Scottish Parliamentary Corporate Body
Equalities Annual Report
2009/10
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Foreword

I am pleased to present the 8th equality annual report for the Scottish Parliamentary Corporate Body. This report outlines our achievements for the financial year 2009/10 reflecting our strong commitment to equality and aligning this to our overall aims and strategic priorities.

Our commitment aims to root equality firmly in all that we do. Whilst embracing the spirit of equality legislation, we have gone further and made equality core to our work by including it in our strategic values making it clear to everyone that equality is fundamental to the conduct and delivery of business.

This is reflected in the report where equality touches on almost all aspects of our business, particularly in meeting the main priorities for the organisation. Our main successes include the Community Partnerships programme where we built strong partnerships with groups from communities which had been identified as being under-represented in terms of their engagement with the Scottish Parliament. I have personally followed the progress of this project with great interest, and I am delighted with what has already been achieved by our partners in this initiative.

It is important for everyone who visits the Scottish Parliament that their experience is positive. It is our responsibility to make that happen which is why we have continued to focus on enhancing the accessibility of our services: making changes to the tours programme, providing training to staff on providing accessible customer service and improving procedures to enable staff to consider equality implications when making decisions about service delivery.

The SPCB will continue to work towards achieving equality in the Scottish Parliament and has set out in this report its goals for the forthcoming year. We must continue with the progress that has been made and continue to strive towards our aspiration of being one of the most accessible legislatures in the world.

I would like to thank everyone who has contributed to making this year a success and we look forward to continuing to work with all of Scotland’s diverse communities to ensure that our Parliament remains open and accessible to everyone.

Alex Fergusson MSP
Presiding Officer and Chair of
The Scottish Parliamentary Corporate Body
Introduction

This is the SPCB’s eighth annual equality report which marks another successful year of promoting and progressing equality within the organisation. This report sets out the progress made between 1 April 2009 to 31 March 2010 and highlights our achievements across the organisation’s main strategic priorities of:

- supporting both parliamentary business and Members in carrying out their duties;
- ensuring that the public are fully aware of and able to engage with the Parliament and its processes; and
- ensuring that the organisation works efficiently and effectively within a positive and progressive environment.

This report marks the end of our first year following the adoption of our new approach to equality whereby we looked to ensure equality is more closely aligned with the SPCB’s strategic priorities and worked towards minimising bureaucracy; delivering equality in practice; and streamlining our approach to equality.

Equality in the Scottish Parliament

Considerable work has already been invested in building an effective strategy for equality and we are continuing to further strengthen our work in this area in order to maximise efficiency.

Our strategic plan was revised during the year, covering the period 2009 – 2011, it continues to feature equality as a key element and leads the way in building a positive equality culture highlighting the importance placed on equality by the organisation.

2009 also saw us undertake our fourth equality staff audit seeking the views and perceptions of staff in relation to our progress on equality as well providing a detailed analysis on the extent to which our equality practices positively impact on our staff.

Our work in preparation for the introduction of the new Equality Act 2010 has seen us continue our commitment to minimising bureaucracy with our revised style of reporting on equality and the introduction of a toolkit to guide staff through the equality impact assessment process. While this process aims to promote equality across all our business functions, it has enabled us to improve on mainstreaming equality into the organisation’s decision making processes such as project management and management group considerations.

We started working towards a Single Equality Scheme by undertaking a three year review of our disability and race equality schemes and updating progress on our gender equality scheme. This work meant we were able to meet our current Equality Duties whilst preparing for our new commitments under the Equality Act. A Single Equality Scheme will take us a step further towards streamlining equality into the work of the Parliament.
Highlights of the Period

The following section highlights some of the organisation’s main equality achievements during the period April 2009 to March 2010. It is closely aligned with our strategic plan and the main priority business areas which are:

- Parliamentary Business;
- Supporting Members;
- Public Engagement; and
- Organisational Health.

Parliamentary Business

Amendment to Standing Orders for Committees to report on Equality

In April 2009, the Standards, Procedures and Public Appointments (SPPA) Committee recommended a rule change to standing orders. The change was agreed and implemented by Parliament in April meaning all committees are now required to demonstrate how they have given consideration to equality when carrying out their business such as taking evidence from witnesses, scrutinising legislation and conducting enquiries. The first annual reports including this information were published in June 2009 and are available on the Committee pages of the Scottish Parliament website. Below are some examples of what is included in the reports:

- The Justice Committee in considering the Offences (Aggravation by Prejudice) (Scotland) Bill highlighted the need for an EQIA to be carried out by the Scottish Government.
- The European and External Relations Committee during its enquiry into the Scottish Government’s strategy for engagement with China, the ‘China Plan’, met with a number of members of the Chinese community to ensure that their views were represented amongst the public and private sector organisations giving evidence.
- The Finance Committee recommended in its report on the 2009-10 Draft Budget that an appropriate mechanism should be developed for reporting on equality proofing the budget.

Public Petitions Committee

The Public Petitions Committee completed its year long inquiry into the public petitions process in June 2009. A key finding was the need to better signpost all individuals to the petitions process. The Committee recognises that all people of Scotland must have access to their Parliament. It agreed therefore that better and more varied information needed to be produced, recognizing the diverse needs of people. General information, under the broad theme of ‘Petitioning the Scottish Parliament: Making your voice heard’ has been produced including:

- a new video explaining the petitions process featuring petitioners talking about their experience;
- a BSL video;
• a new simplified Q&A style leaflet produced in English and Gaelic;
• a podcast version of the leaflet in Arabic, Bengali, Gaelic, Polish, Punjabi, Simplified Chinese/Mandarin, Traditional Chinese/Cantonese and Urdu;
• a new, simpler petitions template available in each of the above languages;
• a new petitions blog which allows the committee to host video content and share photos through a Picasa page which petitioners have made available in support of their petitions. The blog also allows the Committee to produce regular news updates about its work; and
• launching on audioboo which allows it to post and share sound files (‘boos’) - this could be a useful tool for the committee to provide quick updates after its meetings on the outcomes of individual petitions so individuals will be able to hear quickly and easily what happened.

Time for Reflection

During the year we continued to provide support to groups and individuals to deliver Time for Reflection to the Members of the Scottish Parliament. In inviting contributors for Time for Reflection the Presiding Officer endeavours to achieve a representative balance of faiths, religions and non faiths. We also recognise that factors such as gender and geographical location must be considered when identifying speakers.

