



Government
Equalities Office

Putting equality at the heart of government

Autumn Performance Report



Government Equalities Office
Autumn Performance Report 2009

Presented to Parliament by the Lord Privy Seal
and Minister for Women and Equality
by Command of Her Majesty
December 2009

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Introduction

This is GEO's third Performance report as a separate Department. I am very pleased that we are making good progress across the board, notwithstanding the deep rooted nature of many of the issues we address, and the difficult economic climate.

In particular

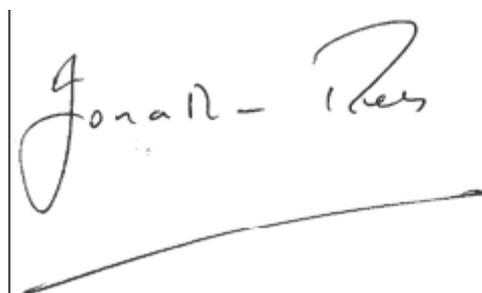
- We introduced on schedule a wide ranging Equality Bill which strengthens and streamlines the legislative framework. This has completed its Commons stages, and is now in the House of Lords.
- We have driven forward the Minister for Women's priorities, agreeing new programmes to increase representation of women and others in local government and public appointments, helping shape a major new Strategy on Violence against Women and Girls, and taking action to tackle the gender pay gap and to promote a fair, family friendly and flexible work place.
- We have completed the first stage of building a new Department from scratch with established governance and risk management systems, improved business planning and the introduction of new values.

This report sets out our work across government delivering our Departmental Strategic Objectives (DSOs) and the Equalities Public Service Agreement (PSA):

To address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief.

Strong or some progress can be reported on the majority of our DSOs, but there is clearly more to do. We set out our refreshed plans to deliver our PSA in October 2009 <http://www.equalities.gov.uk/pdf/13736%20GEO%20Equality%20Plan%201st.pdf> and have a heavy work programme over the next few months: in January 2010, we plan a comprehensive strategy on Women and employment, publication of a major report of the National Equality Panel, and policy statements on age discrimination and the new equality duty.

Finally I should like to pay tribute to the commitment, expertise and hard work of the staff in GEO and our lawyers in Treasury Solicitors Department.

A handwritten signature in black ink that reads "Jonathan Rees". The signature is written in a cursive style and is positioned above a horizontal line that extends to the right.

Jonathan Rees
Director-General and Accounting Officer
Government Equalities Office

Narrative Report

This report is primarily concerned with GEO's performance against PSAs and DSOs and detail on that follows. Work on the wider context of equality continues and in 2008-09 GEO has made significant progress. Highlights, shown under the headings of our 2009/10 business plan are as follows:

Modernising the Legislative Framework

- New Equality Bill introduced in April 2009. This has now completed its Commons stages and is in the House of Lords for consideration. The Bill streamlines the law, producing savings for business and public sector, and also strengthens it, introducing a new strategic duty to tackle socio-economic disadvantage, bans age discrimination in goods, facilities and services, introduces a new broader more effective public sector equality duty, and promotes transparency on gender pay reporting.

EU

- Equal Treatment Directive: GEO has led negotiations in the EU. In order to inform the Government's negotiating position we ran a consultation exercise between May and July 2009. This exercise attracted more than 2000 responses and GEO officials also met with 25 key stakeholders. The responses to this consultation exercise are currently being analysed, and we plan to issue a summary of responses shortly.

