

Y Pwyllgor Cyfle Cyfartal

EOC(3)-02-10 : Papur 2 : 9 Chwefror 2010""

Cynulliad Cenedlaethol Cymru: Adroddiad Cydraddoldeb Blynyddol 2009

Gwybodaeth ychwanegol y gofynnodd y Pwyllgor amdani

Diben

1. Rhoi rhagor o wybodaeth i'r Pwyllgor yn dilyn gwaith craffu ar Adroddiad Cydraddoldeb Blynyddol Cynulliad Cenedlaethol Cymru 2009

Cefndir

2. Yn ei gyfarfod ar 12 Ionawr, gofynnodd y Pwyllgor am ragor o wybodaeth am faterion a godwyd wrth graffu ar Adroddiad Cydraddoldeb Blynyddol y Cynulliad. Mae'r wybodaeth y gofynnwyd amdani i'w gweld yn Atodiad A.

Annex A

This paper provides further information as requested by the Equality of Opportunity Committee at its meeting on 12 January 2010.

1. Detailed breakdown of the figures for applicants by age

Below, we have provided a fuller breakdown of applicants by age on acceptance of a post. In line with the Welsh Government and the Committee's own use, we will adopt (from April 2010) the description of 50+ to identify people as older and will report using revised categories accordingly.

Table 1: Age range of new appointees by Service Area (1 January 2009- 31 December 2009)

	<20	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	Total
Chamber Services	1	1	1	0	1	0	0	0	0	4
Committee Services	0	0	0	3	0	0	0	1	0	4
Corporate Unit	0	0	3	0	0	1	0	1	0	5
Estates and Facilities Management	0	0	1	0	0	0	0	1	1	3
External Communications	2	4	3	3	0	1	3	0	0	16
Financial Services	0	0	1	0	1	1	0	3	1	7
HR	0	4	1	1	1	0	0	0	0	7
ICT	0	0	1	0	0	0	1	0	0	2
Legal Services	0	0	0	1	0	0	1	0	0	2
MRS	0	0	2	4	2	0	0	0	0	8
Security	0	1	2	1	0	1	1	0	0	6

TRS	0	4	3	1	1	1	0	0	0	10
Total	3	14	18	14	6	5	6	5	2	74

Table 2: Age range of new appointees by grade (1 January 2009- 31 December 2009)

	<20	20-24	25-29	30-34	35-39	40-44	45-49	50-54	55-59	Total
E-1	0	0	0	0	0	0	1	0	0	1
E-2	0	0	0	0	0	1	1	1	1	4
M-1	0	0	1	6	1	2	0	0	0	10
M-2	0	1	6	4	1	1	1	1	1	16
M-3	0	4	7	2	2	0	0	0	0	15
TEAM	3	9	4	2	2	1	3	4	0	28
Total	3	14	18	14	6	5	6	6	2	74

2. Examples of how and where jobs are advertised on an all Wales basis

Recruitment advertising

Our Recruitment and Equality and Access teams work closely to ensure that all of our recruitment literature is accessible, that language used is appropriate and that a best practice approach to equality is integrated into recruitment procedures and practices. Our Recruitment Team is currently in the process of developing a new recruitment policy and outreach strategy to try to reach a diverse range of potential employees.

Promoting the Assembly as an employer to under-represented groups

We have advertised the National Assembly as a potential employer to various under-represented groups across Wales. We have an entry in Stonewall's 'Starting Out: Lesbian, Gay and Bisexual Recruitment Guide', which is a handbook available to students and job seekers wanting to find an employer which supports lesbian, gay and bisexual staff.

We have also promoted the Assembly as a potential employer to under-represented groups via the UK Urban Wall planner (a chart which is available in community offices and centres across Wales), through organisations such as All Wales Ethnic Minority Association (AWEMA), Equality Britain and at various events and career fairs.

The HR Recruitment Team is also considering the use of 'pay-per-click' search engine advertising. The benefits of this would be that adverts can be placed on websites that are frequented by a target audience such as minority groups. Furthermore, particular search criteria can be used to attract a diverse workforce.

3. Further information on the success rate of applicants using the 'Positive about Disability Two Ticks scheme'.

	Applications received	Successful at sift	Offer of employment	Reserve
Applications from those with a declared disability	39	7	1	1

Data taken from Assembly's Annual Equality Report 2009

The Two Ticks Scheme ensures that candidates who declare a disability are guaranteed an interview if they meet the minimum criteria for a post. Overall 1095 (internal and external) applications for 33 recruitment schemes were made. Of the candidates who did not declare a disability, 15% of applicants were successful at sift stage. Of the candidates who did declare a disability, 18% of applicants met the minimum criteria and were therefore successful in the sift.