In this reporting year, there were over 12 different faiths, beliefs and non beliefs and 34 different places of worship and organisations represented. These included representatives of the Church of Scotland, Roman Catholic Church, Anglican Church, Buddhist, Muslim and Sikh faiths along with other contributions from individuals and organisations such as:

- Haroon Ahmed from the Scottish Interfaith Council,
- Liam Beattie and Rachel Connelly, pupils from Hawick High School,
- Catherine Brown from Edinburgh Prayer Watch, and
- Charandeep Singh from Strathclyde University.

Of the 39 representatives invited to contribute, 23% were female and 77% were male. This is comparable to last year’s figures where out of 53 representatives 24% were female and 76% were male. We will continue to ensure that women are being considered as contributors for Time for Reflection.

Supporting Members

Equal Opportunities Committee – SPCB Evidence session

In November 2009 the SPCB Portfolio Member, Mike Pringle MSP, gave evidence to the Equal Opportunities Committee on how the SPCB has progressed equality in the Parliament over the year.

Following the evidence session, interviews were held with several members of the Equal Opportunities Committee to ascertain their views on providing equality training for Members. This has resulted in the development of a Members training project which is outlined below.
Equality Awareness for Members

Our work on meeting our commitment to Members needs commenced during August 2009 with the aim of increasing Members awareness of equalities in their respective roles as employers and constituency representatives. Our first step was to involve our Disability Equality Working Group to consider what training or information Members might find helpful in meeting their needs. They recommended:

- awareness of the requirements of Disability Discrimination Act and the duties on the public sector to make reasonable adjustments for disabled people,
- information on engagement and how best to respond to the diverse needs of constituents, and
- information on disabled groups that are located within each constituency or region.

Following this exercise, we carried out a training needs analysis with some Members and their staff to help inform how best to take forward equality and other areas of training to meet Members’ needs.

During March 2010 a design group was formed to consider how best to meet the needs of Members and their staff in terms of equality awareness. The group looked at current projects being taken forward with a view to building in equality issues wherever possible. The Elections 2011 Project has been identified as an area where equality training could be incorporated.

Work will continue over 2010 to incorporate and roll out information and sessions on equality for Members and their staff including discussions with Members and their staff to ensure that the outputs of this project meet their needs.

Member’s Expenses Scheme

During the reporting period, the Expenses Scheme was used by Members to enable them to ensure equal access to members of the public including the installation of a dedicated text phone line as well as, on numerous occasions, the use of British Sign Language services. Just over £1,134 was spent during the year under the Scheme.

Engagement

Improving Tours

Over the year we have looked at several ways to improve public access to the building and, in particular, have worked hard to improve the accessibility for all who take part in a tour of the Parliament.

In September 2009 our tours became free to members of the public for the first time, removing a potential barrier for people wishing to visit the Parliament.

We also introduced new audio/visual equipment to make the tours more accessible to people from different minority ethnic communities and members of the deaf community. These guides have meant that people are able to come to the Parliament and take a tour in their preferred language. There are 14 different languages available altogether.
including English, Arabic, Cantonese, Polish, Urdu, French, Spanish, Gaelic and British Sign Language.

A dedicated tour of the art collection is also now available meaning that interpretation of the artwork is available verbally to any visitors who are interested.

Community Engagement

During 2009 the Education & Community Partnerships team continued to work on the first phase of the Community Partnerships Project with the projects first three partners: Action for Children, Haggeye and Multi Ethnic Aberdeen Limited (MEAL). The first phase of the project came to an end in March 2010 and some examples of the various initiatives undertaken by the groups during phase 1 are detailed below.

Action for Children

Action for Children supports and speaks out for the most vulnerable and neglected children and young people in the UK. This project has helped the young people involved find their voice and understand how they can get things changed by getting involved with their Parliament. Some of the initiatives undertaken by the group were:

- Young people in Moray and the Western Isles filmed personal “Day in the Life” video diaries and approached their local constituency/regional MSPs to see if they were interested in an “MSP Challenge” to live on the young person’s income for a week.

- A response was submitted to the consultation on Children’s Hearing Bill including views from young people (Action for Children were the only organisation to do this). Action for Children also held their own event to inquire into the Children’s Hearing system which was attended by the Minister and several MSPs. Their response to the consultation will be followed up with an offer of young people to give evidence to the Committee. Several young people also met and worked with their constituency/regional MSPs as part of the project

Haggeye

Haggeye’s main purpose is to raise awareness of the barriers faced by blind and partially sighted young people in Scotland and to work with organisations to help remove those barriers focussing on issues such as education and participation. As part of this project they undertook the following initiatives:

- Gemma Mackintosh, Chair of Haggeye, featured as a sitter in the Moving Stories travelling exhibition which told the story of Gemma’s involvement with the Parliament and highlighted the work of Haggeye.

- An event was held in the Parliament in December 2009 to mark the launch of a CD which was developed by Haggeye called “Engaging with the Parliament”. The CD is a short audio resource outlining how you can make the Scottish Parliament work for you. Haggeye’s 2nd anniversary was also celebrated at the event which was attended by approximately 100 guests including MSPs.
The Presiding Officer and the First Minister visited a Haggeye exhibition held at the Parliament to highlight the different types of sight loss. A motion of support was also submitted by Frank McAveety MSP welcoming the presence of Haggeye in the Parliament and congratulating Haggeye on their awareness raising campaign.

Multi Ethnic Aberdeen Limited (MeAL)

Multi Ethnic Aberdeen Limited (MeAL) are a community led organisation which promotes cultural diversity and raise awareness of the value of the black and minority ethnic individuals, businesses and organisations within their community. As part of this project they undertook the following initiatives:

- Consulting with members from the Romanian, Bangladeshi, Nigerian, Sri Lankan, Chinese and Ghanaian communities on the issues facing black and minority ethnic people living in the North East of Scotland and those areas which could be changed by working with the Scottish Parliament and engaging with the parliamentary process.

- A petition (PE1288) on NHS translation services was lodged in September 2009 with 201 signatures received online. Three members of MeAL gave evidence to the Public Petitions Committee in December 2009 on their petition and this was followed up with the Committee agreeing to write to the Scottish Government. MeAL has since produced a DVD about the petition and the project. Nigel Don MSP submitted a written question asking the Scottish Government what plans they have to review interpretation services. The question was asked and discussed at Question Time on Thursday 11th March 2009.

- MeAL’s proposal for “Ambassadors for Change” programme has been approved as part of the second phase of the Community Partnership project.

Web Project

Work on the web project has continued during the year with one of its key objectives being to improve the general usability and accessibility of the Parliament’s website for all.

