



WELWYN HATFIELD

EQUALITY SCHEME 2018-21



Welcome to our Equality Scheme

At Welwyn Hatfield Borough Council we are committed to providing equality of opportunity for our customers, employees and any other people affected by our activities.

We recognise that people come from different communities and have different circumstances. We want to make sure that we provide our services and employment opportunities in a way which values this diversity and does not create barriers to people who wish to access them.

Our Equality Scheme 2018-21 sets our Equality Objectives and explains the actions we intend to take to achieve them.

This document also contains useful information about our council, its customers and employees.

We have involved a large group of customers, staff and community partners in developing the Scheme. Your views are important to us and we welcome your comments and feedback on our Equality Scheme. We also want as many people as possible to be involved in reviewing our services. Please contact us if you would like to find out more about how you can get involved.

We look forward to hearing from you.

Tony Kingsbury
Executive Member, Housing and Community

Simone Chinman Russell
Corporate Director, Housing and Communities

If you would like to become involved or would like to give us feedback please contact us at:

Contact-whc@welhat.gov.uk

Telephone: 01707 357000

About Welwyn Hatfield Borough Council

OUR VISION, VALUES AND PRIORITIES

Welwyn Hatfield Council provides services to 122,000 people who live in the borough and the many more who work and study here. The council has more than 500 employees and indirectly provides employment opportunities for the many contractors who provide services on the council's behalf.

We are passionate about delivering excellent, inclusive services within our borough and this is supported by our vision, values and objectives.

Our Vision

To work together to keep Welwyn Hatfield a great place to live, work and study in a vibrant and growing economy.

Our Values

Our values demonstrate what is important to us in our dealings with residents, businesses, partners and employees.

Our values are:

Fairness: We will be fair in our policies and decision making, listening to the views and learning from the feedback we receive

Integrity: We will be honest, clear and consistent about what we do

Respect: We will have respect for residents, businesses, partners and employees

Innovative: We will evaluate and implement new ways of providing our services when it leads to greater efficiency without compromising the quality

Responsive: We will ensure we respond to internal and external influences on our services by adapting them to meeting changing needs.

Transparent: We will be approachable, accountable and transparent in the way we communicate and conduct our business

Our priorities and objectives

Our vision is achieved by working with our partners, businesses and residents towards our five key priorities.

1. Our community

- Promoting inclusive and safe communities
- Improving public health and well-being
- Supporting local sport and leisure
- Promoting local art and culture

2. Our environment

- Keeping our streets clean
- Reducing waste and improving recycling
- Enhancing our green spaces
- Managing the borough's parking

3. *Our housing*

- Planning for current and future housing need
- Providing more affordable homes
- Being a high quality landlord
- Improving housing quality in the borough

4. *Our economy*

- Promoting investment and regeneration
- Revitalising our neighbourhood and town centres
- Supporting sustainable economic growth
- Being business friendly

5. *Our council*

- Achieving value for money
- Putting our customers first
- Promoting equality and fairness
- Being an employer of choice

More information on our priorities and service objectives can be found at www.welhat.gov.uk/businessplan

About Welwyn Hatfield

Welwyn Hatfield is located centrally within Hertfordshire and covers an area of approximately 130 square kilometres (12,954 hectares). It is bordered by Hertsmere Borough Council to the south west, St Albans District Council to the west, North Hertfordshire District Council to the north and East Hertfordshire District Council and Broxbourne Borough Councils to the east. The very south of the Welwyn Hatfield Borough borders the London Borough of Enfield. The Metropolitan Green Belt covers 79% of our borough, which is approximately 10,248 hectares.

Population size

The population of the borough is rising, having increased by 10.4% between 2011 and 2016. The latest (mid-2016) estimate¹ puts the population of Welwyn Hatfield District at 60,400 males and 61,600 females.

Ethnicity

The largest ethnic group in Welwyn Hatfield is White (English/Welsh/Scottish/Northern Irish/British), accounting for 76.5% of the population. That compares with a figure of 80.82% for Hertfordshire.

