



**Scottish Legal Aid Board**

# **Single Equality Scheme: Annual Report 2011**

**December 2011**

# Scottish Legal Aid Board – Single Equality Scheme Annual Report 2011

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## **1. Introduction**

Welcome to the third annual report of the Scottish Legal Aid Board's (the Board) Single Equality Scheme. The Board is committed to promoting equality and to tackling discrimination on any ground, including age, disability, gender, race, religion or belief, sexual orientation, pregnancy maternity and marriage and civil partnership. This report lays out the work we have done in 2011 to promote equality and help ensure that we do not discriminate.

We published our Single Equality Scheme in December 2008. This scheme can be found at [www.slab.org.uk/about\\_us/equality/](http://www.slab.org.uk/about_us/equality/). This scheme sets our activity and what we planned to do over 2008-2011. This is the third and final annual report made against this Scheme. This report updates on the activity and progress made throughout 2011.

Please contact us if you would like any further information or copies of policies mentioned in this report.

If you would like this report in Braille, large print, or on audiotape or in a language other than English, please contact us.

We monitor and review our equality strategy. This helps us prioritise work and make changes to our plans where needed. If you have any comments on our Scheme or the way we are approaching our equalities work, we would be happy to hear from you. Please send any comments or communication requests to:

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## **2. The Scottish Legal Aid Board**

### **2.1 Who we are**

The Scottish Legal Aid Board is a non-departmental public body set up in 1987 to manage legal aid in Scotland. Our work is overseen by Board members, who are appointed by Scottish Ministers. The number of members can vary from 11 to 15. Members have a balanced range of knowledge and experience; they include people with backgrounds in law, business, the advice sector and the wider community.

While Ministers in the Scottish Government decide legal aid policy, the Board has legal power to advise Ministers. Ministers propose the legislation to set the rules for legal aid, and the fees to be paid to the legal profession. The Scottish Parliament makes and changes legislation – including the tests for granting legal assistance. These tests are then applied to every single case.

### **2.2 What we do**

The purpose of legal aid in Scotland is to provide access to justice for those people who are unable to pay for it on their own. Our work contributes to the efficient running of the justice system in Scotland by providing an efficient legal aid system. Legal assistance allows people who would not otherwise be able to afford it get help from a solicitor for their legal problems. By “legal assistance”, we mean “advice and assistance” and “legal aid”. Individuals seeking legal advice or representation apply for legal assistance through their solicitor. A large part of our job is to decide who should get legal assistance. If legal assistance is granted, it can be used to pay solicitors, counsel – advocates and solicitor advocates – and other costs of the case.

Most civil and criminal legal aid applications are made through private solicitors or solicitors working in a law centre. These solicitors and their firms register with the Board to provide work that is paid for under legal aid.

However, the Board also directly employs some solicitors to provide legal assistance and representation for both civil and criminal matters. The network of Public Defence Solicitors’ Offices (PDSOs) ([www.pdso.org.uk](http://www.pdso.org.uk)) has seven offices throughout Scotland. The PDSOs employ criminal defence lawyers with experience of dealing with all types of criminal cases. For civil matters we operate Civil Legal Assistance Offices in Inverness, Lochgilphead, Aberdeen and Edinburgh. These services provide direct advice and representation to those eligible for civil legal assistance.

The Board’s grant funding began in April 2010 with a one year cycle of funding from the Scottish Government. The Board received a one year funding extension to cover the current financial year- April 2011 to March 2012. The grant covers:

- Funding 23 projects across the country to enhance legal advice services for people affected by the economic downturn, particularly those people faced with repossession and debt issues.
- Funding 6 in-court advice projects across various sheriff courts to assist unrepresented people in heritable, debt and small claims cases. The Board also funds a court based Eviction Advice Desk under the Grant.

As well as delivering or finding direct legal advice service our work also includes providing advice, information and evidence about legal aid to a wide range of stakeholders. We communicate with people who may apply or have applied for legal aid, people opposing applications for civil legal aid, the solicitors who provide work under legal aid and the Government. We also frequently provide information to MSPs and other representatives of assisted persons and opponents and to bodies like the Law Society and Scottish Legal Complaints Commission and the Ombudsman.

In addition, internal corporate functions enable our staff to carry out their jobs efficiently and effectively. This includes recruiting and managing staff as well as managing our buildings, finance and information systems. We also procure a range of goods and services needed to deliver our business.

Our current Corporate Plan sets out our priorities from 2011 to 2014. Each year we publish our Annual Report which shows our activity and progress made. You can read our Corporate Plan and Annual Report on our website at:

<http://www.slac.org.uk/publications>

### **3. Equalities highlights in 2011**

In our original Single Equality Scheme we set out the ways in which we have already responded to our equalities obligations. In addition we published a clear action plan for ensuring we continue to meet our equalities obligations. This plan has evolved over time and has been strengthened by relationships forged with partner organisations. A full description of our services and the way we have responded in previous years to equalities is found in our current Single Equality Scheme. This can be found on our website at [www.slab.org.uk/about\\_us/equality/](http://www.slab.org.uk/about_us/equality/).

We have succeeded in completing or progressing almost all of our actions scheduled for 2011. A few actions have taken longer than originally envisaged, in the main because they relate to work that has been re-prioritised. Introduction of the Equality Act 2010 had been anticipated, and we have responded to various Scottish Government consultations about this legislation and draft regulations.

We report below on some of the highlights in 2011. Progress across the entire action plan can be found at section 4.

#### **3.1 Managing and providing legal assistance**

The legal aid system provides free or subsidised legal assistance for those who need it but who could not otherwise afford to pay for it themselves. Legal assistance is a key element of the justice system and it is important that we serve all our communities to the highest standards.

In April 2009 the Scottish Government extended the civil legal aid rules to apply to an estimated one million more people. Anyone with a disposable income of £25,000 or less is eligible to apply for civil legal aid. The previous limit was £10,306. Around three-quarters of all adults are now potentially eligible for legal aid. This opens up access to justice for more people and is of particular benefit in the current economic climate.

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Applications for civil legal assistance remain at a historically high level. In 2010-11 over 21,000 applications for civil legal aid were made in Scotland, the highest number of applications received this decade. There were also 94,429 grants of civil advice and assistance (A&A) and ABWOR.

Analysis of our application data to support equalities monitoring shows that overall, the gender split of applicants of civil legal aid was 52% female and 48% male. The split was similar for civil legal A&A at (53% Female & 47% Male for A&A). For ABWOR the split was different (34% Female & 66% Male). Across all types of civil assistance the most common ages groups seeking assistance lie between the late 20's through to the early 40's (most commonly 27 to 31 years).