The new site, which is expected to be launched in late 2010, is being built to meet level AA of W3C’s accessibility standards as a minimum. These guidelines are the international standard for accessibility of websites ensuring that disabled people are able to access, navigate, understand and interact with a website. Work has been undertaken during the year and is currently ongoing to improve the accessibility of the documents that are available on the website. The new content management system will enable regular accessibility testing of web content which should ensure that standards can be maintained and improved where possible on an ongoing basis.

The new site will also have the facility to incorporate more content in alternative formats, such as video (including BSL), and content owners will be encouraged to consider using other formats when developing new areas of content following the launch of the new site.

Events

The Events and Exhibitions Team takes an inclusive approach to equality issues mainstreaming accessibility into everyday working practice. In line with the Parliament’s
aim of being open and accessible and the SPCB’s Disability Equality Duty we continue to look to anticipate the needs of delegates. Planning enables Event Officers to discuss with organisers any guest requirements such as dietary or prayer requirements or specific support such as communication needs. Some examples of how this type of planning can help are detailed below.

- Lift access and seating requirements of attendees at the International Women’s Day event were met when no prior requirement had been identified.
- All event guests are now advised at the start of events of the availability of headsets, these can help hard of hearing guests follow speeches etc.
- Evacuation plans are in place for all events and take account of the needs of all guests, including disabled guests.

**The Parliament’s Touring Exhibition**

As part of our 10th anniversary celebrations we developed a touring exhibition combining photography and audio-visual material called “Moving Stories: 10 people, 10 experiences, 10 years of the Scottish Parliament”. The exhibition started its journey around Scotland in Glasgow in April 2009 and ended in Stranraer in January 2010. The exhibition focused on the stories of ten men and women from across Scotland who had all been involved in campaigning or petitioning the Parliament in some way. The aim of the exhibition was to tell the story of these people and highlight that people from all ages, backgrounds and walks of life had been involved in the Parliament and to encourage more people to participate in their Parliament.

Consideration of equality was given to the development of this exhibition where for example, Gemma Mackintosh, was involved in telling the story of her campaign for young people with visual impairments and Amal Azzudin told her story of her involvement in campaigning against dawn raids on asylum seekers.

Whilst equality was taken into account in determining whose stories were highlighted we also took steps to make the exhibition as accessible to all as possible. This included having the exhibition in locations the length and breadth of Scotland, providing accessible venues and equipment on the tour as well as ensuring information on the exhibition was available in accessible formats.

**Other Exhibitions**

We hosted several other exhibitions during the year and worked with organisations to ensure their exhibition were as accessible and inclusive as possible to people visiting the Parliament. This included the World Press Photo 2009 exhibition, where the captions were produced for the Parliament in an extra large font size and exhibition text was also available in large print and Braille.

Additional audio visual material relating to the exhibition was available via iMac touch screens for the first time, with some screens set at a height suitable for children and wheelchair users. Work will continue in 2010 with the World Press Photo exhibition to consider ways to continue improving the accessibility of the exhibition.

We also worked with the “This Is Who We Are - The Scots in Canada” exhibition to include the use of an induction loop and hand sets for the exhibition’s audio material and to provide information in large print and Braille.
Canongate Wall

During December 2009 the Parliament added two new quotes to the Canongate Wall, one of which was by Norma MacCaig from A Man in Assynt.

Who possesses this landscape? –
The man who bought it or
I who am possessed by it?
False questions, for
this landscape is
masterless
and intractable in any terms
that are human.

The other quote was by Mary Brooksbank, making her the first female writer featured on the Canongate Wall. The quote, below, is from The Jute Mill Song (Oh Dear Me).

Oh, dear me, the world's ill-divided,
Them that work the hardest are aye wi' least provided,
But I maun bide contented, dark days or fine,
But there's no much pleasure livin' aff ten and nine.

Organisational Health

Equality Related Training for Scottish Parliamentary Service Staff

During 2009 we ran further sessions of our three mandatory equality training courses: Equality and Diversity in the Scottish Parliament, Dignity at Work and Equality in Practice. The training provides all staff, whether they are new to the organisation or have been in post for a while, with the necessary equality awareness in terms of legislation, the practical skills to build equality into their day to day role as well as knowledge on how the SPCB’s Dignity at Work policy and procedures work.

We also ran other equality related training and awareness sessions during the year, some of which were for specific offices or roles within the organisation and are highlighted below:-

- Equality Impact Assessment awareness sessions were held with all offices within the organisation to raise awareness of the new approach to impact assessment, and to demonstrate how the new on-line tool worked.

- Maternity Mentor refresher training was provided to our maternity mentors with an opportunity to refresh and enhance their skills as well as share experiences with other mentors.

- A Missing Connections workshop provided an opportunity for attendees to learn more about accessible and inclusive communication for people with communication support needs.

- Staff had the opportunity to continue learning British Sign Language (BSL) during the year, with the aim of enabling staff to confidently and competently
communicate with deaf BSL users. Classes were provided at three levels - level 1, level 2 and post level 2.

- Deaf and hard of hearing awareness training sessions were held to help improve understanding of the different levels of hearing impairment and raise awareness of the barriers faced by deaf people.

- Our new Dignity at Work Contacts and Investigating Officers were provided with training to enable them to take on their roles and provide support and advice or carry out an investigation as part of the new network.

- Equality awareness sessions were held to raise awareness of various equality issues relevant to business areas such as Creating an Accessible Event for events staff and an Inclusive Approach to Security Screening for security officers.

Positive Action Open Day and Placement Programme

During July 2009 the Deputy Presiding Officer hosted our first Positive Action Open Day and placement programme. The day and programme were arranged in response to the outcome of recruitment equality monitoring which highlighted a decrease in the number of black and minority ethnic individuals applying for posts in the Parliament. The positive action programme was aimed at raising awareness of the employment opportunities in the Parliament and the day was a great success with over 90 attendees participating in the event.

Those attending were also given an opportunity to apply for a work placement in the Parliament. Fourteen applications were received for placements, several of which took place over a couple of days in the last few months of the period, with more arranged for the coming year. Following on from one placement in Visitor Services the individual has come to work at the Parliament on a temporary basis through an agency service. Had they not attended the open day and taken up a placement opportunity the individual may not previously have considered the Parliament as a potential employer.

HR Change Programme

The main way that equalities issues have been built into the HR Change Programme is through the Realignment strand. The topics to have been realigned during 2009/10 were:

- Unacceptable Performance which was completed and published in June 2009, and
- Unacceptable Attendance (which includes new Attendance Management, Unacceptable Attendance and Mental Health and Wellbeing policies) which was completed during the period and will be published in June 2010.