The largest other ethnic groups are 'white other' (5.89%), followed by Black/African/Caribbean/Black British: African (3.59%) and then Asian or Asian British: Indian (3.19%).

There has been a significant change in the ethnicity of the borough's population in recent years, with ethnic diversity in the borough increasing substantially.

Between 2001 and 2011 the proportion of 'white British' residents has fallen by over 12%, whilst the percentage of all other minority ethnic groups collectively has more than doubled to 23.5%. This increase has been spread across all the other non-white ethnic groups.

Immigration

The increase in ethnic diversity is reflected in immigration data. There have been some important upward trends in Welwyn Hatfield. Since 2011/12 the estimated level of immigration has increased year-on-year. However, this does not apply across all nationalities.

Between 2011 and 2015 immigration from New Commonwealth countries halved, from approximately 800 to 400 per annum whereas for the same period the registration of new migrants from EU13 countries increased from 400 to 1300 per annum. The largest increase in recent years has been Polish nationals.²

Proficiency in Spoken English

In 2011, 91.44% of residents in Welwyn Hatfield used English as their main language. 0.99% of residents did not have English as a main language and could not speak English well. 0.13% of residents could not speak English at all.³

¹ Annual mid-year population estimates, produced by the Office for National Statistics (ONS).

² DWP 2017

³ Office for National Statistics, 2011 Census

The following table shows the recorded ethnicity profile percentages for 2001 and 2011.

	Welwyn Hatfield		England	
	2001	2011	2001	2011
White : British	88.79	76.5	86.8	79.8
White: Irish	1.7	1.5	1.3	1.0
White: Gypsy or Irish Traveler	Not counted 2001 ⁴	0.1	0.0	0.1
White Other	3.1	5.9	2.7	4.6
Mixed : White and Black Caribbean	0.4	0.8	0.4	0.8
Mixed : White and Black African	0.2	0.4	0.2	0.3
Mixed : White and Asian	0.5	0.7	0.3	0.6
Mixed : Other Mixed	0.4	0.6	0.3	0.5
Asian or Asian British : Indian	1.4	3.2	2.1	2.6
Asian or Asian British : Pakistani	0.3	0.7	1.5	2.1
Asian or Asian British : Bangladeshi	0.2	0.4	0.5	0.8
Asian or Asian British : Other Asian	0.4	1.9	0.5	0.7
Asian or Asian British : Chinese	0.8	1.7	0.4	1.5
Black/African/Caribbean/Black British: Caribbean	0.5	0.7	0.5	1.8
Black/African/Caribbean/Black British: African	0.9	3.6	0.31	1.1
Black/African/Caribbean/Black British: Other Black	0.1	0.3	0.10	0.5
Arab	Not counted ⁵ 2001	0.4	0.0	0.4
Other ethnic group	0.5	0.5	0.27	0.6

Borough population by ethnic group (Census, 2001/ 2011)

The 10 years between 2001 and 2011 saw a reduction of 12.3% in the number of people in 'White: British' and rises of an average 2.75% in 'White: Other' and Black African Caribbean or black British and 1.4% 'Asian or Asian British: Indian'

This broadly reflects the ethnic mix of the growing student population attending the University of Hertfordshire over this period, and a significant level of immigration of people from Eastern European countries to live and work in the borough principally over the first half of the decade.

⁴ Not counted as an individually recognised protected characteristic until 2011

⁵ IBIS

Adult disability and health

One measurement of disability is to look at how people self-reported their household's state of health in the Census 2011. In particular, it confirmed those households who reported one of more members with a limiting long-term illness.

	Welwyn Hatfield	England
Households with one or more person with a limiting long-term illness (number)	10,079	5,659,606
Households with one or more person with a limiting long-term illness (percentage)	23.1%	25.7%

Households with a limiting long-term illness (Census, 2011)

A further indication of levels of adult disability and health is to identify the percentage of people in the borough who claim Disability Living Allowance (DLA); this is the main non-means tested benefit available to assist eligible people with a disability to meet their living and care needs.