Analysis of application data for criminal legal assistance in 2010-2011 shows that the majority of people who applied for summary criminal legal assistance were males (around 80% across all application categories rising to 86% for Solemn matters). The most common ages were 17 to 21 years. The age pattern for those applying for solemn legal aid is similar.

The application forms for civil and criminal assistance do contain 2011 census categories for equalities information. However, the coverage for disability and race information is significantly lower than that for age and gender, varying from (0.3% to 7.1%). With this low coverage it is not helpful to report in detail these figures. We will continue to communicate with solicitors registered to provide legal aid to highlight the importance of collecting information on equalities of their clients and recording this on legal aid forms. Our actions to help improve return of this information, where we can, will be reflected in the 2011 equalities strategy (see section 4).

### **3.2 Developing legal advice provision-grant funding programme**

As described above (section 2.2) grant funding was provided to enhance legal advice services for people affected by the economic downturn, particularly targeting issues such as repossession and debt. Different projects are now delivering advice and support to people in areas across Scotland.

An Equality Impact Assessment (EqIA) was carried out on the communication, implementation and monitoring of this programme in 2009, and reviewed this year. All grant funded projects are required to gather equalities monitoring data about the people accessing their services; this information may help the Board and other stakeholders to prioritise targeted provision in the future.

In-Court Advice services operate at seven sheriff courts across the country and are another way of complementing and building on current legal advice provision. In April 2009 the Board took over the funding of these services from the Scottish Government. People can seek free advice, help and representation from in-court advisers. The in-court advisers will be able to help people who want to start a case in court or are being taken to court by someone else. The advisers provide advice for people who are not represented by a solicitor and

who have debt, small claims or heritable cases. They can help with court paperwork and forms.

During March 2010 to April 2011, we estimate that just over 2,700 people used the in court advice services. An initial EqIA was recently completed by the Board, looking at our role as funders of the in-court advice services. The initial assessment will be considered and if a further assessment stage or review is required this will be done. Work will continue on the communication strategies with each local service to ensure wide and appropriate advertising within local communities.

### **3.3 Provision of direct legal advice**

Our Civil Legal Assistance Offices (CLAO) are located in Inverness, Lochgilphead, Aberdeen and Edinburgh. Solicitors at these offices provide direct advice and representation to those eligible for civil legal assistance. We have pioneered projects which address gaps for equality groups through these offices. The office in Inverness works in partnership with local private sector solicitors, advice agencies and other local agencies. They provide advice and representation for people from the Highland, Western Isles, Moray, Shetland and Orkney council areas who are having difficulties finding legal help from elsewhere. The Inverness office offers an appointment-based service that covers a wide range of legal problems from family law and employment issues to harassment cases. The service shares its office with a solicitor employed by the Ethnic Minorities Law Centre, who deals with clients from the Highland area wishing to pursue race and religion discrimination claims. This project is funded as part of our grant-funding programme.

In October of this year the Argyll and Bute Civil Legal Assistance Office facilitated a one day event on 'Mental Health and the Law - The System, Stigma and Jargon (It's all about real people!)'. The event was carried out in partnership with ACUMEN, a service user and carer led network covering the Argyll and Clyde region. The network aims to promote the wider involvement of service users and carers in shaping mental health services to improve the quality of such services and the quality of an individual's life.

The day was designed to bring professionals together (including solicitors in local firms, mental health professionals and social workers) to discuss clients needs, how professionals work together to support clients, how stigma can affect people with mental illness and how best to tackle it. The event provided an opportunity to better understand both the client group and the processes involved around those who are detained for treatment under the Mental Health Act.

An important part of the event was to hear from people about their experiences of mental health and access to health and legal services. Service users from the

Highland Users Group (HUG) shared their experiences. HUG is a network of people with experience of mental health problems that campaign to improve the rights, services and treatment of people with mental health problems.

As part of their continuing professional development (CPD) the CLAO solicitors have attended a variety of equalities related events throughout 2010-11. This has included events on asylum and immigration law. In addition, Solicitors attended an event about the launch of The National Autistic Society's autism alert card. The autism alert card can be carried by a person with autism and used in situations where they may find communication difficult. The card outlines key facts about autism and asks people to show respect and tolerance. Solicitors also heard how mental health impacts on clients through attendance at a 'See me' conference, Scotland's national campaign to end the stigma and discrimination of mental ill-health.

This year we commissioned research to produce an in depth view on clients' experiences and satisfaction with accessing of the CLAO for help for their legal problems. We wanted to ensure that we spoke to a wide range of clients in different geographical locations and who had experienced different types of legal problem. We also aimed to ensure a spread in terms of age, sex, and levels of deprivation and as far as possible and appropriate, including those from the most vulnerable groups e.g. people with mental health problems. We wanted to hear from people on the issues that are recognised as important to clients accessing legal advice and that are linked to the service standards expected from solicitors. This included how clients thought they were treated and the attitudes shown towards them, and how clients viewed the way their CLAO solicitor communicated with them and managed their expectations. These results are an overwhelming positive reflection of the services received by clients and no equalities related issue were found in the analysis.

Our Public Defence Solicitors Offices (PDSO) deliver criminal legal assistance to those that require it from seven locations throughout the country. This year we commissioned research to explore PDSO client's satisfaction with their solicitor and the service they received. These results show high satisfaction with the service received and no differences across equalities groups were found in the analysis.

As part of their continuing professional development (CPD) the majority of the PDSO solicitors attended a one day event on representing and advising clients in police custody. Part of this event focused on helping suspects with a learning disability which was presented by The Scottish Disability Consortium.

### **3.4 Mainstreaming equality and Equality Impact Assessments (EqIA)**

Equalities mainstreaming is essential and underpins our equalities strategy. One of the main ways to help achieve a mainstreamed equalities approach is through the completion of Equality Impact Assessments (EqIAs) of functions and policies.

The role of EqIA is also to promote equality of opportunity and to identify any discrimination that may exist in any policy and to implement actions or steps to eliminate that discrimination. EqIAs are designed to help managers amend policies, where the need for this is identified to ensure fairness for all relevant groups. Our EqIA procedure was simplified and streamlined in 2010. We introduced a shorter and more focused form, which was complimented by additional support and facilitation to manage the process.

Strong leadership on equality issues is crucial to our equalities strategy. Our Equalities Project Board is chaired by our Chief Executive, with managerial representation from all our departments. This group has continued to meet regularly to monitor and co-ordinate action. We will continue to work with our Chief Executive and Directors to review plans and identify where impact assessment is required for new policies and big changes that may be happening over the forthcoming years.

EqIAs that were started and/or completed in 2011 include Interim Police Station Duty Plan, In-court Advice and Review of Grant Funding. The interim Police Station Duty Plans were put in place in July 2011 when the Board was given the responsibility for ensuring individuals held in custody and being interviewed in Police stations have access to legal advice. Key elements include the provision of local duty rotas of legal firms to provide personal advice to suspects, and a 24 hours telephone advice helpline operated by the Board.

