

Corporate Information Technology

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Corporate Information Technology's race, disability and gender equality schemes 2008-2011

Why we are reviewing our disability and gender schemes early

In our equality schemes annual progress reports published in November 2007, we explained that we had decided to review all our equality schemes in 2008 for the following reasons:

- race legislation requires race equality schemes to be reviewed by May 2008;
- to take on board comments on our first disability and gender equality schemes;
- to move towards our objective of mainstreaming and aligning with the usual April-March planning cycle used across government, and to align our cycle with the Spending Review cycle; and
- to move towards a single equality scheme.

This will help to embed diversity and equality into the way we do business. As this review is significantly earlier than required for disability and gender, we discussed this decision with the Disability Rights Commission and the Equal Opportunities Commission before they became part of the Equality and Human Rights Commission in October 2007. They supported the proposal to carry out the third year review early with a 'light touch' review of our disability and gender equality schemes at the same time as we review our race equality schemes.

Corporate Information Technology: aims and objectives

Our business aim is to support and enable DWP to deliver its Business Strategy and improve access and service to the Department's millions of customers. We are committed to providing services that embrace and promote equality of opportunity and, within Corporate IT (CIT), creating an inclusive working environment where everyone gives their best.

As an enabling function we support the Public Service Agreement (PSA) targets through the department's Information Technology (IT) capability. Our strategic objectives for 2008-2009 in our business plan are to:

- continue to increase IT capability across DWP;
- transform and innovate the IT services that deliver transformational and DWP outcomes for customers;
- continuously improve the performance, robustness and resilience of DWPs IT systems;
- continuously improve the performance of DWPs IT suppliers;
- successfully deliver the Department's future Information Systems/Information Technology (IS/IT) contracts; and
- live within our Spending Review (SR) financial allocation.

Overview of progress

We are responsible for delivering My DWP – the Department's new secure website and e-service for customers which will be available through the Directgov website. It will provide customers with a single place to view their entire relationship with DWP. Research shows that many customers want to contact us online for information and we will continue to involve them in our design process.

While we follow Departmental policies, we have specific responsibility for the recruitment and development of IT specialists. Compared with the IT sector as a whole we have a higher proportion of women working for us, but this is well below the DWP aspiration and we are taking active steps to move our organisation away from the traditional industry image.

We currently have a number of vacancies for IT specialists at middle management and senior level and, as part of our recruitment strategy, have taken positive steps to encourage applications from a more diverse group of people by changing the way our advertisements look and are worded and the web-sites we use. We are promoting our flexible working practices to appeal to those wishing to return to work following a career break.

In December 2007 we produced a recruitment DVD, where people from a range of backgrounds, including a disabled person, people from ethnic minorities, women who have been on a career break, spoke of their positive experiences of working in Corporate IT.

Corporate Information Technology

As part of their induction programme new staff receive diversity and equality training. Training is also given whenever a major change, for example to legislation, is introduced.

Each of our Directorates has a Diversity and Equality Champion and together, and including other Corporate IT volunteers, we have formed a Diversity and Equality Action Group. This group is influential in bringing issues to the attention of the Corporate IT Board and keeping staff up to date on diversity and equality matters.

Meeting the needs of disabled people

The Accessibility Solutions Team provides advice and support to disabled members of staff who require assistive technology to carry out their job. The team also advises managers and project teams who have an interest in delivering accessible IT Services. A new Accessibility Service which provides and maintains assistive technology IT equipment for disabled staff was introduced in July 2007. It now delivers an equivalent level of service as given to other staff in respect of provision of equipment and incident management.

We are looking into possible solutions to enable members of staff who are JAWS (Job Access with Speech – a screen-reader software package) users to access our older computer systems that are not currently compatible with JAWS and other assistive technologies. We are also investigating solutions to provide new accessible interfaces, again for our older computer systems, which would be accessible for assistive technology users.

Through the CIO (Chief Information Officer) Council our IT Director General champions accessibility across government and also sits on the newly created Business Taskforce on Accessible Technology – a forum of private and public sector organisations which had its inaugural meeting at the end of January 2008.

Equal Pay Review

We undertake regular equal pay audits to review our pay policies and their application. Our pay statement is included in the chapter on Corporate Human Resources and in others across the Department where they have responsibility for recruiting professional staff.