	Welwyn Hatfield		England	
	2011	2016	2011	2016
Total number of DLA Claimants	2,150	1,840	1,617,390	1,189,940
Claimants: Males	1,080	950	783,500	594,440
Claimants: Female	1,080	880	833,880	595,520

Disability Living Allowance Claimants in the Borough (ONS DWP 2011 & 2016)

The first table shows that almost one-quarter of all households in the borough identified that they had at least one person with a limiting long-term illness in 2011, which may or may not be a recognised disability as it is self-assessed. The second table shows that there has been a significant drop in the overall number of DLA claimants in the borough between 2011 and 2016.

Gender

Measuring the borough's population by gender between 2011 and 2016 identifies the following data:

	Welwyn Hatfield		England	
	2011	2016	2011	2016
Male	54,364	60,400	26,069,148	27,300,900
Female	56,171	61,600	26,943,308	27,967,100

Resident population in the borough (Census 2011/ONS⁶ population statistics, 2016)

⁶ Figures taken from Herts Insight's figures from mid-year population predictions 2016

Probing a bit further we can plot the number of males and females living in the borough by broad age range:

	Welwyn Hatfield		England	
	2011	2016	2011	2016
Males: Age 0-9	6,520	7,700	3,219,442	3,513,300
Males: Age 10-19	6,917	7,122	3,271,327	3,120,354
Males: Age 20-59	30,677	34,700	14,164,098	14,655,200
Males: Age 60 and over	10,064	11,100	11,832,806	5,928,000

Resident population in the borough – Males (Census 2011/ONS⁷ population estimates, 2016)

	Welwyn Hatfield		England	
	2011	2016	2011	2016
Females: Age 0-9	6,288	7,200	3,071,639	3,344,000
Females: Age 10-19	7,015	7,148	3,204,220	3,045,444
Females: Age 20-59	30,299	34,200	14,303,277	14,692,000
Females: Age 60 and over	12,375	13,200	6,430,827	6,885,700

Resident population in the borough – Females (Census 2011/ONS⁸ population estimates, 2016)

These tables show that there are slightly more females in the borough than males and that the trend has been consistent from 2011 through to 2016. The level of growth appears to be at a similar rate for both men and women, up until the age of 60 where there is a higher proportion of females age 60 or over in the borough in comparative terms. These trends appear consistent with the National trend when looking at the figures for England

Age

Population projections show that the proportion of older people in the borough will increase significantly over the next 20 years. The proportion of people aged 65 and above is expected to increase from 16% to 19.5% of the population of the borough in this period.

Religion

In 2011, over half of Welwyn Hatfield's population considered themselves to be Christian (57.54%), with over one quarter of the remaining population confirming they either did not have a religion or did not state one.

The 2011 Census saw increases from 2001 in the percentage of residents considering themselves to be Hindu (1.5% increase) and Muslim (1.4% increase).

⁷ IBIS

⁸ IBIS

	Welwyn Hatfield	England
Christian	57.5%	59.4%
Buddhist	0.8%	0.4%
Hindu	2.5%	1.5%
Jewish	0.8%	0.5%
Muslim	2.5%	5.0%
Sikh	0.3%	0.8%
Any Other Religion	0.5%	0.4%
No Religion	27.9%	24.7%
Religion Not Stated	7.11%	7.2%

Religion stated by the borough's population (Census, 2011)

Sexual Orientation (Living arrangements, Marital and Civil Partnerships)

Up to date, specific data on sexual identity is not available for any areas lower than regional level so they are not reported within this policy.

Welwyn Hatfield Borough Council as an employer

Our council aims to be an organisation where employees are valued and proud to work. To reinforce this commitment the council is developing a new Workforce Strategy. Our objectives are:

1. **One Team** - Working together to deliver excellent services
2. **Leading by example** - Developing excellent leadership skills
3. **A positive and achieving culture** – Encouraging positive behaviour and a ‘can do’ attitude
4. **Performing at our best** – Promoting continuous learning, personal skill development, encouraging innovation and celebrating our success
5. **Excellent communication and engagement** – involving, communicating and listening to our employees

At the centre of our approach to people management is our passion to value the diversity of employees and promote equal opportunities.

