

# Single Equality Scheme

*Interim scheme 2009 -10*



**independent  
living fund**

**Making choice real for disabled people**

The Independent Living Fund is an Executive Non-Departmental Public Body of the Department for Work and Pensions



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# ILF equality statement

## Independent Living Fund equality statement

The Independent Living Fund currently supports over 21,000 disabled people living in the UK by giving them the choice and control to live independent, inclusive lives within their communities, rather than in residential care.

We seek to ensure that our policies and processes are customer focused, and are designed to promote equity in service provision for new applicants and existing users based on age, gender, race, disability, sexual orientation, religion or belief.

We are committed to attracting and retaining a diverse workforce and aim to provide a working environment in which employees are treated fairly and with respect.

**The Trustees of the Independent Living Fund are committed to the achievement of the outcomes described in this Single Equality Scheme. The scheme sets out the specific actions that we will carry out to:**

- ensure compliance with equality legislation
- raise standards in service delivery
- strengthen communications and engagement with our customers
- ensure fairness and consistency in the development and implementation of our policies and processes
- ensure that we are a good and fair employer

In short, we will build on our strengths to create a culture that respects diversity and is based on the principles of fairness and equality of opportunity for all.

# Foreword

**Patrick Boyle**  
**Chief Executive of the Independent Living Fund**

Discrimination based on difference is wrong in an equal and democratic society. The Independent Living Fund was established to support disabled people with high support needs - people who are among the most discriminated against in society.

Our Single Equality Scheme therefore reflects the added importance an organisation like ours must place on ensuring discrimination does not exist based on disability, race, gender, age, religion or belief and sexual orientation.

Our previous equality schemes stated that we would be a “flagship organisation” for equality, not just by complying with our legal duties, but also by actively promoting the spirit of the legislation. In doing so we would promote and deliver better outcomes and improved life chances for disabled people.

Our Single Equality Scheme builds on these strong foundations. We will continue to address issues of discrimination and inequality wherever we find them, and look to promote equality and diversity in our services and organisational practices.

Our belief that the ILF has a role in promoting equality of opportunity, beyond simply making cash payments to disabled people, is central to our business planning. Respecting the individuality of our users and the personal choices they make about how they wish to live their lives is of paramount importance if they are to achieve their goals.

The principles and actions expressed in our Single Equality Scheme are integral to our mission of “making choice real for disabled people”.

# Who we are and what we do

## **Who we are and what we do**

The Independent Living Fund (ILF) is an Executive Non-Departmental Public Body of the Department for Work and Pensions. We currently support over 21,000 disabled people to live independently by providing financial assistance in the form of discretionary payments that give people the resources to pay for agency care or directly employ personal assistants.

Working in partnership with 214 Local Authorities across the UK, we provide a nationally consistent method for the delivery of social care that achieves positive outcomes for our users.

Since 1988 we have supported 45,500 disabled people in this way. In 2009-10 alone we will pay over £340 million directly to our users.

Operating solely from our central office in Nottingham, our team includes over 170 employees. This includes our regionally organised operational employees responsible for calculating offers of funding and maintaining payments. We also engage 90 self-employed assessors to visit ILF applicants and users at home and conduct person-centred assessments.

We provide financial assistance to disabled people under the terms of a single publicly financed Trust Deed overseen by a board of nine Trustees. The Chief Executive, Patrick Boyle, and the Senior Management Board manage the strategic direction and day-to-day running of the organisation.

As an organisation supporting disabled people to live independently, we are committed to consultation and engagement with our users through our regional user groups and experience surveys and to ensuring user experiences inform the way we work.

**“My care is more flexible now. I feel in control.”**



# Our strategic priorities

## **Our strategic priorities**

Our guiding principles are: to provide disabled people with opportunities to be fully included in their communities; to work in partnership with national and local organisations to achieve better outcomes for disabled people across the UK; and to ensure we have the organisational capacity to deliver and develop our role.

