

# Corporate Information Technology



The majority of Corporate Information Technology's actions are contained within the Department's Equality Schemes Action Plans.

As part of the review of the Corporate IT Equality Schemes, a number of new actions to support the desired outcome of a more diverse workforce have been agreed

## Disability Equality Action Plan

Objectives	Activities Required	Timescales	Outcomes	Progress
1. To ensure all disabled customers and staff are able to access our IT systems and services	Reflect customer services standards in our IS/IT strategy	As required by business	Set of corporate mandatory, minimum customer service standards exists to meet the needs of all diverse groups accessing the Department's services  IS/IT strategy supports the business in achieving them	We have provided an initial assessment of the match between standards and the IS/IT strategy. Further work will take place following assessment of implementation with the businesses

Objectives	Activities Required	Timescales	Outcomes	Progress
<p>1. To ensure all disabled customers and staff are able to access our IT systems and services (continued)</p>	<p>Continue to provide Corporate IT Teams to chair Telephony Accessibility Group and represent Corporate IT in the Department and cross Government forums</p>	<p>Ongoing</p>	<p>Businesses will deliver appropriate services for deaf, hearing and speech impaired customers and staff will be familiar with the correct procedures</p> <p>Services to text phone and British Sign Language users will be improved, using the latest available technology</p>	<p>Telephony Accessibility Group meets bi-monthly. Includes representatives from across the Department's businesses plus the RNID and British Telecommunications. The Telephony Accessibility Group is a forum which discusses accessibility issues for disabled customers and staff using the Department's telephony. It has recently overseen the publication of the Department's textphone standards. Also established accessibility Special Interest Group including disabled users of the Department's systems and suppliers</p>

Objectives	Activities Required	Timescales	Outcomes	Progress
1. To ensure all disabled customers and staff are able to access our IT systems and services <i>(continued)</i>	(See above)	(See above)	Businesses will be supported in delivering contact centre services that have been disability impacted and appropriate action taken	(See above)
	Programme of work to improve accessibility solutions relating to Siebel software	To be agreed	Increased accessibility combined with reasonable adjustments to combat accessibility issues	Work underway to identify tactical improvements to Siebel that could improve accessibility. Meanwhile, work on job related reasonable adjustments and sharing of best practice will help the business meet duties towards disabled staff
	Establish client manager functions within accessibility solutions team to provide proactive and full support to business projects to achieve accessible solutions	Autumn 2007	Projects receive appropriate support to enable delivery of accessible solutions	New proposal with Corporate IT Board

Objectives	Activities Required	Timescales	Outcomes	Progress
<p>2. To work with partners to increase the accessibility of systems for customers and staff</p>	<p>Establish a cross Government accessibility network under sponsorship of the Chief Information Officers' Council</p> <p>Form partnerships with IT suppliers to address accessibility</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Greater consistency across Government leading to improved services to customers</p> <p>Increased accessibility in the systems available to public authorities to purchase</p>	<p>Network in its infancy but has met twice and begun to identify a work programme</p> <p>Ongoing discussions with IT suppliers concerning improving accessibility of current and future products</p>
<p>3. To increase the proportion of under-represented groups working in Corporate IT, particularly at senior civil service and feeder grades</p>	<p>Actively promote Leaders Unltd and other talent management programmes</p>	<p>Ongoing</p>	<p>Under-represented groups represented on talent programmes</p>	<p>Two applications for the Leaders Unltd programme received</p> <p>As opportunities to join talent management programmes arise, we bring them to the attention of staff through our regular communication bulletins. We also ask line managers to encourage applications from staff they consider may be eligible</p>

Objectives	Activities Required	Timescales	Outcomes	Progress
3. To increase the proportion of under-represented groups working in Corporate IT, particularly at senior civil service and feeder grades (continued)	Clearly state an expectation that we should receive a representative pool of applicants to recruitment agents	Ongoing	Recruitment agents clear about our expectations and increase in proportion of under-represented groups applying for posts	New action
	Identify and pilot ways of making recruitment adverts appeal more widely e.g. less male orientated messaging, depicting closer relationship with customers and more diverse visual images	Ongoing	Increase in proportion of under-represented groups applying for posts	New action