This approach is used in all of our activities as an employer, from recruitment, employee development and career progression.

We carefully monitor employee data so that we can understand how well we are doing and so that we can identify where there are issues to suggest that we are not achieving our objectives.

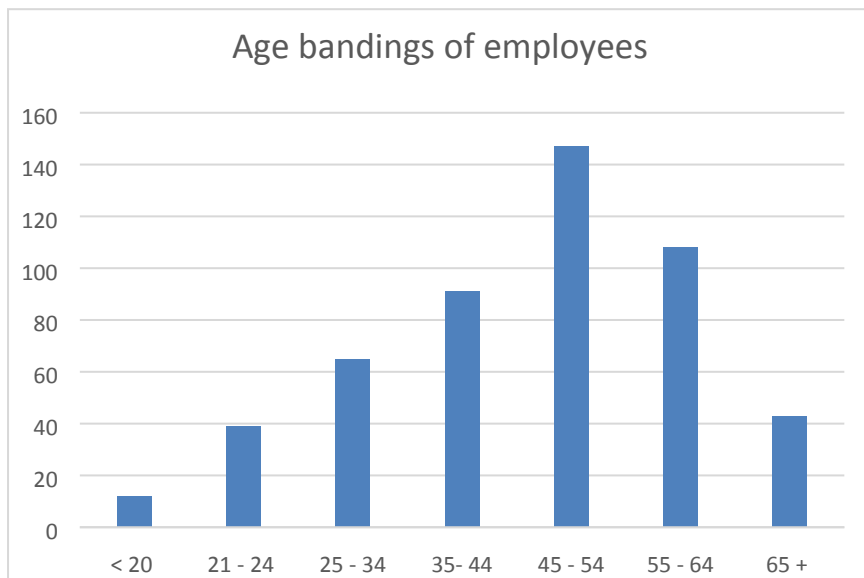
We employ 503 people, covering the equivalent of 374 full time posts. There are three main teams within the council, each reporting to a Director as at 1 August 2018.

Gender

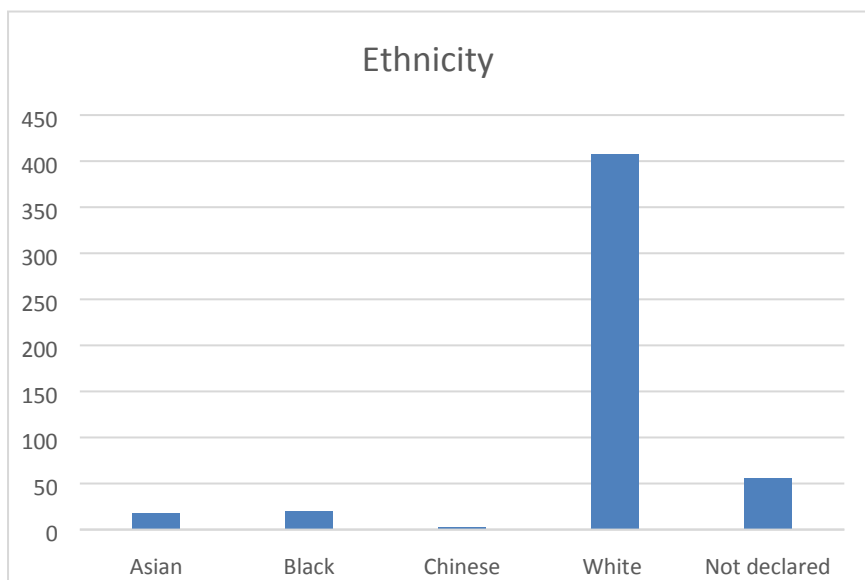
We employ 342 female members of staff and we have 163 male employees.

Age

Our employees can be classified into the following groups:



Ethnicity



Disability

3.36% of the workforce has declared a disability.

Trends and analysis of demographic data for our employee population:

All demographic data is collected by self-declaration.