For each realignment activity, a Reference Group was formed with the Equalities Manager as a standing member for all such groups to ensure that equalities issues were considered from the outset of any policy development and throughout the full process. Work will continue on the realignment process during the coming year with the realignment of the Code of Conduct which we aim to publish in August 2010, with work on the remaining topic (Work-Life Balance) starting in September 2010.

Dignity at Work Policy Review

11
A review of the Dignity at Work Policy and the network of Contacts and Investigating Officers were undertaken during the period. The policy was reviewed on the basis of findings from previous staff audits and feedback from those who had made use of the policy. This feedback indicated that the policy should be reviewed to ensure consistency and that a simplified structure with some clearer definitions was needed. The policy also needed to be reviewed to take account of the HR realignment process. The main changes made to the policy were:-

- Recognition of the greater involvement of line managers at the informal stage in line with the realignment programme,
- Inclusion of clearer information on the distinction between bullying and firm management practice, and
- A change to procedures to move the formal complaint process into the Grievance Procedures instead of as a separate complaints process.

New guidance was developed for staff in how to deal with inappropriate behaviour along with guidance for line managers dealing with a complaint under the informal process and any witnesses to such behaviour. Our aim is to provide information and support to empower and enable staff to tackle any inappropriate behaviour as well as understand what behaviour is expected of them under the policy. We also took this opportunity to refresh the network of Contacts and Investigating Officers.

Equality Schemes

Work on our Race, Gender and Disability Equality schemes has continued to progress during the period with a full three year review of both our Disability and Race Equality Schemes and annual progress monitoring undertaken for our Gender Equality Scheme. A few of the actions achieved during the period from all three schemes are included in more detail in other parts of this report with some further highlights below.

Race Equality Scheme

- The new Assistant Clerk/Chief Executive’s and Group Heads’ job role.descriptions now include an objective to actively lead and champion equality issues throughout the work of the organisation.

- An inclusive approach was taken to the 10th Anniversary media strategy which meant that people from a diverse range of communities were able to participate in the event.

- In September 2009 we purchased audio tours for the Parliament taking account of race equality implications such as providing audio tours in other languages in line with the Language Policy.

- We revised our committee equalities mainstreaming guidance to reflect the changes to the standing orders.

Gender Equality Scheme

- HR monitoring statistics in relation to gender were taken forward a step during this year with further reporting in terms of gender compared to previous years. This information can be found in the monitoring section of this report.
• Gender issues have been considered as part of the various HR Realignment projects during the year.

• We have continued to take account of gender balance wherever possible in relation to those presenting Time for Reflection whilst also taking account of the different faiths and geographical factors of contributors.

• Events and Exhibitions Team have developed their events monitoring including consideration of gender during the period. The results of this work can be found in the monitoring section of this report.

Disability Equality Scheme

• Disability issues have been carefully considered for all HR policies which were reviewed in the last year including Recruitment and Selection, Unacceptable Performance, Unacceptable Attendance and Special Leave.

• The SPCB has developed a new Mental Health and Well Being policy which exists to support both staff and managers dealing with mental health at work. This will be formally launched during 2010/11.

• An accessible access point was part of the installation of turnstiles at the Canongate entrance.

Further information on all our equality schemes is available on the Parliament’s website at: http://www.scottish.parliament.uk/corporate/spcb/equality/index.htm.

Maternity Mentoring

The pilot Maternity Mentoring Scheme came to a conclusion during the period with senior managers taking the decision, based on the successful outcome of the pilot, to adopt the scheme as a permanent opportunity for staff.

The Scheme has proven to be both beneficial to staff and the organisation with positive feedback from all those taking up the opportunity to be mentored as well as providing an opportunity for those staff taking on the role of mentor to further develop their skills. Since its beginnings the Scheme has seen 21 members of staff taking up the mentoring opportunity.

The SPCB received the Approved Provider Standard (APS), which is the national quality award for mentoring projects, for the Scheme through the Scottish Mentoring Network in November 2009. The Scheme which was the first maternity mentoring scheme in Scotland, and its APS accreditation, received good media coverage.

Information on the Scheme has also been shared with other organisations with the aim of promoting it as a positive step in helping staff return to work after becoming a parent. The Scheme is focused on women who have been on maternity or adoption leave or men who have taken adoption or extended paternity leave.

The Staff Network has continued to meet on a regular basis and has covered a variety of topics including the transferability of parenting skills into the workplace to sessions on
breastfeeding awareness and how we can promote and support breastfeeding mothers returning to work.

**Equality Impact Assessments**

During the year one of our main challenges was to develop and implement a new approach to equality impact assessments along with an electronic toolkit for staff.

The Parliament has always had a strong commitment towards ensuring that no one is excluded from opportunities to fully participate in the activities of the Parliament. In achieving this principle, it is important to consider the equality implications of any actions and decisions we make and how these can affect people differently. Our new EQIA tool was designed to help staff with meeting this principle.

The tool’s purpose is to create a more consistent approach across the organisation and encourage staff to think about equality in a more practical way, creating a more streamlined approach to equality that will lead to positive changes in both our service delivery and employment practices.

Since its launch 13 equality impact assessments have been carried out by offices across the organisation on a range of business activities. A summary of the impact assessments carried out between 1 December 2009 and 31 March 2010 can be found in the monitoring section of this report.

**Staff Equality Audit**

As part of the SPCB Equality Framework, there is a commitment to conduct an equality audit every two years. The period saw us undertaking our fourth such audit. The aim of the audit is to establish whether the SPCB equality policies are having a positive impact on the working culture and to what extent staff perceive the policies to be working in practice. It also contributes to our monitoring framework in reviewing all equality issues in employment and effectively contributes towards identifying priorities for the SPCB equality schemes on race, disability and gender.

In July 2009, we issued the audit questionnaire electronically to all staff for the first time. The data was collected in an anonymous format and an audit report based on the information supplied was compiled by SPICe.

Overall, the findings were positive and identified a number of key strengths in the delivery of our policies and practices. The report shows that:

- 90.5% of respondents regarded the SPCB as having a culture which promotes equality
- 89.9% of respondents would recommend the SPCB as an employer to other people
- There has been a slight increase in the number of black and minority ethnic staff which now reflects of the black and minority ethnic population living in Scotland.
- 90.1% of respondents were satisfied that the organisation does its best to accommodate staff who require a flexible working arrangement.
- 89.8% considered that they were generally able to balance their work and home life.
The full report and the SPCB’s response to that report can be found on the Parliament’s website at:


Interparliamentary Equality Network

We played host to the second Interparliamentary Equality Network during September 2009. The network consists of the equality and diversity staff from the Scottish and UK Parliaments and the Welsh and Northern Ireland Assemblies and was formed with the aim of sharing best practice and learning from each others’ experiences. The network has shared many ideas over the year on their strategies to promote equality including their respective works on the single equality scheme, Members training and equality monitoring and reporting as well as sharing information on projects that have been specific to each Parliament or Assembly such as our Maternity Mentoring Scheme.