The ILF aims to exhibit the following values and behaviours - core values we share with the Department for Work and Pensions:

- Achieving the best
- Respecting people
- Making a difference
- Looking outwards

The current strategic objectives for the organisation are to:

1. Deliver a high quality service to our users and achieve our key performance targets
2. Achieve better outcomes by engaging with our users, other disabled people and their organisations to ensure their experiences inform our practices
3. Engage proactively with key stakeholders and partners to promote independent living across the UK
4. Value and develop our workforce to ensure we have the right behaviours and skills to achieve our objectives
5. Ensure the organisation continues to be well managed with effective systems of governance and control
6. Deliver services that provide value for money and achieve our financial targets

Our work also contributes to the Department for Work and Pensions PSA targets on:

- Maximising employment opportunity for all (PSA 8)
- Tackling poverty and promote greater independence and wellbeing in later life (PSA17)

In addition, through the provision of opportunities for independent living and community engagement, we will assist with progress against each PSA listed below:

- Addressing the disadvantage that people experience because of their gender, race, disability, age, sexual orientation, religion or belief (PSA 15)
- Increasing the proportion of socially excluded adults in settled accommodation and in employment, education or training (PSA 16)
- Promoting better health and wellbeing for all (PSA 18)
- Ensuring better care for all (PSA 19)

Our Single Equality Scheme is an integral part of delivering on our strategic objectives and working towards the Government's PSA targets.

# Equality legislation

## **Equality legislation**

As a public body, we have a legal responsibility to tackle discrimination and promote equality in relation to race, disability and gender. The public sector equality duties require us to give due regard to:

### ***Race***

- Eliminate unlawful discrimination
- Promote equality of opportunity
- Promote good relations between people of different racial groups

### ***Disability***

- Eliminate unlawful discrimination
- Eliminate harassment of disabled people that is related to their disabilities
- Promote equality of opportunity between disabled people and others
- Take steps to meet disabled people's needs, even if this requires more favourable treatment
- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life

### ***Gender***

- Eliminate unlawful sex discrimination
- Eliminate unlawful harassment (including discrimination and harassment on the basis of gender reassignment)
- Promote equality of opportunity between men and women

The ILF has published Race, Disability and Gender Equality Schemes.

Now, in anticipation of the upcoming Equality Act (that will combine existing equality legislation and extend the legal duties to cover age, religion or belief, sexual orientation and gender reassignment), we have produced a Single Equality Scheme.



## **Progress to date**

We published our Race Equality Scheme in 2006, followed by our Disability and Gender Equality Schemes, committing our organisation to 3 years of positive action to promote equality and eradicate discrimination.

During that time, there have been many developments within the ILF that have improved standards in service delivery and led to positive outcomes for our users. In addition, we have actively promoted a working environment where employees treat each other with dignity and respect for diversity.

Our progress to date is detailed over the next few pages.

## ***Training for employees***

Our Dignity and Diversity employee policy was reviewed in 2008. The revised policy sets out clearer guidance for employees on our organisation's expectations around equality, diversity and fairness.

Our employees have received training in equality awareness and disability awareness in all areas of service delivery.

We increased opportunities for our employees to engage with customers and other disabled people. Our employees were invited to participate in user group meetings, consultation events, exhibitions, user assessment visits and voluntary work at a local college for students with a learning disability.

In December 2006 we were recognised as an Investors In People (IiP) organisation, demonstrating our commitment to employee training and development. We will be working towards ensuring that this accreditation is retained when we are reassessed in January 2010.

We know, from our consultation with both users and employees, that an understanding of equality and diversity, and the needs of disabled people, are vitally important to the effectiveness and quality of our service delivery. Therefore, the Single Equality Scheme will define and build on the work we will be doing to ensure employees understand and respect diversity, and to place this at the core of our planning and procedures.

We will be providing more training and development events for employees including guest speakers, cultural events, opportunities for community engagement and secondment with other organisations representing the different communities we serve.

Through partnership working and placements we will work with disabled people and their organisations to promote greater understanding and cooperation.

## ***Access and communication***

In the ILF we work hard to understand the communication needs of the diverse community we serve.

Our website, designed in consultation with disabled people, achieved the W3C web content accessibility standards and customers are able to contact us via the website, via email, by fax, letter, textphone or telephone.

We provide letters and documents to people who require them in Braille, large-print or audio formats, and we arrange translation of material into languages other than English.