We recognise that our employee population does not reflect the demographic make-up of the borough in relation to ethnicity. This can be partially attributed to the fact that a significant number of people from black and minority ethnic communities residing in the borough are students and therefore a largely transitional population.

Data on disability is more difficult to accurately assess, given that this may change during an individual's employment. Through our sickness management system we are able to prompt employees to tell us where they acquire a disability as defined within the legislation, however because this does rely on self-declaration we may not always be aware of the complete picture relating to disabilities.

We regularly monitor our recruitment and retention practices to ensure that these do not create barriers to people from any of the protected groups within the local population.

More information on how we support our diverse employee population is included within this equality scheme.

What does the law say about Equality and Diversity?

The Equality Act 2010 aims to make society fairer for everyone. It brings together and strengthens previous equality legislation. The Act was introduced to make equality law simpler to understand and easier to follow.

The Equality Act protects people who come from different groups and communities. The 'protected characteristics' covered by the Equality Act 2010 are: age (18+), disability, sex, pregnancy and maternity, marriage and civil partnership, race, religion or belief, gender re-assignment and sexual orientation.

The legislation applies to all organisations which provide a service to the public, or sections of the public. It also applies to anyone who sells goods or provides facilities. It applies to all services, whether or not a charge is made for them.

The Equality Act 2010 prohibits the following types of discrimination:

Direct Discrimination

This is where someone is treated less favourably than another person because of a protected characteristic. This also applies to a person who does not have the protected characteristic themselves, but is linked to or associated with someone who does. Direct discrimination also applies where a person is wrongly thought to have a particular protected characteristic or is treated as if they do.

Indirect Discrimination

This happens when there is a rule, policy or practice that applies to everyone but disadvantages people who share a particular protected characteristic.

Harassment

This is where a service provider/employer treats an individual or group of people in a way which makes them feel threatened, humiliated or degraded.

Victimisation

Victimisation occurs when someone is treated badly because they have done something in relation to the Equality Act, such as making or supporting a complaint or raising a grievance about discrimination, or the service provider believes they have done so.

The Equality Act requires service providers to take positive action

Some people with protected characteristics are disadvantaged or under-represented in some areas of life or have particular needs linked to their characteristic. They may need extra help or encouragement if they are to have the same chances as everybody else. Positive action provisions enable public sector organisations to take proportionate steps to help people overcome their disadvantages or meet their needs.

Public Sector Equality Duty

Welwyn Hatfield Council is required to comply with a Public Sector Equality Duty, introduced as part of the Act. There are two parts to this duty.

General Duty

We must always give consideration to the following three issues when reviewing existing policies and services or when planning new ones. This also applies to staff development and management, such as training:

1. Eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act 2010
2. Advance equality of opportunity between people from different groups
3. Foster good relations between people from different groups

Specific Duties

The Act requires public sector authorities such as Welwyn Hatfield Council to fulfil additional 'specific duties'. The specific duty is all about providing information on its performance to the public. The information (which must be published in a clear, easy to understand format) should include:

1. How we comply with the General Duty
2. How we are assessing our policies and practices to make sure they are non-discriminatory
3. Our Equality Objectives – what we are doing to further the aims of the General Duty
4. How we have consulted with others to achieve the General Duty and to develop our Equality Scheme

Additional duties as a large employer

As an employer with more than 250 employees our council is also required to publish information on gender pay, to demonstrate equality in this area.

Understanding the impact of our services and policies on the council's customers

The Equality Duty requires us to understand how different people are affected by their policies so that they are better informed when making decisions about changing policies and developing new policies and services.

Welwyn Hatfield Borough Council will ensure that an Equality Impact Assessment is carried out whenever a new service or service-related policy is being developed, or existing ones are being reviewed. Through this process we will be able to identify whether people with protected characteristics are likely to be negatively impacted and arrangements can then be put in place to manage, reduce or eliminate the negative impact.

We will take into account our different service users when we carry out the annual evaluation of our equality actions and make reference to how they have been impacted by the services we provide.

