

UPDATE APRIL 2024

OUR ROLE AS COMMUNITY LEADERS				
WHAT WE WILL DO	HOW	RESPONSIBILITY	DELIVER AND/OR PROGRESS REPORT	REVIEWED/ MONITORED
<p>Work with our partners to implement the Council Plan 2023-26 and subsequently our revised Council Plan, which seeks to improve the social and economic environment of the borough.</p>	<p>Develop our strategies, policies and services so that they are accessible and inclusive that meet the diverse needs of our community.</p>	<p>All service areas</p>	<ul style="list-style-type: none"> As strategies and policies are reviewed ensure they take into account our EDI commitments. Service plans to reflect our EDI commitments. Projects and programme governance to reflect our EDI commitments. 	<ul style="list-style-type: none"> Corporate Equality Working Group
	<p>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.</p>	<p>Community Commissioning Lead</p> <p>Community Safety Lead</p>	<ul style="list-style-type: none"> Review September 2025 	<ul style="list-style-type: none"> Corporate Equality Working Group
	<p>Use our influence to encourage other employers and service providers in the borough to champion equality, diversity and inclusion in employment, including through our Watford Business Charter.</p>	<p>Economic Development Lead</p>	<ul style="list-style-type: none"> Initial review December 2024 and then ongoing 	<ul style="list-style-type: none"> Corporate Equality Working Group

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	Engage our health partners to make sure the health and wellbeing needs of Watford are represented in new health structures and commissioning of services.	Head of Partnerships and Performance	<ul style="list-style-type: none"> Initial review December 2024 and then ongoing 	<ul style="list-style-type: none"> Corporate Equality Working Group
	Demonstrate leadership in EDI, linking to the One Watford Place Board, recognizing the link to Watford's 2040 vision and missions.	Chief Executive	<ul style="list-style-type: none"> Quarterly meetings 	<ul style="list-style-type: none"> One Watford Place Board
	Work with our partners, volunteers, community groups and businesses to tackle digital inclusion, supporting 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	<ul style="list-style-type: none"> Quarterly 	<ul style="list-style-type: none"> Corporate Equality Working Group
	Ensure our elected members understand their role in championing and promoting EDI as an important part of their responsibilities as community leaders, including through induction and training.	Democratic Services	<ul style="list-style-type: none"> June 2024 as part of new member induction Review training spring 2025 	<ul style="list-style-type: none"> Corporate Equality Working Group

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WHAT WE WILL DO	HOW	RESPONSIBILITY	DELIVER AND/OR PROGRESS REPORT	REVIEWED/ MONITORED
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.	Business Intelligence Lead Community Commissioning Lead	<ul style="list-style-type: none"> • December 2024 • Review annually 	<ul style="list-style-type: none"> • Corporate Equality Working Group
	Listen to, and learn from, Watford's diverse community using the Watford People's Panel.	Chief Executive	<ul style="list-style-type: none"> • Quarterly meetings 	<ul style="list-style-type: none"> • CMT
	Through our Community Engagement and Participation Strategy actively reach and secure input from our communities in the borough so that there are no barriers to local people influencing our decision-making.	Community Commissioning Lead Engagement Community of Practice	<ul style="list-style-type: none"> • Quarterly meetings of Engagement Community of Practice to update Corporate Equalities Group 	<ul style="list-style-type: none"> • Corporate Equality Working Group
	Encourage people with protected characteristics to be actively involved in our town and recognise their voices and contribution to help shape our services.	Community Engagement & Partnerships Engagement Community of Practice	<ul style="list-style-type: none"> • Quarterly meetings of Engagement Community of Practice to update Corporate Equalities Group 	<ul style="list-style-type: none"> • Corporate Equality Working Group

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WHAT WE WILL DO	HOW	RESPONSIBILITY	DELIVER AND/OR PROGRESS REPORT	REVIEWED/ MONITORED
	Work with partners to support and promote festivals and events celebrating diversity.	Community Commissioning Lead Events Corporate Communications and Campaigns Lead	<ul style="list-style-type: none"> June 2024 and quarterly thereafter 	<ul style="list-style-type: none"> Corporate Equality Working Group
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 inclusivity.	Corporate Communications and Campaigns Lead	<ul style="list-style-type: none"> Review December 2024 	<ul style="list-style-type: none"> Corporate Equality Working Group
	Ensure that EDI is a core part of service planning processes and initiatives.	Associate Director Corporate and Customer Services Service Delivery Leads	<ul style="list-style-type: none"> Review September 2024 	<ul style="list-style-type: none"> Corporate Equality Working Group