The assessments listed above do not include areas of work/functions that we continue to monitor. Some of the areas we highlighted for assessment at the start of the year have been delayed, mainly because of shifts in the implementation or direction of the programme. For example the consultation on summary criminal justice and legal assistance reform originally highlighted for assessment has been subsumed into the planning for the national 'Making Justice Work' programme. Changes resulting from this programme have yet to be determined along with the best timing of the impact assessment.

You can get background and more information on all these areas of work and any actions arising from EqIAs by contacting us directly (see page 3 for details).

We have worked since 2005 to assess our functions and new polices. As part of the forthcoming Specific Duties under the Equality Act we expect that we will be required to review all our previous assessments and identify and respond to any

gaps in the coverage of our assessments. We will use this renewed focus to better plan and encourage the completion of impact assessments in order to meet agreed programmes of change or review. More information about our work planned for 2012 and the reporting of this work can be found at section 3.7.

### **3.5 Gathering information from and involving our service users in the work we do**

Research, consultation and involvement helps to us better understand how people across the priority characteristics may be affected by our employment policies and practices and by the management and delivery of our services.

The Justice Disability Steering Group (JDSG) is made up of representatives from the Board, the Law Society of Scotland, the Scottish Government, the Association of Chief Police Officers in Scotland, the Crown Office and Procurator Fiscal Service, the Scottish Court Service, and the Scottish Prison Service. The primary aim of the JDSG is to develop ways in which disabled people can get involved in improving access to services across the justice system in Scotland and to draw on disabled people's skills and experience to improve the Scottish justice sector for all. A programme of involvement took place in 2009 and was reported 2010. Through continued work with our partners we have identified a number of themes to take forward that cover the main issues people told us were important to them. These include communicating better on how justice partners are working to help disabled people 'knowing their rights', what is being done to better communicate with disabled people and how we are working to ensure offices and buildings are physically accessible.

As described at section 3.3, we have this year directly engaged with clients of both PDSO and CLAO to hear about their experiences. We have also carried out national surveys with those people who accessed a private solicitor and applied for legal aid and more recently, in 2010, with solicitors who provide work under legal aid. Both surveys look for feedback on how we are doing in administering legal aid and delivering our services. We use 2011 Census categories to collect the demographics of those that respond to our surveys and we ensure that the results are analysed to look for any significant differences that may be reported across equality groups.

However, we know that big surveys are often not the best ways of engaging with people from some equality groups and that often, and for real reasons, some people can be harder to reach. In March this year we published commissioned research that directly engaged with people seeking asylum about their understanding and interactions with the judicial system. The aim was to identify any barriers to accessing services and explore opportunities to ensure that asylum seekers can access legal aid and legal advice and representation in

Scotland. We sought advice and help on this research from the Scottish Refugee Council and from solicitors who specialise in advising and representing asylum seekers.

Over and above such research and involvement that focus in on particular groups of people we ensure that all of our research takes into account different people needs. Our aim is to ensure there are no barriers for people who want to give their views and experience to help us. This year our Research Team collected views from people on being asked for and providing financial information for Advice and Assistance. The aim of this research was to explore any issues people may have in providing verification of their financial eligibility for Advice and Assistance. We wanted to help illustrate what information solicitors ask people to provide and to explore common problems in providing verification. Twenty six people contributed to this research by sharing their experiences with us (through face to face interviews and by phone). While the research was designed to take place face to face, we later designed paper surveys in direct response to people who wished to take part but do not speak or read English. In response we translated surveys and responses in Bengali and Mandarin. No equalities issues were found in the analysis of this research.

Throughout 2010 we worked to up-date our website to enable it to be more user-friendly and provide information to be accessible on legal matters and links to relevant organisations that can provide advice and support. We are currently reviewing the web-site and will work to ensure accessibility is taken into account in further updating.

### **3.6 Listening to and supporting our staff**

We ask our staff about how they feel about their work, the environment in which they work and working for the Board as a whole. Our last staff survey was carried out in 2010. This showed that the overwhelming majority of women (91%) and men (92%) agreed that the Board is an equal opportunities employer and a further 7% and 9% respectively neither agreed nor disagreed and only 1% disagreed. In addition the majority of women (81%) and men (70%) also reported that the Board values the diversity of employees with a further 13% and 22% respectively who neither agreed nor disagreed and only 2% who disagreed. Furthermore, taking into account experiences at work, the large majority of staff (89%) feel they are treated fairly and equally by the Board on account of their gender while 6% offered no opinion and only 5% disagreed.

We intend to carry out another staff survey in 2012. We hope to maintain the high level of engagement we receive from these surveys. In the 2010 survey 84% of our staff responded with views and we are confident that that these results are representative of our workforce as a whole.

We also monitor our human resources (HR) data. This can help us to identify unfair discrimination, and is a way of showing whether the equal opportunities policy is being implemented. This data helps to contribute evidence for our EqIA of HR functions. We will review the way we collect and report on this data in 2012 to align with any specific duties that are set by Scottish Ministers. These assessments help us continue to check that there is no unlawful discrimination and/or harassment in our employment practices and to actively promote equalities within our workforce.

Staff data for 2010/11 is grouped by race, disability and gender and a summary can be found at Appendix 1. This data shows that during March 2010 to April 2011 we had an approximate 63/37% female/male gender breakdown. Grades 1 and 2 are mainly administrative roles and make up 34% of all posts. Around 60% of these grades are occupied by women. This is a trend that continues within grades 3 and 4, which contain senior administrators and team leaders. Here around 85% of posts are taken by female members of staff. Slightly more men are employed at the next grade step (grade 5) than women (57% compared to 43%). Within the more senior and management grades (grades 6 and 7), there are slightly more women than men, with women accounting for 60% and men 40%. Moving to the most senior grades the pattern is different. For grade 8 staff 87% of posts are taken by men and all staff at Director level are male. At Director level the gender ratio has not changed as there have been no vacancies in the last few years.

The staffing statistics show some gender differences however we do not believe that there is gender segregation. It is important to note that the number of staff in both grade 8 and Director level is small (8 and 5 respectively) and there has been no staff turnover in recent times. With such small numbers individual recruitment decisions can make a significant change to gender statistics. Our flexible working arrangements offer options for both men and women with childcare and other caring responsibilities.

Thirty eight people applied for internal vacancies (promotion or transfer) this year. Marginally more women than men applied for these vacancies however almost an equal proportion of men and women were promoted or transferred.