We have simplified our information leaflets, and produced an “Easy to Read” guide for people with a learning disability. This has been awarded the Plain English Campaign’s Crystal Mark for clear English - further supporting our aim to make services and information accessible.

The Single Equality Scheme identifies ways to further develop and improve the provision and delivery of information to the public.

A review of the application form and information leaflets is already under way and we will continue to consult disabled people and their organisations to ensure that our information materials and formats meet their needs.

### ***Equality monitoring - our users***

We have been collecting equalities monitoring data from our service users since 2002. The completion of data monitoring forms by our customers is not compulsory but in December 2007 we sent ethnicity questionnaires to all ILF users who had not already provided details. This generated a healthy return and enabled us to develop a better picture of the ethnic background of our client base.

We will continue to use and refine this data to determine whether ILF outcomes for users are negatively affected by ethnicity.

Other data we collect can be used to examine whether age, gender or the nature of a person's disability could have a negative impact. The potential for more analysis of these figures will further impact on actions we may take as our Single Equality Scheme develops.

### ***Equality monitoring – our employees***

In March 2008, all employees of the ILF were asked to complete an equality monitoring questionnaire to obtain a complete picture of the ILF workforce by disability, gender, age, ethnicity, nationality, and, for the first time, collecting information on sexual orientation and religion or belief. This exercise was conducted again in April 2009 to gather as much up to date information as possible and followed employee focus groups, briefings and an intranet campaign promoting the reasons for collecting data.

With much more detailed data we are able to monitor employees by equality group and provide analysis of recruitment, retention, promotion, development, performance appraisal, disciplinary action, grievance, leavers, training and flexible working. This will help us to identify and tackle any disparities for particular groups.

## ***A diverse workplace***

In March 2008 we gained the right to display the “Positive about disabled people” two-tick logo. This is in recognition of our commitment to increasing the representation of disabled people in the workforce and supporting the needs of our disabled employees through workplace adjustments.

In addition, we have supported many employees with their parenting or caring responsibilities through the arrangement of flexible working hours.

Our purpose-built office premises were designed with accessibility in mind and with the input of disabled people. Our two conference suites and furniture were recently upgraded to meet accessibility standards and the requirements of our users and visitors.

The Single Equality Scheme shows how we will be exploring ways to increase the workplace representation of equality groups through placements and new approaches to recruitment.



## **Procurement**

Procurement of goods and services has been another area of development over the last three years with the organisation establishing links with the British Association for Supported Employment (BASE) and publicising tender exercises on the BASE website. (A supported business employs disabled people as over 50% of its workforce).

In 2009, we awarded our most valuable contract for provision of printing and direct mail services to Fineprint of Nottingham, our first to a supported business.

Under Article 19 regulations of European legislation, organisations may reserve contracts for supported businesses. This is one way we demonstrate our commitment to supporting the Government's policy of providing disabled people with opportunities to enter the labour market.

The current ILF procurement policy asks budget holders to consider supplier statements on “environmental/ethical/accessible policies” as part of the vetting process.

However, our policy will be reviewed and updated by December 2009 to ensure that equality is an explicit and primary consideration within the procurement process from beginning to end, recognising the important role for public sector organisations in leveraging change within private enterprise.

We will also be looking at how and where tenders are advertised.

### ***Policy development***

The ILF conducts Equality Impact Assessments on all new policies.

We are committed to involving disabled people, our users and stakeholders in organisational decision making and are, as an organisation, working towards a system of co-production.

### ***Consultation and engagement***

We have continued to expand and develop our work with users and this engagement has been integral to organisational developments. These include the design of the ILF website and our information booklets to the content of disability awareness training for our employees and the creation of our Customer Service Strategy.

User satisfaction surveys enable us to gather information and report on how users experience our service and on the difference the ILF has made to their lives.

In addition, we have consulted specifically with groups representing disabled people from black and minority ethnic (BME) communities to find out more about the impact ethnicity can have on user experiences of our service.

Upcoming work with users will primarily focus on ways we might implement Trust Deed changes that can enable greater flexibility of funding for our users and a more joined-up approach with other funding streams, improving outcomes not only for disabled people, but also supporting the roles of carers. Our users will also continue to be involved in the development and monitoring of our Single Equality Scheme, ensuring that it remains current and responsive through further consultation and engagement activities.



