



Department for Work and Pensions
Race, Disability and Gender Equality Schemes
Annual Progress Report 2008-2009

June 2009



Easy Read

DWP Department for
Work and Pensions

Important

As this is a big booklet, we do not expect you to read all of it.

Instead, look at the list of contents on pages 1 and 2. It shows what is in the booklet. Look down the list to find things you want to read about.

Maroon writing

In this easy-read booklet we sometimes explain what words mean.

The first time we mention any of these words, it is in **bold maroon** writing. Then we write what the words mean in a **blue** box.

These words and what they mean are also in a Words List at the back of the booklet.

If any of the words are used later in the booklet, we show them in **normal maroon** writing. If you see words in **normal maroon** writing, you can look up what they mean by looking for the blue box earlier in the booklet, or by looking at the Words List.

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A message from Yvette Cooper

I am the Secretary of State for Work and Pensions and I am pleased to welcome you to this report about **race, disability and gender equality**. The report shows what my Department did in the last year.

Race, disability and gender equality

This is about making sure people do not get treated unfairly because of

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

We started a lot of new **equality** work for our **customers** and our workers. And we worked on the **equality** targets we set last year.

Customers

These are the people who use our service.



Equality

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

The last year was a bad year for businesses, and many more people are now looking for work. We are doing all we can to help people through these hard times. We are also working to make sure no group of people is affected more than any other group.

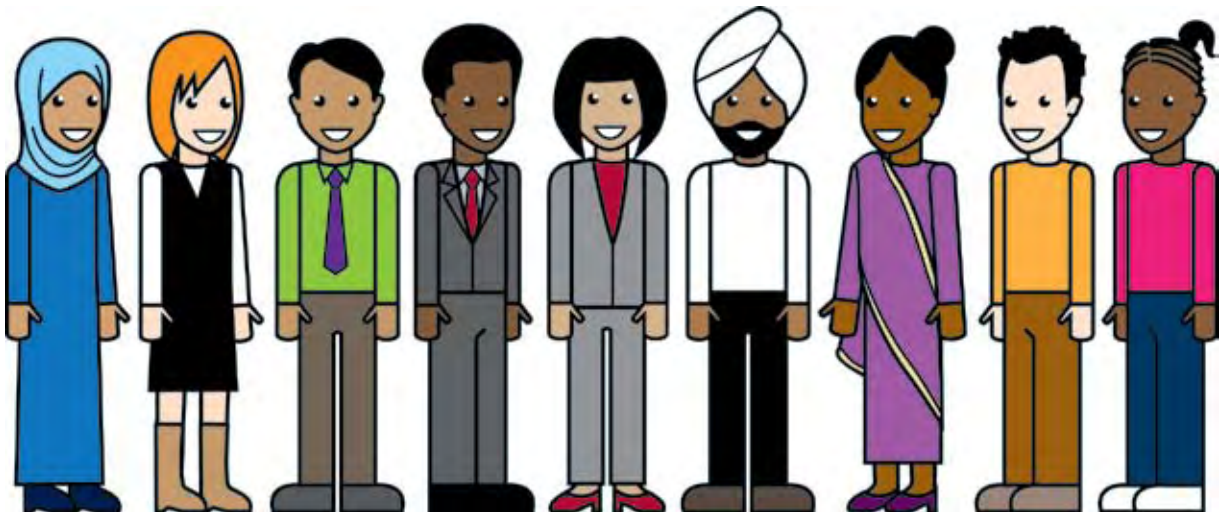
We have a lot of projects that aim to make sure that every one of our **diverse customers** has a fair chance to work.

Diverse and diversity

This is a mix of lots of different kinds of people. For example

- young people and older people.
- black people and white people.
- disabled people and people who are not disabled.

These projects are already helping people who find it hardest to get and keep a job.



In June 2009 the government signed the United Nations **Convention** of the Rights of Disabled People. It renews our promise to make sure disabled people get the same rights as other people.

Convention

This is an agreement between countries saying what they will do to protect people's rights.



And we are making plans for big changes to the way disabled people get the care and support they need. For the first time, disabled people will have a **right to control** their care and support money.

Right to control

This is part of a new law that gives disabled people the right to

- control the money for their care and support from local councils and the government.
- choose the care and support services they want to use.

Using their **right to control**, disabled people will be able to bring money together to meet their needs for things like education, training and job seeking. This means disabled people will be more in charge of their own lives than ever before.

I want to thank everyone for their help and support in the last year.



A handwritten signature in black ink, appearing to read 'Yvette Cooper'.

Yvette Cooper
Secretary of State for Work and Pensions

What this booklet is about

In 2008 we brought our **race, disability and gender** equality schemes up to date by making new schemes and plans for the years 2008 to 2011.

This booklet is about what we did from 2008 to 2009. It shows what we have done

- to meet the targets set by the government.
- to meet the promises we have made to foreign groups.
- to involve our customers and workers in our decisions and plans.
- to change our services after involving our customers and workers.
- what we have done to make sure the people who work for us reflect the **diversity** of our customers.

All our reports are on our website at www.dwp.gov.uk/aboutus/equalityschemes



This booklet does not include The Pension, Disability and Carers Service and Jobcentre Plus. They are making their own reports about the **equality** work they have done.

What we do

Our job is

- to help people have a fair, safe and happy life with enough money to live on.
- to help people into jobs if they can work.
- to help **employers** find workers who can do their kind of work.

Employers

These are people or companies that give jobs to other people.

- to give a good service to our customers.

To make these things happen

- we will help people to do as well as they can, and to be well and active right into their old age.



- we will join up our services when we can, and join up with services given by other people.
- we will make sure we do not waste taxpayers' money.

Our booklet called **Five year strategy: Opportunity and security through life** shows our plans for the future. You can see it at www.dwp.gov.uk/publications/dwp/2005/5_yr_strat/pdf/report.pdf

Here are some of our targets for our customers and for our workers.

- To do all we can to give people their best chance to find work.
- To do what we can to stop **poverty** and help people to look after themselves and be well when they are older.

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.



- To work to change the unfair way that people from the **ethnic minorities** are treated by some people.

Ethnic minorities

This means people who, because of their colour, culture, language or where they were born, are not the same as most other people.

- Work to change the unfair way that some people treat other people because of their **race, disability, gender, race** or
 - age – because they are either too young, or too old.
 - **sexual orientation** – because they are heterosexual, lesbian, gay, bisexual or asexual.
 - religion or belief – because of what they believe or do not believe.



Sexual orientation

This is about whether a person is heterosexual, lesbian, gay, bisexual or asexual.

Straight or heterosexual means someone who is sexually attracted to people of the other sex. For example, men who are attracted to women.

Lesbian means a woman who is sexually attracted to another woman. Sometimes they are also called homosexual.

Gay means a man who is sexually attracted to another man. Sometimes they are also called homosexual.

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

Asexual means someone who is not sexually attracted to men or women.



These targets are at the centre of our **diversity** and **equality** work.

Making equality happen

For disabled people

The Minister for Disabled People signed the United Nations **Convention** of the Rights of Disabled People in May 2009.

