

HCC Diversity & Inclusion Strategy 2021-24, Services, Communities, and Partnerships



Making inclusion part of our DNA

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If you would like help understanding this information please contact equalities@hertfordshire.gov.uk

ENGLISH

If you would like help understanding this information please contact equalities@hertfordshire.gov.uk

ARABIC

إذا كنت تود المساعدة في فهم هذه المعلومات، يرجى الاتصال على equalities@hertfordshire.gov.uk

BENGALI

আপনি এই তথ্য বুঝতে চাইলে অনুগ্রহ করে যোগাযোগ করবেন: equalities@hertfordshire.gov.uk

HINDI

अगर आप यह जानकारी समझने मदद चाहते हैं, तो कृपया संपर्क करें equalities@hertfordshire.gov.uk

ITALIAN

Se desiderate aiutarci a comprendere quest'informazione vi preghiamo di contattare equalities@hertfordshire.gov.uk

MANDARIN

若您对于本信息有任何疑问，请联系 equalities@hertfordshire.gov.uk

POLISH

Jeżeli potrzebują Państwo pomocy, aby zrozumieć niniejsze informacje, prosimy skontaktować się z equalities@hertfordshire.gov.uk

PORTUGUESE

Caso necessite de assistência para compreender esta informação, deverá contactar equalities@hertfordshire.gov.uk

TURKISH

Eğer bu bilgileri anlamak için yardıma ihtiyacınız olursa, lütfen bu e-posta adresinden equalities@hertfordshire.gov.uk bizimle iletişime geçin

TAMIL

இந்தத் தகவலைப் பாரிந்துகொள்ள உதவி தவேப்படுமாயின், equalities@hertfordshire.gov.uk என்ற மின்னஞ்சல் முகவரியில் எங்களதைத் தொடர்புகொள்க

URDU

اگر آپ اس معلومات کو سمجھنے میں مدد لینا چاہتے ہیں تو براہ مہربانی equalities@hertfordshire.gov.uk پر رابطہ کریں۔



Foreword

At Hertfordshire County Council, we are committed to making inclusion part of our DNA. We reject discrimination in all forms and strive to positively promote diversity and inclusion within our communities, partnerships and across the delivery of all our services.

Hertfordshire is a diverse place to live and work and our county's demography reflects a broad range of people from different backgrounds. Hertfordshire County Council is committed to ensuring we demonstrate equality and diversity in everything we do; making our services accessible for everyone, and ensuring our policies and practices are anti-discriminatory and inclusive.

As per our [Corporate Plan](#), the council endeavours to make Hertfordshire a safe and inclusive 'County of Opportunity' for all its residents. The council recognises that there is a long way to go to achieve this goal and is committed to doing its best and playing its part from the hard task of removing racism and discrimination from all parts of Hertfordshire society.

Our new Diversity & Inclusion Strategy (2021-2024) builds on our previous 2016-20 Equality Strategy and demonstrates our continued commitment to tackling inequality, and promoting diversity and inclusion in Hertfordshire. This strategy aims to

communicate our vision and key priorities for diversity and inclusion across Hertfordshire, whilst ensuring we meet our statutory equality requirements and provide a framework to measure progress and success.

As a large employer within Hertfordshire we have also set out our internal Diversity & Inclusion Strategy for our workforce which can be accessed by clicking [here](#).

The pandemic of 2020-21 has been challenging for all our residents, but we know some of our residents have been disproportionately affected, whether that be because of health inequalities or pressures through financial hardship. We understand that some of these challenges will require a long-term approach. However, we are proud to have worked alongside many community groups and partners during this period to develop targeted messages, educational webinars and continue to build and develop new partnership arrangements. We want to make diversity and inclusion everyone's business. We will work with all our partners

in delivering our vision of an inclusive Hertfordshire.

This strategy sets out our continued focus in developing community capacity, supporting our vulnerable and hard to reach communities and celebrating the diverse population that is Hertfordshire.



Owen Mapley
Chief Executive

Our Commitment

We are committed to promoting diversity and inclusion in everything we do to improve the quality of life for everyone living, working and visiting Hertfordshire - in order to create a county of opportunity for all.

