

Department for Work and Pensions Equality Objectives 2012-2016

April 2012

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Introduction

The Department for Work and Pensions (DWP) is committed to providing services which embrace diversity and which promote equality of opportunity. As an employer we are also committed to equality and valuing diversity within our workforce.

Under the [Public Sector Equality Duty](#), part of the [Equality Act 2010](#), as a public body the Department for Work and Pensions has a [specific duty \(PDF\)](#) to publish one or more equality objectives to help the Department meet the aims of the general Equality Duty.

The general Equality Duty requires the Department to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and people who do not share it.

The protected characteristics covered by the Equality Duty are:

- age;
- disability;
- gender reassignment;
- pregnancy and maternity;
- race – this includes ethnic or national origins, colour or nationality;
- religion or belief – this includes lack of belief;
- sex;
- sexual orientation; and
- marriage and civil partnership – in respect of eliminating unlawful discrimination only.

Equality objectives must be published by 6 April 2012 and subsequently at intervals of no more than four years. The objectives should be specific and measurable.

Our overall approach

The Department's aim has been to ensure that equality objectives are not separate to its main business aims but embedded in them and aligned to the [business plan](#) and [equality information](#) where possible. Although the

legislative requirement is that the objectives can last for up to four years the Department will review its objectives regularly to monitor performance against them and update and amend them as necessary.

We recognise the need to involve customers in diversity issues and to consult them in relation to our proposals for implementing equality legislation and discharging our responsibilities under the Public Sector Equality Duty.

We engaged with the DWP [Customer Equality Reference Group](#), which has a membership of 22 external customer representative groups, to seek their views on our overall approach to the Public Sector Equality Duty. This included getting feedback about the structure and content of our [published information](#) report and also the development of our equality objectives.

Prior to publication of our equality objectives we sought additional feedback from our Customer Equality Reference Group.

It is important to note that the Department's equality objectives do not capture all the work that is carried out with the aim of improving equality for example through staff training and procurement.

Alternative formats

If you would like a copy of this report in an alternative format, please contact:

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Feedback

Thank you for taking the time to read this report, we welcome your feedback. Please write to us using the details above.

Table 1: Customer focused objectives

Number	Strategic Objective	Action/Resources Necessary to Achieve Success	How Achievement will be Measured
1	Improve employment opportunities for young people through the Department's role in the delivery of the Youth Contract ¹ .	<p>The elements of the Youth Contract that DWP are responsible for delivering include:</p> <ul style="list-style-type: none"> • 160,000 Wage Incentives worth up to £2,275 each, for employers who recruit an 18-24 year-old from the Work Programme; • An extra 250,000 Work Experience or sector-based work academy places, ensuring that there is an offer of a Work Experience place for every 18 to 24 year-old who wants one, before they enter the Work Programme; and • Extra support through Jobcentre Plus for all 18-24 year olds, providing a referral to a careers interview delivered by the National Careers Service within the first 3 months, extra advisor time from 3 months and weekly, rather than fortnightly signing, after 5 months. 	<p>Overall, by monitoring trends in movement off unemployment-related benefits.</p> <p>Through formal evaluation of employability measures including monitoring participation rates in elements DWP is responsible for, including:</p> <ul style="list-style-type: none"> • Take-up of wage incentives • Take-up of Sector Based Work Academy places

¹ The Youth Contract provides a range of additional help for unemployed young people with the overall objective of increasing their employment rate. It will be delivered by a number of Government departments and builds extensively on existing support that is already available, including the support currently being provided by Jobcentre Plus and through the Work Programme. Most elements of the Youth Contract will be launched in April 2012 and will be available over the next three years.

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2	Improve Pensioners' Incomes by increasing the number of employees saving in a workplace pension and taking steps to encourage retirement saving, and seeking to reform the State Pension System.	Automatic enrolment begins in October 2012. Proceed with reform of the State Pension System to introduce a single tier state pension.	Number of employees in a pension scheme sponsored by their employer (a DWP impact indicator) White Paper on State Pension Reform published in spring.
3	Address gender inequality of State Pensions by seeking to reform the State Pension System.	Proceed with reform of the State Pension System to introduce a single tier state pension.	White Paper on State Pension Reform published in spring.
4	Seek to tackle the causes of material deprivation and inequality for older people.	UK Advisory Forum on Ageing (UKAFA): Bring together Government Departments, representatives from devolved nations, older people and organisation of and for older people, to improve older people's engagement at local, regional and national level. Support the Age Action Alliance – organisations focussed on social justice for older people. Deliver support for European Year of Ageing 2012.	UKAFA – four consultative meetings a year. Age Action Alliance – Manage six steering groups and at least 20 meetings across 8 working groups meetings each year.