Improving Equality at Work

- GEO has been involved in a range of work across government aimed at improving equality at work, including for example working closely with the Department for Business, Innovation and Skills (BIS) to introduce new choice and flexibility for working parents, which from April 2011 will enable mothers to transfer the balance of their leave to their partners if they choose to return to work after six months. We have led work with the Ministry of Defence and the Department for Work and Pensions to improve support to service families, particularly in relation to employment prospects. We have also worked closely with the Trades Union Congress (TUC) to support the development of trade union equality representatives.
- Together with BIS, GEO launched an awareness raising campaign in April 2009 to coincide with the extension of the 'right to request' to parents of those aged 16 and under. It ran until October 2009 and targeted carers, parents (particularly fathers) and employers. It included mail shots to small and medium enterprises, interviews with Ministers in the press, case studies and articles in magazines. The campaign reached over 800,000 employers and the combined audience viewing/listening figures for the campaign's print and broadcast media was around 40 million.
- On 29 October, GEO published "Working towards Equality" which set out the action Government has taken to improve the position of women in the workplace, and announced our intention to develop a new women's employment strategy. On the same day, Vera Baird together with Ministers from three other Departments hosted a roundtable event with stakeholders to discuss the challenges that remain in building a fair and family-friendly labour market for both men and women. GEO is due to launch the new strategy in early 2010.

Opening up Opportunities in Public and Political Life

- Successful delivery of 16 regional events on behalf of the Black, Asian and Minority Ethnic (BAME) Women Councillors' Taskforce designed to raise awareness about the role of local councillors and encourage BAME women to step forward.
- Successful launch of BAME councillors' taskforce mentoring scheme and community leadership certificate at a Ministerial Black History Month reception on 22 October. 60 women are taking part in the taskforce.

- Successful launch of targets on gender, ethnicity and disability for new public appointments made, underpinned by a cross-Government action plan.
- We have recruited 180 public appointments ambassadors – diverse people who currently hold public appointments – to take part in our public appointments ambassadors programme to encourage more people from under-represented groups to consider applying for public appointments. This network will be launched formally in the New Year.
- We have commissioned Common Purpose to deliver two public appointments mentoring schemes to build the pipeline of talent from under-represented groups, which will also be launched in the New Year.

Improving Life Chances and Public Services

- New strategic duty to narrow socio-economic gaps included in Equality Bill.
- Close work with OGC to improve guidance on how procurement can be used to drive equality.
- Wide consultation on shape and content of new Public Sector Equality Duty to cover all equality strands (age, sexual orientation, religion and belief, and transgender) with strong focus on evidence, engagement and public sector leadership.
- 10 events to help shape new approach to reducing number of women in prison.
- Supported work of the National Equality Panel under Professor John Hills, leading to a wide-ranging report into interaction of the equality strands and other dimensions of equality such as class, tenure, and geography, and employment, income and wealth. Report to be published in January 2010.

Promoting Physical Safety and Freedom from Violence

- Worked closely with Home Office on major cross-cutting strategy on Violence against Women and Girls, leading on work on building the sustainability of the voluntary sector.
- Distributed cross government fund of £1m to ensure no rape crisis centres closed.
- Set up review into rape under Baroness Vivienne Stern: will report in Spring 2010.
- Helped shape major legislation covering lap dancing, prostitution and provocation.
- Helped shape new strategy to tackle homophobic and transphobic hate crime.

Improving Our Evidence Base

- Since April 2009, the GEO has published a number of research reports to aid policy development. These reports are available on the GEO website. They include:
 - The use of age-based practices in financial services – an assessment of current use of age based practices of financial services and an evaluation of the economic impact of restricting certain practices in the market to help inform the Equality Bill age discrimination consultation (June 2009).
 - Monitoring the impact of the recession on various demographic groups - analysis of the impact of the recession across mandate groups of age, gender, race and disability conducted by the GEO, EHRC and DWP. This work has helped to inform the Government response to the recession (June 2009).
 - Perceptions of offenders' gender and alternatives to prison – omnibus survey – research which examines public's perception of women offenders and alternative sentencing. This research helps to inform the GEO's programme of work on the Corston Review of Women in the Criminal Justice System (October 2009). A second report is due to be published in December 2009.
 - Increasing diversity on public and private sector boards – research which examines diversity on public and private boards of directors. It focuses on why are there so few women and other under-represented groups on public and private sector boards, and what is being done in order to increase diversity on boards. The research is helping to inform the women's employment strategy (October and November 2009).