We are committed to advancing equality of opportunity for all in Hertfordshire by removing or minimising disadvantages experienced by people because of their specific characteristics.

We reject all forms of discrimination, intolerance and hate and strive for a more inclusive Hertfordshire.



Hertfordshire Picture

Hertfordshire County Council services are targeted at those that need them most. To do this, we use a wide range of data to inform us of Hertfordshire's changing demographic profile. This data is available on [Herts Insight](#), and the Joint Strategic Needs Assessment ([JSNA](#)) – a hub for community knowledge on the health and wellbeing needs of Hertfordshire residents. The [Herts Insight](#) has more detailed information at county level and by district and borough level.

We continue to analyse themes and trends that are prominent across Hertfordshire, using our analysis to understand the difference in outcomes and opportunities experienced by people in different communities. This will allow us to make objective decisions around policy and service delivery, recognising the difference Hertfordshire residents experience in key areas of life such as health, education, socio-economic status and community safety.

Hertfordshire Picture



1,176,700

estimated population of Hertfordshire



Adults with a moderate to serious physical disability
71,100 (78,000 by 2025)



Adults with a learning disability
21,000 (23,000 by 2025)



People over 75 with dual sensory loss (sight and hearing)
65%

16%

Children in Hertfordshire with a Special Educational Need or Disability



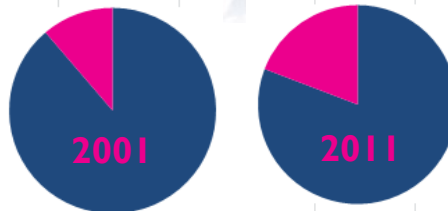
24%

projected increase in population by 2039



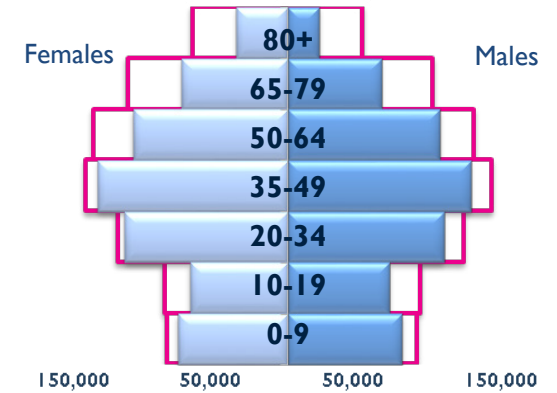
159,848

14.3% of people in Hertfordshire have their day to day activities limited to some extent



% of residents from Black & Minority Ethnic groups up from **11% in 2001** to **19% in 2011**

Projected population growth 2014 to 2039



17% of adults (16-74) have a common mental health disorder

7% of adults have depression

14,000+ people thought to have dementia

14,000



Estimated number of people who are Lesbian, Gay, Bisexual, Transgender plus

Hertfordshire Picture

Carers providing unpaid care

114,000+



4,000
of which are
under 18



14,699 births in 2016

27.5% of births to mothers born outside the UK



5,300

international, long-term migrants into the county in 2016

Most frequently spoken languages in schools other than English

Polish 3,262 speakers

Urdu 2,186

Romanian 1,595

Gujarati 1,216

Tamil 1,082



தமிழ்

0.93% of residents cannot speak English well

Least deprived wards

Berkhamsted West

Chorleywood West

Rickmansworth West



Most deprived wards

Cowley Hill

South Oxhey

Bedwell (Stevenage)



Major religions in Hertfordshire
(% of residents)

Christianity 58%

Islam 2.8%

Hindu 1.9%

Jewish 1.9%

Buddhist 0.5%

Sikh 0.45%

No religion

26.5%

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Diversity and Inclusion Strategy 2021-2024

These figures will be updated with Census 2021 data when available.

For more information visit www.hertfordshire.gov.uk/equalities

or email: equalities@hertfordshire.gov.uk

Full community profiles are available [Herts Insight](#)

About this strategy

This Diversity and Inclusion Strategy demonstrates Hertfordshire County Council's continued commitment to tackling inequality, celebrating diversity and promoting inclusion in Hertfordshire, and builds on our previous strategy that covered the years between 2016 and 2020.