**“The ILF is my lifeline.”**

# Producing the scheme

## Producing the scheme

To help us develop our Single Equality Scheme, we held six regional meetings for ILF users and their representatives in London, Birmingham, Middlesbrough, Cardiff, Caerphilly and Glasgow.

We spoke to over 150 people at these discussion groups and asked them for their views about:

- The impact of the existing equality schemes
- Whether there were aspects of the ILF's policy or procedures that were discriminatory or could lead to different outcomes depending on a person's race, gender, age, religion or belief or sexual orientation
- What more the ILF could do to promote equality of opportunity

We also consulted with our stakeholders within Local Authorities as part of a series of regional meetings with Social Work professionals, speaking to 127 people in Aberdeen, Glasgow, Bristol, Birmingham, Chester, Cardiff, Leeds, London, Newcastle and Nottingham.

In addition, we held focus group meetings with 25 ILF employees to get their views about how well they thought the ILF has performed in relation to the equality duties, and if they could identify ways the ILF could further promote equality for its users.

Also, 174 employees were invited to take part in a survey that asked whether they felt they were treated fairly and with respect, and whether they had ever felt subject to discrimination.

A summary of what was discussed at the various consultation meetings can be found in the appendices.

# Responsibility, accountability & monitoring

## **Responsibility, accountability and monitoring**

The Chief Executive, Patrick Boyle, and the Trustees have overall responsibility for delivery of the scheme. Actions have been allocated to the relevant Directors and Heads of Department within the ILF and they are responsible for identifying the post holders to work on each action, ensuring actions are completed and reporting on progress.

All of the Single Equality Scheme activity will be monitored on a tracking spreadsheet and the Senior Management Board will be provided with Business Plan updates.

In addition, the ILF employee forum (a focus group reflecting the diversity of the organisation and working at different grades) will monitor the delivery of the scheme and help shape its future development.

Our users, and bodies and organisations representing equality groups will also continue to be involved in quality assuring and developing the scheme.

Although the Single Equality Scheme sets out some of the specific work actions for our organisation, detailing how we will be meeting the equality duties as a service provider, an employer and a procurer of goods and services, it is not intended to limit our scope and ambition around equality and diversity.

Indeed, we see the Single Equality Scheme as a “living document” that will change, evolve and grow over time to take into account further engagement with employees, users, stakeholders and other organisations, and as our organisational priorities also change and develop.

# The action plan

## The action plan

Directors and Heads of Departments have used the feedback from consultation to identify organisational priorities and key areas of work for the Single Equality Scheme. In developing the scheme we have built on the requirements of the Race, Gender and Disability duties to take into account the aims of the Equality Bill.

The action plan breaks down into the following broad categories:

- ILF as a service provider
- ILF as a procurer of goods and services
- ILF as an employer

Where the actions relate to the specific areas of equality legislation this has been noted in the Equality Duty Relevance column.

Where actions are more general, designed to promote overall fairness and inclusivity, they are noted as relating to “All equality strands” in the Equality Duty Relevance column.

The plan also notes which of our strategic objectives an action relates to (noted in the Links to Strategic Objectives column).

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
All user information is available in accessible formats	Research the information needs of people with a learning disability and use findings to inform further action	Roland Knell & Head of Communications	Research by December 2009; produce materials by May 2010	Disability Equality Duty	1
All user information is available in accessible formats	Identify access needs in the development of enhanced information technology systems	Gary Stephenson & IT Manager	July 2010	Race Equality Duty; Disability Equality Duty	1

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
ILF information and services is accessible to the widest possible audience	Review current outlets for ILF communications and make recommendations to reach a more diverse population; actions will include research on using social networking sites	Roland Knell & Head of Communications	Report by September 2010	All equality strands	1

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Users can apply and manage their awards in a flexible and accessible way	Research ways to enable online applications and self management of ILF award	John Denore	February 2010	All equality strands	1
Our corporate image reflects diversity and promotes equality	Conduct an Equality Impact Assessment of the Corporate Identity project	Roland Knell & Head of Communications	March 2010	All equality strands	1