- Women not for sale 2 - an assessment of changes in the advertising of women in classified adverts in local newspapers – an audit of national sample of local newspapers to explore whether there have been any changes in advertising practice relating to classified adverts offering sex with women following the publication of Newspaper Society guidelines on human trafficking (due to be published in December 2009).
- Flexible working: benefits and barriers - perceptions of working parents - research which investigates what working parents think about flexible working, and the benefits it can bring for their families. It explores their perceptions of the barriers they may face to exercising the right. This research helps to inform the GEO's programme of work on flexible working and campaign to improve awareness about rights among certain groups (April 2009).
- To help improve the accessibility and dissemination of our research, the GEO has launched a series of four-page research findings for all research projects published from November 2009 onwards.

Working Internationally

- Active contribution to development of EU policy on gender and equality issues, including through Ministerial participation in major EU conferences and showcasing UK best practice at the recent Stockholm Equality Summit. GEO now represents the UK as second Vice-Chair of the EU advisory committee on equality between women and men.

Engaging Widely and Working with Others

- 10 new appointments to Board of Equality and Human Rights Commission.
- 4 new appointments to Women's National Commission.
- Regular meetings of Senior Stakeholder Group.

Improving as a Department

- New values agreed: openness, inclusion, respect, achievement
- New governance and risk controls embedded.

Equality PSA

The Government's priorities for 2008-11 were announced by Alastair Darling as part of 2007 Comprehensive Spending Review (CSR 2007). These priorities are referred to as Public Service Agreements (PSAs). There are 30 PSAs in all, spanning the whole of the Government's work from improving skills to tackling climate change. Many of these PSAs contain commitments to tackle inequalities. For example, PSA 8 seeks to narrow employment gaps for disadvantaged groups, while others seek to address inequalities in health, criminal justice and other areas (for more information on the Public Service Agreements Framework please see HM Treasury website¹).

GEO is responsible for the equalities PSA; Public Service Agreement 15 (PSA 15): Address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief.

It consists of the following commitments:

- Reduce the gender pay gap;
- Increase disabled people's choice and control;
- Address inequalities in civic participation;
- Reduce discrimination in work; and
- Understand and address unfair treatment in public services.

Responsibility for delivery of PSA 15 is shared across Government. GEO therefore chairs a delivery board with senior representation from across the public sector which meets every two months to oversee and drive progress on the PSA priorities. The PSA 15 Delivery Plan sets out the key policies, and programmes of activity that the board has agreed and it has recently been updated and published (October 2009) and can be found on the GEO website². On the individual commitments Office for Disability Issues (ODI) in the Department for Work and Pensions (DWP) leads and coordinates work across Government on the commitment to increase disabled people's choice and control. Similarly, the Department for Communities and Local Government (CLG) leads and coordinates work across Government on the commitment to address inequalities in civic participation.

The GEO leads on the remaining three commitments and on overall programme management of the PSA, including monitoring progress on statistical indicators and reporting on delivery. The delivery plan in place for PSA 15 was updated and published on the GEO website in October 2009.

GEO is also a contributing department to the delivery of two other PSAs:

- PSA 23: Making communities safer (Home Office lead)³.
- PSA 24: Deliver a more effective, transparent and responsive Criminal Justice System for victims and the public Ministry of Justice (MoJ lead)⁴.

¹ http://www.hm-treasury.gov.uk/pbr_csr07_psaindex.htm

² <http://www.equalities.gov.uk/default.aspx?page=1013>

³ More information on Public Service Agreement 23 can be found on the HMT website: http://www.hm-treasury.gov.uk/d/pbr_csr07_psa23.pdf

An estimate of GEO's resources committed to deliver PSA 15 is detailed below:

Table A – GEO Resources committed to PSA Delivery Agreement 15 in 2009-10

Programme office staff costs	137,000
Staff costs (gender pay gap)	234,500
Programme costs (gender pay gap)	183,911
Staff costs (civic participation)	275,000
Programme costs (civic participation)	573,600
Staff costs (discrimination at work)	64,400
Programme costs (discrimination at work)	187,291
Programme costs (unfair treatment)	<u>40,000</u>
TOTAL	<u>£1,695,702.</u>