Devised through ongoing engagement with our communities and partners, it sets out our ambitions for achieving a significant positive impact for communities in Hertfordshire over the next four years and represents only a small portion of the work that we will do day-to-day on this agenda.

It is designed to sit alongside and complement our workforce [Diversity and Inclusion Strategy](#), launched in 2020.



Public Sector Equality Duty (PSED)

The Equality Act 2010 (the Act) sets out anti-discrimination laws in the UK. Section 149 of the Act introduced the PSED on public bodies such as the County Council which requires us to consider everyone in our day-to-day work including shaping our policies and delivering services.

The PSED identifies protected characteristics as; age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity and marriage and civil partnerships. Carers are also a key consideration for Hertfordshire County Council and are protected under the Act by association with protected groups. The PSED requires public bodies to pay due regard to:

- eliminate discrimination, harassment, victimisation and other conduct prohibited by the Act
- advance equality of opportunity between people from different groups
- foster good relations between people from different groups

We produce a report annually to update our progress made on this duty. These are published here:

www.hertfordshire.gov.uk/equalities

Monitoring our progress

We are committed to ensuring due regard is given to equality and diversity in everything we do. Many of the priorities and actions set out in the [Corporate Plan](#) (2019-2025) and individual service plans are intended to do this, by giving vulnerable groups access to the services they need and treating everyone with dignity and respect. Our [Integrated Plan](#) aims to ensure services are targeted at those that need them most. This strategy sets out our aspirations to further embed diversity and inclusion into the design and delivery of services and provide a clear focus for engagement. It is intended to complement, rather than duplicate, the priorities set out in other plans.

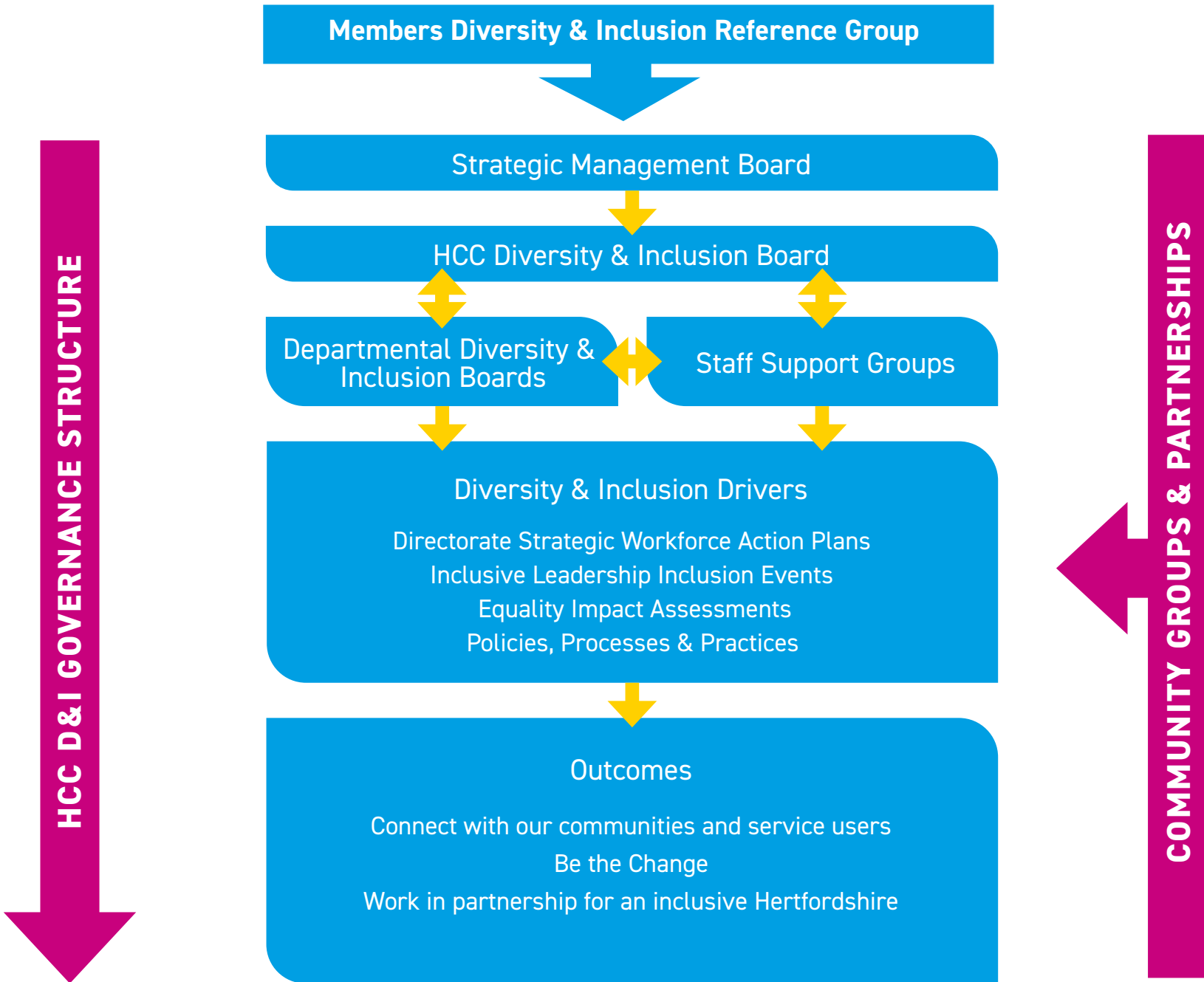
The council's Diversity and Inclusion Board provides strategic leadership and direction on diversity and inclusion issues and receives councillor input from the Diversity and Inclusion Reference Group. It is chaired by the council's Director of Children's Services