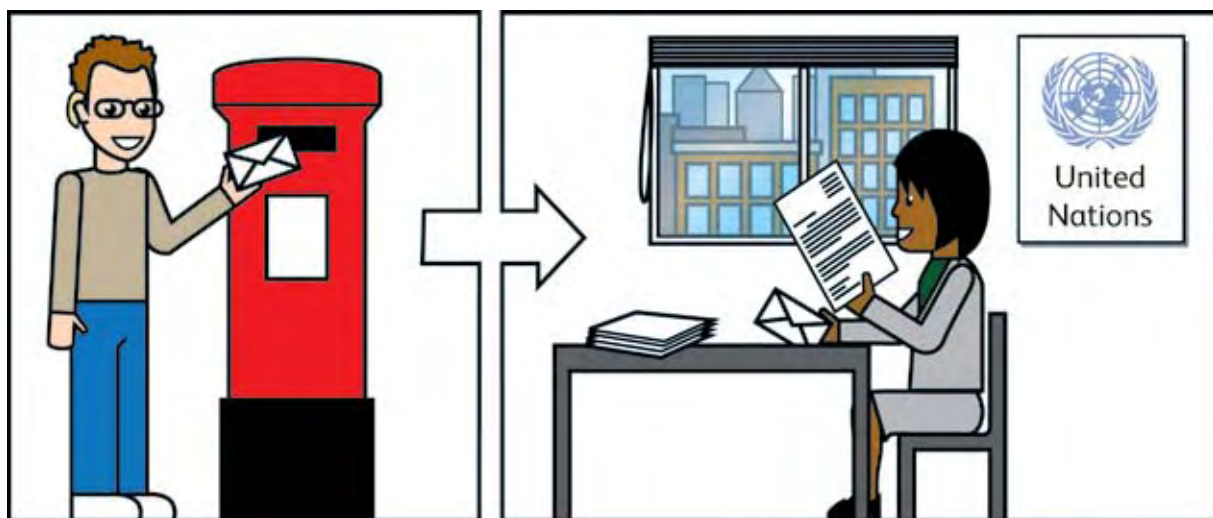
The **convention** does not give any new rights to disabled people. But it does make clear that disabled people have the same rights as other people. And countries must make sure they get their rights.

The **Office for Disability Issues** is in charge of the convention in this country and reports progress to the United Nations. It involves disabled people and their organisations in making these reports.

Office for Disability Issues

This is a group of people working for the government. They help government workers learn more about disabled people, and they help to make things fairer for disabled people.

Disabled people can contact the United Nations themselves to say what they think about the convention and disabled people's rights.



In 2008 the **Office for Disability Issues** set up the **Independent Living Strategy**.

Independent Living Strategy

This is a 5-year plan for helping disabled people live a full life in which they get respect from other people, and in which they have the same choice and control as other people.

Disabled people were involved in making the strategy, and disabled people are involved in making sure it is working right.

The strategy is doing a lot to help us reach our target of full and equal rights for disabled people by 2025.

The **Office for Disability Issues** is working with government departments on

- making better information for disabled people.
- showing more disabled people in the government's information.

And we have been working with businesses and other groups on new ways to make it easier for disabled people to use computers.



For older people

Last year John Elbourne gave us his report called the **Review of Older People's Engagement with Government**. He said we need to find ways to learn what older people think about our plans.

In February 2009 we said we would set up a new group called the UK Advisory Forum on Ageing. The group is led by 2 of our ministers and brings together the thoughts of older people from all over the country.

We also said we will set up local groups bringing together older people in each part in England.

Making it easier to get information

In April 2008 the Department for Work and Pensions were put in charge of Directgov. This service lets people get government information through the internet, TV and on their mobile phones.



Directgov will continue to find new ways to make its services reach all the different people in this country.

Making things better for our customers

We are working with the **Equality and Human Rights Commission** to make sure today's hard times do not affect women, disabled people, **ethnic minorities**, and older people more than other people.

Equality and Human Rights Commission

This organisation makes sure all people are treated fairly. For example, it looks after the rights of disabled people, **ethnic minority** people and people of different ages.



Treating our customers fairly

Changing the welfare system

After we wrote our report called **No one written off: reforming welfare to reward responsibility**, we had a **consultation**.

Consultation

This is when government asks what people think about their plans, and for ideas about the best ways of doing things.

The **consultation** included meetings with groups of disabled people to talk about our plans. For example, we met groups of people with learning difficulties. We also met experts and organisations for people with mental health difficulties.

Following the **consultation**, we decided to give all disabled people the **right to control** their support needs. This will give disabled people more control over their lives.



Helping people to move into work

We are doing things to help people back into work. The **Local Employment Partnerships** and **Pathways to Work** are 2 of them.

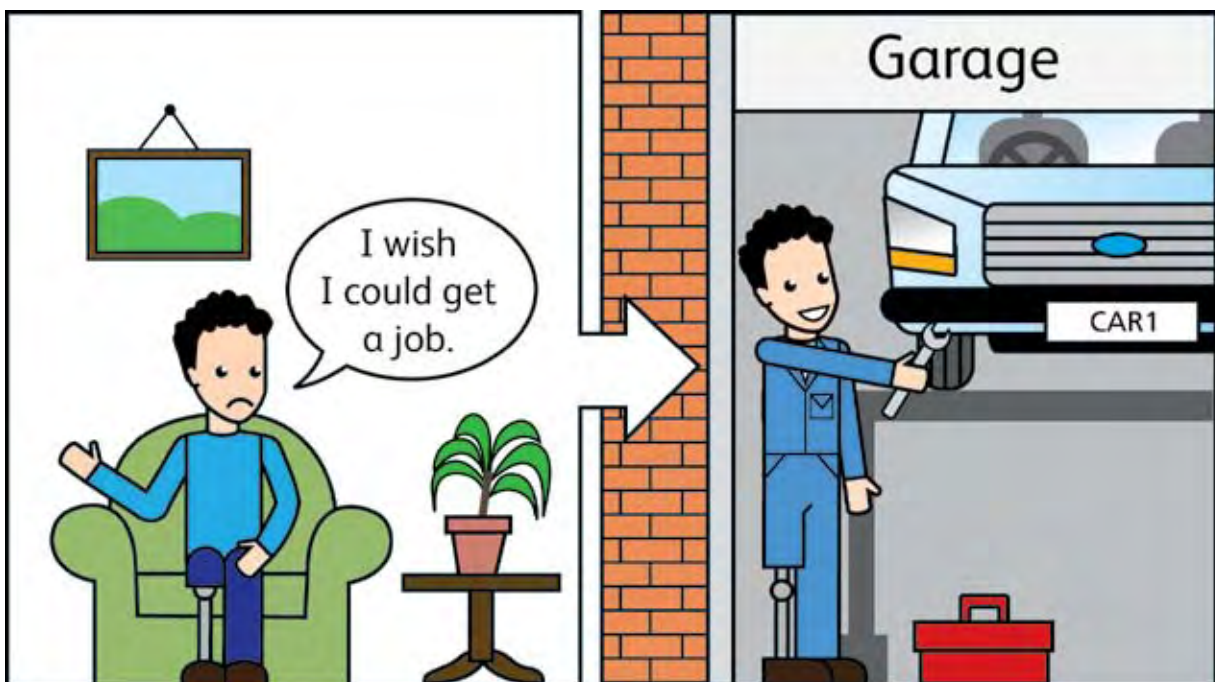
Local Employment Partnerships

These are part of the government's plans to work with employers. The partnerships help people like lone parents and disabled people to get a chance to work.

Pathways to Work

This is a scheme for disabled people and people who are off work sick. It helps them find work.

These are helping people who get Incapacity Benefit or Employment and Support Allowance, and people taking part in the New Deal for Disabled People.