Next Year’s Challenges

Some of the work we have highlighted this year will continue into next year, such as embedding Equality Impact Assessments throughout the organisation and the Maternity Mentoring project. However, there will also be some new and exciting challenges for us to face during 2010/11 some of which are detailed below.

Equality Act 2010 and Single Equality Scheme

Meeting our new public sector equality duties under the new Equality Act 2010 will be our biggest challenge of 2010/11 and our work on developing and implementing a Single Equality Scheme will form a large part of this work. Development of the Scheme has been delayed to fit in with our new strategic planning processes and will now be taken forward during the coming year to fit in with our next strategic planning timetable.

In general, this will mean changing from our current three separate schemes on race, disability and gender into one single scheme incorporating the actions in those schemes as well as covering the other strands which are currently covered by legislation and the additional characteristics of Maternity and Pregnancy, Gender Reassignment and Socio-Economic Status from the new Equality Act.

Whilst the Act does not specify that an equality scheme is required it does require public organisations to demonstrate their equality objectives. The best way for our organisation to achieve this is to develop a single equality scheme and embed our equality objectives and the actions needed to achieve those objectives into our Scheme as well as our office/business areas planning processes.

We will therefore streamline our actions into one single Scheme for implementation and monitoring, enabling us to continue our work on minimising bureaucracy.

Supporting Members Needs
Work will continue during 2010/11 to build up resources for Members and their staff in relation to equality. We will take forward work to mainstream equality awareness into other projects in the organisation such as the 2011 election project.
Furthering Our Engagement with Underrepresented Groups

Our work on engagement activities will continue during the year moving forward with phase 2 of the Community Partnerships Project in conjunction with new partners.

We will also look to develop new ways of raising awareness of equalities issues with Members, their staff and SPS staff along with members of the public throughout the year. The Equality Team will look at a variety of awareness raising options throughout the year including sponsoring and developing an equality event as part of the 2010 Festival of Politics.
Appendix 1

Monitoring progress

As with previous reports we have included monitoring information gathered during the year. As you will see below the information varies in relation to how different Groups/Offices monitor information and also the period of reporting. The reason for this is the change to a new reporting timeframe. In previous reports we have monitored information from January to December. We are now moving to reporting on a financial year basis. This will mean that monitoring information gathered this year and next will be a combination of yearly figures and figures for a 15 month period.

Employment

During 2009 we looked at ways to improve the information we currently monitor in terms of employment in the organisation. You will see from the information below that our monitoring has improved over the year. More work will be undertaken during the next year to continue to seek ways to move forward and provide more information.

Organisational Staff Profile

The information in relation to staff profile has been reported on a January 2009 to March 2010. Information in the next report will cover the period April 2010 to March 2011. The figures provided are an average headcount across the period and will therefore include those that are no longer employed by the organisation. The figures also include the grade equivalents of inward secondees to the organisation i.e. those staff in the Office of the Solicitor to the Scottish Parliament.

Staff profile by Gender and Grade

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</tr>
<tr>
<td>Male</td>
<td>84</td>
<td>44</td>
<td>55</td>
<td>42</td>
<td>29</td>
<td>6</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>

The above figures show a good gender balance in the organisation with 49.8% of staff female and 50.2% male.

Disabled Staff profile by Grade

<table>
<thead>
<tr>
<th>No of Disabled staff</th>
<th>Grade 2</th>
<th>Grade 3</th>
<th>Grade 4</th>
<th>Grade 5</th>
<th>Grade 6</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>42%</td>
<td>19%</td>
<td>10%</td>
<td>23%</td>
<td>6%</td>
</tr>
</tbody>
</table>

The above figures show that overall 9.1% of our staff have advised HR that they consider themselves disabled under the Disability Discrimination Act.
### Part-time/Full Time status by Gender

<table>
<thead>
<tr>
<th></th>
<th>Part-time</th>
<th>Full-time</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>62</td>
<td>200</td>
<td>262</td>
</tr>
<tr>
<td>Male</td>
<td>26</td>
<td>238</td>
<td>264</td>
</tr>
</tbody>
</table>

The table above details the staff in the organisation by part-time/full-time status and gender. This shows that overall 23.6% of female staff work part-time compared to 9.8% of male staff.

### Staff Profile by Gender and Age

<table>
<thead>
<tr>
<th>Age Band</th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
<th>% of Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-24</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>0.6%</td>
</tr>
<tr>
<td>25-29</td>
<td>26</td>
<td>13</td>
<td>39</td>
<td>7.4%</td>
</tr>
<tr>
<td>30-34</td>
<td>37</td>
<td>46</td>
<td>83</td>
<td>15.8%</td>
</tr>
<tr>
<td>35-39</td>
<td>46</td>
<td>57</td>
<td>103</td>
<td>19.6%</td>
</tr>
<tr>
<td>40-44</td>
<td>52</td>
<td>46</td>
<td>98</td>
<td>18.6%</td>
</tr>
<tr>
<td>45-49</td>
<td>39</td>
<td>20</td>
<td>59</td>
<td>11.2%</td>
</tr>
<tr>
<td>50-54</td>
<td>24</td>
<td>29</td>
<td>53</td>
<td>10.1%</td>
</tr>
<tr>
<td>55-59</td>
<td>29</td>
<td>25</td>
<td>54</td>
<td>10.3%</td>
</tr>
<tr>
<td>60-64</td>
<td>6</td>
<td>21</td>
<td>27</td>
<td>5.1%</td>
</tr>
<tr>
<td>65+</td>
<td>0</td>
<td>7</td>
<td>7</td>
<td>1.3%</td>
</tr>
</tbody>
</table>

The above figures highlight that over half of our staff (65.2%) fall within the ages of 30-49. Only 0.6% are in the 20-24 age band and 1.3% are aged 65+. We currently have no staff under the age of 20.

### Ethnicity

The staff profile highlights that 89.5% of staff identified themselves as white, 2.1% identified themselves as black and minority ethnic and 8.4% have an ethnicity recorded as unknown. These figures are similar to the previous year when 90.4% of staff identified themselves as white, 1.6% identified themselves as black and minority ethnic and 8% had an ethnicity recorded as unknown. This year has shown an increase in the number of staff identifying as black and minority ethnic.