Employment Data

We monitor, analyse and evaluate a range of information on our staff to meet the specific requirements of the Race Relations Act, the Disability Discrimination Act and the Equality Act. This helps us to ensure that our staff from under-represented groups receive equal outcomes and are able to fulfil their potential. Our employment data are reported in the chapter on Corporate Human Resources.

Impact assessments

We follow Departmental processes to ensure that we impact assess proposals and change for race, disability and gender. Recently we have assessed such things as the development of the Applications Delivery Centre, the Corporate IT Conference and the new mobile phone policy. The IT policy regarding the use of memory sticks was revised when the impact assessment showed that some people who use specialist software would have been unfairly impacted. The majority of our contracts and policies have a limited duration – as new contracts are negotiated and policies developed they will be impact assessed. Current policies that are likely to still be in place will be impact assessed before the December 2009 deadline and the Accessibility Strategy will pick up and resolve issues with our IT systems. Impact assessments for disability and gender are published on our Intranet site and will be published externally where appropriate.

Annual progress reports

We are planning to publish future annual progress reports as part of our business planning process. The reports will be published yearly.

Annex 1 – Corporate IT: Equality Schemes

Functions and policies have been impacted against the requirements of the diversity and equality legislation as detailed below.

Functions and Policies	Race	Gender	Disability	Reason for rating
Transform and innovate the IT services that deliver DWP’s outcomes by designing them around customer’s needs and reducing business costs.	High	Low	High	Accessible IT systems and requirements for additional languages as requested by the delivery businesses must be provided.
To work with and through the businesses and Applications Development Centre to design and deliver technological solutions which, enables DWP to improve performance, reduce cost and modernise the services it provides to some of the most vulnerable people in our society.	High	Low	High	Future systems must be Accessible with provision for additional languages as required by the delivery businesses.
To grow the capability and potential of our individuals and the wider DWP organisation by delivering a holistic development plan for DWP’s IT community and also by refreshing our recruitment strategy.	High	High	High	Long term objective to ensure the mix of staff reflects diversity of population especially in senior grades.
Look to our suppliers for support in terms of their performance and meeting the demands of our customers.	Medium	Low	High	Accessible IT systems and requirements for additional languages as requested by the delivery businesses must be provided.

Functions and Policies	Race	Gender	Disability	Reason for rating
Continuous improvement of the performance, robustness and resilience of the IT systems.	High	High	High	Consistency of access to our systems by staff and customers.
Understand and respond to the IT needs of our people and our customers, so that more DWP staff feel that the IT available supports them in their role of delivering services to their customers	High	Low	High	Systems must meet the needs of all our customers and staff.

Priority Ratings

Key to high, medium or low

- High** actions included in the action plan that are being acted upon immediately or in the near future
- Medium** actions included in the action plan that require longer-term/ongoing actions
- Low** actions not included in the action plan

Annex 2 – Race Equality Action Plan

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure customers from an ethnic minority are able to access our IT systems and services	a. Review our standards, guidance and training for project managers	By 2009	Improved understanding of race legislation and the need to conduct impact assessments	<p>DWP'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 used within the project review process have also been updated to include a reference to the Equality Impact Assessment</p> <p>The DWP Change Lifecycle content was reviewed in April 2008 in relation to Diversity and Equality and Accessibility and the changes made communicated to projects and programmes.</p>

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure customers from an ethnic minority are able to access our IT systems and services <i>(continued)</i>	b. Improve governance processes	By 2009	There is assurance that we have designed, developed and released accessible systems	<p>The grading documents used within the Gated Review process seek assurances that the appropriate Change Lifecycle product sets have been produced and signed off by stakeholders and have also been updated to include a reference to the Equality Impact Assessment as part of the compliance with statutory legislation</p> <p>As part of the most recent update of the grading documents specific reference was made to compliance with Diversity and Equality Legislation</p>
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades	a. Actively promote Leaders Unltd, (a Cabinet Office led initiative), and other talent management programmes	Ongoing	Under-represented groups represented on talent programmes	The 2008 Leaders Unltd programme has been publicised throughout Corporate IT and Line Managers have been asked to draw the scheme to the attention of eligible staff as part of the end of year reporting process

