

Child Support Agency

Disability Equality Action Plan

Objective	Action	By	Outcomes	Progress
Review internal equality impact assessment process, products and guidance	<p>Production of revised tools and guidance</p> <p>Promotion of process within the agency guidance approved by Executive Team</p> <p>Assessments conducted and published</p>	<p>March 2007</p> <p>Ongoing</p>	<p>Ensure that new and proposed policies are consulted on and impact assessed for compliance with Disability Discrimination Act</p> <p>Ensure that policies are non discriminatory</p> <p>Feedback provided to policy developers</p> <p>Further transparency</p> <p>Publication of assessments</p>	<p>Revised tools re-launched on our internal website in September 2007</p>

Objective	Action	By	Outcomes	Progress
<p>Work with the Department to develop and implement a new resource management information tool</p>	<p>Implementation across the agency Raise staff awareness of the process</p>	<p>March 2007 Ongoing</p>	<p>Successful implementation across the agency Provision of improved monitoring information, for example, reasonable adjustments to improve our human resources policies and practices Improved collation of data</p>	<p>Implemented System enhancements underway to give access to bespoke diversity data (e.g. reasonable adjustments). In the meantime, we have contacted the business information centre to request access to the management information portal</p>
<p>Analyse data from resource management</p>	<p>Discuss and agree an action plan for implementation</p>	<p>March 2007</p>	<p>Action plan to monitor and evaluate data</p>	<p>This is undergoing system enhancements to allow access to diversity data available</p>

Objective	Action	By	Outcomes	Progress
Engage with Client Relations Directorate to review client service process	Agreed action plan in place	Implemented September 2006 Ongoing	Improved client accessibility to our services Improved customer service Action plan in place to improve consultation process	We are completing a customer service accessibility standards gap analysis
Update annual disability action plan	Publication of progress report	December 2007	Compliance with Disability Discrimination Act Communication of outcomes	Update draft produced for publication at end of November 2007
Engage with disabled staff via internal communications such as One Agency bulletins	System in place Feedback received	March 2007 June 2007 September 2007 December 2007	Ensure that targeted consultation takes place to inform future disability equality scheme Improved customer service	Use of face to face communication has expanded the original objective Staff engagement has also taken place via agency and Department sponsored events e.g. Spreading the Word diversity conference and epilepsy/visual impairment awareness sessions for agency staff

Objective	Action	By	Outcomes	Progress
<p>Produce bi-annual staff diversity monitoring report</p>	<p>Bi-annual presentation to agency Executive Team</p>	<p>March 2007 September 2007</p>	<p>To review, identify gaps and look to improve our employment recruitment human resources policies and practices</p>	<p>Report produced and presented to Executive Team in March 2007</p>
<p>Provide improved disability training and support for our staff (through development of our diversity website)</p>	<p>Increase in communication media Feedback from staff Analysis of staff data Workshops to human resources staff</p>	<p>Ongoing</p>	<p>To raise awareness of responsibilities under the Disability Discrimination Act Improved knowledge of the Disability Discrimination Act Promote equality and positive attitudes towards disability Improved staff retention rate</p>	<p>A random selection of staff invited to attend the Department's Spreading the Word diversity event across five geographical locations Diversity website information revised and launched February 2007 Education has also been delivered via face to face awareness sessions Held a senior management event in December 2006 to raise awareness of new legislative changes and their impact on the business</p>

Objective	Action	By	Outcomes	Progress
<p>Improve communications with our clients</p>	<p>Act on client feedback – consider needs of diverse customer base when developing strategy</p>	<p>Ongoing</p>	<p>Improved customer service Improved accessibility within Disability Discrimination Act Improved performance of the agency Improved confidence in the agency</p>	<p>We are undertaking a customer service accessibility gap analysis to improve customer service and support compliance with the Disability Discrimination Act</p>
<p>Work with the Department to develop a new effective appraisal system</p>	<p>Consultations with staff, stakeholders and Departmental leads Implementation of system</p>	<p>March 2007</p>	<p>Ensure that all staff are developed, motivated and rewarded equally</p>	<p>New appraisal system implemented March 2007</p>

Objective	Action	By	Outcomes	Progress
Continue to make improvements to our diversity and equality internal website	Staff feedback Number of visitors to the site Contributions from disabled staff	Ongoing	Promote disability issues to staff Encourage involvement from disabled staff	We have continued to promote diversity issues such as the disability budget available on our website
Promote our disability budget	Increase managers' awareness of budget availability, educate them and support their use of it	Ongoing	Improved provision of adjustments	The increased spend on reasonable adjustments shows a heightening of awareness of the disability budget
Work with Her Majesty's Revenue and Customs colleagues to promote disability awareness	Staff attendance at 'Lunch and Learn' sessions Staff feedback for suggested themes	Ongoing	Improve staff awareness of disability issues in the workplace Share good practice with other Government agencies	We held a joint 'Visual impairment in the workplace' information session, to raise awareness and improve colleagues' understanding of workplace issues that affect visually impaired colleagues. This was attended by staff from both organisations and feedback was positive