In common with all government departments, GEO has also agreed with HM Treasury a number of Departmental Strategic Objectives (DSOs) intended to cover the totality of our business and express the key outcomes the GEO are seeking to deliver. DSOs are linked to PSA delivery and they ensure that the Government's key commitments are embedded in the work of all Departments. Our DSO reflects the wording of the equalities PSA and is supported by some of the same indicators apart from the two DSOs below:

- DSO 1: Ensuring progress against the Ministers for Women Priorities and;
- DSO 2: Developing and supporting the delivery of the Government's equality strategy, including simplifying and strengthening equality law, devising and using a framework for measuring progress towards a more equal society.

⁴ More information on Public Service Agreement 24 can be found on the HMT website: http://www.hm-treasury.gov.uk/d/pbr_csr07_psa24.pdf

Annex A: CSR 2007 – Departmental Strategic Objective 2008 – 2011 links to PSAs

The Government Equalities Office's (GEO) DSO and its linkage to PSAs are described in the table below.

DSO Description	PSA Linkage
DSO 1- Ensuring progress against the Ministers for Women Priorities.	Objective 1. Supporting Families - linked to PSA 15.1 Objective 2. Empowering BME Women - linked to PSA 15.3 Objective 3A. Tackling violence against women - linked to PSA 23.1 Objective 3B Improve the way we deal with women who commit crimes - linked to PSA 24
DSO 2 – Developing and supporting the delivery of the Government's equality strategy, including simplifying and strengthening equality law, devising and using a framework for measuring progress towards a more equal society.	No links
DSO3 – Narrow the gender pay gap	Directly linked to PSA 15.1
DSO 4 - Tackle barriers that limit people's choice and control	Directly linked to PSA 15.2
DSO 5 - Address inequalities in civic participation	Directly linked to PSA 15.3
DSO 6 – Tackle discrimination in employment	Directly linked to PSA 15.4
DSO 7 – Understand and address unfair treatment	Directly linked to PSA 15.5

Annex B: Departmental Strategic Objectives and Public Service Agreement 15 – Progress Against Delivery

Departmental Strategic Objectives and Public Service Agreement 15: *To address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief.*

Each DSO and PSA has a set of indicators against which progress can be measured and monitored. For CSR07 DSOs and PSA this report provides:

- An overall assessment of progress for each DSO and PSA using standard terminology in line with HMT guidance to Government departments;
- An assessment for each indicator, as defined in the table 1 below;
- A data statement for each PSA indicator, outlining progress to date and the evidence of any improvement shown; and
- An explanation of the quality of the data used to assess the indicators for PSA15.

DSO Definitions

Standard terminology in line with HM Treasury central guidance to departments has been adopted when reporting progress against delivery of DSOs. For both interim (biannual) and final assessments, the terms are:

EVALUATION ASSESSMENT	DEFINITION
Strong Progress	Where more than 50% of indicators improved
Some Progress	Where 50% or less of indicators improved
Met - Ongoing	Target is still live and measured on a continuous basis
No Progress	Where no indicators improved
Not Yet Assessed	Where 50% or more of the indicators are yet to have first time data produced on progress

How we measure performance on our Departmental Strategic Objective and our Public Service Agreement

DSO 1	Ensuring progress against the Ministers for Women Priorities.	
Lead Department	Government Equalities Office (GEO)	
Assessment	Strong Progress	
Objectives	Outcome Measure	Process measures – milestones/outputs
1. Supporting Families	<ul style="list-style-type: none"> • Overall gender pay gap • Awareness, availability and take-up of flexible working. 	<p>In 2009, the overall median gender pay gap narrowed by 0.5 percentage points from 22.5 per cent (revised overall gap for 2008) to 22.0 per cent.</p> <p>The 2008 Fair Treatment at Work survey, published in September 2009, found that:</p> <ul style="list-style-type: none"> • Fewer people reported a difficulty asking their employer if they could work flexibly • Greater awareness of employers' obligations in relation to flexible working • GEO co-ordinated an awareness-raising campaign on Flexible working which started in April 2009 to coincide with the extension of the 'right to request' to parents of those aged 16 and under. It ran until October 2009 and targeted carers, parents in particularly fathers, and employers. The campaign reached over 800,000 employers and the combined audience viewing/listening figures for the campaign's print and broadcast media was approx 40 million.
2. Empowering Women	<ul style="list-style-type: none"> • Number of BME women councillors (next census due 2010) 	Published Taskforce final report contained good cross party support and recommendations.