How Welwyn Hatfield Borough Council is making the difference

Our council is a large and diverse organisation, employing around 500 people. We deliver a large number of statutory services including planning, public health, waste collection, environmental and land management, homeless prevention and housing advice and private sector property enforcement, to name but a few. In addition we provide many non-statutory services. We are a landlord responsible for more than 10,000 homes and we provide a range of community and leisure services for residents.

We take equality and diversity very seriously. In 2017 we launched a new Equality Steering Group and developed a revised Equality Policy. Our new Policy sets out our five Equality Objectives.

OUR EQUALITY OBJECTIVES

Our five Equality Objectives reflect our obligations under the Equality Act 2010 as well as our organisational priorities and values.

We have developed an Equalities Plan which includes more information on the activities we will carry out to achieve our objectives, including which group of stakeholders will be affected. Our Equalities Plan can be found towards the end of this document.

To gain a better understanding of what we need to do as an organisation to help us achieve our equality objectives we have consulted with our customers, including local residents, tenants and employees. We have also consulted with partner organisations which represent protected groups and those which deliver services in partnership with us or on our behalf.

The feedback from the consultation has been taken into account when deciding the actions we need to take. We have summarized the feedback we received through the consultation, which we have also included at the end of this document.

Objective one:

We will lead by example within the community, promoting equality of opportunity and fairness.

To achieve this we will:

- publish our approach to equalities widely
- engage with groups representing people with protected characteristics
- ensure that partners and contractors delivering services on our behalf adopt our principles and approach to equalities

Objective two:

We will value and understand the diversity of our communities, for the benefit of our customers and all residents of the borough.

To achieve this we will:

- Collect relevant information about our customers so that we can understand more about their needs and preferences for services delivery and to help us identify barriers or potential barriers to accessing our services. All information collected will reflect our obligations under the new General Data Protection Regulations.
- Act on customer feedback when shaping our services, including information received through our complaints process and regular customer surveys.
- Deliver and support local events aimed at raising awareness of diversity and encourage community participation.
- Work with employees, local communities and Members to ensure that our valuing of diversity is reflected in our local democracy.

Objective three

We will deliver fully accessible, fair and inclusive services

To achieve this we will:

- Publish and implement a new Customer Service Strategy which sets out our commitment to delivering customer-focused services.
- Carry out access audits of all the council's public sites to identify any potential barriers created by the physical environment of our buildings.
- Offer a range of ways for customers to contact us and make sure that council offices and other public areas are accessible to people with limited mobility and different sensory abilities.
- Make the most of technology to provide 24/7 access to services and to help enable easy access to online services for people with different needs.

- Monitor complaints and investigate where there are concerns that people with one or more protected characteristic are impacted negatively by our services or lack of service provision.
- Assess the impact of our services and policies on our customers, taking into account the diversity of everyone we work with and for.
- Take a consistent approach to carrying out Equality Impact Assessments and ensure the process is clear for employees and simple to implement.
- Provide training to employees and publish a guidebook which explains how and when they should be carried out.
- Ensure that elected Members understand how to interpret the findings from Equality Impact Assessments so that they can make informed decisions on matters relating to changes to policies and services and the introduction of new ones.

Objective four:

We will provide equal opportunities to our employees and encourage a culture of equality within the work place

To achieve this we will:

- Have in place a Workforce strategy, setting out how we will attract, recruit and foster an effective and diverse workforce, maximising the potential of employees and encouraging people to be best they can be.
- Closely and regularly monitor the demographics of our workforce population and work towards redressing any disparity between the diversity of our community and our employees. We will do this by ensuring that our recruitment processes are fair and job opportunities are widely advertised. We will ensure that officers involved in the recruitment process are trained and understand the council's approach to equality and diversity so that this is reflected in all recruitment processes.
- Ensure that the recruitment process is accessible.
- Make reasonable adjustments for applicants and employees so that they do not face barriers. Reasonable adjustments may include the physical elements of our buildings and work spaces, adaptations to IT equipment and software and supporting flexible working where it is appropriate to do so. We also have in place provision for employees with caring responsibilities.
- Promote our positive approach to diversity in the work place so that current and potential employees are encouraged to participate fully in life as an employee of the council.
- Provide appropriate training to employees and elected Members so that they understand the council's approach to equality and how this translates into service delivery and human resources services for all customers and employees.
- Ensure that as far as is possible all corporate policies are aligned so that the council's commitment to equal opportunities is reflected in all areas of work.