### Special Leave Policy by Gender and Age

The figures show that 13.1% of female staff and 14.6% of male staff have made use of our special leave arrangements during the year. Over half of those making use of the arrangements, 69%, fall within the 30-49 age bracket.
Leavers and Retirees broken down by Gender, Disability and Race

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Total Number</th>
<th>Number Disabled</th>
<th>White</th>
<th>Black</th>
<th>Unknown</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female Leavers</td>
<td>15</td>
<td>1</td>
<td>14</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Female Retirees</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Male Leavers</td>
<td>7</td>
<td>0</td>
<td>6</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Male Retirees</td>
<td>8</td>
<td>2</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

The above table shows that there is no disproportionate numbers of disabled and black and minority ethnic staff leaving or retiring from the Parliament.

Maternity Leave

<table>
<thead>
<tr>
<th>Number of staff who have taken maternity leave</th>
<th>Did not return after maternity leave</th>
<th>Returned and changed to part-time on return</th>
<th>Returned and continued on part-time</th>
<th>Returned and changed to full-time</th>
<th>Returned with no change to working pattern</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>1</td>
<td>3</td>
<td>5</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>5%</td>
<td>15%</td>
<td>25%</td>
<td>5%</td>
<td>50%</td>
<td></td>
</tr>
</tbody>
</table>

The table above details the number of staff who took maternity leave during the period along with information on those who did not return and those who did return along with their contracted status on return.

Average Staff Salaries by Gender and Grade

<table>
<thead>
<tr>
<th>Grade</th>
<th>Female</th>
<th>Male</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>£21,457</td>
<td>£22,329</td>
</tr>
<tr>
<td>3</td>
<td>£27,793</td>
<td>£27,248</td>
</tr>
<tr>
<td>4</td>
<td>£35,790</td>
<td>£35,628</td>
</tr>
<tr>
<td>5</td>
<td>£45,223</td>
<td>£45,334</td>
</tr>
<tr>
<td>6</td>
<td>£58,598</td>
<td>£57,863</td>
</tr>
<tr>
<td>7</td>
<td>£70,380</td>
<td>£70,412</td>
</tr>
</tbody>
</table>

The above table shows the average salaries paid to staff by grade and gender. The figures highlight that in most grades the average salaries by grade and gender are extremely close and demonstrate that there is no gender bias on salaries paid to staff in any grades.

The difference between average salaries of males and females at Grade 2 level is due to a higher proportion of female staff joining the organisation than males over the
last two years thus reducing the average salary paid to females at this grade. We are unable to show the average salaries for Grade 8 staff as the number is too small.

External Recruitment

Disability

<table>
<thead>
<tr>
<th></th>
<th>Non Disabled (%)</th>
<th>Disabled (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>1412 (95.9)</td>
<td>60 (4.1)</td>
</tr>
<tr>
<td>Interviews</td>
<td>102 (91.9)</td>
<td>9 (8.1)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>7.2%</td>
<td>15%</td>
</tr>
<tr>
<td>Passed Interview</td>
<td>62 (92.5)</td>
<td>5 (7.5)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>4.4%</td>
<td>8.3%</td>
</tr>
<tr>
<td>Appointed</td>
<td>24 (96)</td>
<td>1 (4)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>1.7%</td>
<td>1.7%</td>
</tr>
<tr>
<td>Total Applications</td>
<td>1472</td>
<td></td>
</tr>
</tbody>
</table>

Note: Disability as defined by applicants indicating that they consider they have a disability under the terms of the Disability Discrimination Act 1995.

The above information shows that the success rates were the same for both disabled and non-disabled applicants being appointed. The success rate was higher for disabled applicants at the selection and interview stages.

Gender

<table>
<thead>
<tr>
<th></th>
<th>Female (%)</th>
<th>Male (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>744 (50.5)</td>
<td>728 (49.5)</td>
</tr>
<tr>
<td>Interviews</td>
<td>51 (45.9)</td>
<td>60 (54.1)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>6.9%</td>
<td>8.2%</td>
</tr>
<tr>
<td>Passed Interview</td>
<td>38 (56.7)</td>
<td>29 (43.3)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>5.1%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Appointed</td>
<td>16 (64)</td>
<td>9 (36)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>2.2%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Total Applications</td>
<td>1472</td>
<td></td>
</tr>
</tbody>
</table>

The above table shows the figures in relation to male and female applicants. The figures highlight a higher success rate of females being selected for interview, a higher rate of females passing interviews and a slightly higher rate of females being appointed.
Ethnic Group

<table>
<thead>
<tr>
<th>Ethnic Group</th>
<th>White</th>
<th>Asian²</th>
<th>Black³</th>
<th>Other4</th>
<th>Not indicated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Applications</td>
<td>1337</td>
<td>68</td>
<td>23</td>
<td>36</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>(90.8)</td>
<td>(4.6)</td>
<td>(1.6)</td>
<td>(2.4)</td>
<td>(0.5)</td>
</tr>
<tr>
<td>Interviews</td>
<td>105</td>
<td>4</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>(94.6)</td>
<td>(3.6)</td>
<td>(1.8)</td>
<td>(0)</td>
<td>(0)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>7.9%</td>
<td>5.9%</td>
<td>8.7%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Passed Interview</td>
<td>64</td>
<td>1</td>
<td>2</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>(95.5)</td>
<td>(1.5)</td>
<td>(3)</td>
<td>(0)</td>
<td>(0)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>4.8%</td>
<td>1.5%</td>
<td>8.7%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Appointed</td>
<td>24</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>(96)</td>
<td>(0)</td>
<td>(4)</td>
<td>(0)</td>
<td>(0)</td>
</tr>
<tr>
<td>Success Rate %</td>
<td>1.8%</td>
<td>-</td>
<td>4.3%</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>Total Applications</td>
<td>1472</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Notes
1. As defined in the Census (Scotland) Amendment Regulations 2000.
2. Refers to Asian Indian, Asian Pakistani, Asian Bangladeshi, Asian Chinese or other Asian background.
3. Refers to Black Caribbean, Black African or other black background.
4. Where a candidate has indicated either an unspecified ethnic origin or unspecified mixed origin.

Note: Methodology
Success rate is calculated as: \[ \text{number interviewed/appointed} \times \frac{\text{number of applications}}{\text{X 100} = \%} \]

Training

The following information relates to staff (including secondees) attendance on the Corporate Training Programme. This does not include training courses or sessions held outwith the Corporate Training Programme such as Leadership Training sessions for the Senior Leadership Team.