In the last year, recorded ethnicity stands at 73% of all staff. This is a 1% increase from last year. The declared number of black and minority ethnic (BME) staff is 2%. We will continue to work to ensure that staff data on both ethnicity and nationality is as accurate and complete as possible. Annual audits are undertaken to encourage staff to use our self-service function to check and record their equality-related information. Currently 27% of staff do not record/ prefer not to state their ethnicity record and 12% do not record/ prefer not to state anything for disability.

In 2010 we launched an online recruitment site. As part of this we redesigned the recruitment monitoring form. We had hoped that this would help encourage responses to equality questions, in particular to encourage a response to the ethnicity question. Candidates can now chose a "prefer not to say" option for all equality information, which means that we are able to identify the proportion of people who are unwilling to declare this information, rather than those who have just not been able to respond for other reasons. This approach has been successful. Figures from the first year since the launch of our recruitment site (Appendix 1) show that all external applicants submitted equality data. No one chose the "prefer not to say" option. Overall, there has been an increase in the percentage of applicants who have a disability however a significant reduction in external applications received (from 282 to 63) means the individual numbers involved are small.

We continue to monitor pay and conduct annual "equal pay" audits which help inform our pay awards. We want everyone to be motivated to add value in their job and, by doing a good job, to benefit. In line with the Scottish Government's public sector pay policy for 2011/12, we applied measures to support the lower paid and paid progression to those who qualified, thus maintaining the integrity of our pay structures. We conducted a high-level equal pay audit by gender and grade using a template provided by the Scottish Government. Ethnicity and disability were also considered in this audit. We have investigated further all results with a difference of  $\pm 3\%$  and we believe these differences are mostly related to levels of expertise. Our next pay deal is due from 1 August 2012, before which we plan to carry out another equal pay audit.

### **Employee development and HR support**

The Board's annual Training and Development Plan is intended to support the achievement of key objectives within our Corporate and Operational Plans. It details our corporate and departmental training needs as identified by Managers and approved by the Executive Team. The following are examples of equalities related training activity undertaken during 2010-11.

- Three employees from our Reception team attended a one day 'Start to Sign' course delivered by Action on Hearing Loss (formerly RNID). The group gained enough sign language to communicate at a basic level and the training increased their awareness of the barriers deaf people face on a daily basis. The course will aid communication with deaf customers as well as between deaf and hearing staff.
- In May 2011, our managers attended an employment law update seminar covering the implications of the Equality Act 2010, abolition of the default retirement age and changes to family provisions.

- Effective Call Handling training continues to be rolled out across the organisation with the aim of supporting staff and improving customer service. Front-line staff often deal with challenging calls and can be required to assist our clients to understand the legislation and procedures as applicable to their situation.
- Employees in the Solicitor Contact Line team, Criminal Legal Services and the PDSO have attended Police Procedure Awareness sessions delivered by the ACPOS Solicitor Access Implementation Team. The training has provided an insight into client vulnerabilities (e.g. children in custody, mental health, those under the influence of drugs/ alcohol etc.) and the police procedures in place to manage these.

In addition to the specific group training detailed above, several individuals have attended external training events on asylum law, women's rights and human rights as part of their continuing professional development.

Our HR department work in partnership with employees, their GPs and external occupational health practitioners where health problems develop. We can therefore actively support those with mental and physical health problems to continue working effectively, or make adjustments where returns to work are gradual or to enable to absence to be avoided. External psychological services are offered where medically advised. Through this support service we work hard to raise employees' awareness and remove the stigma associated with mental health problems.

In 2011 we purchased Read&Write Gold (<http://www.texthelp.com/page.asp>), literacy support software designed to assist users with literacy difficulties, such as dyslexia, to work in an inclusive manner alongside their peers or colleagues. The software is currently being used by an employee to support them in their role. The software is also installed in our Learning Centre and is accessible to all employees for work, learning or recruitment testing purposes.

### **3.7 Continuing our work into 2012**

The public sector equality duty came into force on 5 April 2011. Scottish Ministers have the power to place specific duties on public authorities which will assist in the delivery of the general Equality Duty. The specific duties are intended to set out a clear framework that will assist authorities to meet the requirements of the general duty. Draft regulations were introduced to the Scottish Parliament in January 2011 and considered by the Parliament's Equal Opportunities Committee in March 2011. The Committee did not support them. Scottish Ministers subsequently withdrew those and the Scottish Government agreed to look at them again. We have reviewed these revised draft regulations.

We will be prioritising our equalities work to ensure that our equality strategy and approach are in line with any new specific duties. We await the publication of guidance on the new specific duties from the Equalities and Human Rights Commission and will reflect this guidance in our work and plans.

However we have already tried to anticipate what might be expected from us and the changes that may be introduced with the new regulations. Among the things we expect we will do is to review the coverage of our previous equality impact assessments and highlight where there are any gaps in assessments. We will also identify our new equality outcomes that are based on evidence and informed by the involvement of relevant equality groups. We will plan for how we will meet these outcomes throughout 2012.

We also expect to introduce more follow up arrangements with managers to discuss and give guidance about equality issues specifically related to their business/functional area throughout the life of new projects and big change programme. This will include looking again how we report pick up of equality impacts and outcomes across our governance structures, including our reporting to our Board Members.

We will continue to work closely with other non departmental public bodies, the Scottish Government and our own legal and human resources teams to help us interpret the Act and duties. Our work will be aided by our Equalities Project Board and we will continue to implement, co-ordinate and monitor the work across our business and operations.

Our plans to deliver our new equality outcomes will be reported in December 2012.

#### **4. Progress against the Single Equality Scheme Action Plan**

We identified key measures and actions to take forward to achieve our equality objectives over 2008-2011. These focus on Race, Gender and Disability, however many of the actions will also cover the additional priority characteristics identified in the Equality Act. We have been careful to classify each action to show where it fits within each public sector duty.

We have completed the large majority of our actions that we expected to by the end of our 3 year Scheme. Of the 25 action areas identified in 2008 13 have been completed. Ten of the remaining actions are ones that we had expected to require ongoing monitoring, and we did not expect to complete by the end of the scheme. For all of these areas we have been able to show we have worked on these and we will continue to so in our next equalities strategy.

##### **Race Equality Duty**

- R1 Eliminate unlawful discrimination
- R2 Promote equality of opportunity
- R3 Promote good relations between people of different racial groups

##### **Gender Equality Duty**

- G1 Eliminate unlawful sex discrimination and harassment
- G2 Promote equality of opportunity between men and women

##### **Disability Equality Duty**

- D1 Eliminate unlawful discrimination
- D2 Eliminate harassment of disabled people that is related to their disability
- D3 Promote equality of opportunity between disabled people and others
- D4 Take steps to take account of disabled people's disabilities even where that involves treating them more favourably than others
- D5 Promote positive attitudes towards disabled people
- D6 Encourage participation by disabled people in public life

We have provided an update of progress made in 2011 against each action point.

