



Objectives	Actions Required	Timescales	Outcome	Progress
<p>This objective applies to ethnic minority and disabled customers</p> <p>2 To ensure all ethnic minority and disabled customers are able to access our services in a way that meets their needs</p> <p>Further specific actions are included in our businesses' action plans, for example, the accessibility of our IT systems and our telephone service</p>	<p>Develop a set of processes to meet the needs of customers with specific communications barriers (previously called minimum customer accessibility standards) and agree with implementation plans with businesses</p>	<p>February 2007</p>	<p>Set of corporate processes exist to meet needs of all diversity groups accessing Department for Work and Pensions services</p> <p>The best possible service to all our customers is provided, reflecting their diverse requirements</p>	<p>We have developed a set of processes to help ensure that customers with diverse needs are able to access our services in the way that best suits them. We are working to ensure that these processes are integrated into our Change Programme</p>

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	Monitor implementation across Department and review standards, as appropriate	Ongoing		This will take place when the processes to meet the needs of customers with specific communications barriers are implemented
	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	We are working to ensure that diversity information is included in any plans for changes made as a result of our Change Programme so that customer information, once collected, can be seen by all parts of the Department



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	<p>Review our procurement processes</p>	By 2009	External contractors providing services on behalf of the Department are aware of and able to meet their responsibilities under equality legislation	

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<p>3 To ensure our customers, staff and stakeholders are consulted with, involved in and contribute to the setting of the Department's priorities</p>	<p>Continue to implement and embed our three tier involvement approach ensuring we:</p> <ul style="list-style-type: none"> <li>• continually review what we have in place;</li> <li>• consider whether we are reaching all groups, including specific groups targeting ethnic minorities, disabled, gender and transgender issues; and</li> <li>• co-ordinate activity across the Department to lessen burdens on customers and stakeholders</li> </ul>	<p>Ongoing</p>	<p>Ethnic minority and disabled customers and staff, men and women (including transgender) and stakeholders are consulted and involved in setting the agenda and priorities for the Department</p> <p>Their views are taken on board and the agenda and priorities of the Department reflect their views</p>	<ul style="list-style-type: none"> <li>• Customer involvement workshop held</li> <li>• Involvement and consultation has also taken place at the various events where we involve customers and stakeholders</li> <li>• Jobcentre Plus held involvement exercise on behalf of the whole Department</li> <li>• All parts of the Department have continued to involve customers at a local level</li> <li>• Staff consulted through staff survey and staff networks</li> <li>• Information shared across the Department</li> </ul>

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3 To ensure our customers, staff and stakeholders are consulted with, involved in and contribute the setting of the Department's priorities <i>(continued)</i>	Establish the customer involvement group as part of the Department's ongoing involvement and consultation process	Ongoing	(See above)	First meeting held in February 2008  Customer involvement group will become one of the Department's regular menu of events for customers and stakeholders
	Ensure we have better representation for all under-represented groups at the customer involvement workshop			
	Monitor and review arrangements	Ongoing		We continue to ask our customer stakeholder groups for their views of the arrangements to ensure that they meet their needs. We also monitor and review the arrangements at a variety of regular meetings, for example at the Diversity and Equality Steering Group and the Diversity and Equality Working Group

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<p>This objective applies to disability and gender</p> <p>4 Review all existing policies to ensure they promote equality for disabled people and between men and women</p>	<p>Conduct initial screening impact assessments on all Departmental policies established prior to December 2006 for disability and April 2007 for gender</p> <p>Conduct a full impact assessment for any policy where a negative impact is identified</p>	<p>Disability – December 2009</p> <p>Gender – April 2010</p>	<p>All current policies are assessed for their impact on disability and gender</p> <p>Negative impacts are identified and future action plans include appropriate actions to address them</p>	<p>Timetables for carrying out initial screening will be completed by end of June 2008</p>