In April 2008 we set up the Working Neighbourhood Fund. This aims to get more people into work in areas where a lot of people do not have jobs. This includes customers from the **ethnic minorities** and disabled people.

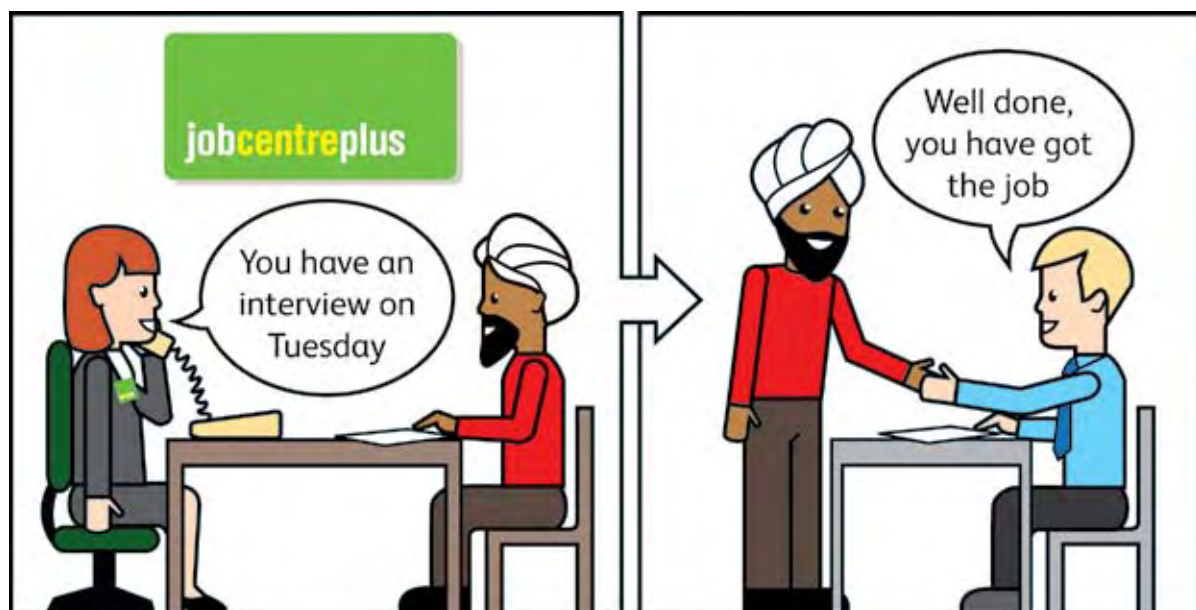
The Working Neighbourhood Fund is an important part of our **diversity** and **equality** work.

Case study 1

We gave extra support to **ethnic minority** people living in a town in north west England. There are many reasons why a lot of these people do not work. For example, problems with speaking English, and being out of work for a long time.

Our advisers helped them to apply for jobs and to get over the problems that had stopped them in the past. The help included advice from experts on things like housing and health too.

So far the project has been very successful.



In October 2008 the Employment and Support Allowance started for people who do not work because they are ill or disabled. They now get extra support to help them get ready to get a job.



But if someone's illness or disability means they cannot work, they will get better support and extra money.

City Strategy

Our City Strategy is finding better ways to help people in towns and cities who do not work. These places often include a lot of **ethnic minority** and disabled people.

Since it started, the City Strategy has had a lot of success in helping people in some of the poorest parts of the country to get a job.

Lone parents

We are making changes so that **lone parents** work if they can.

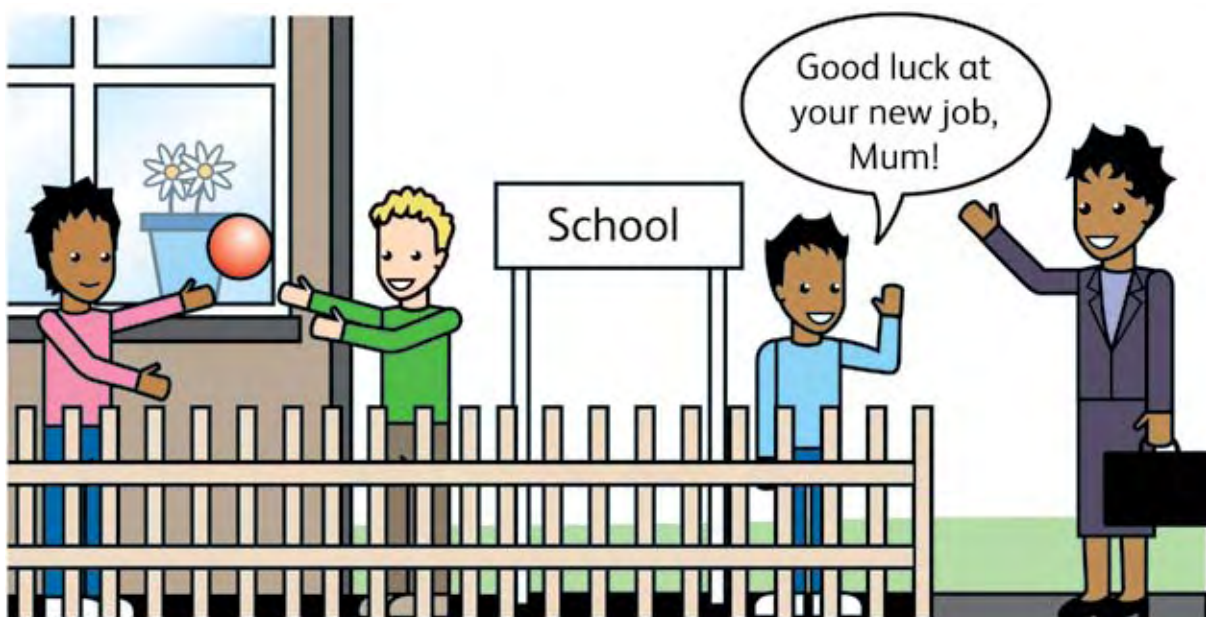
Lone parents

These are mums or dads who bring up children on their own.

Last year we changed the rules for **lone parents** whose youngest child is aged 12 or over. Advisers help them decide what jobs they can do and talk about the new services to help them get a job.

Here are some of the new ways we help **lone parents**.

- Extra money to help **lone parents** stay in work.
- Job interviews for lone parents who are ready to get a job.
- Meetings where groups of **lone parents** learn about the ways we can help them to get a job.
- Help from advisers, even after **lone parents** have started work.



Working with others to make things fairer

Access to Work is working with the Royal Mail to make life better for their disabled workers, and to set up better systems and put more money into their **diversity** and **equality** plans.