In line with the statutory guidance relating to the equality public duties, the action plan is a "live" document. In monitoring progress against the action plan, we have taken the opportunity in this report to make updates to the original action plan.



| FUNCTIONAL AREA   | EQUALITY ACTIONS   | DUTY                       | OUTCOME EXPECTED   | BY WHEN           | PROGRESS MADE AS OF DECEMBER 2011   |
|---|--|----------------------------|--|-------------------|---|
| <b>Delivering services</b>                                |  |                            |  |                   |   |
| Registering legal aid providers and reviewing their work. | EqIA for Quality Assurance for criminal solicitors.  | R1, R2, D1, D3, D4, G1, G3 | Service improvement. If appropriate policies are modified or the justification for no action is clearly set out. | On going.         | <b>Progressing.</b><br>This was previously impacted assessed in 2008. An update is scheduled to take place prior to the implementation of the Scheme in 2012.                                     |
| Registering legal aid providers and reviewing their work. | EqIA for any future Civil Quality Assurance plans.   | R1, R2, D1, D3, D4, G1, G3 | Strengthening of response to equality issues within the profession.  | By end of scheme. | <b>Progressing.</b><br>The Board and the Law Society are considering carrying out a joint EqIA in relation to civil Quality Assurance Committee. This is scheduled for February 2012.             |
| Registering legal aid providers and reviewing their work. | Review equality compliance monitoring arrangements for the Board's revised criminal Code of Practice.                          | R1, R2, D1, D3, D4, G1, G3 | Service improvement. If appropriate policies are modified or the justification for no action is clearly set out. | On going.         | <b>Progressing.</b><br>Code of Practice not yet issued. Draft code has been impact assessed and this will be reviewed again before code is issued.  |
| Registering legal aid providers and reviewing their work. | Review equality compliance monitoring arrangements for Law Society of Scotland's, Faculty of Advocate and Scottish Government. | R1, D1, G1                 | Positive partnership working and information sharing.  | By end of scheme. | <b>Completed.</b><br>The Law Society Of Scotland issued clear guidance for the profession in September 2009. The Faculty of Advocates issued their equality guidance at the end of December 2009. |

| <b>FUNCTIONAL AREA</b>                                    | <b>EQUALITY ACTIONS</b>   | <b>DUTY</b> | <b>OUTCOME EXPECTED</b>  | <b>BY WHEN</b>              | <b>PROGRESS MADE AS OF DECEMBER 2011</b>   |
|---|---|-------------|--|-----------------------------|--|
| Registering legal aid providers and reviewing their work. | Discuss collective responsibilities under the equality duties with Scottish Government and Law society. | R1, D1, G1  | Clarification of Board responsibilities towards solicitors under the equality duties.  | By end of scheme.           | <b>Progressing.</b><br>This work is ongoing. Further work may be needed with implementation of the Equality Act.   |
| Legal Aid Fund administration.                            | Monitoring the duty solicitor scheme to minimise equality implications.                                 | R1, D1, G1  | An improved understanding of the evidence base for developing policies and practice.   | June 2010                   | <b>Completed.</b><br>EqIA previously completed for Reform of Summary Criminal Legal Assistance in 2007.<br><br>Full EqIA completed for interim policy station plans in 2011.   |
| Providing direct legal advice and representation.         | Improved capturing of data and information on equalities.   | R1, D1, G1  | Best practice in the delivery of the service to all client groups and to ensure service delivery and ensure accessibility of the service to all. | Ongoing.                    | <b>Progressing.</b><br>Ongoing pick up of equalities issue has included development of a case management system with equalities embedded as a recorded issue to provide detailed reports and a tailored service to clients of the service. |
| Providing direct legal advice and representation.         | Developing equality training tailored to delivery of legal advice by directly employed solicitors.      | R1, D1, G1  | High quality training resources available for and used by directly employed solicitors.  | Ongoing and as appropriate. | <b>Progressing.</b><br>Training needs and CPD requirements are reviewed by PDSO and CLAO managers. Our Corporate induction programme and equality resources are available to all directly employed solicitors.                             |

| FUNCTIONAL AREA   | EQUALITY ACTIONS  | DUTY                       | OUTCOME EXPECTED  | BY WHEN           | PROGRESS MADE AS OF DECEMBER 2011  |
|---|---|----------------------------|---|-------------------|--|
| <b>Information Gathering</b>                              |   |                            |   |                   |  |
| Registering legal aid providers and reviewing their work. | Monitor and analyse civil applications with clear equality implications.                                  | R1, D1, G1                 | Service improvement. Good evidence base for future service provision.   | By end of scheme. | <b>Completed.</b><br>New reports on equalities information from applications for legal assistance are now in place. These will be regularly reported to the equalities Project Board for review.   |
| Assessing eligibility.                                    | Review monitoring procedures to equality questions.   | R1, R2, D1, D3, D4, G1, G3 | An improved understanding of the evidence base for developing our policies and practices.   | Ongoing.          | <b>Progressing.</b><br>Financial form 2 for Civil legal aid was simplified and impact assessed. Data items on forms conform to census categories. Continued work needed to ensure solicitors are aware of the importance of collecting equalities information. |
| Providing corporate functions.                            | Consider monitoring complaints by all equality priority characteristics and the reason for the complaint. | G1, G2, D1, R1             | Data is recorded to enable action to be taken to remove barriers identified in complaints from members of the public about the Board. | Ongoing.          | <b>Progressing.</b><br>Changes to the complaints recording system is in progress. Examples of best practice in gathering equalities monitoring in relation to complaints are being considered.   |

| <b>FUNCTIONAL AREA</b>         | <b>EQUALITY ACTIONS</b>  | <b>DUTY</b> | <b>OUTCOME EXPECTED</b>   | <b>BY WHEN</b>                       | <b>PROGRESS MADE AS OF DECEMBER 2011</b>  |
|--------------------------------|--|-------------|---|--------------------------------------|---|
| Providing corporate functions. | Developing equalities partnerships with other bodies as well as benchmarking best practice and data.                             | R2, D3, G2  | Information sharing and exchange with Scottish Government, Law Society of Scotland and partner justice organisations. Compare information to develop best practice. | Ongoing.                             | <b>Progressing.</b><br>Continued involvement on relevant networks including:<br>-Public Sector Equality Network.<br>-Non-Departmental Public Body Equality Group.<br>-Working group for Interpretation and Translation.<br>-Scottish Government Justice Equalities working Group. |
| Providing corporate functions  | Involvement of disabled people in our policies and practices.  | D6          | Effective and efficient involvement of disabled users in policies and practices.  | Ongoing                              | <b>Progressing.</b><br>The JDSG continues to work together and have identified a number of themes that cover the main the issues within the report.   |
| Providing corporate functions. | Implement an improved process by HR function for recording and monitoring of equality data for all job applicants and all staff. | R1, D1, G1  | An improved base for developing our HR policies.  | Annual monitoring of workforce data. | <b>Completed.</b><br>Review of EqIA of HR begun in 2011 and polices and procedures have been aligned to Equality Act.<br><br>Continued reporting and analysis of annual work force data.  |
| Providing corporate functions. | Perform and report on an equal pay audit.  | G1          | Ensure a valid explanation for any pay differentials identified within the Board.   | Annually.                            | <b>Completed.</b><br>Equal pay audit completed June 2011.   |