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<p>5 To use the information we gather on customers and employees to make improvements towards equality for:</p> <ul style="list-style-type: none"> <li>• ethnic minority people;</li> <li>• disabled people;</li> <li>• men and women</li> </ul>	<p>Develop information management structures and solutions that will allow us to make the most effective use of the information we hold for:</p> <p>Continue to ensure that the monitoring and evaluation strategy is implemented across the Department</p> <p>The results of evaluations will be used by all parts of the Department to improve the services they provide to customers and staff</p>	<p>By 2011</p> <p>Ongoing</p>	<p>Customers provide information only once</p> <p>Staff are easily able to answer a range of queries from customers</p> <p>Customer information is held in one place</p> <p>A Departmental strategy on diversity monitoring exists with clear identification and ownership of roles and responsibilities, across the Department, ensuring fulfilment of legislative requirements</p>	<p>Workshops continue to be held with relevant policy teams to establish roles and responsibilities for staff data</p> <p>The results of evaluations are used by all parts of the Department. For example our Executive Team considers the quarterly Departmental balanced scorecard and the Human Resources Executive Team considers the human resources statistics quarterly. Both of these include a breakdown of diversity data</p>

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6 To ensure all staff have the appropriate cultural and legislative knowledge to understand the business case for diversity and use this when developing policies, providing services for customers and staff and dealing with stakeholders	Consider, and where possible, deliver awareness training in partnership with disabled staff, customers and stakeholders, to key staff involving in working directly with the public	July 2007	Staff are better able to help disabled customers	We are currently reviewing our learning and development material. There is supporting information for staff on our internal website
	Carry out a fundamental review of the learning products available to staff including induction material for new staff	June 2008	All staff have a sound, practical understanding of diversity issues and are able to apply their knowledge in dealing with both customers and colleagues	Review has begun and includes: <ul style="list-style-type: none"> <li>• a survey of staff learning experiences and needs; and</li> <li>• evaluation of the mandatory legislation training carried out in 2006 and 2007</li> </ul>
	Revise internal diversity and equality website and learning zones to improve quality and structure of information on race, disability and gender	February 2007	Staff navigation of internal website and learning zones much easier and the information on race, disability and gender more accessible	New learning zones all delivered. Evaluation will be undertaken as part of a wider review of learning and development within the Department  Internal diversity and equality website structure revised to reflect our business case for diversity

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<p>6 To ensure all staff have the appropriate cultural and legislative knowledge to understand the business case for diversity and use this when developing policies, providing services for customers and staff and dealing with stakeholders (<i>continued</i>)</p>	<p>Develop our business case for diversity</p> <p>Maintain a relevant and updated impact assessment tool and monitor as appropriate so that staff are able to carry out impact assessments effectively, taking into account the needs of:</p> <ul style="list-style-type: none"> <li>• ethnic minority people;</li> <li>• disabled people; and</li> <li>• men and women</li> </ul> <p>in all day-to-day work</p>	<p>December 2007</p> <p>Ongoing</p>	<p>Staff understand how diversity can help us deliver our services</p> <p>Progress is made in:</p> <ul style="list-style-type: none"> <li>• eliminating unlawful racial discrimination;</li> <li>• promoting equality of opportunity; and</li> <li>• promoting good relations between people of different racial groups</li> </ul>	<p>Completed and placed on our internal diversity and equality website which has been revised to reflect the business case</p> <p>We are continuing our programme of workshops for staff to ensure they have the confidence to carry out equality impact assessments. The effectiveness of our guidance and the workshop for staff has been evaluated and any necessary changes made</p> <p>Our equality impact assessment processes will be audited during the summer of 2008</p> <p>Our risk assurance team is changing its processes to ensure that it asks to see equality impact assessments where appropriate</p> <p>During the first half of 2008, we will up-skill staff in Ministers' offices so they can ensure that papers to Ministers contain the correct diversity and equality information and impact assessments</p>

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Objectives	Actions Required	Timescales	Outcome	Progress
<p>7 Build a diverse workforce, including our most senior staff, that reflects the diversity of our customers, ensuring that:</p> <ul style="list-style-type: none"> <li>• staff have the opportunity to develop their skills and perform effectively in their jobs regardless of ethnicity, disability or gender;</li> <li>• staff can contribute to our race, disability and gender agendas</li> </ul>	<p>Monitor progress against the actions in the 10-Point Plan</p>	<p>Ongoing</p>	<p>The workforce reflects the diversity of the wider community</p> <p>Diversity targets are met by March 2008</p>	<p>The 10-Point Plan ended in March 2008. Many of the actions were completed. Those that are ongoing continue to be progressed</p> <p>March 2008 diversity targets rolled forward until new Civil Service diversity strategy published later in 2008. Progress is shown in Annex 1</p>
	<p>Contribute to the development of the new Civil Service-wide diversity strategy</p>	<p>Summer 2008</p>	<p>The workforce reflects the diversity of the wider community</p>	