Access to Work

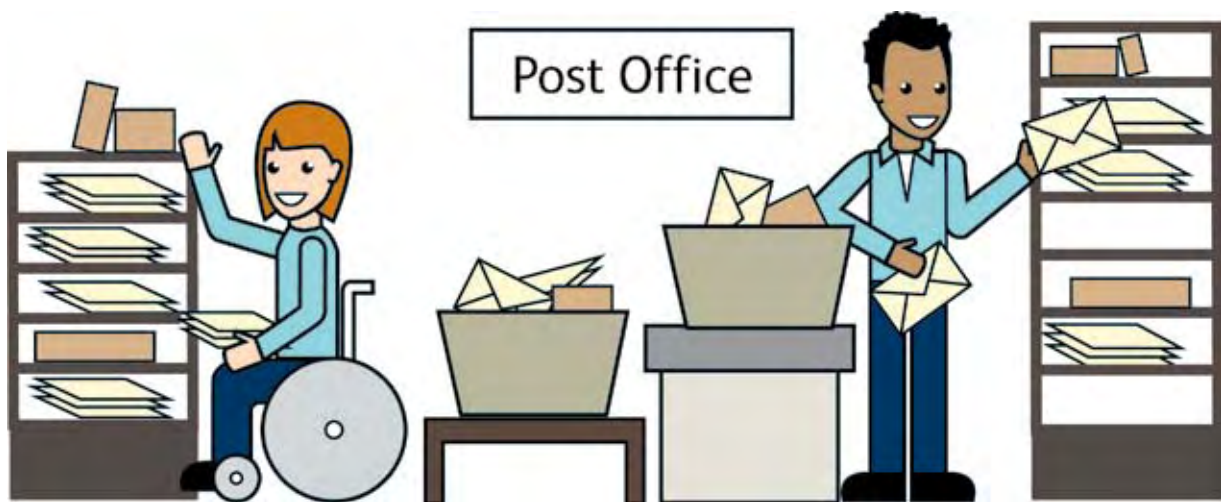
Access to Work gives advice and support to people whose disability or illness affects how they do their work.

It can help pay for a support worker, the extra costs a disabled person might have in travelling to and from work, or to help pay for things like special computers.

This work is making it much easier and faster to get **reasonable adjustments** made for disabled people working for Royal Mail.

Reasonable adjustment

This is when changes make it easier for a disabled worker to do their job, or for a disabled customer to get better services.



Access to Work is so successful that we have decided to put a lot more money into it.

The Change Programme

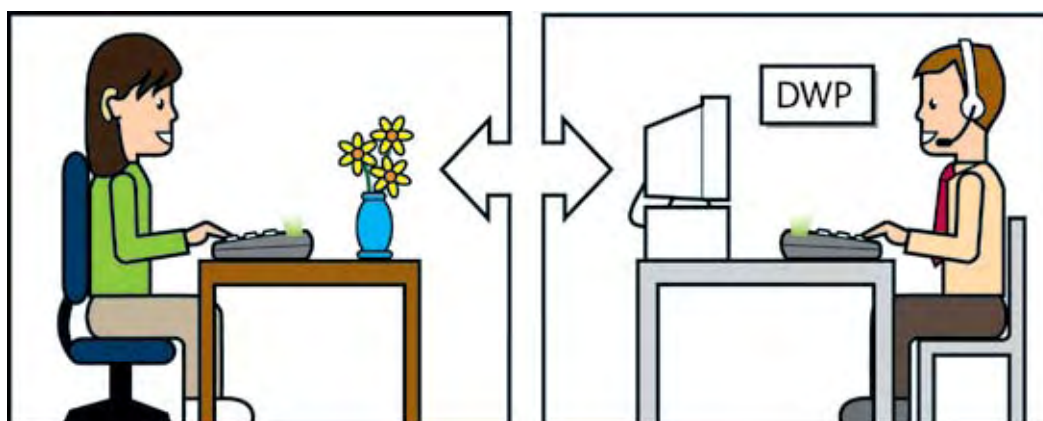
The Change Programme is our way of making our services better.

In the past year, we have worked to give people a better and faster service. Here are some of the things we did.

- We did a test to deal with claims for Attendance Allowance and Disability Living Allowance in 20 days, not the usual 32 days.
- More services are on our websites. This lets people choose how to contact us.
- In another test, we cut the number of times people had to tell us the same things from 5 times to just once.

We have also made it easier for people to use our services. Here are some examples.

- Our websites give advice about 28 of our benefits, pensions and credits, and how to claim them.
- We have tested a better telephone service for people who find it hard to hear or speak. We will start using this new service all over the country from summer 2009.



- We have a new system for people who go off benefit to work for a short time. The new system lets them reclaim their benefit quickly, so it is easier for them to take a job for a short time.

Involving our customers

Talking to **customers** is an important part of our **diversity** and **equality** work. If someone tells us they had a bad time using our services, we change it if we can.

We had 2 meetings with our **Customer Reference Group** last year.

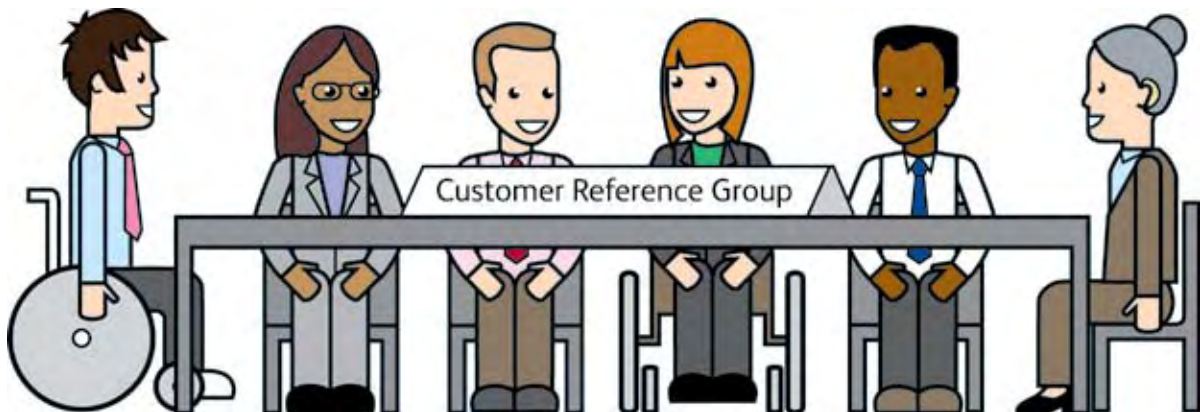
Customer Reference Group

This is a group of **customers** who help us check our **equality** scheme and plans.

This list shows just some of what happened at the **Customer Reference Group** meetings.

- We talked about our leaflets and forms, and learned a lot about the needs of different groups of people.
- People said what they thought about our **equality** schemes. We used what they told us to update our plans.
- We talked about how we make sure our suppliers obey the **equality** laws. For example, the Disability Discrimination Act.

We will make sure we think about what people want when we make decisions in the future.



Customer Insight Team

Our Customer Insight Team has been busy in the last year. It has

- done work to find out what services people need, and the best way to supply the services.
- worked with the **Independent Case Examiner** and others to sort out the most difficult complaints.

Independent Case Examiner

This is a free service that looks at complaints from people who are unhappy about the way we have dealt with them.

An important part of the Customer Insight Team's work was to find out what good customer service really means. To do this

- they talked to more than 3,000 of our **customers**.
- they talked to more than 800 of our workers.
- they talked to more than 400 other people.

These included **ethnic minority** people, and disabled people and their carers. We now know what people think about our services, what people think is most important, and what people think needs to be better. And we will use this to make our services better.



Case study 3

In 2007, the Customer Insight Team found that **ethnic minority** people were less happy with our services than other people.

So the Pension, Disability and Carers Service worked with a company called Ipsos MORI to find out why. It also had meetings with **ethnic minority** people to talk about why they were less happy with our services.



The Pension, Disability and Carers Service is now writing a report about what they found out. The report will be out soon.

We will use their report and other information to make changes to our services so that everyone is happy using them.

The Pension, Disability and Carers Service is also doing a check every 3 months to find out what people think about their service. This way the Pension, Disability and Carers Service will know where they need to do better.

The first results are due in July 2009.