| <b>FUNCTIONAL AREA</b>                     | <b>EQUALITY ACTIONS</b>                             | <b>DUTY</b>                | <b>OUTCOME EXPECTED</b>  | <b>BY WHEN</b> | <b>PROGRESS MADE AS OF DECEMBER 2011</b>  |
|--|---|----------------------------|--|----------------|---|
| Providing corporate functions.             | Consult on our policies and practices.              | R3, D5, G2                 | Receive and action upon timely and constructive feedback from service users and members of the public about our policies and procedures. | Ongoing.       | <b>Progressing.</b><br>Ongoing programme of stakeholder engagement. This has included previously applicant, solicitor and staff surveys and research with asylum seekers. |
| Providing advice to government and others. | Carry out staff survey with equality related needs. | R1, R2, D1, D3, G1, G2     | Clear and up to date understanding of staff experience and views on equality related issues.   | 2010           | <b>Completed.</b><br>Staff survey took place in the summer of 2010 which included equality related questions and analysis by demographics.                                |
| <b>Mainstreaming</b>                       |   |                            |  |                |   |
| All functional areas.                      | Completion of EqIA by function.                     | R1, R2, R3, D1, D3, G1, G2 | Service improvement. Where appropriate policies are modified or the justification for a policy is clearly set out.                       | On-going.      | <b>Progressing.</b><br>A review of all previous assessments and coverage of these assessments may be required by April 2012.  |
| Providing corporate functions.             | Review EqIA Process.                                | R1, D1 G1                  | Necessary and appropriate changes made to EqIA process to ensure buy in and use by project managers.                                     | On-going.      | <b>Completed.</b><br>Changes were made in 2010 to the EqIA process to simplify the process.   |

| <b>FUNCTIONAL AREA</b>         | <b>EQUALITY ACTIONS</b>  | <b>DUTY</b>    | <b>OUTCOME EXPECTED</b>   | <b>BY WHEN</b>       | <b>PROGRESS MADE AS OF DECEMBER 2011</b>   |
|--------------------------------|--|----------------|---|----------------------|--|
| Providing corporate functions. | Review procurement terms and conditions for all contracts for assurance that they comply with relevant equality legislation. | R1, R2, D1, G1 | All contract conditions compliant with the equality duties.       | By end of year 2010. | <b>Completed.</b><br>Work was undertaken to ensure that the standard procurement contracts were aligned with the Scottish Government's Terms and Conditions (SGTC). These and other bespoke Board contracts have also been reviewed to ensure conformity with current equity duties. Further reviews of award criteria may be undertaken to align procurement contracts with specific equality duties. |
| Providing corporate functions. | Consider our existing equalities policies in light of current guidance on transgender.                                       | G1             | Appropriate guidance in place to support staff or new applicants. | By end of year 2010. | <b>Completed.</b><br>Information and best practice was collated and disseminated internally in 2010 and policies reviewed.   |
| Providing corporate functions. | Ongoing evaluation of the delivery of equality and diversity training to all new staff.                                      | R2, D3, D5, G2 | Service improvement.  | On going.            | <b>Completed.</b><br>Review of corporate equalities induction training carried out in 2011.  |
| Providing corporate functions. | Monitor coverage and quality of equalities training for existing staff.  | R2, D3, D5, G2 | Ensure ongoing training is provided to tie in with need.          | Reviewed annually.   | <b>Completed.</b><br>A general Training and Development Plan is drawn up each year for the Board. The planning process includes consideration of Equalities issues.  |

| <b>FUNCTIONAL AREA</b>         | <b>EQUALITY ACTIONS</b>  | <b>DUTY</b>                                | <b>OUTCOME EXPECTED</b>   | <b>BY WHEN</b>  | <b>PROGRESS MADE AS OF DECEMBER 2011</b>  |
|--------------------------------|--|--|---|-----------------|---|
| Providing corporate functions. | Ensure that all Board members receive adequate equalities training.                    | R2, D3, D5, G2                             | An improved understanding of Board members' responsibilities under the equality duties.   | By April 2010   | <b>Completed.</b><br>New Board members were appointed. Training plan monitors equalities training for Board members.  |
| Providing corporate functions. | Ensure all Board staff and members are trained on key changes within the Equality Act. | R1, R2, R3, G1, G2, D1, D2, D3, D4, D5, D6 | Service improvement.<br>Improved understanding of employees and Board members responsibilities under the Equality Act.<br>New plan for delivering equalities. | By end of 2011. | <b>Completed.</b><br>Commenced in October 2010. All senior managers have been trained on the implications of the new Act. Online resources have also been updated. Staff bulletins have been used to highlight the new act and the updates resources. |