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	Encourage partners to promote their events in our cultural calendar that celebrates diversity and inclusive events.	Corporate Communications and Campaigns Lead Community Commissioning Lead	<ul style="list-style-type: none"> • March 2024 and quarterly thereafter 	<ul style="list-style-type: none"> • Corporate Equality Working Group
	Review and refresh the Equality Impact Assessment template and develop supporting guidance.	Executive Head of HR and OD	<ul style="list-style-type: none"> • January 2025 	<ul style="list-style-type: none"> • Corporate Equality Working Group
	Develop the Watford Wheel sustainability tool to include a set of social indicators.	Sustainability Manager	<ul style="list-style-type: none"> • June 2024 	<ul style="list-style-type: none"> • Corporate Equality Working Group
	Develop and seek agreement for a minority ethnic communities' definition that embraces the diversity of Watford's community	Executive Head of HR and OD	<ul style="list-style-type: none"> • January 2025 	<ul style="list-style-type: none"> • Corporate Equality Working Group

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OUR WORKFORCE				
WHAT WE WILL DO	HOW	RESPONSIBILITY	DELIVER AND/OR PROGRESS REPORT	REVIEWED/ MONITORED
<p>Increase equalities disclosure on recruitment and staff monitoring information to support our aim for a diverse workforce that reflects our community</p>	<p>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.</p>	<p>Executive Head of HR and OD</p> <p>Corporate Communications and Campaigns Lead</p>	<ul style="list-style-type: none"> • Create a communications plan by March 2025 	<ul style="list-style-type: none"> • Corporate Equality Working Group
<p>Raise the profile of our Staff Ambassador, Mental Health, Career Coaches, and Wellbeing groups and support their work</p>	<p>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.</p>	<p>Executive Head of HR and OD</p> <p>Corporate Communications and Campaigns Lead</p>	<ul style="list-style-type: none"> • June 2025 	<ul style="list-style-type: none"> • Corporate Equality Working Group
	<p>Encourage employees to participate in learning and support groups as part of their professional development and wellbeing.</p>	<p>CMT</p> <p>Service Delivery Leads</p>	<ul style="list-style-type: none"> • Promote from May 2025 	<ul style="list-style-type: none"> • Corporate Equality Working Group

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OUR WORKFORCE				
WHAT WE WILL DO	HOW	RESPONSIBILITY	DELIVER AND/OR PROGRESS REPORT	REVIEWED/ MONITORED
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.	Executive Head of HR and OD	<ul style="list-style-type: none"> • March 2025 	<ul style="list-style-type: none"> • CMT • Corporate Equality Working Group
	Work to secure the next level of the government's Disability Confident accreditation status.	Executive Head of HR and OD	<ul style="list-style-type: none"> • January 2026 	<ul style="list-style-type: none"> • CMT • Corporate Equality Working Group
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.	Executive Head of HR and OD	<ul style="list-style-type: none"> • September 2024 	<ul style="list-style-type: none"> • CMT • Corporate Equality Working Group
	Develop a zero-tolerance behavioural initiative that brings together expectations from different areas, including how unacceptable behaviour can be challenged and reported.	Executive Head of HR and OD	<ul style="list-style-type: none"> • December 2024 	<ul style="list-style-type: none"> • CMT • Corporate Equality Working Group

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	Ensure any report about unfair treatment towards employees, and by employees, is recorded and appropriate action taken in line with council policy and equality legislation.	Executive Head of HR and OD	<ul style="list-style-type: none"> • Ongoing 	<ul style="list-style-type: none"> • CMT
Ensure staff have access to up to date and appropriate training so they understand how EDI impacts their role and responsibilities.	<p>Review online training and consider alternative training that supports staff in their understanding.</p> <p>Ensure EDI is included in staff induction.</p>	Executive Head of HR and OD	<ul style="list-style-type: none"> • March 2025 	<ul style="list-style-type: none"> • CMT • Corporate Equality Working Group