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	Roll-out best practice in recruitment and diversity workshop for senior civil service members with responsibility for recruitment	By October 2008	Progress is made towards diversity targets	Roll-out has begun
	This action applies to ethnic minority and disabled staff	April 2007	Positive action provision is established for ethnic minority and disabled staff at junior and middle grades with the potential to progress by two grades in three years	Completed – see new action below
	Review current development programmes; review best practice internally and externally; ensure findings and recommendations are carried forward into the design of the new Talent Management Programmes			

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	<p>Roll-out positive action scheme for ethnic minority and disabled staff</p> <p>Continue to take part in the Cabinet Office Leaders UnLtd scheme for Grades 6 and 7/ Bands G and F</p>	<p>Ongoing</p>	<p>Development provision continues for ethnic minority staff at Grades 6 and 7/Bands G and F with potential to reach the senior civil service</p>	<p>We will be taking part in the next tranche of Leaders UnLtd where participants will be starting in July 2008</p>
	<p>Pilot a mentoring circle for women and ethnic minority and disabled staff</p>	<p>February 2008</p>	<p>Women and ethnic minority and disabled staff are able to develop and gain confidence to complete on merit for opportunities</p>	<p>Pilot underway. Evaluation will be towards the end of 2008 with a view to roll-out across the Department</p>

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	Develop and deliver a diversity event	October 2008	<ul style="list-style-type: none"> <li>• Staff have the opportunity to learn more about diversity and to share best practice</li> <li>• Diversity awards presented</li> </ul>	Planning for event underway
	Evaluate the effectiveness of the revised national staff network structure	September 2008	National staff networks continue to play a role in the diversity agenda	Timetable being developed

## DWP – race equality action plan

Objectives	Actions Required	Timescales	Outcome	Progress
1 To ensure all ethnic minority customers are able to access our services in a way that meets their needs	Review interpreting guidance	December 2008	Guidance is clear and staff use the interpreting policy appropriately	
	Develop a set of criteria to be met by staff who use their language skills to communicate with customers	By 2009	All staff using their language skills to communicate with customers meet a pre-defined level of competence in the relevant language	

## DWP – disability equality action plan

Objectives	Actions Required	Timescales	Outcome	Progress
1 To produce the Secretary of State report on progress in the relevant policy area towards equality of opportunity between disabled people and other people	Agree which public authorities should be included in the report  Publish the report	December 2007  December 2008	Leadership on disability equality exists across key elements of the public sector	Planning for this report is underway
2 To ensure all disabled customers are able to access our services in a way that meets their needs	Ensure all parts of the Department's website meets the AA standard	December 2008	Disabled customers are able to access our website	

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<p>3 Build a diverse workforce, including our most senior staff, that reflects the diversity of our customers, ensuring that:</p> <ul style="list-style-type: none"> <li>• disabled staff have the opportunity to develop their skills;</li> <li>• disabled staff can perform effectively in their jobs;</li> <li>• staff can contribute to our disability agenda</li> </ul>	<p>New reasonable adjustments process rolled out</p> <p>Implement improvements to the reasonable adjustments process for staff, enabling speedier access to suitable reasonable adjustments</p> <p>Monitor effectiveness of reasonable adjustment process through reasonable adjustment returns</p>	<p>April 2007</p> <p>August 2008</p> <p>Quarterly</p>	<p>Revised process is implemented across the Department</p> <p>All staff are able to make the most of their ability to contribute to the Department's goals</p> <p>Improvements implemented across the Department</p> <p>All staff are able to make the most of their ability to contribute to the Department's goals</p> <p>Staff receive the reasonable adjustments they need more quickly</p>	<p>New process was rolled out on time. A change of supplier in mid-2007 prompted us to consider how we might deliver reasonable adjustments differently and this resulted in the new action below</p> <p>Returns to June 2007 showed that outstanding cases had reduced by 15 per cent whilst requests for adjustments had fallen by 5.5 per cent</p> <p>We have changed our resource management system and are now beginning to capture reasonable adjustment case information which will give us a more comprehensive picture</p>

# DWP – gender equality action plan

Objectives	Actions Required	Timescales	Outcome	Progress
1 To use the information we gather on customers and employees to make improvements towards equality for men and women	Contribute to Opportunity Now comprehensive review during 2007	2007 – date to be advised		Completed