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
ILF Assessors carry out their work that reflects the ILF's commitment to equality and diversity	To include diversity awareness training as part of ILF Assessor induction	Jesse Harris & Customer Service	December 2009, ongoing	All equality strands	1; 4
	To include equality and diversity information session as part of the ILF Assessor annual conference	Jesse Harris & Customer Service	December 2009, ongoing	All equality strands	1; 4

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
ILF Assessors carry out their work that reflects the ILF's commitment to equality and diversity	To ensure that diversity and equality commitment is made a contractual requirement when ILF Assessor contracts are reviewed	Jesse Harris & Customer Service	December 2009	All equality strands	1; 4
	Find ways to measure equality and diversity performance at ILF Assessor's quality review	Jesse Harris & Customer Service	December 2009	All equality strands	1; 4

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Our policies promote equality and independent living outcomes for disabled people and support the role of carers	Ensure that as user policies are reviewed an Equality Impact Assessment is part of that review	John Fuller & Policy Development	Ongoing	All equality strands	1; 2
	Ensure that an Equality Impact Assessment is conducted of any review of the ILF charging policy	John Fuller & Policy Development	April 2010	All equality strands	1; 2

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Our funding is flexible and gives all our users choice and control	Ensure that the process for making Trust Deed changes is Equality Impact Assessed	John Fuller & Policy Development	April 2010	All equality strands	1; 2
The ILF is accessible to young people in transition from child to adult social care provision	To establish links and working protocols with other agencies supporting young people	Jesse Harris & Customer Services	November 2009	All equality strands	1; 2

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
ILF users do not experience discrimination	To investigate how current user monitoring and analysis mechanisms can better reflect equality and diversity issues; engage with equality organisations for advice on our approach to user equality monitoring	Jesse Harris & Customer Service	May 2010	All equality strands	1; 2

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
We have a network of contacts and user-led organisations to inform our work	Identify and build equalities contact database	Jesse Harris & Customer Service	September 2010	All equality strands	2; 3
Disabled people are fully involved in our move towards a co-production approach	Agree a protocol for all ILF activity to ensure decisions are co-produced with disabled people and other stakeholders	Jesse Harris & Customer Service	September 2010	All equality strands	2

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
We ensure user feedback informs our practice	Publish report on first year of user surveys; provide biannual updates	Jesse Harris & Customer Service	August 2009	Disability Equality Duty	2
We measure user outcomes as a key performance indicator for the organisation	Develop system for measuring and reporting on user outcomes that takes into account equality and diversity	Jesse Harris & Customer Service	October 2009	Disability Equality Duty	1; 2

## The ILF as a service provider

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
External venues we use are accessible to all	Promote and publicise venue accessibility guidance and checklist to key employees	Jesse Harris & Customer Service	July 2010	Disability Equality Duty; All equality strands	1; 4
Employees are aware of accessibility issues	Organise event management/ accessibility training for relevant employees	Jesse Harris & Customer Service	July 2010	Disability Equality Duty; All equality strands	1; 4

## The ILF as a procurer of goods and services

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Our framework for procuring goods and services reflects our commitment to equality	Undertake an Equality Impact Assessment of the procurement policy, guidance and tender documents	Gary Stephenson & Procurement Manager	Revised policy published by December 2009	All equality strands	5; 6
Our procurement policy is transparent and accessible to all	Publish full information about our procurement process on ILF website	Gary Stephenson & Procurement Manager	December 2009	All equality strands	5; 6

### The ILF as a procurer of goods and services

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
We actively encourage supplier diversity	Explore and pilot new methods of advertising tenders and engaging with potential suppliers from diverse backgrounds	Gary Stephenson & Procurement Manager	December 2010	All equality strands	5; 6