<ul style="list-style-type: none"> • Proportion of women in public appointments, percentage of new appointees who are women. 	<p>16 events to support BME Women Councillors Taskforce all completed. Feedback very positive. 70% of respondents said they are more likely to put themselves forward to be a councillor, 80% more likely for another public role.</p> <p>Established a mentoring scheme, good results from media campaign.</p> <p>In June 2009, for the first time, we launched cross-government targets on gender, ethnicity and disability for new appointments made. This means that, by March 2011: 50% of new OCPA regulated appointees to be Women, disabled people to make up 14% of new OCPA-regulated appointees and people from an ethnic minority to make up 11% of new OCPA-regulated appointees. New interactive website launched and Public Appointments Ambassadors recruited (175) and will be launched shortly.</p>
<p>3 A. Tackling violence against women</p> <ul style="list-style-type: none"> • PSA 23.1 <p>Women not for Sale</p> <ul style="list-style-type: none"> • 25% decrease in the number of adverts for sexual services from women in the print versions of regional newspapers since the last audit in October 2007. • The proportion of publications carrying advertisements mentioning services for women has also decreased. In 2007 nearly three-quarters of the publications captured in the snapshot carried these ads. This has decreased to half of those sampled in the recent audit. • Disappointingly however, in London the problem has increased. According to the recent audit, the number of print newspaper ads offering women's sexual services rose 	<p>20 Rape Crisis Centres in 2008/09 and 40 sexual violence voluntary sector organisations remained open and provided services to victims of sexual abuse because of GEO funding.</p> <p>Produced guidance and a toolkit for Government communications specialist to deliver more effective VAW campaigns</p> <p>Delivery of cross-government approach to working with the VAW voluntary sector with key areas identified in relation to cash, commissioning and capacity reflected in the cross-Government violence against women and girls strategy (<i>Together We Can End Violence Against Women and Girls</i>) published November 2009.</p> <p>Established a new review into Rape Complaints (Stern Review) and aim to publish in 2010.</p>

	<p>across the London sample by 102%. This highlights that there is still more work to be done on this issue.</p> <ul style="list-style-type: none"> • There has been an 80% decrease in the number of advertisements which specifically referred to non-British women. 	<p>Adoption of a new Newspaper Society guidance on newspaper advertising relating to trafficked women, measurable reduction in this kind of advertising.</p>
3B. Improve the way we deal with women who commit crimes	<ul style="list-style-type: none"> • PSA24 • Every agency within the criminal justice system prioritise and accelerate preparations to implement the gender equality duty and radically transform the way they deliver services for women (Corston). 	<p>Delivering the Women in Focus regional programme of 10 workshops (7 completed) 85 % of delegates scored their impression of the event overall as “excellent”.</p> <p>Women in Focus report to be published in the New Year.</p>
DSO 2	Developing and supporting the delivery of the Government’s equality strategy, including simplifying and strengthening equality law, devising and using a framework for measuring progress towards a more equal society.	
Lead Department	Government Equalities Office (GEO)	
Assessment:	Strong Progress	
Objectives	Outcome Measures and Milestones	
1. Simplifying and strengthening equality law	<ul style="list-style-type: none"> • Introduce Bill by end of April 2009 – achieved • Begin consultations on age discrimination and on specific duties by end of June 2009 – achieved • Subject to Parliamentary progress, enact Bill by April 2010 • Implement 85% of the new Act by 2011 • Work with Equality Human Rights Commission (EHRC) and other departments to ensure delivery of guidance over period Spring 2010 to Spring 2012 	
2. Devising and using a framework for measuring progress towards a more equal society (joint project with	<ul style="list-style-type: none"> • Comprehensive data audit completed, August 2008 • Development of process and outcome indicators completed by April 2009 • Publication of LSE/Oxford Report with proposed outcome and process indicators, June 2009 • Development of autonomy indicators by December 2009 	