Access to the Corporate Training Programme by Gender and Age – staff who attended training

<table>
<thead>
<tr>
<th>Age Band</th>
<th>Female</th>
<th>Male</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-24</td>
<td>3</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td>25-29</td>
<td>26</td>
<td>7</td>
<td>33</td>
</tr>
<tr>
<td>30-34</td>
<td>33</td>
<td>35</td>
<td>68</td>
</tr>
<tr>
<td>35-39</td>
<td>30</td>
<td>52</td>
<td>82</td>
</tr>
<tr>
<td>40-44</td>
<td>30</td>
<td>22</td>
<td>52</td>
</tr>
<tr>
<td>45-49</td>
<td>25</td>
<td>7</td>
<td>32</td>
</tr>
<tr>
<td>50-54</td>
<td>16</td>
<td>20</td>
<td>36</td>
</tr>
<tr>
<td>55-59</td>
<td>13</td>
<td>8</td>
<td>21</td>
</tr>
<tr>
<td>60-64</td>
<td>4</td>
<td>13</td>
<td>17</td>
</tr>
<tr>
<td>65+</td>
<td>0</td>
<td>4</td>
<td>4</td>
</tr>
</tbody>
</table>

|       | 180   | 168   | 348   |

22
The above figures show that 66.2% staff, including secondees, attended training as part of the Corporate Training programme during the period.

**Access to Corporate Training Programme broken down by Grade**

<table>
<thead>
<tr>
<th>Grade 2</th>
<th>Grade 3</th>
<th>Grade 4</th>
<th>Grade 5</th>
<th>Grade 6</th>
<th>Grade 7</th>
<th>Grade 8</th>
<th>Chief Exec</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>83</td>
<td>35</td>
<td>29</td>
<td>22</td>
<td>11</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Male</td>
<td>62</td>
<td>32</td>
<td>33</td>
<td>27</td>
<td>13</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>145</td>
<td>67</td>
<td>62</td>
<td>49</td>
<td>24</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

The above figures show that staff at lower grades were more likely to access training in the Corporate Training Programme than staff at higher grades.

**Access to Corporate Training Programme broken down by Disability**

<table>
<thead>
<tr>
<th>Grade 2</th>
<th>Grade 3</th>
<th>Grade 4</th>
<th>Grade 5</th>
<th>Grade 6</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>No of Disabled staff</td>
<td>12</td>
<td>6</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
</tbody>
</table>

Overall 54% of disabled staff have attended training during the period.

**Access to Corporate Training Programme broken down by Race**

<table>
<thead>
<tr>
<th>White</th>
<th>Asian</th>
<th>Black</th>
<th>Other</th>
<th>Unknown</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>323</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>20</td>
<td>348</td>
</tr>
</tbody>
</table>

The above table shows that 45% of black and minority ethnic staff attended training during the period.

**Casework**

**Probation, Grievance, Disciplinary and Poor Attendance**

Information in relation to the number of probation, grievance, disciplinary and poor attendance cases dealt with by HR were monitored by race, disability and gender. However, due to the small number of cases this information cannot be disclosed. There were no equality concerns identified.

**Dignity at Work**

There were no formal Dignity at Work cases during the reporting period.
Services

The following monitoring information has been gathered across the organisation in relation to some of the services we provided during 2009/10. Work has again been taken forward during the year to improve the monitoring information available.

Events Equality Monitoring - 2009/10

During the year we have introduced an evaluation form for delegates, including questions around access and support needs. Delegates are asked whether they inform the organiser of any support or other need prior to attending and if so whether their needs were met. So far 127 evaluation forms have been completed. Of those, 17 people answered the questions relating to support needs. Of them 100% stated that their support needs had been fully met.

An additional question on the form asks a broader based question on the openness and accessibility of the Parliament. Of the 127 responses, 74% stated that they found the Parliament to be fully open and accessible with 23% stating partly open and accessible.

We aim to evaluate approximately 15 event attendees every week as well as evaluating all major Scottish Parliament events. The first such event to be evaluated was the Community Partnerships Outcomes Conference on 26 March 2010. The feedback received showed that 3 out of the 15 delegates who responded stated they had support needs and that their needs were fully or partly met. 10 of the delegates who responded found the Parliament to be open and accessible.

Festival of Politics 2009

The 2009 Festival of Politics included events which promoted equality such as addressing the rights of disabled people and the changing role of women in politics. We continue to work to make Festival events as accessible as possible, with five events being interpreted into British Sign Language as standard this year.

As part of the Festival feedback we asked some equality related questions the outcome of which are detailed below:

- 6% of attendees identified themselves as belonging to black and minority ethnic groups,
- 8% of attendees identified themselves as having a disability,
- The majority (52%) of attendees identified themselves as being between 41 and 65, 23% were over 65, 17% were between 26 and 40, 6% were between 18 and 35 and 1% were under 18. 1% of attendees did not respond.

Moving Stories Travelling Exhibition

The following information was gathered in relation to the Moving Stories travelling exhibition which ran from April 2009 to January 2010. During the exhibition 126 questionnaires were completed with the following equality related information gathered:-
• Nationality - 99 of the 106 respondents were from the UK (93%).
• Age – the main findings were that almost a quarter (24.5%) of the 106 respondents were under 17; a further 17.9% were aged 41-53; and 14.2% were over 71 years of age.
• Ethnic Origin - 92% of the 102 respondents were white with between 1% and 2% across were from various black and minority ethnic groups including Bangladeshi, Chinese and Pakistani.
• Gender - 66% of the 106 respondents were female and 34% were male.
• Disability - Of the 101 respondents 5 people (4.9%) considered themselves disabled. However, there were 14 responses to the question asking if sufficient equipment and services were provided. 12 (85.7%) respondents thought there had been sufficient equipment and services to meet their needs whilst 2 (14.3%) believed their needs had not been met.

Publications

Take-up rates for Public Information publications between 1 April 2009 and 31 March 2010 continued to follow the same trends as previous years. Once again, there was most demand for leaflets in German, French and Spanish, with around 14,000 copies of three different publications distributed in these languages. This figure is down on that for the previous year, however it should be noted that the visiting leaflets in German and Spanish went out of print during this period.

The composition of the second group of languages identifiable by their similar take-up rates has changed slightly from the previous year. Chinese, Gaelic and Italian continue to lead this group, but take-up of the two titles in Polish has pushed this language ahead of Russian. Around 12,000 copies of leaflets in this group were distributed last year.

The easy read versions of “How the Scottish Parliament works” and “Making the Scottish Parliament work for you” are among the most popular information leaflets, with around 10,000 printed copies of the two titles distributed. During the same period, 750 printed copies of the accessibility guide (Information for Disabled Visitors), which contains information about the services and facilities available in the Parliament, were also distributed.