We are doing well

In the last year we did well.

- We got a gold medal in the Race for Opportunity awards. This was for our work supporting **ethnic minority** people into work.
- We got a gold medal from Opportunity Now for our work to make sure men and women are treated fairly in the Department for Work and Pensions.
- We did well in the 2008 Stonewall Equality Index and got top marks for our **diversity** information and our training about **sexual orientation**.



We need to check that our **diversity** and **equality** work is still showing good results. To do this, we have meetings with other organisations. At these meetings

- we check how well we are doing.
- we talk about the best ways for reaching our **diversity** targets.

Making sure changes are fair

We do an **equality impact assessment** every time we make a new plan or start up a new services.

Equality impact assessment

This is a way of working out if a change affects **race, disability or gender equality**.

We also do an **equality impact assessment** if we change our plans or services.

To make sure **equality impact assessments** are done at the right time, and to make sure our workers know about them

- we put up-to-date information on our workers' website telling them what the law says about **equality impact assessments** and how they should be done.
- we have training courses. 278 workers had training on **equality impact assessments** between January 2008 and January 2009.

We are checking to make sure we have disability and gender **equality impact assessments** on all our plans.



Making sure our suppliers support equality

We make sure our suppliers work in a way that supports our **diversity** and **equality** targets and the law. To do this we have an **equality** schedule, which is a list of things suppliers must do.

We use an outside company to check how well our suppliers are doing during the year. And every year our suppliers must send us a **diversity** and **equality** report.



We also worked with the Office of Government Commerce and the Treasury to make new rules about **diversity** and **equality** for all suppliers to government offices.

Making things better for people who work for us

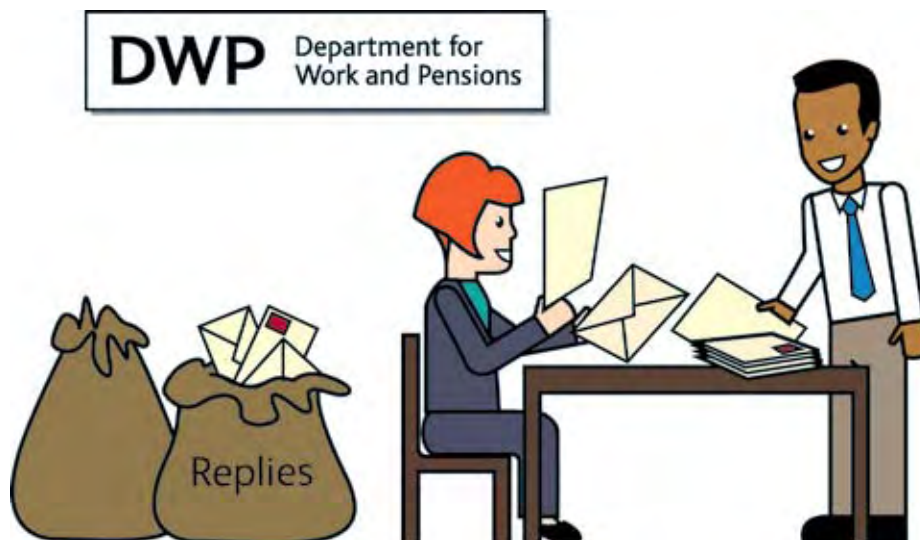
Civil Service Diversity Strategy

In April 2009 we wrote Equality Action. It was our part of the work to make the **Civil Service Diversity Strategy**.

Civil Service Diversity Strategy

This is a plan for government offices to build a **diverse** workforce made up of all the different groups of people in this country.

We talk to our workers to find out what they think. Then we include what they tell us when we make decisions. For example, when we asked our workers to tell us what they think about our **equality** work, more than 800 replied!



Here are some of the things they told us.

- Our top people should be more **diverse**.
- **Managers** and workers should work together towards our **diversity** and **equality** targets.

Managers

These are people who tell workers what to do.

- Our **diversity** plans and targets need to be more clear.

As a result of what people told us, our Equality Action plan has targets for more **ethnic minority** people, disabled people and women in our top jobs.



The plan also shows our plans to make sure our workforce is **diverse** and has the right **skills**.

Skills

These are things people learn. Basic skills are things like talking, reading, writing and numbers. Other skills are things like being able to use a computer, or being able to lead other people.

Diverse workers

- will help bring us closer to our **customers**.
- will make it easier for us to talk to the most hard-to-reach groups.
- will help us make sure our services are fair to everyone.

Diversity Week

In November 2008 we had a **Diversity** Week.

- It showed off the **diversity** of the people who work for us.
- It helped our workers to find out more about our **customers** and more about the people they work with.
- It showed what we are doing about **diversity**.

Here are just some of the things we did during **Diversity** Week.

- We had computer programs telling people about our **diversity** and **equality** work.



- We had posters and leaflets about **diversity** that people could print out from a computer.
- We asked our workers what we could do to help with the Civil Service Equality and Diversity Strategy.
- We asked our workers to give us **diversity** information, about their **sexual orientation** above all.

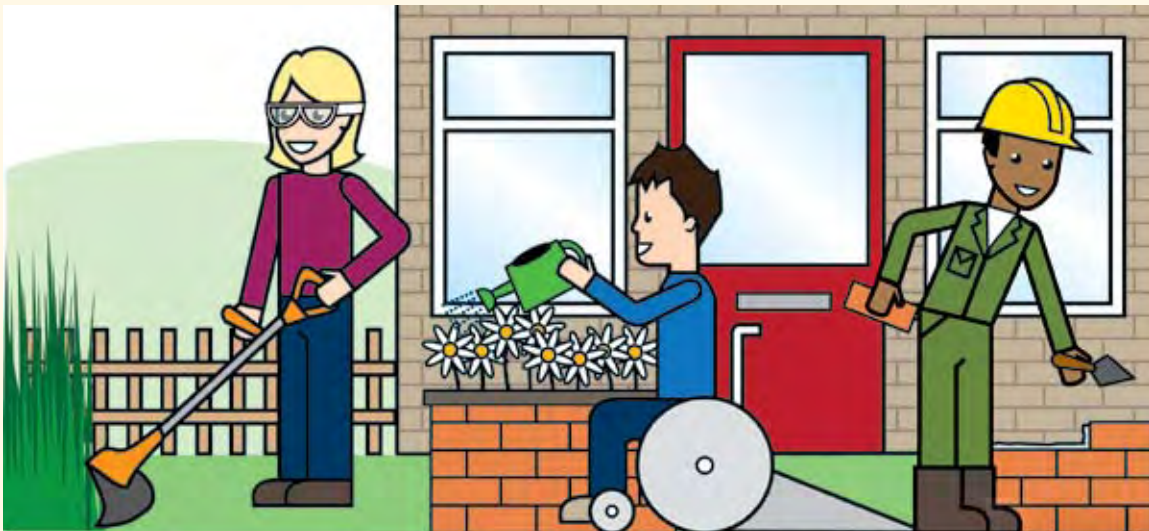
Our offices around the country also did a lot of special things for **Diversity** Week.

Case study 4

Community 5,000 is our idea to give up to 5,000 hours of work each year to local groups around the country. It helps our workers learn more about our **customers**.

Here are some of the things our workers did for Community 5,000 which we heard about during **Diversity** Week.

- They worked in Leonard Cheshire homes in Lancashire supporting disabled people in their daily lives.
- They worked on gardens in London to make them easier for disabled people to enjoy.