# **Appendix 1**

## **Recruitment and staffing data 2010-2011**

**Table 1. Employee statistics 2010-2011: gender and ethnicity**

|  | Total Gender |      | Asian  |      | Black  |      | Chinese |      | Mixed Ethnic |      | White  |      | Any other |      | Ethnicity not stated |      | Total Staff |
|--|--------------|------|--------|------|--------|------|---------|------|--------------|------|--------|------|-----------|------|----------------------|------|-------------|
|  | Female       | Male | Female | Male | Female | Male | Female  | Male | Female       | Male | Female | Male | Female    | Male | Female               | Male |             |
| <b>Staff employed between 01 April 10 and 31 Mar 11</b>                                | 63%          | 37%  | 75%    | 25%  | -      | -    | -       | -    | 100%         | -    | 63%    | 37%  | -         | -    | 62%                  | 38%  | 383         |
| <b>Total</b>   |              |      | 1%     |      | 0%     |      | 0%      |      | 1%           |      | 71%    |      | 0%        |      | 27%                  |      |             |
| <b>Those who receive further education funding and support</b>                         | 67%          | 33%  | 100%   | -    | -      | -    | -       | -    | -            | -    | 89%    | 11%  | -         | -    | 20%                  | 80%  | 15          |
| <b>Total</b>   |              |      | 7%     |      | 0%     |      | 0%      |      | 0%           |      | 60%    |      | 0%        |      | 33%                  |      |             |
| <b>Those who benefit from a bonus as a result of performance assessment procedures</b> | 72%          | 28%  | -      | -    | -      | -    | -       | -    | 100%         | -    | 71%    | 29%  | -         | -    | 70%                  | 30%  | 107         |
| <b>Total</b>   |              |      | 0%     |      | 0%     |      | 0%      |      | 1%           |      | 62%    |      | 0%        |      | 37%                  |      |             |
| <b>Those who suffer detriment as a result of performance assessment procedures.</b>    | 83%          | 17%  | -      | -    | -      | -    | -       | -    | -            | -    | 100%   | -    | -         | -    | 100%                 | -    | 6           |
| <b>Total</b>   |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 83%    |      | 0%        |      | 17%                  |      |             |
| <b>Involved in grievance procedures</b>  | 100%         | 0%   | -      | -    | -      | -    | -       | -    | -            | -    | 100%   | -    | -         | -    | 100%                 | -    | 4           |
| <b>Total</b>   |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 75%    |      | 0%        |      | 25%                  |      |             |
| <b>Involved in disciplinary procedures</b>   | 100%         | -    | -      | -    | -      | -    | -       | -    | -            | -    | 100%   | -    | -         | -    | -                    | -    | 3           |
| <b>Total</b>   |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 100%   |      | 0%        |      | 0%                   |      | 0%          |
| <b>Those who cease employment</b>  | 50%          | 50%  | -      | -    | -      | -    | -       | -    | -            | -    | 54%    | 46%  | -         | -    | 100%                 | -    | 26          |
| <b>Total</b>   |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 92%    |      | 0%        |      | 8%                   |      |             |

**Table 2. Employee statistics 2010 – 2011: gender and declared disability**

|   | Disabled |      | Not Disabled |      | Not Stated |      |
|---|----------|------|--------------|------|------------|------|
|   | Female   | Male | Female       | Male | Female     | Male |
| <b>Staff employed between 01 April 10 – 31 Mar 11</b>                               | 53%      | 47%  | 65%          | 35%  | 54%        | 46%  |
| <b>Total</b>  | 5%       |      | 83%          |      | 12%        |      |
| <b>Those who receive further education funding and support</b>                      | 50%      | 50%  | 73%          | 27%  | -          | -    |
| <b>Total</b>  | 27%      |      | 73%          |      | 0%         |      |
| <b>Those who benefit as a result of performance assessment procedures</b>           | 80%      | 20%  | 73%          | 27%  | 55%        | 45%  |
| <b>Total</b>  | 5%       |      | 85%          |      | 10%        |      |
| <b>Those who suffer detriment as a result of performance assessment procedures.</b> | 50%      | 50%  | 100%         | -    | -          | -    |
| <b>Total</b>  | 33%      |      | 67%          |      | 0%         |      |
| <b>Involved in grievance procedures</b>   | -        | -    | 100%         | -    | -          | -    |
| <b>Total</b>  | -        |      | 100%         |      | 0%         |      |
| <b>Involved in disciplinary procedures</b>  | -        | -    | 67%          | 33%  | -          | -    |
| <b>Total</b>  | 0%       |      | 100%         |      | 0%         |      |
| <b>Those who cease employment</b>   | 67%      | 33%  | 48%          | 52%  | -          | -    |
| <b>Total</b>  | 12%      |      | 88%          |      | 0%         |      |

**Table 3. Employee statistics 2010-11: grade, gender and ethnicity**

| Grade | Job  | Grade | Job                                   |
|-------|--|-------|---------------------------------------|
| 1     | Administrative Assistants                        | 5     | Senior Team Leader/Senior Specialist  |
| 2     | Administrative Officers                          | 6     | Assistant Manager/Junior Professional |
| 3     | Senior Administrative Officer/Deputy Team Leader | 7     | Manager/Professional                  |
| 4     | Team Leader/Specialist                           | 8     | Head of Function/Senior Professional  |
|       |  | 9     | Director                              |

|                            | Total Gender |      | Asian  |      | Black  |      | Chinese |      | Mixed Ethnic |      | White  |      | Any other |      | Ethnicity not stated |      | Total Staff |
|----------------------------|--------------|------|--------|------|--------|------|---------|------|--------------|------|--------|------|-----------|------|----------------------|------|-------------|
|                            | Female       | Male | Female | Male | Female | Male | Female  | Male | Female       | Male | Female | Male | Female    | Male | Female               | Male |             |
| <b>Employed at Grade 1</b> | 60%          | 40%  | -      | -    | -      | -    | -       | -    | -            | -    | 45%    | 55%  | -         | -    | 90%                  | 10%  | 30          |
| <b>Total</b>               |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 67%    |      | 0%        |      | 33%                  |      |             |
| <b>Employed at Grade 2</b> | 61%          | 39%  | 0%     | 100% | -      | -    | -       | -    | 100%         | 0%   | 67%    | 33%  | -         | -    | 43%                  | 57%  | 101         |
| <b>Total</b>               |              |      | 1%     |      | 0%     |      | 0%      |      | 1%           |      | 75%    |      | 0%        |      | 23%                  |      |             |
| <b>Employed at Grade 3</b> | 87%          | 13%  | -      | -    | -      | -    | -       | -    | -            | -    | 85%    | 15%  | -         | -    | 92%                  | 8%   | 53          |
| <b>Total</b>               |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 75%    |      | 0%        |      | 25%                  |      |             |
| <b>Employed at Grade 4</b> | 83%          | 17%  | 100%   | -    | -      | -    | -       | -    | -            | -    | 89%    | 11%  | -         | -    | 74%                  | 26%  | 48          |
| <b>Total</b>               |              |      | 2%     |      | 0%     |      | 0%      |      | 0%           |      | 58%    |      | 0%        |      | 40%                  |      |             |
| <b>Employed at Grade 5</b> | 43%          | 57%  | -      | -    | -      | -    | -       | -    | 100%         | -    | 47%    | 53%  | -         | -    | 31%                  | 69%  | 47          |
| <b>Total</b>               |              |      | 0%     |      | 0%     |      | 0%      |      | 2%           |      | 64%    |      | 0%        |      | 34%                  |      |             |
| <b>Employed at Grade 6</b> | 58%          | 42%  | 100%   | 0%   | -      | -    | -       | -    | -            | -    | 54%    | 46%  | -         | -    | 67%                  | 33%  | 48          |
| <b>Total</b>               |              |      | 4%     |      | 0%     |      | 0%      |      | 0%           |      | 77%    |      | 0%        |      | 19%                  |      |             |
| <b>Employed at Grade 7</b> | 62%          | 38%  | -      | -    | -      | -    | -       | -    | -            | -    | 59%    | 41%  | -         | -    | 70%                  | 30%  | 42          |
| <b>Total</b>               |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 76%    |      | 0%        |      | 24%                  |      |             |
| <b>Employed at Grade 8</b> | 13%          | 87%  | -      | -    | -      | -    | -       | -    | -            | -    | 0%     | 100% | -         | -    | 33%                  | 67%  | 8           |
| <b>Total</b>               |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 63%    |      | 0%        |      | 37%                  |      |             |
| <b>Employed at Grade 9</b> | -            | 100% | -      | -    | -      | -    | -       | -    | -            | -    | 0%     | 100% | -         | -    | -                    | -    | 5           |
| <b>Total</b>               |              |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 100%   |      | 0%        |      | 0%                   |      |             |