Objective five:

We will consult with residents and the community on matters which affect them, taking into account the diversity of our borough.

To achieve this we will:

- Make reasonable adjustments to ensure that there are no barriers to prevent people engaging with the council in a way which makes them feel comfortable.
- Encourage people to have their say through a framework of resident and stakeholder consultation methods including
 - Borough Panel
 - Tenants Panel
 - Focus Groups
 - Specialist Groups facilitated by the council, including the Disability Access Group
- Engage with other organisations through a range of forums including Welwyn Hatfield Alliance and other strategic partnerships.
- Participate in relevant groups which operate in the borough, specifically those which meet the needs of people with different protected characteristics.

- Encourage discussion with groups representing the interests of the diverse communities and facilitate their work where practical.

How we consulted on our Equality Scheme

To gain a better understanding of what we need to do as an organisation to help us achieve our objectives we have consulted with residents, employees and other customers of the council who are affected by our services. We have also consulted with partner organisations which represent protected groups and those which deliver services in partnership with us or on our behalf.

We consulted with 991 individuals from external groups and organisations. We received 72 responses, many of which gave constructive feedback on how we improve our approach to ensuring equality for our customers, staff and partners.

Headline results from the consultation were:

- 80% of respondents agreed that the actions we proposed for Equality Objective 1 are appropriate to helping us meet this objective
- 84% of respondents agreed that the actions we proposed for Equality Objective 2 are appropriate to helping us meet this objective
- 85% of respondents agreed that the actions we proposed for Equality Objective 3 are appropriate to helping us meet this objective
- 86% of respondents agreed that the actions we proposed for Equality Objective 5 are appropriate to helping us meet this objective

In addition we consulted with staff through the council's Employee Forum on workplace related matters.

The feedback from the consultation has been used to help us identify which actions we need to take, as set out in our Equality Plan.

In the consultation survey we asked respondents:

1. Whether they feel that the actions we are proposing to take against the facing equality objectives would help us to meet these objectives.
2. Specific questions relating to each of the five objectives, asking for their views on what else we can do as an organisation to help meet the objectives.

Who did we consult with?

For our public facing equality objectives (1, 2, 3 and 5) we engaged with:

Customers (residents, tenants and other service users)

- The council's Borough Panel
- Youth Council
- 11-19 year old youth customer group
- Tenants Panel

Partnerships and working groups

- Homeless Prevention Partnership
- Joint Agency Group
- Landlord Forum
- Community Inclusion Partnership
- Interfaith Group
- Polish Forum
- Cultural Consortium
- Herts Sports Partnership

Organisations

- Citizens Advice

- Community and Voluntary Service
- One YMCA
- Herts Action on Disability
- WGC Churches Together Group
- Herts Disability Sports Hub
- Hertfordshire Music Service

Contractors

- Mears Group (contractor)
- TSG Building Services (contractor)
- Sopra Steria
- Serco

For equality objective 4 (employee-related) we consulted with our employee forum which is made up of council employees.

Many comments and suggestions were made through the consultation process. A summary of the comments can be found at the end of this document.

The Equality Steering Group has reviewed all of the comments and suggestions made during the consultation process. These have been taken into account in the development of the Equality Plan.

Our Equality Plan

Our Equality Plan sets out what we aim to deliver so that we can achieve all of our equality objectives. The Plan is reviewed by the equality steering group four times a year so that progress can be monitored. Every year progress will be reported to the council's Social Overview and Scrutiny Committee and to the council's Cabinet.

Our Equality Plan can be found on the next page.

MONITORING AND REPORTING OUR ACHIEVEMENTS

We will regularly monitor our progress in achieving the targets set out in our Equality Plan. Reports will be made to the cross-party Social Overview and Scrutiny Committee and to the council's leadership group via the Executive Member Lead for Equality and Diversity.