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Maintain the double tick Positive About Disabled People accreditation	Conduct annual review of progress against “double tick” commitments and take action to improve as necessary	Gillian Smith & Senior Human Resources Manager	Ongoing, annual	Disability Equality Duty	4
ILF promotes good employment practice	Investigate membership of employer forums on equality as a means of identifying and sharing best practice	Gillian Smith & Senior Human Resources Manager	December 2009	All equality strands	4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
ILF attracts a diverse range of applicants in its recruitments	Conduct an Equality Impact Assessment of the recruitment process	Gillian Smith & Senior Human Resources Manager	May 2010	All equality strands	4
ILF attracts a diverse range of applicants in its recruitments	Develop a recruitment outreach strategy	Gillian Smith & Senior Human Resources Manager	May 2010	All equality strands	4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
We encourage participation of disabled people in the workplace and benefit from their experience	Investigate work placements for disabled people through links to partnership programmes such as Shaw Trust and others	Gillian Smith & Senior Human Resources Manager	March 2010	Disability Equality Duty	2; 4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Our employees do not experience discrimination and are able to reach their full potential	To provide quarterly equality monitoring reports for Senior Management Board on recruitments, promotion, grievances, retention, etc.	Gillian Smith & Senior Human Resources Manager	Ongoing	All equality strands	4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
We only work with recruitment agencies that are committed to equality	Ensure we use and monitor recruitment agencies based on their commitment to equality and diversity	Gillian Smith & Senior Human Resources Manager	Ongoing	All equality strands	4

### The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Continuing commitment to undertake a full Equal Pay Audit for all employees	Continuing commitment to undertake a full Equal Pay Audit on a 3 yearly basis for all employees and investigating any disparity	Gillian Smith & Senior Human Resources Manager	Ongoing	Gender Equality Duty	4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Eradicate bullying, harassment and discrimination	Commence series of employee workshops as part of initiatives around stress management, identifying and managing discrimination, bullying and harassment	Gillian Smith & Senior Human Resources Manager	December 2009	All equality strands	4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Our employees understand and respect diversity	Evaluate current diversity training programme with an aim to introducing biannual diversity awareness training for all employees and delivering additional disability and diversity awareness events throughout the year	Jesse Harris & Customer Service	March 2010	All equality strands	2; 4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Our employees are informed by the needs of disabled people	Increase opportunities for employees to participate in ILF Assessor visits	John Denore & Senior Learning & Development Manager	Ongoing	Disability Equality Duty	2; 4
	Explore further community engagement activities for employees	John Denore & Senior Learning & Development Manager	Ongoing	Disability Equality Duty	2; 4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Our employees are protected against verbal abuse and intimidation from callers	Publish official statement preserving the rights of employees	Gillian Smith & Senior Human Resources Manager	February 2010	All equality strands	4

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
ILF policies are routinely assessed for any adverse impact on equalities and action taken as necessary to mitigate impact and promote equality of opportunity	Review understanding of Equality Impact Assessments and identify training needs for employees	Gillian Smith & Senior Learning & Development Manager	Training by December 2009	All equality strands	1; 2; 5
	Develop EqIA toolkit for employees	Gillian Smith & Senior Learning & Development Manager	Process implemented by May 2010	All equality strands	1; 2; 5

## The ILF as an employer

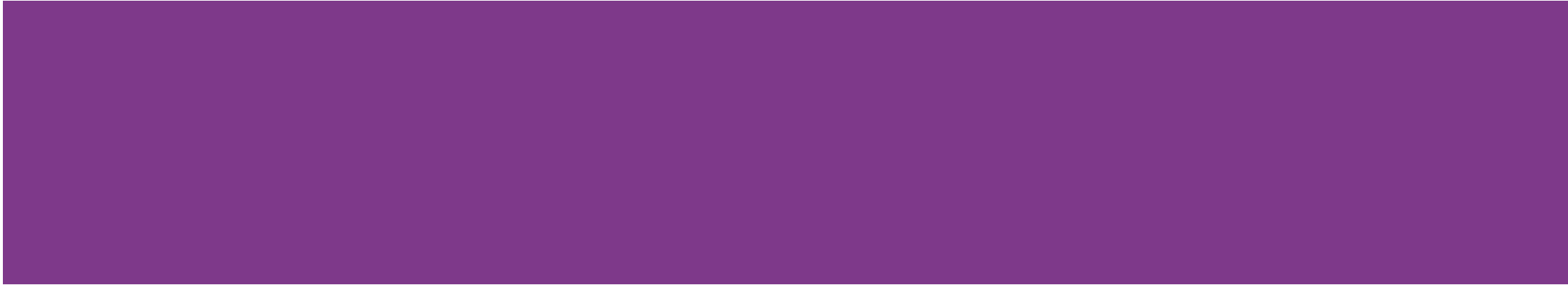
Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Equality Impact Assessments are published	Ensure Equality Impact Assessments are available online	John Fuller & Policy Development	May 2010	All equality strands	5
Employees are involved in and committed to the scheme	Continued involvement of employee forum in reviewing and updating the scheme	Jesse Harris & Customer Service	Ongoing	All equality strands	4; 5