Objectives	Activities Required	Timescales	Outcomes	Progress
<p>3. To increase the proportion of under-represented groups working in Corporate IT, particularly at senior civil service and feeder grades <i>(continued)</i></p>	<p>Produce an insertion to corporate IT application packs which talks about IT people and shows a diverse workforce</p>	<p>October 2007</p>	<p>Depicts a more personal, interesting and diverse image of working for us</p> <p>Encourage applications from under-represented groups</p>	<p>New action</p>
	<p>Monitor level of applications from under-represented groups and monitor the diversity of groups at different points in the application process</p>	<p>Ongoing with formal review quarterly</p>	<p>Statistical information on whether outcome of increase in applications is being achieved</p>	<p>New action</p>

Objectives	Activities Required	Timescales	Outcomes	Progress
4. Increase the level of knowledge and engagement in diversity and equality issues amongst those who work in Corporate IT	Review corporate IT induction plan	Summer 2007	Induction fully covers diversity and equality, encouraging positive attitude towards disability and awareness of where reasonable adjustments can be obtained	Autumn 2007
	Diversity action team to have regular talks to build awareness of particular disabilities and to take messages out to wider community	Ongoing	Increased disability awareness amongst staff	Action team met for the first time in July 2007

Objectives	Activities Required	Timescales	Outcomes	Progress
<p>4. Increase the level of knowledge and engagement in diversity and equality issues amongst those who work in Corporate IT <i>(continued)</i></p>	<p>Showcase of accessibility technology – one to corporate IT staff and another to wider Departmental community</p> <p>Programme of written communications to staff to highlight diversity and equality issues and provide information</p>	<p>Corporate IT staff April 2007; wider Departmental community Autumn 2007; accessibility solutions team featured at diversity event in June 2007</p> <p>Ongoing (bi-monthly)</p>	<p>Increased awareness of how accessibility solutions can help people do their jobs and access the web</p> <p>Regular written information to keep staff informed and aware</p>	<p>April and June 2007 events completed. Planning for Autumn event on schedule</p> <p>Communications have been issued on impact assessments and appraisal. Next one will be about reasonable adjustments</p>

## Gender Equality Action Plan

Objectives	Activities Required	Timescales	Outcomes	Progress
1. Systems and procedures promote gender equality	Review our standards, guidance and training for project managers	By 2009	Improved understanding of gender legislation and the need to conduct impact assessments	The Department's change lifecycle was updated in early 2007 to reflect the new equality legislation and the need to conduct equality impact assessments. The high level business requirements product has been updated to include a new section on diversity and equality requirements and a revised section for accessibility requirements. The grading documents for our Departmental change gateways have also been updated to include a reference to the equality impact assessment. This will need to evolve as technology further promotes opportunities such as home and flexible working, so that future projects exploit this potential
	Improve governance processes	By 2009	Assurance that we are complying with legislation	

Objectives	Activities Required	Timescales	Outcomes	Progress
<p>2. To increase the proportion of under-represented groups working in corporate IT, particularly at senior civil service and feeder grades</p>	<p>Actively promote talent management programmes</p> <p>Identify and pilot ways of making recruitment adverts appeal more widely e.g. less male orientated messaging, depicting closer relationship with customers and more diverse visual images</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Under-represented groups represented on talent programmes</p> <p>Increase in proportion of under-represented groups applying for posts</p>	<p>Two applications for the Leaders Unltd programme received</p> <p>As opportunities to join talent management programmes arise, we bring them to the attention of staff through our regular communication bulletins. We also ask line managers to encourage applications from staff they consider may be eligible</p> <p>New action</p>

Objectives	Activities Required	Timescales	Outcomes	Progress
<p>2. To increase the proportion of under-represented groups working in corporate IT, particularly at senior civil service and feeder grades <i>(continued)</i></p>	<p>Clearly state an expectation that we should receive a representative pool of applicants to recruitment agents</p> <p>Produce an insertion to corporate IT application packs which talks about corporate IT people and shows a diverse workforce</p>	<p>Ongoing</p> <p>October 2007</p>	<p>Recruitment agents clear about our expectations and increase in proportion of under-represented groups applying for posts</p> <p>Depicts a more personal, interesting and diverse image of working for us</p> <p>Encourage applications from under-represented groups</p>	<p>New action</p> <p>New action</p>

