

Appendix A

EQUALITY & DIVERSITY DELIVERY PLAN 2015/16 (March 2016 status)

OVERALL OBJECTIVE	ACTIONS	LEAD OFFICER	BY WHEN	STATUS	OUTCOMES
<p>To be a fair and accessible employer</p> <p>We will take steps to ensure that our workforce is reflective of the diverse community that we serve and that the workforce policy informs them of what they can expect working for the council, what is expected of them and what to do if they feel they are not being treated with dignity.</p>	To continue to provide quality training on equalities, safeguarding and mental health issues to all staff and councillors, to ensure they have the appropriate level of skills and awareness.	Kami Patel Suzanne Hulks	31/03/2016	Ongoing. Online training being developed. Relaunch of e-Learning platform in October 2015. <small>green</small>	Upgrading MyLearn platform.
	Make specific training available for staff and partners who have roles that are predominantly based within the community to ensure they are equip with the knowledge and understanding to identify and support vulnerable members of the community.	SC HoST	30/09/2015	To be included in Customer Care review. Rolled forward to 16/17. <small>yellow</small>	Training needs identified; suitable training identified; training delivered.
	Workforce Profile with benchmarking against other Local Authorities to be reported.	Kami Patel	31/05/2016	Going to Executive Board in July 2016. <small>yellow</small>	Profile report produced annually.
	'Two Ticks' Positive about Disability Annual Review. The Council need to fulfil five commitments regarding recruitment, training, retention, consultation and disability awareness to use the 'two ticks' positive about disability symbol, this needs to be evidenced and reported.	Kami Patel	31/03/2016	Accredited status maintaining Two Tick Scheme undertaken annually (January 2016). All measures are in place but have not had the external validation as yet. <small>yellow</small>	Completion by March 2016.
	The promotion of child sexual exploitation awareness.	James Vaughan	31/12/2015 Ongoing	Frontline staff being trained w/c 22 June 2015. Nick Long is now trained to deliver	Child sexual exploitation awareness.

				all WHBC training. green	
<p>To demonstrate the importance of equality and diversity issues when we procure and manage services</p> <p>We will ensure that the services we commission meet the expectations we set in terms of Equalities and Safeguarding standards.</p>	To annually survey and assess our key contractors to establish the breakdown of staff by protected characteristic and relate this to key employment information such as promotion, training and disciplinary action.	Andrew Harper	31/12/2015	Survey data has been returned. The next stage is to analyse this to identify any under representation. This work will be undertaken over the first quarter of 16/17. green	Heads of Services to proactively engage with contractors to obtain information
	Survey data produced and summary of issues.	Andrew Harper	31/12/2015	Survey data has been returned. The next stage is to analyse this to identify any under representation. This work will be undertaken over the first quarter of 16/17. green	
	To further review and develop the Council's Burial and Memorial Policy, to ensure it reflects and appropriately accounts for cultural funeral customs.	Rachael Walsh	31/10/2015	To be circulated to the group by first week of October. green	
	Play Equipment Review	Rachael Walsh	30/09/2015	Report to go to September EOSC and circulated to E&DSG. green	Circulated to E&DSG 18/11/15.
	To review and develop Equality Impact Assessments (EIAs) Policy and Guidance to replace the existing EIA system. Training to be delivered as part of the implementation of the EIA Policy and Guidance.	Kami Patel	31/10/2015	EIA folders set up on eteam and managed by Hayley Cornforth. New Policy. Training is currently being	

				delivered. green	
	The Group to review two randomly selected EIAs on a six monthly basis.	E&D Steering Group		To quality check a random sample of EIA's each six months. Rolled forward to 16/17. yellow	Once system is in place to be brought to E&DSG meetings.
<p>To actively engage and work in partnership with our communities</p> <p>We will actively engage with a diverse range of communities in order to ensure that our services are meeting their needs and requirements and that we work effectively in partnership with them</p>	To review and revise the Single Equality Scheme document with a view to updating the Demographic Profile and publishing this annually, alongside the Equality.	Sian Chambers	31/10/2015	Single Equality Scheme now published and on the website green	To be done on an annual basis
	Promote local series of events as part of the Democracy Week initiative.	Suzanne Hulks	31/03/2016	Programme of new events currently being compiled. Youth Council and Schools to be engaged. yellow	Initiatives delivered on an ongoing yearly basis. Part completed. Cllrs visited secondary schools; Officers have visited Bishop Hatfield school; Youth Council attended parliament for tour and Q&A with Grant Shapps; Take Over day took place, 2 members of the Youth Council worked with the commissioning team at Herts

