LEADERSHIP GROUP

EQUALITY MONITORING REPORT

Executive summary

1. The purpose of this paper is to present to the Leadership Group a revised SPCB Equality Framework and an Equality Monitoring Report covering the reporting period 2010/11. This is to comply with the duties placed on the SCPB under UK regulations which came into effect on 10 September 2011.

2. The Scottish Government is currently considering separate draft duties which will apply specifically to Scotland. These duties extend beyond the UK duties and will expect public bodies in Scotland to deliver a more robust strategy for equality. As the SPCB is covered by the UK regulations they are not required to meet the Scottish duties however it would not be conducive for the Parliament to be meeting a different standard to other public bodies in Scotland. The Leadership Group is invited therefore to consider and agree to meet the additional requirements outlined in the Scottish draft Specific Duty Regulations; agree to the publication of a revised Framework and Report; and agree to recommendations set out below.

Issues and Options

SPCB Compliance under Equality Act 2010

3. The Equality Act 2010 requires the SPCB to comply with the Public Sector Equality Duty (“the General Duty”) set out at s.149 of the Act. There are three parts to the General Duty to which the SPCB must give due regard:

- a requirement to eliminate unlawful discrimination;
- a requirement to advance equality of opportunity; and
- a requirement to foster good relations between people who share a protected characteristic and those who do not.

4. For the SPCB, this means anticipating the diverse needs of Members, staff, visitors and members of the public to make sure that no one is placed at a disadvantage because of belonging to a protected group. It also requires the SPCB to proactively engage with protected groups that are more likely to be disproportionately represented in the work of the Parliament. Protected characteristics covered by the General Duty include race; disability; sex; sexual orientation; age, religion and belief; gender reassignment and maternity and pregnancy. Marriage and Civil partnership is also covered, but only by the first part of the Duty – the requirement to eliminate discrimination.
5. In addition, the SPCB has “specific duties” under UK Regulations to publish information at least annually to demonstrate its compliance with the General Duty by 31 January 2012 and to publish equality objectives at least every four years by 6 April 2012. Leadership Group will wish to note that the requirements have changed since the SPCB agreed the revised Equality Framework in March 2011. The Framework has been amended and a new report drafted to meet the new legal requirements and timescales.

6. In light of these changes, the Human Resources Strategy and Policy Team undertook a review of the SPCB Equality Framework to ensure that it complies with the new legal requirements. The findings show that no significant change is required to the Framework and that the SPCB continues to be exemplary in its commitment to equality which extends beyond the requirements of the legislation.

7. However, some minor changes are required and we propose to make the following changes to the Framework:

- Revise sections of the Framework to take account of the new specific duties;
- Revise the equality objectives to make them specific and measurable as required by the specific duties;
- Align the timescales for reporting on the equality strategy and action plan to fit with the new legislative timescales; and
- Continue to publish a monitoring report every year but to use the report to demonstrate compliance with the General Duty. This report is attached as an annex to this paper.

8. **Is Leadership Group content with the proposed changes to the Framework in order that the SPCB meets its legal requirements with the Duty?**

**Scottish Draft Regulations**

9. Meanwhile in Scotland, the Scottish Government recently consulted on draft Scottish Regulations that are due to come into force in early 2012 which set out specific duties for Scottish public bodies other than the SPCB. The draft Scottish Regulations are more extensive than the UK specific duties which apply to the SPCB.

10. With this in mind, the Human Resources Strategy and Policy team has taken steps to compare how well the SPCB would meet the standard set in the draft Scottish Regulations. In considering the full Framework, it is clear that the SPCB would meet most of the requirements set out in the draft Scottish draft Regulations which include:
A requirement to set equality outcomes;
Two yearly mainstreaming reports on action and progress;
Equality impact assessments;
Equality information on employment;
Gender pay gap information;
Policy on equal pay based on race, disability and gender;
Occupational segregation based on race, disability and gender; and
Public procurement.

11. However, when considering each of these in more detail, further steps could be taken by the SPCB in order to achieve the same standard expected of Scottish public bodies. This will require the SPCB to:

- Publish an equal pay statement taking account of race, disability and gender;
- Publish gender pay gap information by undertaking an equal pay audit and extending this to race and disability including information on pay; and occupational segregation that is horizontal (by business area) and vertical (by grade); and
- Report on mainstreaming progress every two years. As we are not required under the UK regulations to update every two years but every four years, we will continue to use other means of reporting as set out in the SPCB Equality Strategy such as through operational plans and AC/CEs assisting the Clerk/Chief Executive in monitoring and reporting on equality through the performance of Heads of Group. We feel this is sufficient enough to meet this particular requirement.

12. It should be noted that while the Scottish duties are in draft, they may be subject to change. They will also have a staggered timescale (up until 2016) for public bodies to meet the requirements.