- They did work at the London Irish Centre that will help the centre give support and advice to Irish people in London.
- They worked with Age Concern to help older people learn how to use the Internet.

After **Diversity** Week we had a **Diversity** Conference in Birmingham. Our workers came from around the country to learn more about **diversity** and **equality**. And nearly everyone agreed it was a great success.

We want our workers to do well

In 2007, we had a big success with a test project to help our **ethnic minority** and disabled workers. 8 of the 20 people who took part moved into a higher job with us.

So in 2008, we set up the REACH project. 27 **ethnic minority** and 23 disabled workers joined REACH in the first year.

Here are some of the other things we are doing.

- In 2007, 3 of our workers joined Leaders UnLtd – this helps managers who are women, disabled, or from an **ethnic minority**. So far, 2 people from the project have moved into higher jobs. In 2008 5 women joined the project, and more will join in 2009.
- In 2008, we tried to get more people from **universities** to join us. It was a big success for women and **ethnic minority** people.

Universities

This is where people go to learn more after they finish school.



- The number of **ethnic minority** people on our projects are often above our targets.
- We are setting up a Women in IT project to get more women into our top jobs in **information technology**.

Information technology

This means our computers and computer programs.

- We have tried different ways of **mentoring** our workers from **under-represented** groups of people. They see what it is like at the top, and they can learn new things. We are now working out the best way to do our **mentoring**.

Mentoring

This is when a top **manager** (called a mentor) works with a lower **manager** to act as their guide and teacher.

Under-represented

This means there are less people in a group than there should be given the number of those people in an area. **Ethnic minority** people and disabled people are often under-represented.

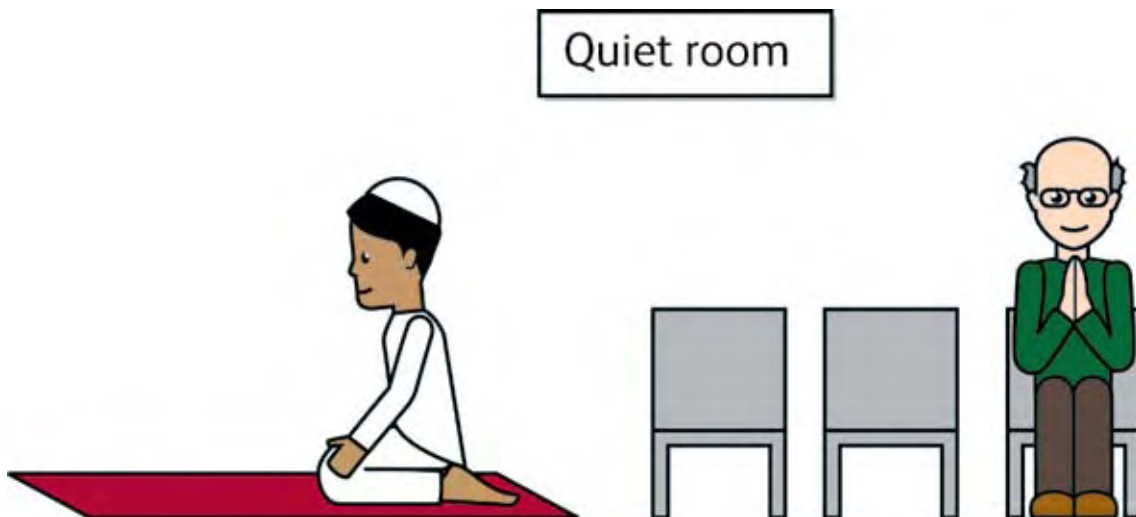


- In April 2008 we started a project where a top **manager** sits with a worker from an **under-represented** group. This way the top **manager** learns what may be stopping people from **under-represented** groups moving up into our higher jobs.

The results so far are very good.

Other ways we support equality

We have a very **diverse** workforce that has many religions. So we have quiet rooms where our workers can go to pray. And we often use our workers' website to tell our workers about special times of the year for different religions.



We work to make sure that **sexual orientation** does not affect the way people are treated. This includes

- training for our workers to make sure they know about their rights and how we want them to act.
- help for our **lesbian, gay, bisexual and asexual** workers so that they feel happy about the way they are treated at work.

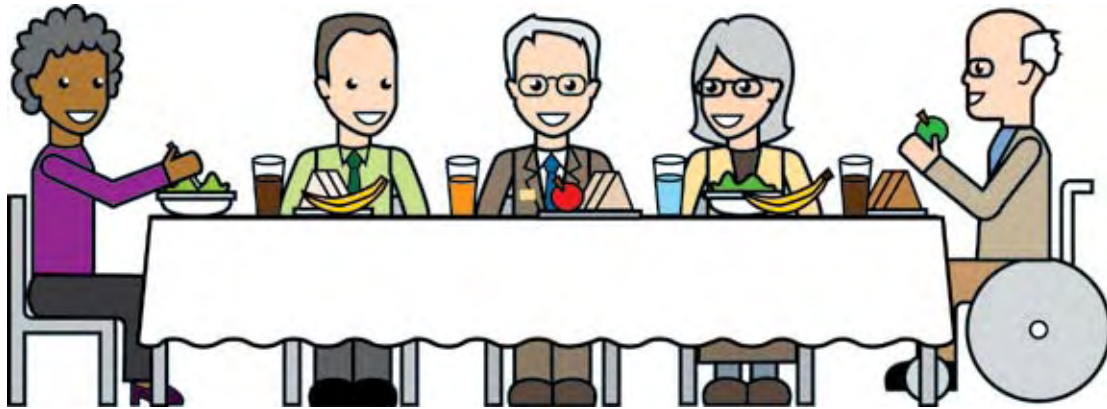
Lesbian, gay, bisexual and asexual

Look at **sexual orientation** on page 11.

Our workers' website has interviews with some of our **lesbian, gay, bisexual and asexual** workers, including 2 of our top **managers**. They all say being different is much easier now.

And here are just some of the things we did on Older People's Day.

- More than 100 of our workers helped older local people.
- Older local people visited Swansea Pension Centre. And workers at Motherwell Pension Centre brought older relatives to work.
- Leigh Lewis, who is our top **manager**, had lunch with some of our workers who are working past pension age.



We also had a photo competition showing the different ages of our workers. We put the photos on our workers' website for people to see – there were photos of a young family, older and disabled people, and one of our older workers playing music in Spain.

Fitting in work with home life and child care

We have joined the **job share** website for government workers.

Job share

This is when 2 or more people share a full-time job. Each person works part time.