**Table 4. Employee statistics<sup>1</sup> 2010- 2011: gender, age and grade**

|                                      | Under 25 years |      | 25-40 years |      | Over 40 years |      | Total staff |
|--------------------------------------|----------------|------|-------------|------|---------------|------|-------------|
|                                      | Female         | Male | Female      | Male | Female        | Male |             |
| <b>All Grades – % of total staff</b> | 3%             | 1%   | 32%         | 19%  | 28%           | 17%  | <b>382</b>  |
| <b>Grade 1-3</b>                     | 77%            | 23%  | 63%         | 37%  | 74%           | 26%  |             |
| <b>Grade Total</b>                   | <b>7%</b>      |      | <b>55%</b>  |      | <b>38%</b>    |      | <b>184</b>  |
| <b>Grade 4-6</b>                     | 100%           | -    | 60%         | 40%  | 63%           | 37%  |             |
| <b>Grade Total</b>                   | <b>1%</b>      |      | <b>54%</b>  |      | <b>45%</b>    |      | <b>143</b>  |
| <b>Grade 7-9</b>                     | -              | -    | 80%         | 20%  | 37%           | 63%  |             |
| <b>Grade Total</b>                   | <b>0%</b>      |      | <b>27%</b>  |      | <b>73%</b>    |      | <b>55</b>   |

<sup>1</sup> Percentages may not add up to 100% due to rounding up individual figures

**Table 5. Job applicant statistics<sup>2</sup> 2010 – 2011: gender and ethnicity**

|  | Gender |      | Asian  |      | Black  |      | Chinese |      | Mixed Ethnic |      | White  |      | Any other |      | Ethnicity not stated |      | Total applicants |
|--|--------|------|--------|------|--------|------|---------|------|--------------|------|--------|------|-----------|------|----------------------|------|------------------|
|  | Female | Male | Female | Male | Female | Male | Female  | Male | Female       | Male | Female | Male | Female    | Male | Female               | Male |                  |
| <b>All external applicants for employment 1 Apr 09 – 31 Mar 10</b> | 63%    | 37%  | 2%     | 2%   | -      | -    | -       | -    | 6%           | -    | 56%    | 35%  | -         | -    | -                    | -    | <b>63</b>        |
| <b>Total</b>   |        |      | 3%     |      | 0%     |      | 0%      |      | 6%           |      | 90%    |      | 0%        |      | 0%                   |      |                  |
| <b>External applicants interviewed for employment</b>              | 69%    | 31%  | 4%     | -    | -      | -    | -       | -    | -            | -    | 65%    | 31%  | -         | -    | -                    | -    | <b>26</b>        |
| <b>Total</b>   |        |      | 4%     |      | 0%     |      | 0%      |      | 0%           |      | 96%    |      | 0%        |      | 0%                   |      |                  |
| <b>Offer made to external applicants</b>                           | 62%    | 38%  | -      | -    | -      | -    | -       | -    | -            | -    | 62%    | 38%  | -         | -    | -                    | -    | <b>8</b>         |
| <b>Total</b>   |        |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 100%   |      | 0%        |      | 0%                   |      |                  |
| <b>Offer accepted by external applicants</b>                       | 50%    | 50%  | -      | -    | -      | -    | -       | -    | -            | -    | 50%    | 50%  | -         | -    | -                    | -    | <b>6</b>         |
| <b>Total</b>   |        |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 100%   |      | 0%        |      | 0%                   |      |                  |
| <b>Internal applicants for promotion/transfer</b>                  | 61%    | 39%  | -      | -    | -      | -    | -       | -    | -            | -    | 24%    | 34%  | -         | -    | 37%                  | 5%   | <b>38</b>        |
| <b>Total</b>   |        |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 58%    |      | 0%        |      | 42%                  |      |                  |
| <b>Internal applicants promoted/transferred</b>                    | 54%    | 46%  | -      | -    | -      | -    | -       | -    | -            | -    | 31%    | 46%  | -         | -    | 23%                  | -    | <b>13</b>        |
| <b>Total</b>   |        |      | 0%     |      | 0%     |      | 0%      |      | 0%           |      | 77%    |      | 0%        |      | 23%                  |      |                  |

<sup>2</sup> Percentages may not add up to 100% because of rounding or numbers "not known".

**Table 6. Job Applicant statistics<sup>3</sup> 2010- 2011: gender and declared disability**

|  | Disabled   |      | Not Disabled |      | Not Stated |            | Not stated |
|--|------------|------|--------------|------|------------|------------|------------|
|  | Female     | Male | Female       | Male | Female     | Male       |            |
| <b>All external applicants for employment 1 Apr 09 – 31 Mar 10</b> | 5%         | 3%   | 59%          | 33%  | -          | -          | -          |
| <b>Total</b>   | <b>8%</b>  |      | <b>92%</b>   |      |            | <b>0%</b>  |            |
| <b>External applicants interviewed for employment</b>              | 8%         | 4%   | 62%          | 27%  | -          | -          | -          |
| <b>Total</b>   | <b>12%</b> |      | <b>88%</b>   |      |            | <b>0%</b>  |            |
| <b>Offer made to external applicants</b>                           | -          | -    | 62%          | 38%  | -          | -          | -          |
| <b>Total</b>   | <b>0%</b>  |      | <b>100%</b>  |      |            | <b>0%</b>  |            |
| <b>Offer accepted by external applicants</b>                       | -          | -    | 50%          | 50%  | -          | -          | -          |
| <b>Total</b>   | <b>0%</b>  |      | <b>100%</b>  |      |            | <b>0%</b>  |            |
| <b>Internal applicants for promotion/transfer</b>                  | 50%        | 34%  | -            | -    | 11%        | 5%         | -          |
| <b>Total</b>   | <b>84%</b> |      | <b>0%</b>    |      |            | <b>16%</b> |            |
| <b>Internal applicants promoted/transferred</b>                    | -          | -    | 54%          | 46%  | -          | 0%         | -          |
| <b>Total</b>   | <b>0%</b>  |      | <b>100%</b>  |      |            | <b>0%</b>  |            |

<sup>3</sup> Percentages may not add up to 100% because of rounding or numbers “not known”.