13. Leadership Group is invited to agree to the additional requirements set out above to be added to the scope of the SPCB Equality Framework.

The SPCB Equality Monitoring Report

14. The purpose of this report is to demonstrate the SPCB’s compliance with the General Equality Duty. It is intended to be published in line with our legislative deadline of 31 January 2012 and will cover the reporting period April 2010 – March 2011. The report also replaces the SPCB Equality Annual Report and annual progress reports on race, disability and gender as part of the wider aim of streamlining the SPCB’s approach to equality.
15. It is divided into five sections and aims to demonstrate compliance across all relevant business functions. The sections are aligned to the main priority areas set out in the SPCB Equality Strategy. These include:

- Organisational structures which support the delivery of equality;
- Data on services to see how well mainstreaming has worked in the delivery of services including events, exhibitions, public information, accessibility of the building, visitor services and community partnerships;
- Information on mainstreaming equality into parliamentary business which focuses on the work of the Committees and Chamber business;
- Provision made to support the needs of Members in respect of equality; and
- The SPCB’s role as an employer, including data on the profile of SPS staff; and to check whether SPCB employment policies are mainstreaming equality effectively.

**Main Findings**

16. Overall the report conveys there is a strong commitment to equality. It demonstrates that mainstreaming is successfully working in practice and that business areas are monitoring their activities effectively. There is greater awareness from staff on how this impacts on the delivery of business.

17. A number of issues that require further consideration were identified, the most significant of which we have highlighted here. We have prepared an improvement plan, included in the report, which takes account of all of the areas which were identified as requiring further investigation or action.

- **Improvement plan item 1** - It is positive to note that there is an increase in the number of equality impact assessments (EQIAs) being carried out. However we have found that where there is no requirement to conduct an EQIA, (i.e. with activities that don’t fall under the project portfolios or SPCB/Leadership Group agendas), the EQIA process is not working as effectively, for example in areas such as research, committees and events. We recommend, therefore, that an EQIA is carried out as part of the planning and decision making process for any activity which involves gathering information on or engaging with the wider community. This will help the business areas to identify any issues at an early stage and allow us to ensure that steps are taken to resolve these or at least minimise the impact.
• **Improvement plan item 5** - As you will have noted from earlier in this paper, the SPCB has a duty to foster good relations between those who have a protected characteristic and those who do not. We are aware that the Community Outreach programme has made great efforts to engage with a diverse range of community groups however it has been difficult to demonstrate how the SPCB meets this part of the duty in relation to each of the protected groups, for example how we have engaged with lesbian and gay groups, black and minority ethnic or religious groups. We recommend, therefore, that with the success of the Community Outreach programme equality monitoring is built into their work so that the SPCB can demonstrate the steps it has taken to engage with those who belong to a protected group. This should also help inform any future planning on whether any specific groups are targeted.

• **Improvement plan item 7** - This year’s report has shown a significant improvement in the quality of information that was gathered on how the Committee clerks are supporting the Committees to mainstream equality. However, the way in which the information was compiled was not consistent across all the Committees and could not, therefore, be included in the report. We recommend that the information provided by the Health and Sport Committee clerks is used as a template that could be adopted by other Committee clerks. We also recommend that we monitor the gender diversity of all witnesses as this could easily be done without requesting the information from witnesses. This would provide accurate information on the number of male and female witnesses and could help inform the Committees should they wish to consider the information.

• **Improvement plan item 11** – During the reporting period, the number of black and minority ethnic (BME) staff has fallen from 2.1% to 1%. This figure is now below the number of BME people represented within the Scottish population however there are limitations on what we can do because of the restriction on the number of posts being advertised externally. Once we start advertising externally again, we recommend that we revisit this issue and take steps to encourage more applications from BME communities.

• **Improvement plan item 12** - The statistics gathered on the diversity of our staff profile has shown that the number of women at grade 6 and above has fallen from 10.7% to 7.7% in the reporting period. Post VER/ES, the figure has fallen even further to 6.46% compared with 13.1% of male staff represented at grade 6 and above. Overall, these figures are concerning however it should be acknowledged that the numbers have fallen as a direct consequence of the number of women leaving the organisation through VER/ES. That said it is important that we continue to check whether women are applying for posts at grade 6 and above in case there are no women coming forward. We recommend that
recruitment to all posts at grade 6 and above is monitored to check the diversity of applicants and the results regularly reported to Leadership Group through the quarterly Compliance report.

- **Improvement plan item 13** - In considering the age profile of our staff, there are only 2 staff (0.4%) under the age of 24. Leadership Group may wish to consider whether, in its role as an employer, whether the SPCB should take further steps to encourage more young people to work in the SPS or whether we should deliver some kind of activity such as work placements that supports younger people into employment. It should be noted that the UK Government has a campaign to encourage employers to consider employing younger people because of the increasing number of young people in unemployment. The Scottish Government has also appointed a dedicated Minister for youth unemployment in a bid to get young people into work.