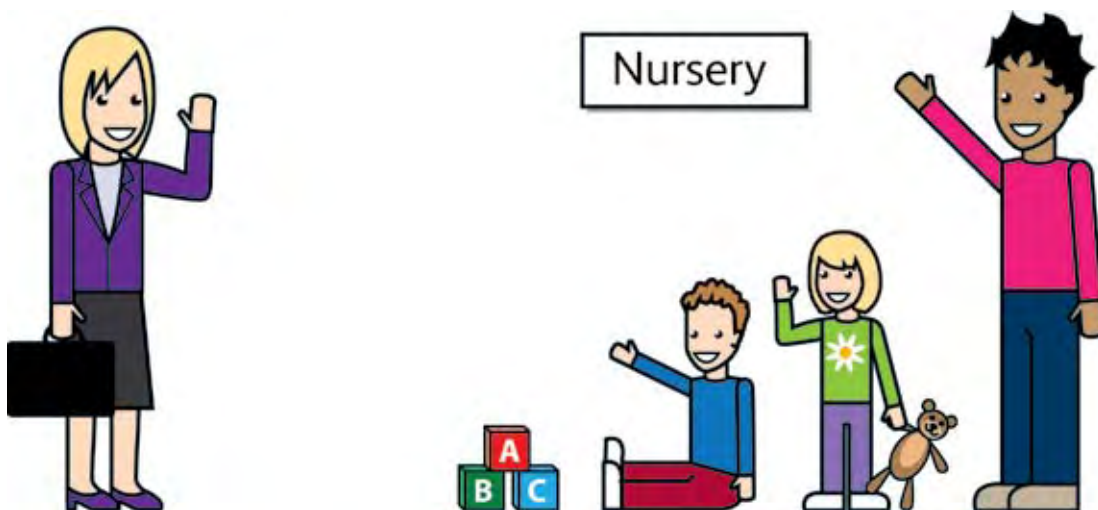
The government's **job share** website

- helps full-time workers to find people to share jobs with them.
- helps workers to find out more about job sharing.
- helps part-time workers to get in touch with other part-time workers in other parts of the government.

This helps our part-time workers, and helps them fit in work with their home life.

We also use the **job share** website to tell our workers about our other ways of helping them balance work with their home life.

And more than 1,300 of our workers are using our nurseries to look after their young children.



Support for people who are hardest to help

We have an action plan to support the government target to give work and housing support to people who are hardest to help.

As part of our action plan, we are working with mental health groups to make sure our workers with mental health difficulties get support to stay in work if they can.

We also have plans for young people who local councils looked after when they were children. They can join our **apprenticeship** projects, which will make a big difference to their future life.

Apprenticeship

This gives people the chance to get paid while they learn a job.

And we have plans for a test project to have people with learning difficulties working in our offices. After checking the results from the test project, up to 400 people may be on the project by the end of 2010.



Reasonable adjustments

Our **reasonable adjustment** work did well in the last year.

We have set up a team to help our **managers** and workers get **reasonable adjustments** done quickly. In just 2 months, the team helped 22 people to get the **reasonable adjustments** they need.



Our Accessibility Improvement Programme is finding new areas of work for our disabled workers who use **assistive technology**.

Assistive technology

This is about things like computers and machines that help disabled people to live their lives the way they want to.

And we are looking at our Accessibility Interest Groups' report about easier ways for disabled people to use our computer systems. We will decide how we can make sure our disabled workers get the same chances to do as well at work as other people.

Talking to and listening to our workers

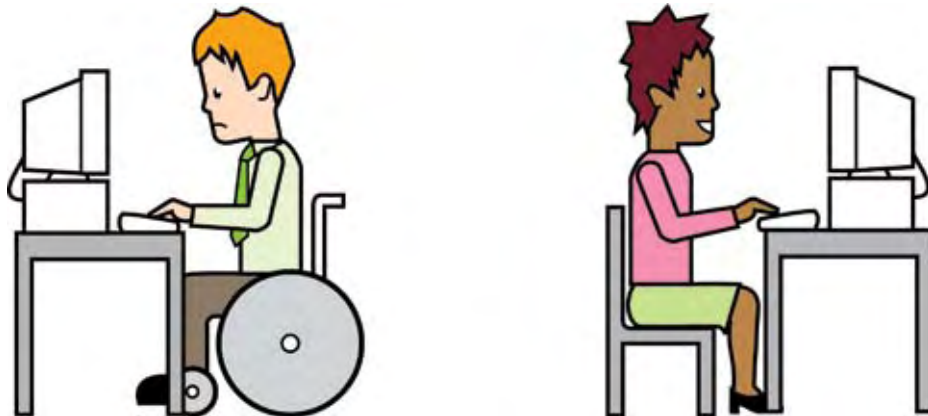
We use **surveys** to find out what our workers say about working for the Department for Work and Pensions.

Surveys

This is when we ask our workers what they think about things.

Surveys tell us a lot of things. Here are some examples.

- Our disabled workers said they feel less able to do well at work than other people. To help change this, we set up the REACH project. There is more about REACH on page 33.
- More disabled workers said they are bullied at work than our other workers. To help put things right, we set up Equality Action which is making sure everyone follows our fairness rules.



- Some of our workers said they are treated unfairly because of their religion. We are looking into this to get more information.
- Our **diversity** network groups help to make sure we know what all our groups of workers are thinking. We use this information when we make our plans.

Case study 5

A **diversity** network group talked about the way we decide how well our workers have done at work. They said some changes were needed.

- They said **managers** should talk to workers every 2 months about how well they are doing.
- They said **managers** should talk to workers more if they are doing their job very well or very badly.



We included these ideas when we made our new People Performance system.

Diversity network groups also had meetings for workers to join in and talk about things. For example, a group set up a meeting about men's health in 2008. The meeting helped us to

- find out what men think about how they are treated at work.
- find out why men are less happy than women about things at work.

Making sure our workers are paid fairly

As part of our **race, disability and gender equality** work, every 3 years we check to make sure there are no unfair differences in our workers' wages. We make a report about what we find out.

The report we made in January 2009 had some good results.

- More women in our top jobs means that women's pay is getting closer to men's pay.
- Since 2003, the wages of **ethnic minority** people have got a lot closer to other people's wages.
- There is little **evidence** to show that disability or a person's age affects wages unfairly.



Evidence

This is facts and numbers that prove something is true or not true.

Here are some of the other things the report said.

- We should have more **diverse** people in our top jobs.
- We need better information about **diversity**.

We are already doing work on both of these.

Helping our workers to help our customers

We looked at the **diversity** and **equality** information on our workers' website and brought it up to date. The information is made for each of our different groups of workers. For example

- we have **diversity** and **equality** information for the people who work with our **customers**.
- we have **diversity** and **equality** information for our **managers**.

We also looked at our **diversity** and **equality** training and we are bringing it up to date.

We have set up a system for checking the work of our **interpreters**.

Interpreters

These are people who speak more than 1 language. We use an interpreter if a **customer** does not speak English.

The interpreter listens to what we say and repeats it to the **customer** in their language. Then they listen to what the **customer** says and repeats it to us in English.



The system will help us make sure **interpreters** do a good job.

Collecting diversity information

Collecting information about our customers

We collect **diversity** information to help us give a fair and equal service to all our **customers**. The information also helps us decide what we must do to help make **equality** happen for all our **customers**.

Here are just some of the things we use **diversity** information for.

- To see if all our **customers** have a fair chance to use our services.
- To see if our plans are helping to make sure people are treated fairly.
- To do all we can to make **equality** happen.
- To make our services better by learning more about the needs of our hardest-to-help customers.