and attended by Departmental Group leads, senior officers from each service and staff network representatives and reviews the work of Departmental Diversity and Inclusion Boards. Senior officers and Management Boards are responsible for the oversight and operation of the diversity and inclusion strategy and policies throughout their department's activities.



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Diversity and Inclusion Strategy 2021-2024



Our Values - Connecting with our communities and service users

We want to empower our communities, providing them with the platform to ensure their diverse voices are heard in order to celebrate the uniqueness of our residents, respond to their needs and challenges and establish a shared culture that is Hertfordshire.

We want to:

Tailor Service Delivery: Work with our local communities to proactively deliver services that are tailored to their needs.

Understand Our Communities: Promote a shared inclusive culture across Hertfordshire by understanding our communities, finding their needs, identifying gaps, sharing good practice. We will raise awareness of the needs of different communities, including those that are 'hard to reach'.

Provide a Platform: Enable communities to voice their concerns, celebrate their individuality, promote diversity, co-produce solutions and deliver strong links between communities.

Deliver Comprehensive Communication: Ensure effective communication channels are in place which are relevant and accessible for all.



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Diversity and Inclusion Strategy 2021-2024

Working with our communities, partners and service users, we will

- Learn more about our communities by establishing a comprehensive set of information about our local communities' protected characteristics, needs and outcomes. This analysis will be regularly updated, published and used to identify priorities for a local area
- Work with communities and deliver policies that are based on sound evidence and research around the needs of our communities for example; health inequalities, protection from hate-crime, disabilities, socio-economic impacts, education, older people and carers
- Identify areas where there are gaps in our service knowledge, areas where we can improve as an organisation and implement measurable actions
- Establish effective targeted communication and engagement methods to engage with a wider cross-section of Hertfordshire's local communities, providing them with a voice and opportunity to shape how our services support their needs
- Create a platform for sharing of ideas between different communities which will enable us to gain insight from specialists from protected characteristics including the county's Black, Asian and Minority Ethnic groups and lesbian, gay, bi-sexual and transgender plus community in order to establish a culture of active listening and acceptance within Hertfordshire
- Promote and encourage greater community cohesion, identify "hard to reach" communities and build trust



Our Values – Be the change

We recognise our role as an organisation to ensure that diversity and inclusion are embedded in everything that we do. We will continue to build a culture of inclusion, mutual respect and education within our services, ensuring that our workforce is trained and representative of the diverse needs of our residents.

We will take responsibility to accept where we can improve as an organisation and look for opportunities to ensure that our organisation continues to uphold our values of diversity and inclusion.



We want to:

Lead by Example: Be committed as an organisation to be a key driver in the delivery of equality, diversity and inclusion in Hertfordshire.