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades <i>(continued)</i>	b. 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	<p>This message will form part of the new process under Office of Government Commerce framework, currently being discussed. Corporate IT's requirements are being fed in to this work</p> <p>It is estimated that the new contract will be in place by July 2008</p>
	c. Identify and pilot ways of making recruitment adverts appeal more widely – eg less macho messaging, depicting closer relationship with customers and more diverse visual images	Ongoing	Increase in proportion of under-represented groups applying for posts	<p>Corporate IT, together with Employee Services is leading a pilot to test e-mail applications for Information Systems/ Information Technology vacancies. The pilot will be evaluated, and diversity and equality data will be analysed as part of the success criteria for the pilot</p> <p>We have also reviewed the wording on our vacancy advertisements and made changes to make them appeal to a more diverse group of people</p> <p>We will be evaluating the impact</p>

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades (continued)	d. Produce an insertion to Corporate IT application packs which talks about Corporate IT People and shows a diverse grouping, including people from an ethnic minority	October 2007	Depicts a more personal, interesting and diverse image of working here. Encourage applications from under-represented groups	A recruitment DVD has been produced which includes interviews with staff from under represented groups who currently work in Corporate IT The DVD was issued with application packs at the recruitment fair held on 10 and 14 January 2008
	e. Monitor level of applications from under-represented groups and monitor the diversity of groups at different points in the application process	Ongoing with formal quarterly	Statistical information on whether outcome of increase in applications is being achieved	Initial work suggests that this is only achievable where the applicant volunteers the information about their diversity. Any comparison of data with a control group is therefore difficult to achieve and may offer skewed results We will continue working with Employee Services to agree what might be achieved
	f. Ensure that Corporate IT job postings are included in DWP's entries in Ethnic Media's Diverse Employer's Guide www.newnation.co.uk/	Ongoing as posts are advertised	More applications from people from an ethnic minority	An exit questionnaire at the Recruitment Fair held on 10 and 14 January asked attendees which job-search web-sites they used so that consideration could be given to placing Corporate IT vacancies on them

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades <i>(continued)</i>	g. Consider how Corporate IT can reach out to the Asian community in the North West	Proposals in place Summer 2008	Increase in proportion of Asian applicants	New Action. The size of the Asian population in Warrington is 0.8% compared to 4.6% in England and Wales. 8% of the population in the North West are from an ethnic minority
	h. An upskilling event for Senior Civil Service recruiting managers to be held with Corporate IT Board which will highlight good practice around diversity in recruitment	February 2008	An understanding of the Department's diversity aspirations and the discriminatory issues and traps that can be commonplace in recruitment	The workshop was delivered on 7 February 2008

Objectives	Activities required	Timescales	Outcomes	Progress
Increase the level of knowledge and engagement in diversity and equality issues amongst those who work in Corporate IT	a. Review Corporate IT induction plan	Spring 2008	Induction fully covers diversity and equality, encouraging positive attitude towards disability and awareness of where reasonable adjustments can be obtained	The revised Induction Pack has been completed and induction events for new staff cover diversity and equality
	b. Programme of written communications to staff to highlight diversity and equality issues and provide information	Ongoing (bi-monthly)	Regular written information to keep staff informed and aware	Diversity and Equality Bulletins for staff are being placed on the Intranet to alert them to key messages and changes (eg appraisal, Corporate IT Equality plan)

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure all disabled customers and staff are able to access our IT systems and services	a. Reflect customer services standards in our Information Systems/Information Technology Strategy	As required by business	Set of corporate mandatory, minimum customer service standards exists to meet needs of all diversity groups accessing DWP services. Information Systems/ Information Technology Strategy supports the business in achieving them	As systems come on stream there will be a requirement for a uniform data set. The work is in its early stages. The Customer Information System (CIS) work has been deemed the priority, although in time this overall objective may require further work A workshop held on 1 November 2007 established a basis to collate the diversity data currently held and started the work to create a consolidated set for inclusion on CIS
	b. Develop and implement a customer information service that will allow us to share customer data across the Department	By 2009	Data is acquired that will allow us to monitor and evaluate the services we provide across the Department and to make improvements where necessary	See above regarding CIS