Finally, running at a level of just over 2,500 copies distributed this year are Urdu, Bengali, Punjabi and Arabic. The total take-up figures for these languages across the four publications produced are virtually identical.

Requests for British Sign Language (BSL) materials on DVD are very low in comparison to the demand for printed leaflets, and it is likely that access to information in BSL is primarily through the website. However, over 80 BSL DVDs were distributed, with “How the Scottish Parliament works” accounting for almost half this total.

Complaints Procedure

The following information relates to the SPCB’s complaints policy and in particular those complaints which included equality related issues during the period.

• Out of 35 complaints received 7 (20%) raised an equality issue.
Out of those 7 complaints 5 related to staff attitudes/behaviours towards visitors and 2 related to services or facilities at the Parliament.

Enquiries

Between 1 April 2009 and 31 March 2010, Public Information received a total of 14 written enquiries in languages other than English or Gaelic, which is down slightly on the 19 enquiries received the previous year. The languages in question and the percentage of enquiries in each language in 2009-10 are as follows:

<table>
<thead>
<tr>
<th>Language</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Catalan</td>
<td>7%</td>
</tr>
<tr>
<td>German</td>
<td>7%</td>
</tr>
<tr>
<td>Italian</td>
<td>22%</td>
</tr>
<tr>
<td>Polish</td>
<td>14%</td>
</tr>
<tr>
<td>Portuguese</td>
<td>7%</td>
</tr>
<tr>
<td>Russian</td>
<td>14%</td>
</tr>
<tr>
<td>Spanish</td>
<td>14%</td>
</tr>
<tr>
<td>French</td>
<td>14%</td>
</tr>
<tr>
<td>German</td>
<td>7%</td>
</tr>
<tr>
<td>Italian</td>
<td>22%</td>
</tr>
</tbody>
</table>

This is a more even distribution of languages than in the previous year, when Spanish and French accounted for almost 60% of the total.

Additional translations

In addition to the translation of enquiries and responses to enquiries, Public Information arranged for the translation of three comment cards left during the ‘This is who we are – the Scots in Canada’ exhibition. The cards were in Taiwanese and Bengali.

Website

The most frequently downloaded PDF documents in languages other than English during the period were “Gaelic Place names” and the Scots translation of “Making the Scottish Parliament work for you”. In terms of PDFs specifically of the translated information leaflets, the popularity of the titles overall are set out below, in descending order, with the preferred languages indicated in brackets in descending order of popularity:

1. How the Scottish Parliament works (Spanish, French, German, Polish, Italian)
2. Discover the Scottish Parliament Building (Spanish, French, German, Italian, Traditional Chinese)
3. Your Visit to the Scottish Parliament (Spanish, French, German, Traditional Chinese, Italian)
4. Making the Scottish Parliament work for you (Scots, Polish)

A study of the language pages on our website indicates that the popularity of the web pages broadly reflects the level of interest in the printed publications with the Gaelic and Scots pages receiving the greatest number of hits. The level of interest in both
was relatively similar, with the exception of November 2009 and January 2010 (when
the Scots page had more visitors). The Gaelic and Scots homepages consistently
attract more than twice as many visitors as the next most popular language
homepage, BSL, which has an average of around 600 hits per month. This means
that BSL material is viewed online significantly more often than it is requested on
DVD.

Tours

Tours of the Parliament using hand-held audio-visual guides were introduced in this
reporting year and are available in 14 different languages: Arabic, Bengali,
Cantonese, French, German, Italian, Mandarin, Polish, Punjabi, Russian, Spanish,
Urdu, Gaelic and BSL. Usage rates for the audio-visual guides vary significantly,
with popularity broadly reflecting trends in the take-up of printed leaflets and
download of PDFs from the website.

- German, Spanish and French account for just over 80% of the usage. Most of
  which relates to pre-booked groups, as opposed to individual visitors or
  families. A second, smaller grouping comprising Mandarin, Polish and Arabic
  accounts for around 16% of the usage.
- There were very few requests for Russian (4), Italian (3) or Cantonese (2). No
  visitors to date have taken tours with the audio-visual guides in Bengali,
  Gaelic, Punjabi or Urdu.
- One group of BSL users took a tour with the BSL version in December and a
  Gaelic-speaking tour guide has been available to accommodate tour requests
  in this language.

![Audio-visual guide usage April 2009-March 2010](image)

Between 1 April and the introduction of the audio-visual guides, Visitor Services were
asked to arrange for guides to conduct a total of four tours in French, German and
Spanish (2) with a further four tours arranged in Gaelic for visitors.

Interpreting

During the period of this report, an interpreter was engaged on one occasion to
enable a language other than English to be used during a debate on access to BBC
Alba on 11 February 2010 at which contributions were made in Gaelic.
BSL interpreters have been used more extensively this year than in the previous year to enable members of the public to find out about the Parliament, engage with parliamentary business and take part in events.

- Interpreters were arranged for two groups going on tours of the Parliament building (May and November 2009).
- Interpreters were used on four occasions to allow members of the public to follow proceedings at meetings of the Parliament.
- Interpreters were also provided for a range of events over the year including the Festival of Politics, an Equal Opportunities Committee mainstreaming event and the Community Partnerships Project conference.

**Equality Impact Assessments**

The information below is a summary of the equality impact assessments which have been carried out since the introduction of our new tool on 1 December 2009 to 31 March 2010.

- There have been 13 equality impact assessments undertaken during the period. The assessments were carried out in relation to reviews (6), projects (5) and policy (1) and covered the following issues:
  - Weekend service levels in Garden Lobby restaurant.
  - Replacing IT systems in the Chamber Desk to enable processing of parliamentary questions, motions and amendments.
  - Review of Clerking to consider the efficiency and effectiveness of the structure, posts and processes necessary to carry out the clerking function.
  - Review of Facilities Management Office to review the structure to ensure meeting current requirements.
  - Records management project – phase 2.
  - Carbon Management Plan.
  - Enquiries system looking to simplify and streamline enquiries processes across the Parliament.
  - Annual review of catering tariffs.
  - HR Realignment of conduct policy.
  - Research services review.
  - Financial reporting systems.
  - Review of pilot of Financial Scrutiny Unit.
  - Replacement of voting, sound and interpretation systems in the Chamber.

The new process has been effective in identifying differential impacts on equality groups and has ensured that specific actions in relation to removing any adverse impacts are incorporated into project/ policy development plans from the outset. This process will continue to be monitored over the next 12 months.