- **Improvement plan item 14** - It is difficult to determine which groups are underrepresented as there is limited data available to tell us which groups we engage with and which groups we could engage with better. We are aware that BME, young people and disabled people are underrepresented and are included in the SPCB’s engagement strategy but it is important that an evidence base is established to identify which of the other protected groups are underrepresented. We recommend, therefore, that the equalities manager works closely with SPICe to seek ways of capturing this information by drawing on external sources of information available that will help inform the future engagement strategy.

18. **Leadership Group is invited to consider and agree to the recommendations set out above.**

**Conclusion**

19. Producing this report has been particularly useful in establishing where further action is required. It has also proven to be a more worthwhile exercise than producing the Annual Equality Report and progress reports on race, disability and gender as it provides detailed analysis on our position with regards to equality.

20. Whilst being mindful of the SPCB’s current financial constraints, the SPCB Equality Action Plan (2011-15) will be updated to take account of any areas identified in the report where improvements are recommended. As it was agreed by Leadership Group that the action plan would be reviewed every four years and that it should be a working document, the Equality Action Plan has not been submitted with this paper. However it will be circulated to all Leadership Group once the report has been published in order to highlight any changes made.
**Resource Implications**

21. There are no resource implications arising from publishing the revised Framework and Report. However, if Leadership Group agrees to any further actions based on the findings from the report, this may have an impact on resources.

22. It is difficult to specify what the costs are likely to be until we know what these further actions will be. For example, if Leadership Group decides to take steps to encourage more young people to take up employment with the Parliament, this is likely to incur advertising and other recruitment costs. However this paper is primarily for discussion and to agree the publishing of reports will not require any additional costs to be met at this stage.

**Governance issues**

23. The Solicitor’s Office was consulted on the production of this paper.

24. An equality impact assessment was carried out to assess the impact the report will have on protected groups. The report will include a statement highlighting that other formats can be made available should someone request an alternative format of the report.

**Dependencies**

25. There is a strong dependency on other offices to provide the data requested by the Human Resources Office. For the first year of reporting, the contributions were extremely helpful in preparing for this report. It is anticipated that further work will take place with offices to make sure there is greater consistency of data across the business areas. The Equalities Manager will work closely with business areas and will provide the necessary support to help provide the data that is required for the report.

**Publication Scheme**

26. This paper should be published in accordance with the SPCB’s publication scheme.

**Next steps**

27. The next steps will be for the Human Resources Office to:

- Seek agreement from the SPCB on publishing the revised Framework and monitoring report.
- Publish the report and display on the Human Resources/Equality web pages;
• Highlight the findings of the report to staff and other stakeholders including the Scottish Parliament Equality Advisory Group;
• Update the SPCB Equality Action Plan 2011-15; and
• Work closely with other offices to improve the monitoring information for next year’s report.

**Decision**

28. The Leadership Group is invited to:

• Agree the proposed changes to the Framework in order that the SPCB meets its legal requirements with the Duty (paragraphs 7-8);
• Consider and agree to the publication of the Equality Monitoring report; (paragraphs 7-8)
• Consider and agree to additional requirements set out in this paper to be added to the scope of the SPCB Equality Framework; (paragraphs 9-13) and
• Consider and agree to the recommendations outlined in the paper (paragraphs 16-18).

**Human Resources Office**

**December 2011**
Scottish Parliamentary Corporate Body

Equality Monitoring Report
January 2012
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INTRODUCTION

The Scottish Parliamentary Corporate Body (SPCB) has prepared its first annual Equality Monitoring Report (2010/11) to demonstrate its commitment to equality and compliance with the General Duty imposed by section 149 of the Equality Act 2010. It also replaces the previous SPCB Equality Annual Report and other annual reports on race, disability and gender as part of a wider initiative to streamline the SPCB’s approach to equality.

In complying with the Equality Act 2010, the information presented in this report relates to persons who share a relevant protected characteristic who are employees and to other persons that could be affected by SPCB policies and practices. Other persons in this regard refer to Members of the Scottish Parliament, Members’ staff, visitors to the Parliament and members of the public.

The General Duty

There are three parts to the General Duty to which the SPCB must give due regard:

- a requirement to eliminate unlawful discrimination;
- a requirement to advance equality of opportunity; and
- a requirement to foster good relations between people who share a protected characteristic and those who do not.

The Duty involves removing barriers for people who share a protected characteristic and giving everyone the opportunity to be able to participate in everyday life. With regards to the SPCB this means taking proactive steps to be able to anticipate the diverse needs of groups so that no one is placed at a disadvantage. Fostering good relations also requires the SPCB to encourage people from protected groups to engage and participate in the activities of the Parliament where these are disproportionately low.