Number	Strategic Objective	Action/Resources Necessary to Achieve Success	How Achievement will be Measured
5	<p>Achieve age equality by supporting older jobseekers, and providing older people with greater choice about how and when to retire.</p>	<p>Promote best practice support for older jobseekers through delivery of workshops and advice for staff.</p> <p>Engagement with employers to improve age management.</p>	<p>Internal workshops delivered and intranet advice site published.</p> <p>Employer engagement commenced.</p>
6	<p>Achieve disability equality through the development and delivery of a new cross-government Disability Strategy that is focussed on the removal of barriers that disabled people face and which is built around three themes:</p> <ul style="list-style-type: none"> • realising aspirations; • individual control; and • changing attitudes and behaviours. 	<p>DWP is leading on development of a cross-government Strategy that will be published in spring 2012.</p> <p>It will be informed by:</p> <ul style="list-style-type: none"> • work across government to identify policies/programmes in place and being developed by DWP and other departments that support the three Strategy themes; and • the views of disabled people, as partners in the development of the Strategy, through discussions around 'Fulfilling Potential'. <p>The Strategy will identify barriers and actions to tackle these across the three themes.</p>	<p>The Strategy will focus on clear priorities identified in working with disabled people and will have a clear action plan for implementation.</p> <p>The Strategy will be evidence based and be supported by key data, including from Life Opportunities Survey (LOS), and disabled peoples lived experience.</p> <p>Monitoring arrangements will be put in place for implementation of the Strategy as whole.</p> <p>Individual actions will be measured by responsible departments, for example, impact indicators.</p>

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7	<p>The Department will support the Disability Strategy, for example, by taking actions to reduce the employment gap between disabled and non disabled people which will support the theme of realisation aspirations.</p>	<p>Improve the work opportunities of disabled people with the greatest barriers to employment through Work Choice training and support</p> <p>Reform Access to Work, so disabled people can apply for jobs with funding already secured for any adaptations and equipment they will need.</p>	<p>DWP Impact Indicators on the employment gap between disabled and non-disabled people.</p>
8	<p>Progress transgender equality for DWP claimants and staff by providing: bespoke support and advice to help transgender people seeking employment; information and products for staff on dealing with transgender claimants and information for transgender staff working within DWP.</p>	<p>Provide employers with updated guidance on employing transgender people via the Jobcentre Plus transgender employer support tool.</p> <p>Support transgender job seekers to find employment by ensuring revised guidance and training are available to DWP staff on the specific challenges transgender people may face in employment.</p> <p>Update the DWP website to clarify state pension entitlement conditions for transgender individuals who do not hold a Gender Recognition Certificate (GRC).</p> <p>Provide a central resource for staff working within DWP to access advice on gender reassignment for employees and for staff in their role dealing and providing support to transgender claimants. An evaluation to be carried out in last quarter 2012/first quarter 2013.</p>	<p>Monitor number of calls received as a result of an update to the DWP website clarifying state pension entitlement conditions for transgender individuals who do not hold a Gender Recognition Certificate. We estimate that the team will handle around 500 expressions of interest and 300 applications for equal treatment.</p> <p>Conduct feedback exercise (see details of timing opposite) on provision of advice, guidance and learning for staff in terms of trans issues for DWP staff as an employee and also advice and guidance for trans claimants.</p>

Number	Strategic Objective	Action/Resources Necessary to Achieve Success	How Achievement will be Measured
9	<p>The Department aims to ensure its services are accessible to all claimant groups², and that all groups get a good quality service when dealing with the Department.</p>	<p>Ensure that the Department's change programmes – in particular, the Universal Credit and Personal Independence Payment programmes – consider the varying needs of DWP claimants in designing new services.</p> <p>Ensure that claimant surveys and complaints analysis provide information on the different experiences of different customer groups where possible.</p> <p>Tackle issues arising from claimant feedback, and through the Department's ideas and improvement processes.</p>	<p>Analysis of complaints and claimant survey information.</p>

² By 'claimant group' we mean a group of people sharing a common protected characteristic. For example, we seek to serve men and women equally.