Gender Equality Action Plan

Objective	Action	By	Outcomes	Progress
Review internal equality impact assessment process, products and guidance	<p>Production of revised tools and guidance</p> <p>Promotion of process</p> <p>Guidance approved by Executive Team</p> <p>Assessments conducted and published</p>	<p>April 2010</p> <p>Ongoing</p>	<p>Ensure that new and proposed policies are consulted on and impact assessed for gender equality</p> <p>Feedback provided to policy developers</p> <p>Further transparency</p> <p>Publication of assessments</p>	<p>Revised tools re-launched on our internal website in September 2007</p>

Objective	Action	By	Outcomes	Progress
Work with the Department to develop and implement a new resource management information tool	Implementation across the agency Raised staff awareness of processes	Ongoing	Successful implementation, provision of improved monitoring information, for example of reasonable adjustments to improve our human resources policies and practices Improved collation of data	Implemented System enhancements underway to give access to bespoke diversity data (i.e. reasonable adjustments). In the meantime, we have contacted the business information centre to request access to the management information portal
Analyse data from resource management	Discuss and agree an action plan for implementation	June 2007 Ongoing	Action plan to monitor and evaluate data	Resource management undergoing system enhancements to allow more access to diversity data
Engage with client relations directorate to review client service process	Educate staff and support preparation of agreed action plans	Ongoing	Improved customer service Action plan in place to improve consultation process	Clerical forms now include question on civil partnership status We are also working with client stakeholder and operational colleagues to carry out a customer service accessibility gap analysis

Objective	Action	By	Outcomes	Progress
Update annual gender action plan	Publication of progress report	December 2007	Compliance with gender legislation Communication of outcomes	Update produced and published at end of November 2007
Engage quarterly with our staff	System in place and feedback received	March 2007 June 2007 September 2007 December 2007	Improved staff knowledge of gender issues to improve customer service Promote equality Improved staff retention rate	Engagement has more face to face focus and continues via media such as: <ul style="list-style-type: none"> • Conferences • Managers operational effectiveness toolkit • People forums
Produce twice yearly staff diversity monitoring report	Twice yearly presentation to Executive Team	March 2007 September 2007	Review, identify gaps and look to improve our employment recruitment, human resources policies and practices	Report produced and presented to Executive Team in March 2007

Objective	Action	By	Outcomes	Progress
<p>Provide improved training and support for our staff</p>	<p>Increase in communication media Feedback from staff Analysis of human resources data Workshops to human resources staff</p>	<p>Ongoing</p>	<p>Improved knowledge of gender issues to improve customer service Promote equality Improved staff retention rate</p>	<p>Diversity website updated and launched February 2007, includes promotion to staff of the civil partnership video A random selection of staff was invited to attend the Department's Spreading the Word diversity event across five geographical locations Held a senior management event in December 2006 to raise awareness of new legislative changes and their impact on the business</p>
<p>Improve communications with our clients</p>	<p>Clients' feedback improved performance</p>	<p>Ongoing</p>	<p>Improved customer service towards making our service more accessible Improved performance of Agency Improved confidence in Agency</p>	<p>We are undertaking a customer service accessibility gap analysis to improve customer service</p>

Objective	Action	By	Outcomes	Progress
Work with the Department to develop a new, effective appraisal system	Implementation of system Consultations with staff and stakeholders	March 2007	Ensure that all staff are developed, motivated and rewarded equally for equal work	New appraisal system implemented March 2007
Continue to make improvements to our diversity and equality internal website	Staff feedback Number of visitors to the site Staff contributions Showing of civil partnership video Increase awareness	Ongoing	Increased awareness and promotion of gender issues to staff	We have promoted gender issues and provided a focal point of contact for anyone wanting to access the civil partnership video for example, which is now shown as part of our induction training to compliment and enhance the corporate values and standards of behaviour

Objective	Action	By	Outcomes	Progress
<p>Continue to work with colleagues in Her Majesty's Revenue and Customs to promote gender awareness</p>	<p>Invite staff and colleagues attendance at 'Lunch and Learn' sessions Encourage staff feedback for suggested themes</p>	<p>Ongoing</p>	<p>Staff attendance at 'Lunch and Learn' sessions Staff feedback for suggested themes to promote gender issues to staff Promotion of gender awareness in the work place Improved staff awareness of gender issues in the workplace Sharing of good practice with other Government agencies</p>	<p>To educate and increase understanding we shared our childcare policies and practices with colleagues</p>