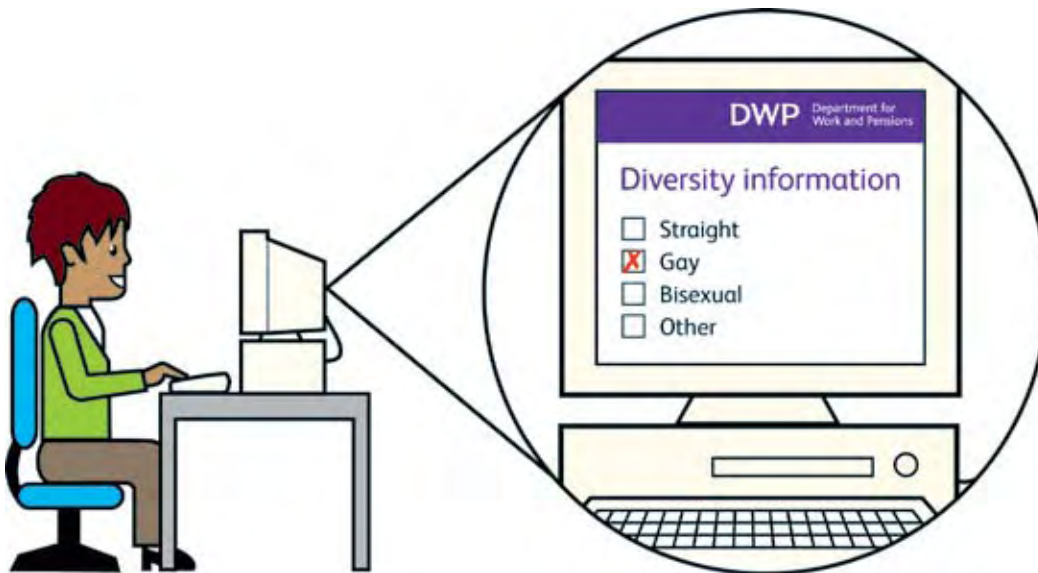
Collecting information about our workers

We collect **diversity** information about our workers so we can make sure they are treated equally and fairly.

Here are some of the things we use **diversity** information for.

- To check the **diversity** of our workers from the lowest to the highest jobs.
- To check if our workers are happy at work.
- To check why people stop working for us.
- To check the kinds of people who move up to our higher jobs.

We collect information about **race, disability and gender equality**, and about age and **sexual orientation**. And we want to collect information about religions and beliefs.



And because we collect **diversity** information

- we can see where we need to aim our **equality** work to make sure all our workers are treated fairly.
- we can see where **under-represented** groups might be being treated unfairly.
- we can set targets for making things fairer.
- we can see where things are unfair, and work to make sure they get better.

But to help us do these things, we need workers to tell us their **diversity** information. We have already done a lot to try to get workers to tell us, and we will do more in the future.



A few last words...

Our work on **diversity** and **equality** is going well. We are pleased about that, and we also know there is more to do.

But work has started, and we think we can make things different.

We have plans

- to make our services better for all our customers.
- to make things fairer for all our workers.

Every year we will make a report about our progress. And when we write the report, we will **involve** our **customers**, our workers and others who are interested in this work.

Involve

Being involved is not the same as being asked. Being involved means playing a real part, like joining others in making decisions.



More information

If you want to tell us what you think about anything in the booklet

- write to us at

Diversity and Equality Team
The Adelphi
1-11 John Adam Street
London WC2N 6HT

- send us an e-mail at adelphi.diversityandequality@dwp.gsi.gov.uk

You can see our full report at

www.dwp.gov.uk/aboutus/equalityschemes

You can also

- get our full report in a booklet written in English, Welsh and other languages.
- get our full report on a CD or in Braille.

Tell us if you need one of these. You send a letter or an e-mail to the addresses shown above or telephone us on 020 7962 8073.



And finally, thank you!

Thank you for taking the time to look at this booklet.

Word list

Access to Work

Access to Work gives advice and support to people whose disability or illness affects how they do their work.

It can help pay for a support worker, the extra costs a disabled person might have in travelling to and from work, or to help pay for things like special computers..... 21

Apprenticeship

This gives people the chance to get paid while they learn a job 38

Assistive technology

This is about things like computers and machines that help disabled people to live their lives the way they want to 39

Civil Service Diversity Strategy

This is a plan for government offices to build a **diverse** workforce made up of all the different groups of people in this country 29

Consultation

This is when government asks what people think about their plans, and for ideas about the best ways of doing things 16

Convention

This is an agreement between countries saying what they will do to protect people's rights 5

Customer Reference Group

This is a group of **customers** who help us check our **equality** scheme and plans..... 23

Customers

These are the people who use our service 3

Diverse and diversity

This is a mix of lots of different kinds of people. For example

- young people and older people.
- black people and white people.
- disabled people and people who are not disabled..... 4

Employers

These are people or companies that give jobs to other people..... 8

Equality

This means having the same chances in life as everyone else 4

Equality and Human Rights Commission

This organisation makes sure all people are treated fairly. For example, it looks after the rights of disabled people, ethnic minority people and people of different ages 15

Equality impact assessment

This is a way of working out if a change affects race, disability or gender equality 27

Evidence

This is facts and numbers that prove something is true or not true 42

Independent Case Examiner

This is a free service that looks at complaints from people who are unhappy about the way we have dealt with them 24

Independent Living Strategy

This is a 5-year plan for helping disabled people live a full life in which they get respect from other people, and in which they have the same choice and control as other people .. 13

Information technology

This means our computers and computer programs 34

Interpreters

These are people who speak more than 1 language. We use an interpreter if a **customer** does not speak English.

The interpreter listens to what we say and repeats it to the **customer** in their language. Then they listen to what the **customer** says and repeats it to us in English 43

Involve

Being involved is not the same as being asked. Being involved means playing a real part, like joining others in making decisions..... 47

Job share

This is when 2 or more people share a full-time job. Each person works part time 37

Lesbian, gay, bisexual and asexual

Look at **sexual orientation** in this Word list..... 35

Local Employment Partnerships

These are part of the government's plans to work with employers. The partnerships help people like lone parents and disabled people to get a chance to work 17

Lone parents

These are mums or dads who bring up children on their own ... 20

Managers

These are people who tell workers what to do 30

Mentoring

This is when a top **manager** (called a mentor) works with a lower **manager** to act as their guide and teacher 34

Office for Disability Issues

This is a group of people working for the government. They help government workers learn more about disabled people, and they help to make things fairer for disabled people..... 12

Pathways to Work

This is a scheme for disabled people and people who are off work sick. It helps them find work 17

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 9

Race, disability and gender equality

This is about making sure people do not get treated unfairly because of

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

We started a lot of new **equality** work for our **customers** and our workers. And we worked on the **equality** targets we set last year3

Reasonable adjustment

This is when changes make it easier for a disabled worker to do their job, or for a disabled customer to get better services.... 21

Right to control

This is part of a new law that gives disabled people the right to

- control the money for their care and support from local councils and the government.
- choose the care and support services they want to use 5

Sexual orientation

This is about whether a person is heterosexual, lesbian, gay, bisexual or asexual.

Straight or heterosexual means someone who is sexually attracted to people of the other sex. For example, men who are attracted to women.

Lesbian means a woman who is sexually attracted to another woman. Sometimes they are also called homosexual.

Gay means a man who is sexually attracted to another man. Sometimes they are also called homosexual.

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

Asexual means someone who is not sexually attracted to men or women 11

Skills

These are things people learn. Basic skills are things like talking, reading, writing and numbers. Other skills are things like being able to use a computer, or being able to lead other people30

Surveys

This is when we ask our workers what they think about things .. 40

Under-represented

This means there are less people in a group than there should be given the number of those people in an area. Ethnic minority people and disabled people are often under-represented 34

Universities

This is where people go to learn more after they finish school... 33

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

Email: adelphi.diversityandequality@dwp.gsi.gov.uk

Telephone: 020 7962 8073

Textphone: 020 7839 6401

Fax: 020 7712 2008

All DWP Equality Schemes are available at:

www.dwp.gov.uk/aboutus/equalityschemes