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure all disabled customers and staff are able to access our IT systems and services <i>(continued)</i>	c. Review our IT accessibility standards to ensure our IT systems support our diverse range of customers	Ongoing	Programme of work to ensure: <ul style="list-style-type: none"> • accessibility of IT systems considered at design stage; • all IT systems fully accessible to our customers and staff; and • standards for telephony equipment developed 	<ul style="list-style-type: none"> • The standards and guidance are reviewed regularly (last updated December 2006) and will be reviewed again if ISO (International Organisation for Standardisation) technical specification 16071 completes revision • The DWP E-communications Intranet and Internet Accessibility Standards were last updated February 2007 and are kept under review by DWP e-Comms team • Where telephony impacts on the user's PC (such as the Genesys Agent Desktop, used in contact centres) the user interface has to comply with DWP's IT accessibility Standards • The Accessibility Solutions Team (AST) is developing guidance on accessibility testing, to support the Assurance process
	d. Consider accessibility across all existing IT systems on a prioritised basis to provide a common understanding of the current position	By 2009	DWP systems accessible	<ul style="list-style-type: none"> • Review of DWP's IT systems completed in July, through self assessment and the findings presented to Corporate IT Board in July 07 • Successful bid for £9m to improve accessibility for existing key systems made for Comprehensive Spending Review (CSR07). Initial work to set up the programme of improvement started

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure all disabled customers and staff are able to access our IT systems and services <i>(continued)</i>	e. Review existing assistive technology	By 2009	Effective technology exists with appropriate support and maintenance services for our users	<ul style="list-style-type: none"> • Technologies have been reviewed and software updates to JAWS (a screen-reader software package) and Dragon (a voice recognition software package) implemented • We are also awaiting a new download method for Texthelp Read & Write 8.1 Gold (IT Software packages) • We now have a revised contract with EDS under which they will maintain assistive software packages at either the newest version or the previous one to that • A plan has now been provided by EDS which shows the roadmap for completion of seven assistive software upgrades by July 2008 • A refresh of assistive hardware equipment was completed in April 2008 for all registered Accessibility Service users

Objectives	Activities required	Timescales	Outcomes	Progress
<p>To ensure all disabled customers and staff are able to access our IT systems and services (continued)</p>	<p>f. Review our standards, guidance and training for project managers</p>	<p>By 2009</p>	<p>There is improved understanding of accessibility requirements and standard of accessibility plans across all projects</p>	<p>DWP'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 used within the project review process have also been updated to include a reference to the Equality Impact Assessment</p> <p>The DWP Change Lifecycle content was reviewed in April 2008 in relation to Diversity and Equality and Accessibility and the changes made communicated to projects and programmes</p>

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure all disabled customers and staff are able to access our IT systems and services <i>(continued)</i>	g. Improve governance processes	By 2009	There is assurance that we have designed, developed and released accessible systems	<p>The grading documents used within the project review process seek assurances that the appropriate Change Lifecycle product sets have been produced and signed off by stakeholders and have also been updated to include a reference to the Equality Impact Assessment as part of the compliance with statutory legislation</p> <p>As part of the most recent update of the grading documents specific reference was made to compliance with Diversity and Equality Legislation</p>

Objectives	Activities required	Timescales	Outcomes	Progress
<p>To ensure all disabled customers and staff are able to access our IT systems and services <i>(continued)</i></p>	<p>h. Ensure IT systems and services are fully accessible for disabled staff</p>	<p>Ongoing</p>	<p>IT systems are fully accessible</p>	<ul style="list-style-type: none"> • The new Accessibility Service for staff began on 23 July 2007. A new programme of communications was issued to increase uptake and to publicise the benefits of the new service. The service has improved service level agreements for incident handling and delivery of new items • Discussions are in progress with BT for a similar change to the Integrated Communications Network Services (ICONS) contract aimed at defining a tailored service to meet disabled users needs • BT's proposed illustrated on-line catalogue (to support disabled users and their line managers in ordering new accessibility-related telephony equipment) is in the process of being agreed and has been recommended to EDS as an example of best practice

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure all disabled customers and staff are able to access our IT systems and services <i>(continued)</i>	i. Prepare for cross-government event on IT accessibility for senior managers	Early 2007	Senior managers who are in a position to influence the way an organisation provides or procures products and services are made aware of accessibility issues and products	<ul style="list-style-type: none"> • DWP has established the Cross Government Accessibility Network, which would be the lead on cross government events • Meetings held 5th and 14th February to establish a programme of work reporting to the CIO Council and tying in with HMRC chaired Business Taskforce on Accessible Technology