Promote Equality and Diversity: Continue to meet our legal obligations outlined under the Equality Act 2010, ensuring the advancement of equal opportunities for individuals who fall under the nine protected characteristics, eliminating unlawful discrimination and providing a platform for diversity and inclusivity.

Apply a Zero Tolerance Approach: Commit to ensuring zero tolerance towards any form of inequality, discrimination or racism in any of our services or affiliated organisations.

Create a Culture of Education: Deliver a platform for the sharing of ideas, encouraging proactive engagement between different communities and establishing a culture of active listening and acceptance within Hertfordshire.



Working with our communities, partners and service users, we will:

- Lead by example, establishing a culture of inclusion, acceptance and education in the services we deliver in order to meet the needs of our diverse communities
- Objectively measure and improve the participation of under-represented communities in public life and Council engagement events
- Promote and celebrate the different cultures in Hertfordshire, working to educate residents on the traditions and beliefs of their fellow communities that call Hertfordshire home
- Ensure that we deliver a strong vision for improving equality outcomes in Hertfordshire. We will ensure that as an organisation we are compliant with our public sector equality duties, with county councillors taking the lead in scrutinising our performance as an organisation and advancing our pledge to reduce inequality and challenge discrimination in Hertfordshire
- Apply a zero tolerance approach to discrimination and hate in our procured, commissioned and council run services by ensuring robust policies and their implementation in all our service delivery
- Ensure that our governance process will reflect our organisational commitment to deliver on matters of equality, diversity and inclusion



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Diversity and Inclusion Strategy 2021-2024

Our Values – Working in partnership for an inclusive Hertfordshire

We understand the benefits of collaborative partnerships. We want to work with our partners in the public, private and voluntary sector to develop partnerships which deliver a fairer outcome for all and create an inclusive society in Hertfordshire.

We are committed to providing effective platforms for greater community cohesion and will play an active role in seeking opportunities to engage with our stakeholders. We will work with community leaders, experts by experience and residents for developing services to reflect the needs of our diverse communities.

We want to:

Encourage A Culture of Collaboration: Work closely with our partners, local communities and residents to deliver a culture of ownership, communication and engagement across Hertfordshire.

Seek Out Community Leadership: Look to be proactive in searching for opportunities to work with community leaders and local experts

Facilitate Change: Provide a platform for partnership working between public, private and voluntary sectors, local communities and individual residents to encourage engagement for better community cohesion

Deliver a Clear Direction: Deliver plans outlining measurable and achievable targets that will continue the advancement of diversity and inclusion in Hertfordshire.



Our Values – Working in partnership for an inclusive Hertfordshire

Working with our partners, we will:

- Work closely with our partners including; the BAME Network, the Herts Inter Faith Forum and the Hate-Crime Partnership to develop and deliver shared strategic goals around embedding equality, diversity and inclusion in Hertfordshire
- Assume our role as an active partner and encourage the pooling of evidence, resources and action planning to deliver achievable and measure change.
- Encourage greater civic participation to ensure reflective views of all our communities
- Strive to establish a culture of accountability and ensure we collectively champion equality and inclusion in everything that we deliver
- Work closely with our local partners in health, the police, the voluntary sector and the private sector to deliver a collaborative and combined approach to narrowing the equality gaps in Hertfordshire



Facilitator
Finn Tobin
3Fox



Prof. Jim McManus
Director of Public Health,
Hertfordshire County
Council



Kate Belinis
DL, Chair, Herts
Equality Council



Reynold Rosenberg
Chair of Herts Inter Faith
Forum



Enoch Kanagaraj
Chair, One Vision Project



Clive Saunders
Chair, Watford African
Caribbean Association



Harjit Singh
BAME Network Member

How to contact us

To find out more about the services we provide, you can:

- Look at our website www.hertfordshire.gov.uk where you can access many of our services online
- Telephone – if you wish to contact us you can call **0300 123 4040**
- Write to us – Hertfordshire County Council, Pegs Lane, Hertford, SG13 8DQ
- Get email updates from Update Me. Sign up and choose to receive email updates from a variety of services across the county council.
www.hertfordshire.gov.uk/updates
- Follow us on HCC social media





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