Objectives	Activities Required	Timescales	Outcomes	Progress
<p>2. To increase the proportion of under-represented groups working in corporate IT, particularly at senior civil service and feeder grades <i>(continued)</i></p>	<p>Ensure that corporate IT job postings are included in the Department's entries in <a href="http://www.wherewomenwanttowork.com">www.wherewomenwanttowork.com</a> and <a href="http://www.womenintechnology.com">www.womenintechnology.com</a></p> <p>Monitor level of applications from under-represented groups and monitor the diversity of groups at different points in the application process</p>	<p>Ongoing as posts are advertised</p> <p>Ongoing with formal review quarterly</p>	<p>More applications from women</p> <p>Statistical information on whether outcome of increase in applications is being achieved</p>	<p>New action</p> <p>New action</p>

Objectives	Activities Required	Timescales	Outcomes	Progress
3. Increase the level of knowledge and engagement in diversity and equality issues amongst those who work in corporate IT	<p>Review corporate IT induction plan</p> <p>Diversity action team to look at ways of promoting gender equality</p> <p>Programme of written communications to staff to highlight diversity and equality issues and provide information</p>	<p>Summer 2007</p> <p>Ongoing</p> <p>Ongoing (bi-monthly)</p>	<p>Induction fully covers diversity and equality and the Department's policies with respect to gender equality</p> <p>Consult staff and use ideas and information to formulate policies</p> <p>Regular written information to keep staff informed and aware</p>	<p>Autumn 2007</p> <p>Action team met for the first time in July 2007</p> <p>Communications issued on impact assessments and appraisal. Childcare Vouchers (Salary Sacrifice) Scheme brought to people's attention via internal website</p>

## Race Equality Action Plan

Corporate IT aims to increase the proportion of its staff from ethnic minority groups, particularly at senior levels. In order to achieve this we are undertaking a programme of action with respect to recruitment and leadership development, including advertising posts in places more likely to appeal to people from ethnic minority backgrounds, using more inclusive recruitment materials and clearly setting out our expectations to recruitment agents. These actions replicate those in our Gender Equality Action Plan, and a complete list of actions and timescales can be found there. Additionally, Corporate IT is looking at ways of attracting recruits from the Asian community in the Warrington area where our main hub is located.

Objectives	Activities Required	Timescales	Outcomes	Progress
1. To increase the proportion of under-represented groups working in Corporate IT, particularly at senior civil service and feeder grades	Consider how Corporate IT can reach out to the Asian community in the North West  Actively promote Leaders Unltd and to promote other talent management programmes	Proposals in place October 2007  Ongoing	Increase in proportion of Asian applicants  Under-represented groups represented on talent programmes	New action  Two applications for the Leaders Unltd programme received  As opportunities to join talent management programmes arise, we bring them to the attention of staff through our regular communication bulletins. We also ask line managers to encourage applications from staff they consider may be eligible

Objectives	Activities Required	Timescales	Outcomes	Progress
1. To increase the proportion of under-represented groups working in Corporate IT, particularly at senior civil service and feeder grades <i>(continued)</i>	Identify and pilot ways of making recruitment adverts appeal more widely e.g. less male orientated messaging, depicting closer relationship with customers and more diverse visual images  Produce an insertion to Corporate IT application packs which talks about Corporate IT people and shows a diverse workforce	Ongoing  October 2007	Increase in proportion of under-represented groups applying for posts  Depicts a more personal, interesting and diverse image of working for us Encourage applications from under-represented groups	New action  New action

Objectives	Activities Required	Timescales	Outcomes	Progress
<p>1. To increase the proportion of under-represented groups working in Corporate IT, particularly at senior civil service and feeder grades <i>(continued)</i></p>	<p>Monitor level of applications from under-represented groups and monitor the diversity of groups at different points in the application process</p> <p>Ensure that corporate IT job postings are included in the Department's entries in the Ethnic Media's Diverse Employer's Guide <a href="http://www.newnation.co.uk/">http://www.newnation.co.uk/</a></p>	<p>Ongoing with formal quarterly</p> <p>Ongoing as posts are advertised</p>	<p>Statistical information on whether outcome of increase in applications is being achieved</p> <p>More applications from ethnic minority groups</p>	<p>New action</p> <p>New action</p>