Number	Strategic Objective	Action/Resources Necessary to Achieve Success	How Achievement will be Measured
10	<p>Ensure that the design and delivery of Universal Credit enables the equal treatment of claimants and staff, and avoids discrimination, while achieving its outcomes.</p>	<p>The Universal Credit Programme will;</p> <ul style="list-style-type: none"> • identify claimant groups with particular needs and design services to meet those needs so that they are not disadvantaged; • translate insight and diversity and equality requirements into claimant journeys where appropriate; • ensure our insight research and assurance processes include a diverse range of claimants and of agents to ensure equality as well as quality of services for all users, as relevant; • ensure that accessibility requirements are integral to the online solution in particular (involving representative groups in design and testing). 	<p>The design process of Universal Credit involves continuous testing and refinement of the service which will provide assurance that service design objectives are met.</p> <p>We will ensure that these tests involve a diverse range of claimants, staff and third parties.</p> <p>Progress will also be assessed as part of the Department's internal governance process on change management including robust arrangements for handover to the live environment and any impact on departmental performance frameworks.</p>

Table 2: Employee focused objectives

Number	Strategic Objective	Action/Resources Necessary to Achieve Success	How Achievement will be Measured
1	The Department aims to have a representative workforce.	<p>The Department has specific representation targets under disability, ethnicity and gender. These are;</p> <p>Disability (disability representation rate)</p> <ul style="list-style-type: none"> • SCS – 5.2% • Grade 6 – 5.2% • Grade 7 – 5.2% • SEO/HEO – 5.5% • EO/AO/AA – 6% <p>Ethnicity (ethnic minority representation rate)</p> <ul style="list-style-type: none"> • SCS – 5.0% • Grade 6 – 5.5% • Grade 7 – 5.5% • SEO – 5.5% • HEO – 7.5% <p>Gender (female representation rate)</p> <ul style="list-style-type: none"> • SCS PB2 – 30.0% • All SCS – 39.5% • Grade 6 – 45.0% • Grade 7 – 47.0% <p>Action will focus on retaining existing representation rates by ensuring that DWP is regarded as an exemplar employer, offering challenging and varied</p>	<p>Staff representation rates will be published as part of the Departmental equality information.</p> <p>External benchmarking results such as Stonewall's Workplace Equality Index (WEI) and Employers' Forum on Disability's (EFD) Disability Standard.</p> <p>Increased representation of women, disabled people and ethnic minority employees in the Senior Civil Service and its feeder grades.</p> <p>Evidence, such as equality analysis of HR policies, that under represented groups are not disadvantaged.</p>

Number	Strategic Objective	Action/Resources Necessary to Achieve Success	How Achievement will be Measured
		<p>opportunities within an environment that values and respects diversity.</p> <p>Actively encourage and support staff from under-represented groups to take part in Civil Service talent schemes.</p> <p>We will continue to develop and build upon our strong record in diversity benchmarking exercises.</p>	
2	<p>Improve accuracy of HR data to allow better monitoring of staff representation rates and to better inform decisions affecting staff.</p>	<p>Actively encourage employees to declare protected characteristics on the HR Resource Management system.</p> <p>Ensure equality monitoring is embedded into HR policies and procedures.</p>	<p>Increased declaration rates.</p>

Number	Strategic Objective	Action/Resources Necessary to Achieve Success	How Achievement will be Measured
3	<p>Create a more inclusive organisation which values and respects diversity.</p>	<p>Maintain and support Diversity Champions for race, disability, gender, transgender, sexual orientation, age and work life balance at Executive Team level.</p> <p>Support the quarterly meetings of the Departmental Equality Group where DWP employees meet with the Permanent Secretary to discuss a range of diversity issues.</p> <p>Make diversity more visible in communication channels and ensure strong support for managers, for example ensuring diversity is a high priority in learning and development.</p> <p>Monitor equality related bullying and harassment grievances and tribunal cases. Take appropriate action to achieve required behaviour or policy change where appropriate.</p> <p>The Reasonable Adjustments Support Team (RAST) continues to provide timely and effective adjustments for staff needing a workplace adjustment.</p>	<p>Analysis of staff survey results.</p> <p>Reduction in equality and diversity related grievances and successful tribunal cases against the Department.</p>

DWP Equality Objectives 2012 Report under the Public Sector Equality Duty

Under the Public Sector Equality Duty, part of the Equality Act 2010, as a public body the Department for Work and Pensions has a specific duty to publish specific and measurable equality objectives which support the Department in paying due regard to the aims of the Equality Duty as outlined in this report.

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ISBN 978-1-78153-010-8
Published by the Department for Work and Pensions
31 January 2012
www.dwp.gov.uk