

## Equality impact assessments

We follow the Department for Work and Pensions' rules for equality impact assessments. This is a way of working out if and by how much a change affects **race**, disability and/or **gender**.

We have done a lot of equality impact assessments. Those that only affect our staff are only shown on our staff website.

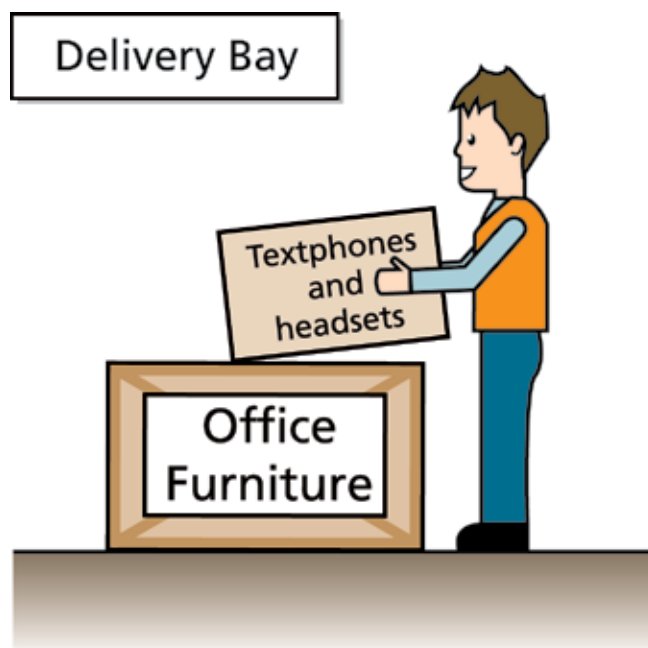


Equality impact assessments that affect customers are shown on our website.

We have a group who know a lot about equality impact assessments. Our **managers** contact these people if they need an equality impact assessment. This year the group is having meetings all over the country to tell **managers** about their work.

## Equality and how we buy things

Information about how equality affects the way we buy things is shown in the Department for Work and Pensions' report about equality schemes. It is in the chapter called Group Finance.



## Equal pay

We make checks to make sure our equal pay rules are working properly.

Information about our equal pay rules is shown in the Department for Work and Pensions' report about equality schemes. It is in the chapter called Corporate Human Resources.

## Reporting progress

In future our yearly progress report about **race, disability and gender equality** schemes will come out in April with our business plan.

We will make a full **equality** report every 3 years.

## Making our new service better

### Customers

The new Pension, Disability and Carers Service already has plans for making services better for **customers**. This is how we will do it.

- We will continue to work with our partners and use computers so **customers** get better and quicker services.
- We will make sure people get the right information at the right time about about our benefits.



- We will use the information we collect about **customers** to
  - make sure they can get and use our services.
  - target our work to their needs.

- Our plans and service delivery targets will apply to all our work.
- We will contact **customers** in the way they choose.

## Staff

The new Pension, Disability and Carers Service will help its staff through the changes that happened when the 2 old services joined up in April 2008.

- We will offer our staff good training on **customer** service, **diversity** and computers.
- We will make it easier to make changes to a disabled person's work area so they can do their work like other people.



- We will use the information we collect about our staff to make plans that make them all feel part of our service.
- We will treat all our staff fairly and give any help they need as fewer people are working for us.

# Words list

## Customer feedback

This is letters, emails and telephone calls we get about our service. We also ask **customers** questions about our service .....24

## Customer research

This is work done by experts. They talk to **customers** and then write a big report about what they find out .....24

## Customers

These are the people who use our service – older people, disabled people, and carers.....5

## Disability Rights Commission

The Disability Rights Commission was a group that looked after the rights of disabled people. In October 2007 it became part of the Equality and Human Rights Commission. This looks after the rights of all peoples .....9

## Diversity

This is a mix of lots of different kinds of people.....2

## Diversity Co-ordinator

These are people who make sure our other staff know about **diversity**. They also make sure people know our **diversity** plans. And they help **managers** with things affecting **diversity**.....22

## Employers

These are people or companies that pay other people to do work for them .....7

## Equality

This means having the same chances in life as everyone else .....2

## Equal Opportunities Commission

The Equal Opportunities Commission was a group that made sure men and women were treated equally. In October 2007 it became part of the Equality and Human Rights Commission. This looks after the rights of all people.....9

## Interpreting service

This is a service we use if a **customer** does not speak English. The service has staff who speak different languages.

They listen to what we say and then repeat it to the **customer** in their language. Then they listen to what the **customer** says and repeat it to us in English..... 14

## Involve

Being involved is not the same as just being asked about work done by other people. Involving disabled people means they play a full part in planning and making decisions..... 23

## Lesbian, gay, bisexual or transgender

'Lesbian' means a woman whose partner is a woman.

'Gay' means a man whose partner is a man.

'Bisexual' means someone who is attracted to men and women.

'Transgender' means means someone who is born a girl but feels inside they are a boy, or a boy who feels inside they are a girl..... 11

## Local Employment Partnership

This is when the money a person or family gets is not enough to pay for the things they need. For example, food, clothes, somewhere to live, and heating ..... 17

## Manager

This is someone who leads a group of staff ..... 16

## Mystery shopping

This is where we do surprise checks on our staff. A report is made about what the service to our customers is like..... 24

## Poverty

This is when the money a person or family gets is not enough to pay for the things they need. For example, food, clothes, somewhere to live, and heating ..... 6

## Race, disability and gender equality

Disability, race and gender equality is about making sure people are not treated unfairly because of their

- **race** – for example someone being treated less well because of the colour of their skin or where they were born.
- **disability** – for example a blind person being treated less well than someone who can see.
- **gender** – for example a woman being treated less well than a man ..... 1

## RNID

This means the Royal National Institute for Deaf People. This is a big group of people who do a lot of things to make life easier for people who are deaf or cannot hear well ..... 13

## Single equality scheme

This is a plan that brings together all the different kinds of **equality** ..... 8

## Textphone

These are special telephones for people who find it hard to speak or hear clearly. With a **textphone** you use a keyboard to type in your questions. The people at the other end of the line reply to you in the same way ..... 14







Further copies of this publication and in other formats, such as Braille, audio and other languages, can be obtained by:

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