				NHS.
Annual Report to SOSC on activities regarding youth and community engagement.	Matt Rayner	31/03/2016	Annual Report to be presented. green	Report will take place on the 06/04/16 SOSC meeting.
Review of the Customer Service Strategy	Paul Underwood Thom Burn	31/03/2016	Desired outcomes to be defined. Project deferred and to be rolled forward to 16/17. red	Project initiation.
Statement of Community Involvement – the Council will consult all sections of the community when preparing the Local Plan and determining planning applications particularly hard to reach groups.	Colin Haigh Planning Dept Sian Chambers	31/03/2016	Ensure all methods of consultation are engaged e.g., surveys; questionnaire; letters; emails; workshops; focus groups; drop-in events; exhibitions; displays; meetings; website documentation; community events.	Feedback from events. Chair to request member of Planning to join E&DSG to feedback on this initiative. Local Plan being finalized that will include a statement of community involvement.
Produce Car Park Access Study	Vikki Hatfield	31/12/2015	Study completed green	
Introduce user friendly publications for Cemetery Services.	Rachael Walsh	01/06/2015	Publications completed and distributed. green	
Council Tax and Benefit Advice – Take recommendations from the Benefit Focus Group and Debt Forum to improve the advice WHBC communicates to its customers.	Farhad Cantel		We hold two benefit focus group and two debt forums each year and invite a number of different groups and organizations to these meetings. We	Universal Credit rolled out in Hatfield to single job seeking residents. We have provided personal support to those claimants

			get their input on the support we may be able to provide and how we may be able to do this to benefit and council tax support claimants and potential claimants from all areas of the community. green	who do not have access to the internet, or need help completing their application forms. We have also provided additional help with budgeting if someone is having financial difficulties and we do this through our relationship with the CAB, through the Housing Trust. The CAB provide debt management advice and counseling.
Cultural Engagement Events to be rolled out across WHBC. Museum to deliver a cultural exchange event. World Food Festival to be delivered. World Cultural Festival to be delivered.	Linda Dobbs/Mariana Bitonte	March 2016 Ongoing yearly basis	Events delivered and well attended positive feedback. Purple Strategy to be included in events. green	All events successful. World Food Festival saw approx 10,000 people attend.
Annual Engagement Summary (AES)	Grace Crawford	31/03/2016	The Annual Engagement Summary has not been produced this year. red	All consultations to be included so all areas are captured in data.
Support "Keep Safe" by engaging with local businesses, to help people with learning disabilities to feel confident when out and about.	Matt Rayner	30/09/2015 Ongoing	Rolled out to shops, feedback to be collated and circulated. yellow	No update.
To run events under the "Safer Together"	Chrystalla	31/03/2016	Campaign has been	Sept event not

	banner in communities throughout the Borough to promote safety awareness and sign post support for older and vulnerable groups.	Karvella/Matt Rayner		reviewed. Fire Service and Herts Help will lead on Safe and Well visits – spotting vulnerabilities and signposting. Chrystalla will support with the community events. green	well attended. Dec event very well attended, 70 people in 2 hours, including residents and professionals. 16 stands provided holistic cover in keeping people safe. Following the success, it was agreed that Safer Together will run twice a year and all providers will come together to take more responsibility in planning and organizing the events.
	WHBC engagement planned for the Carer Passport Scheme across services.	Linda Dobbs/Mariana Bitonte	31/03/2016 Ongoing	Promote and advertise that all relevant sites are offering discounts as part of this scheme. green	
	Disability Sports Hub <ul style="list-style-type: none"> • Build and provide access to a changing place at Stanborough Park • Improve and develop accessibility to tennis provision at Gosling Sports Park by improving the lighting, courts surface, accessible toilets and doors 	Matt Rayner Matt Rayner	30/11/2015 31/12/2015	All projects are ongoing.	Changing Place is now open and fully accessible. It will be registered soon. Gosling development completed and

	<ul style="list-style-type: none"> Engage with 30 disabled residents of the Welwyn Hatfield Day Centre Service and provide them with the opportunity to participate in sport Develop 2 local clubs understanding of the requirements needed to provide accessible sport to those with more complex needs Increase the use of the Easy Riders bikes by taking them out to potential service users (3 different events) 	<p>Matt Rayner</p> <p>Matt Rayner</p> <p>Matt Rayner</p>	<p>31/03/2016</p> <p>31/03/2016</p> <p>31/03/2016</p>	<p>green</p>	<p>fully operational</p> <p>This was completed just before Christmas.</p> <p>Working with Gymnastics Club and WGC Cricket club</p> <p>The purchase of a low loader van will increase service delivery</p>
<p>To deliver excellent customer service to everyone we serve</p> <p>We will strive to deliver excellent customer services to improve their experience of dealing with the Council.</p>	To reduce the number of PDFs on our website, ensuring those that are published comply with our accessibility standards.	Thom Burn	30/09/2015	<p>Number of PDF's have been reduced but further work to be done as part of web content management.</p> <p>green</p>	Ongoing. Improvements to website accessibility to be made.
	Complaints Monitoring Report	Sue Kiernan	31/05/2015	<p>Combined report from the Council and the Trust to be produced.</p> <p>yellow</p>	Working progress at present.
	Customer Care Training	HOST/Kami Patel	31/03/2016	<p>Training plan to be produced after Customer Care review has taken place in conjunction with HOST.</p> <p>yellow</p>	

To be placed on the WHBC website