Disabled and non-disabled candidates who did not meet the minimum criteria would not have had the skills/experience necessary to undertake the post and would therefore not have qualified for interview.

Guidance on filling in the application form is available in recruitment documentation and the HR Recruitment Team is developing a 'train the trainer' strategy. The objective of this strategy is to organise awareness sessions on how to apply for posts to representatives of minority groups so that they can assist potential applicants.

4. Whether support could be provided to Assembly Members in providing interpretation/communications support when meeting with hearing impaired and deaf-blind groups.

Currently, guidance determining financial support available to Assembly Members can be found in section four of the Salaries & Allowances Determination (No.2) 2009 available here

ere

. Interpretation and communication support is currently funded from Members' general office costs.

This could be a matter for the Remuneration Board once it is set up in October 2010 subject to the passing of the Proposed National Assembly for Wales Remuneration Measure.

5. The work being done outside of Wales to develop diversity among staff recruited

Northern Ireland Assembly

Diversity in recruitment

In line with the NI anti discrimination laws, the NI Assembly considers for each recruitment competition if **Affirmative Action** is necessary. This is designed to secure, maintain or promote equality of opportunity or fair participation in employment for people from both Protestant and Roman Catholic community backgrounds. Such action is designed to secure, maintain or promote equality of opportunity or fair participation in employment for all people in relation to age, disability, race, sex or sexual orientation.

House of Commons

Diversity in recruitment and initiatives

In terms of recruitment advertising, generic signpost adverts have been placed in some specialist publications to raise awareness that the House is a potential employer. Fairly recent publications include, Disability Review magazine and Roots, a leaflet in a Saturday Guardian in 2008 to celebrate Black History Month.

As well as the work of the education and outreach teams, there are specific diversity-led outreach initiatives which try to reach out to local and wider communities to engage people in both the work of Parliament and to promote the House as an employer of choice. Examples include The Speaker's apprenticeship scheme, Windsor Fellowship undergraduate leadership scheme, ethnic minority mentoring with the National Mentoring Consortium, work experience, Toucan employment (work placements for adults with learning disabilities).

Scottish Parliament

Diversity in recruitment and initiatives

The first step is to monitor the application and success rates of staff by race, gender and disability which have helped to inform which groups have been underrepresented in the Parliament and what successes have been made in promoting a diverse workforce. For gender, the Scottish Parliament also analyse data by grade.

It has shown:

an underrepresentation of disabled people, however this has significantly improved in the last three years.

an underrepresentation of black and minority ethnic people which has increased slightly each year; a good balance of men and women which is also reflected across the grades.

This work has led to a number of initiatives being taken forward:

Disabled staff

- previously were underrepresented but now at 8% of staff who have declared they are disabled. The following actions have been undertaken: a text messaging service for applicants to request applications has been introduced, and disabled applicants have the opportunity to discuss the post in advance of making an application. A disability audit has also been carried out asking staff to declare if they are disabled which was a useful exercise in making sure that the Scottish Parliamentary Corporate Body is supporting staff with reasonable adjustments where appropriate. The two ticks scheme is advertised in all recruitment literature.

Gender

- all posts are advertised as job share. Information is also included about employment benefits including the commitment to work life balance, family friendly practices and promoting health and well being.

Race

- a positive action statement is included in all job adverts to state that applications are particularly welcome from black and minority ethnic communities. Positive action measures have also been taken to encourage more applications from black and minority ethnic people. This included an open recruitment event aimed specifically at black and minority ethnic people and a short placement programme in business areas such as Public Information and Strategy and Development.

6. How staff are trained to deal with people with a number of different needs who may visit the Assembly's different buildings or be reached through the education service. (Information on practice elsewhere is also included).

Staff equality, diversity and cultural training

Front of house staff, including reception, security and external communications have undergone training from the Assembly's Equality and Access advisor. The purpose of the training is to:

develop a better understanding of equality and access issues,

highlight issues, both attitudinal and physical, that can create a barrier for people accessing our services,

explore ways of overcoming or removing barriers, and

deliver a first class service to our service users.

The training provides practical advice on cultural, age, disability, gender and sexual orientation issues with a focus on dignity, respect and human rights.