Objectives	Activities required	Timescales	Outcomes	Progress
<p>To ensure all disabled customers and staff are able to access our IT systems and services (<i>continued</i>)</p>	<p>j. Continue to Provide Corporate IT Teams to chair TAG (Telephony Accessibility) group and represent Corporate IT in DWP and cross Government Forums</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Businesses will deliver appropriate services for deaf, hearing- and speech-impaired customers, and staff will be familiar with the correct procedures • Services to textphone users and British Sign Language users will be improved, using the latest available technology 	<ul style="list-style-type: none"> • TAG is an internal DWP hosted body consisting of representatives from DWP businesses, and with assistance/ expert advice from the RNID and BT. The group's remit is consider telephony and the accessibility needs of staff and customers. The last meeting was on 17 January 2008. The group is considering several amendments to the textphone standards, as there is an inaccuracy in relation to the action to be taken when a textphone breaks down. It also promotes proposals for accessibility improvements for handling textphone calls, and use of British Sign Language (BSL) interpreters via video link • For other cross government forums, see below under CIO Council

Objectives	Activities required	Timescales	Outcomes	Progress
<p>To ensure all disabled customers and staff are able to access our IT systems and services (<i>continued</i>)</p>	<p>k. Programme of work to improve accessibility solutions relating to Siebel</p>	<p>Ongoing</p>	<ul style="list-style-type: none"> • Businesses will be supported in delivering contact centre services under IPCC (Internet Protocol Contact Centre) that have been disability-impacted and appropriate action taken • Increased accessibility combined with reasonable adjustments to combat accessibility issues 	<ul style="list-style-type: none"> • Siebel and Oracle IT systems featured in the accessibility self assessment exercise and have been identified as a key area for accessibility improvements as these are long term strategic IT systems • The issues have been discussed in depth with Oracle (now owners of Siebel) with a view to optimising the accessibility user's experience of these systems both in the short term and in Oracle's future product sets • Oracle has undertaken an Ethnographic Study of DWP assistive software users, to see at first hand how they use the systems and discuss with them any issues they may be having • DWP and Oracle intend to continue these discussions and ensure accessibility users get the best support we can

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure all disabled customers and staff are able to access our IT systems and services (<i>continued</i>)	I. 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	<ul style="list-style-type: none"> • Corporate IT has recently re-organised to establish the Application Delivery Centre (ADC) and improve interaction with DWP businesses via the Information Systems Directors. As part of this, the Accessibility Solutions Team has moved into Strategy and Architecture, and will continue to provide advice and guidance to IT projects and programmes including those being delivered by the ADC • The Accessibility Solutions Team is preparing proposals to provide this support via Client Account manager posts within Accessibility Solutions Team who will interface with the Information Systems Directors and the Application Delivery Centre to ensure accessibility is built in to project management and product delivery. These proposals are for initial discussion within Strategy and Architecture and will be put to Corporate IT Board in due course

Objectives	Activities required	Timescales	Outcomes	Progress
To work with partners to increase the accessibility of systems for customers and staff	a. To champion accessibility <ul style="list-style-type: none"> • across government through the CIO Council • by representing DWP on the joint public / private sector Business Taskforce on Accessible Technology 	Ongoing	Accessibility issues have a high profile throughout the IT community with the added expectation that suppliers will take them on board	<ul style="list-style-type: none"> • The Business Taskforce on Accessible Technology is a new forum. The first meeting was held on 31 January 2008 and was attended by the CIO and Chief Technology Officer
	b. To deliver an accessibility strategy and improvement plan	March 09	To create equal job opportunities for all our staff	<ul style="list-style-type: none"> • Work in progress. The strategy will prioritise areas for action following an exercise to map IT systems against business use

Objectives	Activities required	Timescales	Outcomes	Progress
To work with partners to increase the accessibility of systems for customers and staff (<i>continued</i>)	c. Establish a cross-government accessibility network (CGAN) under sponsorship of the CIO Council	Ongoing	Greater consistency across government leading to improved services to customers	<ul style="list-style-type: none"> • The Cross Government Accessibility Network was set up following CIO Council discussion in January 2007 and has met three times. It will meet again in May 2008 • The network has established a Standards sub group, to consider the scope for possible proposals re a framework of accessibility standards that could be used across UK government Departments • DWP is in discussions with HMRC about admin support for the network, and making sure we are “joined up” with them on other work being taken forward between HMRC and the Employer’s Forum on Disability
	d. Form partnerships with IT suppliers to address accessibility	Ongoing	Increased accessibility in the systems available to public authorities to purchase	<ul style="list-style-type: none"> • Discussions with Oracle (Siebel) where we have identified a need within the department’s systems • Discussions with Microsoft and Adobe are also continuing about how their technology can provide accessible user interfaces