Each year we will report on our achievements and be clear where further actions are required. We will also update our Equality Plan for the coming year.

We will publish our annual Equality Report on our website, along with this Equality Scheme and the current Equality Plan.

[EQUALITY PLAN TO BE INSERTED HERE]

We would like to thank everyone who has helped by sharing their views on how we can deliver on our equality objectives.

A summary of the comments we received are below:

Objective 1: Lead by example within the community, promoting equality of opportunity and fairness

- Carry out visits within the community to engage with the different communities and groups, including schools and colleges, community events, religious centres
- Produce newsletters
- Provide feedback to the public on whether the Equality Policy is being adhered to
- Declare your commitment to equality on the website and reassure people that the equality commitment is long lasting
- Use the library to publish information
- The council's mission statement should appear on all correspondence
- Celebrate all communities and their different festivals
- Hold events which encourage a better understanding of the diversity in the borough
- Lead on community events
- Hold accessible open days in council offices to promote services and guide people on how to access them, including computing, avoiding scams, benefits, how to report repairs and plans for providing more affordable housing.
- Promote council information and activities in more public places, including churches, libraries and shopping centres
- Use 'pop up' stalls to promote your messages
- Publish information on equalities work in the Welwyn Hatfield Times

Objective 2: Value and understand the diversity of our communities for the benefit of our customers and all residents of the borough

- Consider older people when providing communication channels – recognise that some older people are not able to use the internet
- Carry out surveys to understand the community
- Identify which communities are less likely to engage with the council and then take steps to get in touch with these communities
- Ensure equality is reflected in the council's planning policies
- Understand that 'one size does not fit all'
- Be proactive in identifying support requirements
- Ensure that older people are treated fairly and take into account the fact the 'older' people covers a very wide and diverse group, in age and other factors.

Objective 3: Deliver fully accessible, fair and inclusive services

- Listen to feedback which people give to the council and then use the feedback to inform decisions
- Be reliable and do the things which you commit to doing
- Ensure that contractors comply with the council's approach to equality
- Have in place arrangements to monitor contractors
- Ask partners whether they comply with the council's equality approach and support partners to do this where they need assistance
- Treat people the same [fairly], including all service users
- Break down language barriers, taking into account that some people cannot understand English
- Ensure that elected councilors treat people fairly
- Offer and promote different ways for people to contact the council

- Have local offices where people can meet officers
- Bear in mind that at 24/7 website will not be suitable for everyone
- Make staff available after office hours
- Provide easy access to making complaints, through text messages and online
- Ensure the physical aspect of buildings are able to be accessed
- Offer the option of face to face contact with officers where this is required

Objective 4: Provide equal opportunities to our employees and encourage a culture of equality within the work place

- Train staff in equality processes
- More diversity in the officers and in the workforce management team to include people from different groups, including people with disabilities and women
- Regularly remind staff and local employers about the council's equality policy
- Ensure fair recruitment for everyone
- Ask employees to get involved in asking customers what they think about the council's approach to delivering fair services

Objective 5: Consult with residents and the community on matters which affect them, taking into account the diversity of our borough

- Promote activities using leaflets and posters
- Promote activities using social media
- Encourage engagement with groups from different backgrounds
- Contact local clubs and groups to share information on equality and to advertise events which promote equality
- Hold inclusive events for all
- Consult with charities and organisations supporting the poorer wards in the borough so that they are included
- Use SMS text surveys
- Consult more on a 'face to face' basis
- Hold open sessions with the community to gain feedback
- Spend time in public places to listen to community feedback
- Work with the police, schools, social services, charities and communities groups to identify how more deprived groups can be engaged
- Understand the feedback from the different ethnic groups in the borough – they will not all be the same
- Use community 'drop in' centres to engage with the community
- Spread community events across all wards
- Have a local panel which people can feed into
- Involve young people through youth groups
- Provide more activities for young people
- Engage with residents when planning community facilities, including leisure activities
- Encourage the creation of neighbourhood groups so that you can engage with them
- Support residents in speaking and understanding English