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
We publish and promote our Single Equality Scheme	Arrange publication of documentation and promotion through employee intranet and external website	Jesse Harris & Customer Service	October 2009	All equality strands	5
	Arrange official launch of scheme	Jesse Harris & Customer Service	October 2009	All equality strands	5

## The ILF as an employer

Outcomes	Action	Lead Responsibility	Deadline	Equality Duty Relevance	Links to Strategic Objectives
Single Equality Scheme is reviewed quarterly	Set up “tracking” spreadsheet and system for quarterly reporting on progress	Jesse Harris & Customer Service	September 2009	All equality strands	5
	Directors to report on action progress quarterly	All directors	September 2009	All equality strands	5



**“I feel I make  
a contribution  
working at  
the ILF.”**

**“The ILF has made great progress with staff that have caring roles outside of work.”**



# Appendix 1

## Consultation with users

What our users said	What we have promised to do
<p>“The ILF should publicise itself more widely to ensure all communities have equal access to information about its services.”</p>	<p>We already make information available in different languages and alternative formats such as Braille and audio. We are committed to finding ways to reach new audiences. We know that more and more people use the internet and we want to see how the ILF might communicate with people through social networking sites.</p>
<p>“Aspects of the ILF are quite complicated. More information should be provided for people with a learning disability.”</p>	<p>We know that many of our users have a learning disability and have already published an Easy-to-Read guide in addition to simplifying and reducing the size of our information leaflet packs. We are committed to exploring, with the help of users, different ways to present information, including videos and CD-Roms.</p>

## Consultation with users

What our users said	What we have promised to do
“The ILF could be seen as discriminating against older people with its age criteria and by taking pensions into account in its financial assessments.”	The ILF is restricted by its Trust Deed and also works to a limited budget that means it has to prioritise those it helps. We are committed to further consultation, engagement and discussion on prioritisation to ensure our money can support those who need it most.
“At the moment the ILF does not do enough to recognise the extra costs and living expenses incurred by disabled people and this can add to the economic disadvantage faced by disabled people and those who care for them.”	We are committed to reviewing our policies and will ensure that Equality Impact Assessments are carried out. We will use further consultation and engagement to inform any policy changes.

# Appendix 2

## Consultation with employees

What our employees said	What we have promised to do
“The workplace, at face value, doesn’t seem to reflect the local demographics in terms of race and disability.”	As an organisation committed to diversity, we will actively explore ways to attract a diverse workforce that reflects the local community, including an Equality Impact Assessment of our recruitment processes, looking at new ways of advertising posts and building relationships with representative organisations that can advise us.
“Employees are treated well and the organisation understands and provides support for those with disabilities or long-term illness and health conditions, as well as those with caring roles or childcare responsibilities.”	We encourage flexible working arrangements and are committed to providing workplace adjustments where they are needed to enable people with disabilities or health conditions to remain at work.

## Consultation with employees

What our employees said	What we have promised to do
<p>“ILF employees sometimes receive verbal abuse from users or from Social Workers but nothing is done about it.”</p>	<p>We have already produced a leaflet that explains how we expect the relationship between users and ILF employees to be based on respect and courtesy. We will publish an official statement that preserves the rights of our employees to work in an environment where verbal abuse and threatening or discriminatory behaviour is not tolerated from customers.</p>
<p>“Our equalities monitoring data is insufficient.”</p>	<p>We have already improved the quality of our equalities monitoring data by reissuing a questionnaire to all staff. We are able to produce quarterly reports on equality issues relating to staff retention, grievances, promotion, and recruitment.</p>
<p>“The ILF does not do enough to recognise the stress, pressure and harassment that exists in the workplace.”</p>	<p>A series of workshops looking at stress management and identifying and dealing with discrimination, bullying and harassment is already planned.</p>

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This publication is also available in large print, alternative accessible formats, in Welsh and other languages on request.

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