Race Equality Action Plan

Objective	Action	By	Outcomes	Progress
Governance of the diversity equality scheme	Implementation of the diversity equality scheme	May 2005 – May 2008	That all objectives are taken forward and actioned	We have progressed in all areas of diversity through our commitment to our operational improvement plan, for example impact assessments are undertaken as part of our change programme
Re-assessment of all functions and policies that may have an impact on staff or clients Arrangements in place to review relevant functions and policies	Evaluate strategy for assessment of policies and functions and rate the potential adverse diversity impact Revised scheme published	Review annually December 2005	That all functions and policies comply with the requirements of the Act	We reviewed our functions and policies and published these in our 2006 equality scheme under race

Objective	Action	By	Outcomes	Progress
<p>Ensure that we include processes to enable diversity monitoring of our policies and functions</p>	<p>When developing policies and products, our business will consider the need to capture customer information</p> <p>Ensure we adhere to the relevant legislation and service standards</p>	<p>Ongoing</p>	<p>That sufficient data is available to measure indicators of equality to report on progress and identify areas for improvement</p>	<p>We are undertaking a customer service accessibility gap analysis to improve customer service and support compliance with legislative requirements</p>
<p>Ensure that our policies and functions have no adverse impact on diversity</p>	<p>Engage with staff and clients</p> <p>Train relevant staff to carry out impact assessments</p> <p>Agree an approach to impact assessments</p> <p>Publish results of consultation and monitoring</p>	<p>Review annually</p> <p>May 2006</p> <p>May 2007</p>	<p>Greater public confidence in our services</p> <p>Products and decisions are transparent and accessible to the communities we serve and to our own people</p>	<p>We have included the requirement to impact assess policies and changes that we introduce in our project managers implementation guide document</p>

Objective	Action	By	Outcomes	Progress
<p>Make our products available to our partners and have consultation arrangements in place</p>	<p>Engage with staff and clients</p> <p>Consult through our own and Departmental Forums as well as with other stakeholders to provide an opportunity to influence and give feedback</p> <p>Through increased interaction with the community by our ethnic liaison officers, we can develop and improve our service delivery for clients from ethnic minorities</p>	<p>Ongoing</p>	<p>Greater public confidence in our services and improved partnership working, resulting in improved staff and client satisfaction</p>	<p>We have produced leaflets about the role of our ethnic liaison officers in alternative languages, to encourage the consultation process and improve our accessibility</p> <p>The agency has shared its products i.e. diversity toolkit with Her Majesty's Revenue and Customs colleagues</p>

Objective	Action	By	Outcomes	Progress
<p>Communicate effectively with our clients</p>	<p>Engage with staff and clients</p> <p>Promote the use of language allowance to staff</p> <p>Support staff increasing their knowledge and raising awareness</p> <p>Raise awareness of our services and how to contact us</p> <p>Improve the range and availability of translated material</p>	<p>Ongoing</p>	<p>Break down barriers for vulnerable groups thus increasing staff and client satisfaction</p>	<p>We have taken part in a Departmental customer service accessibility standards gap analysis</p> <p>We published our client charter in February 2007 and carried out a review of our leaflets</p> <p>Our website includes a contact facility for our ethnic liaison officers. This allows the public or other organisations to contact them</p>

Objective	Action	By	Outcomes	Progress
<p>Ensure that all our staff are treated fairly and in line with existing and developing human resources policies</p>	<p>Use findings from staff surveys and monitoring to identify strengths and areas for improvement</p> <p>Consider analysis of grievances bullying and harassment data</p> <p>Apply the impact assessment process to reduce inequalities for staff and clients</p>	<p>Ongoing</p>	<p>That all policies and functions are adhered to</p>	<p>The newly formed One Agency team will utilise findings from specific staff surveys that will seek to improve, inform and develop our strategies</p>

Objective	Action	By	Outcomes	Progress
<p>Ensure that all aspects of diversity are embedded in the organisation</p>	<p>Commitment from diversity champion and Executive Team Deployment and evaluation of diversity toolkit Articles in staff magazines/intranet</p>	<p>Ongoing</p>	<p>An organisation that enables its people to give their best to deliver the exemplary service all our clients deserve</p>	<p>We have produced a quarterly human resource business partner newsletter to update our people on diversity issues and new legislation We launched our equality schemes with an event for our senior managers</p>
<p>Workshops for staff on race awareness, as part of implementation of the diversity toolkit</p>	<p>Mandatory for all staff</p>	<p>Ongoing</p>	<p>That we will facilitate greater awareness of race equality issues across the agency making staff better equipped to deal with clients and colleagues from ethnic minorities</p>	<p>Delivery of the workshops continued and we now incorporate diversity training as part of the induction programme</p>