As part of the Equality and Access team's commitment in the Equality Scheme's Action Plan, a new training strategy for equality and diversity will be designed this year to ensure that our staff are supported to deliver the best possible service and are aware of their responsibilities in providing accessible services and promoting equality. A training needs analysis for staff will be carried out this term to inform the strategy. The Equality Team will also explore best practice in equality training across the other devolved administrations to identify lessons learned.

Plans are also currently underway to develop an equality and diversity week for staff in 2010 to raise awareness around equality and human rights issues. The event is likely to include taster training sessions, workshops and information stands.

Northern Ireland Assembly

Diversity Awareness training (in support of the Dignity at Work Policy) and Equality & Disability Awareness (EDA) training are mandatory and also form part of our induction programme. EDA Frontline training is also provided to Security/Doorkeeping staff. There are also plans to provide all supervisors and managers with training in their responsibilities relating to the Dignity at Work/Grievance procedures.

In the training contract currently being procured there is a requirement that Section 75 (equality) awareness training is provided as part of induction - a leaflet has also been produced to be included in induction packs. Specialised training such as Equality Impact Assessment (EQIA) training will be provided to staff who will be part of the EQIA process and other specialised training will be delivered as required. Education staff work with the Equality Manager in terms of requirements for engagement e.g. in development of a customer feedback form regarding users experience of their visit. A system is also in place whereby visitor needs are gathered by the education service before customers visit so as any reasonable adjustments can be made. In addition, a number of actions regarding buildings and the delivery of services are included in the Commission's Disability Action Plan and Equality Scheme. NI Assembly staff will conduct audits this year in terms of 'Good Relations' in order to assess organisational culture and address any issues staff has falling under this duty.

House of Commons

Equality and Diversity Training focuses on behaviours and this is supplemented by (disability-led) disability awareness training and employment law workshops.

A group of staff are being trained in British Sign Language.

Also, a leaflet providing visiting information for visitors with disabilities has recently been revised.

Scottish Parliament

Staff are trained in a number of different ways to deal with people with different needs. Firstly, a mandatory training programme is in place for all staff. All new staff must attend a general "Equality and Diversity" training course and all existing staff must attend an "Equality in Practice" session every three years. This course focuses on the practical aspects of promoting equality and how this should be delivered within the day to day business.

In 2007, a specialised course was offered to all front-of-house staff on communicating effectively with disabled visitors and how to promote accessibility in the Parliament building. This was presented by disabled people who used practical examples from within the Parliament estate.

In addition, there is a contract with Deaf Action who provide BSL and other communication support services for deaf and hard of hearing people. They have provided general awareness sessions to staff, as well as for some specific business areas on deaf or hard of hearing awareness.

Every year, as part of the ongoing training programme, a specific theme on disability is usually identified which tends to be promoted through training. Last year, the Scottish Parliament worked in partnership with RNIB to provide training specifically on security screening of blind and partially sighted visitors.

7. How do we train National Assembly for Wales staff to be sensitive to and able to deal with people who have different needs i.e. do we provide lip reading training? Are we aware of how buildings and circumstances can affect people on the autistic spectrum?

Lip reading awareness is dealt with on two fronts: within Deaf Awareness training and within Customer-focussed training sessions. Whilst we do not train people to lip read we do make them aware that some people who are Deaf or Deafened rely on lip reading. The requirements to always ensure that staff are in good lighting and face service users when speaking to them; to speak clearly and to not hold their hands or papers in front of their face; and to make good eye contact, are communicated to staff who attend the training.

The Customer-focussed training deals with requirements relating to Autism, Aspergers and Mental Health needs. A number of working practices have changed as a result of the acknowledgement of customers' differing needs. For example, Visitor and Security Team colleagues no longer wear military style uniforms in order to appear less intimidating. Issues relating to Autism and Aspergers such as removing attitudinal barriers and sensory barriers such as loud music, poor lighting or bright lights are covered in the training. The training also covers the following: how to approach and deal with people as individuals; keeping body language open, understanding that some people have different social skills due to Aspergers and Autism; and using voice and speech methods to calm and reassure. These techniques can also be employed for people who have learning disabilities and mental health issues.

British Sign Language/Deaf Awareness Training

A number of staff have undertaken British Sign Language / Deaf awareness training provided by Sign Solutions to enable staff to communicate effectively with deaf, deafened, hard of hearing and Deafblind people.

Advice from Equality and Access Team

The Equality and Access Team is a resource available to all staff and Assembly Members should they have any questions or issues concerning equality and access. They provide advice on a range of issues, including accessible information, accessible proceedings, accessible buildings and communication support.