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades	a. Actively promote Leaders Unltd, and to promote other talent management programmes	Ongoing	Under-represented groups represented on talent programmes	The 2008 Leaders Unltd programme has been publicised throughout Corporate IT and Line Managers have been asked to draw the scheme to the attention of eligible staff as part of the end of year reporting process
	b. 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	<p>This message will form part of the new process under Office of Government Commerce framework, currently being discussed. Corporate IT's requirements are being fed in to this work</p> <p>It is estimated that the new contract will be in place by July 2008</p>

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades (<i>continued</i>)	c. Identify and pilot ways of making recruitment adverts appeal more widely – eg less macho messaging, depicting closer relationship with customers and more diverse visual images	Ongoing	Increase in proportion of under-represented groups applying for posts	<p>Corporate IT, together with Employee Services is leading a pilot to test e-mail applications for Information Systems/ Information Technology vacancies. The pilot will be evaluated, and diversity and equality data will be analysed as part of the success criteria for the pilot</p> <p>We have also reviewed the wording on our vacancy advertisements and made changes to make them appeal to a more diverse group of people</p> <p>We will be evaluating the impact</p>
	d. Produce an insertion to Corporate IT application packs which talks about Corporate IT People and shows a diverse grouping, including a disabled person	October 2007	Depicts a more personal, interesting and diverse image of working here. Encourage applications from under-represented groups	<p>A recruitment DVD has been produced which includes an interview with a disabled member of staff working in IT</p> <p>The DVD was issued with application packs at the Corporate IT Recruitment Fair held in January. It has also been distributed to all Corporate IT staff</p>

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades <i>(continued)</i>	e. Monitor level of applications from under-represented groups and monitor the diversity of groups at different points in the application process	Ongoing with formal quarterly	Statistical information on whether outcome of increase in applications is being achieved	Initial work suggests that this is only achievable where the applicant volunteers the information about their diversity. Any comparison of data with a control group is therefore difficult to achieve and may offer skewed results We will continue working with Employee Services to agree what might be achieved
	f. An upskilling event for Senior Civil Service recruiting managers to be held with Corporate IT Board which will highlight good practice around diversity in recruitment	February 2008	An understanding of the Department's diversity aspirations and the discriminatory issues and traps that can be commonplace in recruitment	Event held 7 February 2008

Objectives	Activities required	Timescales	Outcomes	Progress
Increase the level of knowledge and engagement in diversity and equality issues amongst those who work in Corporate IT	a. 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	The revised Induction Pack has been completed and induction events for new staff cover diversity and equality
	b. 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	The Diversity Action Team met three times in 2007 and has meetings planned for 2008

Objectives	Activities required	Timescales	Outcomes	Progress
Increase the level of knowledge and engagement in diversity and equality issues amongst those who work in Corporate IT (<i>continued</i>)	c. Showcase of accessibility technology – one to Corporate IT staff and another to wider DWP community	Corporate IT staff April 2007; wider DWP community Autumn 2007; accessibility solutions team featured at the DWP diversity event 19 June 2007	Increased awareness of how accessibility solutions can help people do their jobs and access the web	<ul style="list-style-type: none"> • Events organised by Corporate IT held in the Northwest in April 2007 and in London in September 2007. Around 250 staff from across DWP including Senior Civil Servants, people working on projects and staff advising disabled customers attended • In addition we provided two stands on Accessibility at the national DWP Diversity and Equality conference in June 2007 • We also supported the Civil Service Live event in April 2008 and plan to hold a further Accessibility Solutions Showcase in the Autumn of 2008
	d. Programme of written communications to staff to highlight diversity and equality issues and provide information	Ongoing (bi-monthly)	Regular written information to keep staff informed and aware	Diversity and Equality Bulletins for staff are been placed on the Intranet to alert them to key messages and changes. (eg appraisal, Corporate IT Equality plan)

Annex 4 – Gender Equality Action Plan

Objectives	Activities required	Timescales	Outcomes	Progress
To ensure our systems and procedures promote gender equality	a. Review our standards, guidance and training for project managers	By 2009	Improved understanding of gender legislation and the need to conduct impact assessments	<p>DWP'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 used within the project review process have also been updated to include a reference to the Equality Impact Assessment</p> <p>The DWP Change Lifecycle content was reviewed in April 2008 in relation to Diversity and Equality and Accessibility and the changes made communicated to projects and programmes</p>

