

Appendix B

Equality & Diversity Delivery Plan 2016/17

People are central to the success of a fair and representative community. We wish to support and encourage the growth of sustainable and diverse communities by promoting and supporting equality of opportunity. We will achieve this by:

OVERALL OBJECTIVE		ACTIONS	LEAD OFFICER	BY WHEN	STATUS	OUTCOMES
<p>1. To be a fair and accessible employer</p> <p>We will take steps to ensure that our workforce is reflective of our diverse community and that our policies inform our employees 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>	1.1	To continue to provide high 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	March 2017		
	1.2	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.	Chair HoST	March 2017	To be included in Customer Care review.	
	1.3	Workforce Profile with benchmarking against other Local Authorities to be reported.	Kami Patel	March 2017		
	1.4	'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	Kami Patel	March 2017	Accredited status maintaining Two Tick Scheme undertaken annually.	

		reported.				
<p>2. 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>	2.1	To facilitate an annual survey and of our key contractors to establish the breakdown of staff by protected characteristics, including information about promotion, training and disciplinary action; Relate the survey outcomes to key community information such as the demographic profile, to establish whether there are any issues of concern regarding representation of groups.	Andrew Harper Contract Managers	March 2017	Guidance on annual contractors to be updated as part of a standalone project to be co-ordinated in house.	
	2.2	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	March 2017		
	2.3	The Group to review two randomly selected EIAs on a six monthly basis.	E&D Steering Group	September 2016; March 2017	To quality check a random sample of EIA's each six months.	
	2.4	Work in partnership to develop a Supported Housing Accommodation Strategy	Sian Chambers/ Housing Strategy Officer	November 2016		Herts County Council
	2.5	Produce an Older Person's Strategy Housing Strategy	Housing Strategy Officer	November 2016	Older Person's Housing Strategy Steering Group	
	2.6	Agree a programme of refurbishment and redevelopment of the Council's sheltered housing stock	Sian Chambers	March 2017	Welwyn Hatfield Community Housing Trust	

<p>3. To actively engage and work in partnership with our communities</p> <p>We will actively engage with a diverse range of people, working in particular with underrepresented groups and those with protected characteristics in order to ensure that our services are meeting the needs of our communities.</p>	3.1	To review, revise and publish the Single Equality Scheme document, to include an update of the Demographic Profile.	Sian Chambers Grace Crawford	March 2017		
	3.2	Promote local series of events as part of the Democracy Week initiative. Promote use of Council Chamber to highlight the facilities available to all areas and members of the community.	Suzanne Hulks	March 2017		
	3.3	Develop a protocol regarding the carriage of assistance dogs in taxis.	James Vaughan	March 2017		
	3.4	Review of the Customer Service Strategy	Paul Underwood Thom Burn	March 2017	Desired outcomes to be defined.	
	3.5	Statement of Community Involvement – to complete a wide range of engagement with different groups within the community.	Colin Haigh Planning Dept Sian Chambers	March 2017	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.	

3.6	Deliver and support specialist focus groups for members of the community often underrepresented to include disability and LGBT, to discuss relevant issues around wellbeing.	Devesh Patel (WHCHT)	March 2017	Disability Action Group (FAG) set up and meeting every quarter to discuss local health, wellbeing and access issues and engage agencies to improve access for service users. Set up action group for LGBT service users to improve access to local services.	
3.7	Deliver a Women and Girls Sports Summit	Chloe Robertson	May 2016		
3.8	Deliver a 10 day Women and Girls Sport and physical activity campaign	Chloe Robertson	December 2016		
3.9	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/Marian a Bitonte	March 2017		
3.10	To run events under the “Safer Together” banner in communities throughout the Borough to promote safety awareness and sign post support for older and vulnerable groups.	Chrystalla Karvella	March 2017	Community Safety Partnership	
3.11	Manage the delivery of Welwyn Hatfield Young Carers Group	Chloe Robertson	March 2017	Local Secondary Schools, Youth Connexions, Herts Young Carers, One YMCA	

	3.12	<p>Disability Sports Hub</p> <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 • 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>Matt Rayner</p> <p>Matt Rayner</p>	Ongoing	All projects are ongoing	
4. To deliver excellent customer service to everyone in our community	4.1	To be accredited by the relevant body for the accessibility of the council's website.	Thom Burn	March 2017		
	4.2	Complaints Monitoring Report – to produce a full report setting out complaint broken down by protected characteristics.	Sue Kiernan	March 2017	Combined report from the Council and the Trust to be produced.	

To ensure our services are accessible to everyone and that we meet needs of the community throughout their customer service experience.						
	4.3	Customer Care Training programme to be developed in conjunction with Heads of Service, following completion of the Customer Services Strategy	Kami Patel/Heads of Service	March 2017	Training plan to be produced after Customer Care review has taken place.	
	4.4	Review the use of log sheets as a method for recording nuisance evidence to ensure they are accessible to all complainants.	Jeanette Hollingsworth-Biggs	March 2017		
	4.5	Monitor and seek to mitigate any negative impact of welfare reform changes and support all our benefit claimants in minimising the impact.	Farhad Cantel			