EHRC)	<ul style="list-style-type: none"> • Development of web tool by March 2010 • Initial data collection by July 2010
DSO 3 / Indicator 1 of PSA 15	
Lead Department	Government Equalities Office (GEO)
Assessment	Strong Progress
Notes	<ul style="list-style-type: none"> • Baseline: In 2007/8, the overall gender pay gap was 22.6%. • The minimum aim is a statistically significant reduction (in the order of 0.6 percentage points) over the three years to 2011. • The Office for National Statistics (ONS) published new earnings figures from the Annual Survey of Hours and Earnings (ASHE) on the 12 November. These include figures on the gender pay gap as at April 2009. The figures show that the <u>overall</u> gender pay gap has narrowed by 0.5 percentage points from 22.5 per cent (revised overall pay gap for 2008) to 22.0 per cent using median values. ONS are advising on whether this reduction is statistically significant and thus whether the indicator has been fully met. <p>Key actions: GEO is continuing to take steps to reduce the pay gap through a number of key programmes, including measures in the Equality Bill to improve transparency, steps to promote flexible working, new measures on skills. We are also committed to a comprehensive Women and Employment strategy to be published in the New Year. Further information on our plans is in our updated PSA http://www.equalities.gov.uk/pdf/13736%20GEO%20Equality%20Plan%201st.pdf</p>
DSO 4 / Indicator 2 of PSA 15	
Lead Department	Office of Disability Issues (ODI) (Department for Work and Pensions (DWP))
Assessment	Not yet assessed. – New data will be available in January 2010
Notes	<ul style="list-style-type: none"> • The Office for Disability Issues in DWP lead on this indicator, which was amended to focus on improving disabled people’s perceptions of choice and control in their daily lives. • Baseline data for 2008 showed that 23% of disabled people thought

	<p>they did not frequently have choice and control over their life.</p> <ul style="list-style-type: none"> • Comparable data for 2009 will be available in January 2010. • Proxy data suggest that disabled people's perceived level of control has improved since the latest delivery report. • A robust programme is in place focused on improving choice and control primarily through the Independent Living strategy lead by the Office of Disability Issues (ODI) in DWP.
DSO 5 / Indicator 3 of PSA 15	Address inequalities in civic participation
Lead Department	Department for Local Government and Communities
Assessment	Ongoing - 2008/9 data shows a significant narrowing of the gap for disabled people but a smaller increase in the gaps for BME and young people.
Notes	<ul style="list-style-type: none"> • The baseline figures from the 2007-08 Citizenship Survey showed gaps in levels of participation in civic society as 8 percentage points for young people (aged 16-25); 5 percentage points for disabled people and 10 percentage points for ethnic minorities. • The measure of success is a statistically significant reduction in the participation gaps of all three groups by 2010-11. It will be partially met if there is a significant reduction in the gap in one or two of the groups – so long as there is no overall reduction in civic participation. • The latest annual data (2008-09) from the Citizenship Survey showed a statistically significant reduction in the gap for disabled people to one percentage point, but no statistically significant changes for the other two groups. • The latest data from the Citizenship Survey for April to June 2009 showed no statistically significant changes in the gaps for the three groups, with gaps in levels of participation in civic society of six percentage points for young people (aged 16-25); four percentage points for disabled people and ten percentage points for ethnic minorities. This indicator is not on track. • The overall level of participation in April to June 2009 was 62 per cent but this is not statistically significantly lower than the baseline of 63 per cent in 2007-08. • Key actions: Support a Take Part local pathfinder programme, offering information and training on how to be an active citizen; Youth Opportunity and Capital Funds, which improve the provision of activities for young people; Local Involvement Networks will encourage a more diverse range of people to influence the provision of health and Social Care; An extensive work programme to promote diversity in public appointments.

