteristic and people who do not

Protected Characteristic	Potential Impact and mitigation
Age	The Delivery Plan makes specific reference to actions that underpin Watford's identity as an Age-Friendly town. This work intends to include the members of our community who are war-related veterans and will be clear in the comms developed alongside this work.
Disability	The Delivery Plan has a positive impact on people who identify themselves as having a disability and includes actions to improve engagement and accessibility. We will highlight support available through the website, as well as consider feedback to learn how we might best meet the needs of those within this group.
Gender Reassignment	The EDI Policy does not specifically establish actions relating to gender reassignment in the Delivery Plan. We will consider introducing a Trans Inclusion Policy and Transitioning at Work Guidance, which would be subject to a separate EIA, consultation and approval.
Marriage and Civil Partnership	Marital status does not specifically feature within the policy of delivery plan, however there may be incidental positive impacts as a result of the actions and decisions within service areas.
Pregnancy and Maternity	The policy supports the delivery of family-friendly policies and practices, and underpins the existing strategic approach to maternity, paternity, adoption and carers leave. We will recognise the sensitivities around sex-based rights and make a conscious effort to ensure that we include women in discussions around any changes to policies that are seeking to become more inclusive to ensure that there are no unintended negative impacts for women. For example, decisions will be made whether we will retain use of the word 'mother'.
Race	Inclusion is a key element of this policy and aims to embrace and

	celebrate the diversity of people and different racial groups in Watford. The EDI Policy commits to re-establish the Corporate Equalities Working Group, whose responsibilities will include how we teach, learn, and engage with racial issues. We will focus on community engagement and consider services to meet all needs.
Religion & Belief	We recognise that understandings of beliefs that are protected in law are varied, evolving and progressing. For example, gender critical beliefs and ethical veganism are protected in law, therefore we aim to ensure that our knowledge in this area remains up-to-date.
Sex	We recognise the sensitivities around sex-based rights and we will make a conscious effort to ensure that we include women in discussions around any changes to policies that are seeking to become more inclusive to ensure that there are no unintended negative impacts for women. For example, by excluding women or using the word 'gender' when it should be 'sex'. It is important that everyone feels included.
Sexual Orientation	The council policies are inclusive and welcoming of all people and make clear a zero-tolerance approach to bigotry and homophobia. Sexual orientation is continually evolving, and the Delivery Plan is framed in a way to learn and respond to the all people in Watford, regardless of their sexual orientation.

A. Positive impacts

The Equality, Diversity and Inclusion policy is underpinned by the council's commitment to delivering its Council Plan 2022-26 and recognises the importance of understanding and responding to the town's diverse community and residents.

The policy aims to deliver equality, diversity and inclusion for everyone through action detailed in our Delivery Plan, which seeks to:

- ensure our Equality, Diversity and Inclusion reflects the full diversity of Watford
- deliver equality outcomes for all
- mainstream against our legal responsibilities under the Equality Act 2010
- use our influence as community leaders to progress ED&I in collaboration with partners
- treat our employees fairly and reinforce our reputation as an employer of choice
- embed equality, diversion and inclusion as everyone's responsibility
- deliver services to meet the needs of Watford's diverse community
- establish the identity of Watford as a place where knowledge and learning about ED&I matters

This EIA identifies this will have a positive impact on all those with protected characteristics and that the importance of equality of opportunity, demonstrating understanding about diversity and inclusion are reflected in our behaviours, actions, decisions, and all that we do.

Through this the council will be actively meeting the public sector equality duty, removing barriers and seeking ways that communications can foster good relations between people who share a protected characteristic and those that do not.

The policy explains how the council aims to promote understanding of equity and difference as an enabler of positive relations between people with difference characteristics and beliefs. The Delivery Plan is designed to ensure that the responsibility for EDI is shared across the organisation, with clear lines of accountability and timescales to ensure that the work is progressed and monitored.

B. Negative impacts

The following negative impacts have been considered during the course of this analysis.

As a diverse town, with residents from a range of ethnic backgrounds, we know language can be a barrier to participation and access to services and facilities. Equally, language and imagery can make people feel excluded where they do not reflect their lives and experiences. We will work with our employees and community to understand how the commitments in the policy can be effectively delivered and so that everyone can feel included across all council services, decisions, and actions.

We will ensure that our actions and decisions demonstrate particular consideration to those with protected characteristics, and listen and learn from the voices of Watford to ensure all people feel that they are treated fairly, can access our services, feel included and experience Watford as a place where they can participate and enjoy what the town has to offer.

6. Overall conclusion

The new Equality, Diversity and Inclusion Policy 2023-26 will have a positive impact on those with protected characteristics as it has identified the importance of making sure the council recognises that it needs to understand the different needs of its diverse community to deliver effective and successful communications and to build conversations that matter.

Service planning and delivery aim to reflect the needs of the Watford community, including those with protected characteristics and should actively promote our diversity as a town are ways the council can signal this. The policy recognises this is a minimum and there will need to be ongoing and forward-looking thinking that responds to the community and what we learn from feedback and engagement. The policy and delivery plan also recognise that understanding lived experiences allows for important and valuable insight into how people access and engage with the council as an organisation, and each other.