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades	a. Actively promote Leaders Unltd, and to promote other talent management programmes	Ongoing	More women on talent programmes	The 2008 Leaders Unltd programme has been publicised throughout Corporate IT and Line Managers have been asked to draw the scheme to the attention of eligible staff as part of the end of year reporting process
	b. 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 women applying for posts	This message will form part of the new process under Office for government Commerce framework, currently being discussed. Corporate IT's requirements are being fed in to this work It is estimated that the new contract will be in place by July 2008
	c. Identify and pilot ways of making recruitment adverts appeal more widely – eg less macho messaging, depicting closer relationship with customers and more diverse visual images	Ongoing	Increase in proportion of women applying for posts	Corporate IT, together with Employee Services is leading a pilot to test email applications for Information Systems/ Information Technology vacancies The pilot will be evaluated, and diversity and equality data will be analysed as part of the success criteria for the pilot We have also changed the look and feel of our advertisements to make them appeal more to women

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades <i>(continued)</i>	d. Produce an insertion to Corporate IT application packs which talks about Corporate IT People and shows a diverse grouping	October 2007	Depicts a more personal, interesting and diverse image of working here. Encourage applications from women	A recruitment DVD has been produced which includes interviews with staff from under represented groups who currently work in Corporate IT The DVD was issued with application packs at the recruitment fair held on 10 and 14 January 2008
	e. Monitor level of applications from under-represented groups and monitor the diversity of groups at different points in the application process	Ongoing with formal quarterly	Statistical information on whether outcome of increase in applications from women is being achieved	Initial work suggests that this is only achievable where the applicant volunteers the information about their diversity. Any comparison of data with a control group is therefore difficult to achieve and may offer skewed results We will continue to work with Employee Services to agree what might be achieved.
	f. Ensure that Corporate IT job postings are included in DWP's entries in www.wherewomenwanttowork.com and Aurora	Ongoing as posts are advertised	More applications from women	Appropriate vacancies are now placed on these web-sites An exit questionnaire at the recruitment Fair held on 10 and 14 January asked attendees which job-search web-sites they used so that consideration could be given to placing Corporate IT vacancies on them

Objectives	Activities required	Timescales	Outcomes	Progress
To increase the proportion of under-represented groups working in Corporate IT, particularly at Senior Civil Service and feeder grades <i>(continued)</i>	g. An upskilling event for Senior Civil Service recruiting managers to be held with Corporate IT Board which will highlight good practice around diversity in recruitment	February 2008	An understanding of the Department's diversity aspirations and the discriminatory issues and traps that can be commonplace in recruitment	The workshop was delivered on 7 February 2008
Increase the level of knowledge and engagement in diversity and equality issues amongst those who work in Corporate IT	a. 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	The revised Induction Pack has been completed and induction events for new staff cover diversity and equality

Objectives	Activities required	Timescales	Outcomes	Progress
Increase the level of knowledge and engagement in diversity and equality issues amongst those who work in Corporate IT <i>(continued)</i>	c. Diversity Action Team to look at ways of promoting gender equality	Ongoing	Consult staff and use ideas and information to formulate policies	<p>The action team meets every four months. Work-life balance issues have been discussed and reported back to the Corporate IT Board in November where it was recognised that there would need to be a shift in the culture before any big differences are observed</p> <p>In the short-term it is expected that there will be more meetings by video-conference rather than face-to-face as Corporate IT supports the DWP reducing business mileage policy</p>
	d. Programme of written communications to staff to highlight diversity and equality issues and provide information	Ongoing (bi-monthly)	Regular written information to keep staff informed and aware	Diversity and Equality Bulletins for staff are been placed on the Intranet to alert them to key messages and changes (eg appraisal, Corporate IT Equality plan)

Annex 5 – Other aspects of diversity

Corporate IT follows the Department's lead with regards to other aspects of diversity.

Our IT Director General is the Age Champion for the Department and is an active participant in the staff network.

We have also forged links with Warrington Collegiate to offer five IT students work placements each year. Each placement last a total of five weeks and includes the opportunity to "shadow" a senior manager as well as visits to operational sites.

We respect the religion and beliefs of all our staff and would be supportive of any requests for time away for religious purposes.