DSO 6 / Indicator 4 of PSA 15	Tackle discrimination in employment
Lead Department	Government Equalities Office (GEO)
Assessment	No Progress -2008/9 data shows the gap between advantaged and disadvantaged groups who feel they have been discriminated at work remains the same at 3.2%.
Notes	<ul style="list-style-type: none"> • Source: Citizenship Survey. An interim baseline of 3.2% was set using data from Quarters 1 and 2 April to September from the 2008 – 2009 survey. A statistically significant reduction in the composite will be an estimated 2-3 percentage points over the three years to 2011. • Whilst Citizenship Survey data for April – June is available for indicator 15.4, due to the smaller sample sizes of certain populations and for some questions, results based on one quarter of data are not considered robust enough for use in measuring performance against these targets. • As this is a perception based indicator, progress is more likely to be seen over a longer term. Continuing research gives a developing picture of where the persistent challenges exists in aiming to meet this perception indicator. • A joint programme of work was conducted by EHRC, DWP and GEO to monitor the impact of the recession on various demographic groups. The results showed that employment for ethnic minorities, disabled people and older people has remained broadly stable but further work is in hand to look at regional variations and discriminatory impacts (e.g. on pregnant women) . • Key actions: Guidance on the Equality Bill for employers and individuals; a sustained campaign to improve awareness and enforcement of employment rights amongst vulnerable workers; EHRC's actions to promote best practice through regulatory bodies and employers; a new push to use public sector procurement power; the Ethnic Minority Taskforce which aims to reduce the ethnic minority employment gap.
DSO 7 / Indicator 5 of PSA 15	Understand and address unfair treatment
Lead Department	Government Equalities Office (GEO)
Assessment	Ongoing

Notes	<ul style="list-style-type: none"> • Baseline: The composite gap in perceptions of fair treatment was - 0.2% in 2007/8. • Latest data in 08-09 shows the gap has moved to 0.6%. • As the composite gap is not statistically significant, it is not possible to set a target. • Whilst Citizenship Survey data for April – June 2009 is available for indicator 15.5, due to the smaller sample sizes of certain populations and for some questions, results based on one quarter of data are not considered robust enough for use in measuring performance against these targets. • Evidence from other sources however shows that people do not feel that they are treated fairly by public services and there is a range of activity within Health in particular to address this. • GEO commissioned a research report to provide greater understanding on perceptions of unfair treatment and to improve data collection. This is due to be published in January 2010. • Key actions: the Dignity and Care Campaign where in 2008/9 patients who said they were always treated with dignity and respect whilst in hospital has increased from 78% to 79%; the launch of the new NHS Equality and Diversity Council; a national review of age discrimination in health and social care services; enforcement of the positive duties on the public sector to promote equality in relation to disability, race and gender.
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Overall Assessment of PSA 15

PSA 15	To address the disadvantage that individuals experience because of their gender, race, disability, age, sexual orientation, religion or belief.
Assessment	Some progress
Assessment of Performance on Indicators	<p>Indicator 1: Narrow the Gender Pay Gap – Some Progress</p> <p>Indicator 2: Tackle barriers that limit people’s choice and control – Not Yet Assessed</p> <p>Indicator 3: Address Inequalities in civic participation – Ongoing</p> <p>Indicator 4: Tackle Discrimination in Employment - No Progress</p>

Indicator 5: Understand and Address Unfair Treatment - Ongoing

Comments

These are challenging indicators and the assessments to be made are complex.

Quality of Data Systems

The data systems underpinning this PSA have recently been audited by the National Audit Office. All indicators were confirmed fit for purpose except for Indicator 5. GEO have commissioned research to better understand the issues relating to unfair treatment and to develop a more robust approach to measurement. A report will be published in 2010.

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