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DELIVERING SERVICES				
WHAT WE WILL DO	HOW	RESPONSIBILITY	DELIVER AND/OR PROGRESS REPORT	REVIEWED/ MONITORED
Deliver services that are accessible to all and that are tailored to the diverse and changing needs of our community.	Where appropriate and reasonable, adapt services to meet the needs of the whole community, promoting equal access to services, including producing clear information about how to access our services.	All service areas Corporate Communications and Campaigns Lead	<ul style="list-style-type: none"> Ongoing and annual update to Corporate Equalities Group – starting January 2025 	<ul style="list-style-type: none"> Corporate Equality Working Group
	Ensure that reasonable adjustments are provided, where necessary, to help our customers access services and to support employees carry out their work.	Executive Head of HR and OD	<ul style="list-style-type: none"> Ongoing and annual update to Corporate Equalities Group - starting January 2025 	<ul style="list-style-type: none"> Corporate Equality Working Group
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.	Provide and publicise clear information on how customers can feedback on the services they have received, both positive and negative, and how we manage complaints and use them to improve,	All service areas Corporate Communications and Campaigns Lead	<ul style="list-style-type: none"> Review annual complaints report to assess if there is any EDI related feedback 	<ul style="list-style-type: none"> CMT Corporate Equality Working Group

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WHAT WE WILL DO	HOW	RESPONSIBILITY	DELIVER AND/OR PROGRESS REPORT	REVIEWED/ MONITORED
	Develop inclusive leaders by supporting managers to be confident in having courageous conversations about equality.	Executive Head of HR and OD	<ul style="list-style-type: none"> Annual review of CMT and SDL training and coaching to ensure inclusion is incorporated and that it is received positively, informing behaviour and actions – first review April 2025. 	<ul style="list-style-type: none"> CMT
Engage with groups in our community when making decisions about our services; and purposeful engagement with those groups where involvement is low.	Ensure that all council functions and services are delivered in a way that complies with statutory requirements, minimises adverse impact on any section of the community and meets (as reasonable) the needs of all local people.	All services	<ul style="list-style-type: none"> Annual review of where positive impacts have been achieved as part of the council’s annual equality reporting – first report March 2025. 	<ul style="list-style-type: none"> CMT Corporate Equality Working Group
	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.	Engagement Community of Practice	<ul style="list-style-type: none"> Review Community Engagement and Participation Strategy annually 	<ul style="list-style-type: none"> Corporate Equality Working Group

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	Collect relevant participation and engagement data to ensure particular groups are not under (or over) represented to inform decisions on the services we provide.	Executive Head of HR and OD Community Commissioning Lead	<ul style="list-style-type: none"> Review data being collected and review any areas which have equality implications – from July 2025. 	<ul style="list-style-type: none"> Corporate Equality Working Group
	Through One Watford Place Board 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.	One Watford Place Board Strategic initiatives	<ul style="list-style-type: none"> One Watford Place Board annual report – from autumn 2024. 	<ul style="list-style-type: none"> One Watford Place Board
Consistently collect and monitor relevant equalities data from our service users so that we can understand how effective our services are reaching and improving outcomes for diverse communities.	Ensure we have an informed workforce who understand the importance of equality when making decisions through training, revised equality impact analysis and data collection	Executive Head of HR and OD	<ul style="list-style-type: none"> Review of training – March 2025 	<ul style="list-style-type: none"> Corporate Equality Working Group

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	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.	Executive Head of HR and OD Business Intelligence Lead Community Commissioning Lead	<ul style="list-style-type: none"> Guidance and tools by January 2026 	<ul style="list-style-type: none"> CMT Corporate Equality Working Group
	Ensure equality data is available to support the assessment of local need, service planning, commissioning and decision making.	Executive Head of HR and OD Business Intelligence Lead Community Commissioning Lead	<ul style="list-style-type: none"> Guidance and tools by January 2026 	<ul style="list-style-type: none"> Corporate Equality Working Group

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	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 organization.	Executive Head of HR and OD	<ul style="list-style-type: none"> • January 2025 	<ul style="list-style-type: none"> • Corporate Equality Working Group
	Publish Equality Impact Assessments for all major decisions, projects, and initiatives, in line with our equality duties.	Executive Head of HR and OD	<ul style="list-style-type: none"> • Ongoing and by March each year 	<ul style="list-style-type: none"> • Corporate Equality Working Group
	Ensure the council complies with reporting duties under the Equality Act 2020.	Executive Head of HR and OD	<ul style="list-style-type: none"> • Ongoing and by March each year 	<ul style="list-style-type: none"> • Corporate Equality Working Group

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<p>Ensure that commissioning and procurement arrangements comply with equalities standards and add social value to the borough</p>	<p>Ensure that the services we commission comply with equalities standards and add social value to the borough.</p>	<p>Community Commissioning Procurement</p>	<ul style="list-style-type: none"> • Ongoing monitoring and update to Corporate Equalities Group annual 	<ul style="list-style-type: none"> • Corporate Equality Working Group