This EIA has been approved by:

Date: (version 1)

Summary of potential positive impacts and ways in which they can be ensured

Positive Impact	Protected characteristics	Ways to ensure the positive impact
<p>Delivery of the Equality, Diversity and Inclusion Policy 2023-26 particularly in relation to the theme: Recognising the different ways people from our diverse community choose to hear from us and communicate with us, targeting their needs and preferences</p> <p>Ensure that the services provided to people are fair, accessible and inclusive to everyone.</p> <p>Staff retention is likely to increase because employees will feel respected, listened to and included.</p> <p>The policy consciously promotes a positive environment where everyone has equal opportunities regardless of gender, age, race, orientation, background and other factors which increases feelings of belonging and employee satisfaction.</p> <p>Organisations that prioritise equality, diversity and inclusion training and implementation can establish a good reputation among jobseekers and become known for being employers of choice.</p> <p>When employees feel their work is valued, and know that everyone is treated fairly everyone, they are more likely to deliver work to a high standard and genuinely feel motivated to improve and develop within the organisation.</p>	<p>All</p>	<ul style="list-style-type: none"> • Keep our commitment to diverse channels at the forefront of our communications thinking and planning, recognising that not all people receive information and messages in the same way or feedback their views • Remain committed to diverse images that represent Watford, recognising the power of images to make people feel included and part of their town • Recognise that our commitment will mean being proactive and asking our community how they want to receive information and hear from us – and how they want to share their views • Stay up to date and informed on any new ways of communicating and engaging • Identify opportunities where the community can be the ‘right voice’ for Watford, recognising these can be the best way to tell our story and share our messages

Residents in areas that have active equality and diversity policies feel welcomes and are more likely to contribute and feel pride in value living in Watford.		
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Summary of potential negative impacts and ways in which they can be removed or mitigated

Negative Impact	Protected characteristics	Ways to mitigate the negative impact
<p>Potential if Equality, Diversity and Inclusion are not sensitive to those with protected characteristics, which could mean people face barriers or are excluded from accessing council services or other activities and services in the town</p> <p>Actions of the delivery plan are not fulfilled</p> <p>Responsibilities within the EDI Policy and Delivery Plan do not keep in line with legislation and the EDI landscape</p> <p>Employees view the policy as box-ticking</p> <p>Residents and the community experience no difference and perceive the policy as ineffective</p>	<p>All</p>	<ul style="list-style-type: none"> • Commitment to diversity and inclusion within the new policy and delivery plan is embedded and actioned • Actions in the delivery plan are monitored and constantly reviewed • Ensure the policy links to other key council policies, including the emerging EDI policy • Establish performance indicators and evaluate progress throughout the span of the policy to underpin the culture of continual improvement within the organisation

Appendix 1

Full details of main languages spoken in Watford

Language	Number of residents
English (English or Welsh in Wales)	79,640
Other European language (EU): Romanian	3,361
Other European language (EU): Polish	1,659
South Asian language: Urdu	1,486
South Asian language: Tamil	1,193
Portuguese	1,140
South Asian language: Gujarati	954
South Asian language: Malayalam	643
Other European language (EU): Italian	551
Other European language (EU): Hungarian	489
Other European language (EU): Bulgarian	435
Spanish	432
East Asian language: Tagalog or Filipino	411
Arabic	390
South Asian language: Panjabi	380
South Asian language: Telugu	350
South Asian language: Hindi	343
South Asian language: Nepalese	310
West or Central Asian language: Persian or Farsi	270
South Asian language: Sinhala	268
Other European language (non EU): Albanian	260
French	244
South Asian language: Any other South Asian language	228
African language: Akan	224
Other European language (EU): Greek	223
Russian	199
Turkish	195
East Asian language: All other Chinese	170
South Asian language: Bengali (with Sylheti and Chatgaya)	158
Other European language (EU): Lithuanian	156
East Asian language: Cantonese Chinese	136
Other European language (EU and non-EU): Bosnian, Croatian, Serbian, and Montenegrin	116
West or Central Asian language: Pashto	96
Other European language (EU): Czech	89
South Asian language: Marathi	78
Other European language (EU): Slovak	77
African language: Any other African language	58
Other European language (EU): German	54
African language: Any other West African language	54
East Asian language: Japanese	53
East Asian language: Mandarin Chinese	49
African language: Shona	48

South Asian language: Pakistani Pahari (with Mirpuri and Potwari)	46
African language: Somali	46
Sign language: British Sign Language	45
Other European language (non EU): Ukrainian	44
East Asian language: Any other East Asian language	38
Other European language (EU): Latvian	34
Other European language (EU): Dutch	34
East Asian language: Thai	33
East Asian language: Korean	31
East Asian language: Vietnamese	28
African language: Igbo	26
African language: Afrikaans	25
West or Central Asian language: Kurdish	24
Other European language (EU): Swedish	21
Other European language (EU): Any other European language (EU)	21
African language: Swahili or Kiswahili	19
Other UK language: Romany English	17
West or Central Asian language: Any other West or Central Asian language	15
East Asian language: Malay	13
African language: Yoruba	12
African language: Tigrinya	10
Other European language (EU): Danish	9
West or Central Asian language: Hebrew	9
Other European language (EU): Estonian	8
Welsh or Cymraeg (in England only)	7
Caribbean Creole: Any other Caribbean Creole	7
African language: Amharic	7
Sign language: Any sign communication system	7
Other European language (EU): Slovenian	5
Other European language (EU): Finnish	4
African language: Any other Nigerian language	4
Other European language (non EU): Northern European language (non EU)	3
African language: Krio	3
African language: Lingala	3
Sign language: Any other sign language	3
Other UK language: Gaelic (Irish)	2
Other European language (EU): Maltese	2
African language: Luganda	2
Other European language (non EU): Any other Eastern European language (non EU)	1
Oceanic or Australian language	1
Caribbean Creole: English-based Caribbean Creole	1
Other UK language: Gaelic (Scottish)	0
Other UK language: Manx Gaelic	0
Other UK language: Gaelic (Not otherwise specified)	0
Other UK language: Cornish	0

Other UK language: Scots	0
Other UK language: Ulster Scots	0
Other UK language: Irish Traveller	0
Other European language (non-national): Any Romani language	0
Other European language (non-national): Yiddish	0
North or South American language	0
Does not apply	3,892