The report therefore aims to demonstrate the SPCB’s performance in each of these areas with a view to developing a better understanding of how it is making progress and whether further advances could be made.

While this report intends to meet the specific duty requirement to publish information annually to demonstrate compliance with the General Duty, it should be considered as part of the wider framework that is in place to deliver equality. This ensures that equality is embedded in all aspects of what the SPCB does and that the importance of equality is fully understood and implemented across all its business functions. The Framework comprises:

- An equality strategy setting out the SPCB’s priorities to advance equality;
- A single equality action plan comprising SMART equalities objectives for 2011-15;
- Monitoring and reporting arrangements for equality; and
- Guidance and policies to reflect the requirements of the Equality Act 2010.
The full Equality Framework is published on the Scottish Parliament website and is reviewed every four years to take account of any areas for improvement that have been identified through annual reporting on progress.

**The Structure of the Report**

This report aims to capture as much data that is available on equality. However, as this is the first year of producing this report, it highlights that there are gaps in the data on each of the protected characteristics. It is anticipated that with further development of monitoring processes, the next reporting period will provide a fuller set of data.

To reflect the key priority areas within the SPCB Equality Framework, the report is divided into five key themes:

**Section 1:** Organisational Structure and Support to Equality  
**Section 2:** Services in the Scottish Parliament  
**Section 3:** Supporting Parliamentary Business  
**Section 4:** Supporting Members  
**Section 5:** Equality in Employment

An improvement plan is attached to this report which is based on the findings identified in this report. Actions arising from this plan are incorporated into the SPCB’s Equality Action Plan 2011-15.
ORGANISATIONAL STRUCTURE AND SUPPORT TO EQUALITY

The SPCB has a robust structure in place to deliver equality in all aspects of its work and has in place a number of systems which support the delivery of the Framework. Central to this Framework is the process of mainstreaming - making sure that equality is embedded into everything that the Parliament does including its policies, services and engagement activities.

In order to check whether the SPCB’s mainstreaming practices are working, set out below are the different processes in place which help to inform decision making and to assess the impact on people who share different protected characteristics.

Equality Impact Assessment

The Equality Impact Assessment (EQIA) process is a way of identifying and addressing any potential impact on diverse groups when policy decisions are made. It is built into project governance structures and is a standard requirement for all projects considered under the Leadership Portfolio.

In the 2009/10 reporting year 13 EQIAs were carried out. This year the number of EQIAs carried out has increased by 75% to 53. However if EQIAs which were carried out separately as part of the Change Management Review process were included, this would increase the total number of EQIAs to 59.

The main activities assessed using EQIAs were:

- Office reviews and the potential impact on staff with diverse needs;
- New policy areas such as agency workers and the abolition of the default retirement age;
- Future resource planning decisions and the impact on staff and visitors;
- The elections programme and the various activities that took place to support Members;
- Physical changes/ alterations such as the introduction of the new voting console system;
- The development of strategy to ensure that specific themes of equality were addressed within the strategy;
- Changes to service delivery; and
- Changes to corporate activities.

We found that in some business areas they were making better use of EQIAs than in other areas. In addition, there were only a small number of EQIAs which completed a full assessment and therefore gathered evidence on the relevant group to remove any negative impact – the majority of EQIAs did not require a full assessment as they were identified as having a low impact.

This has revealed that the EQIA process may not be reaching its full potential and could benefit from operating as a one staged rather than a two staged process. This would ensure that if there is any adverse impact on a group/s, further information would need to be gathered to help inform any decisions to be taken. We will,
therefore, make improvements to the EQIA process by removing the two staged process and promoting their usage more widely.

**Equality Objectives**

Equality objectives are embedded within the SPCB Performance Management system where every member of staff is expected to have an equality objective in their forward job plan. As this was introduced in 2010, we are unable to measure the extent to which these objectives have been formed or implemented or the number of staff who have incorporated an objective into their forward job plans. We intend to monitor this in future years, once the data is more readily available.

We do know however that all Leadership Group members have equality objectives contained within their performance appraisals that are linked to the objectives in the SPCB Equality Action plan 2011-15.

**Project Governance**

As part of the project governance process, an EQIA must be carried out for all projects submitted under the Leadership Portfolio. It was reported that all projects that had commenced after the introduction of the EQIA system, had completed an EQIA which demonstrates that this system is operating effectively.

The following table provides a list of the projects that were included in the Leadership Portfolio during the reporting period:

<table>
<thead>
<tr>
<th>Project/ Programme</th>
<th>EQIA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Election 2011</td>
<td>Yes</td>
</tr>
<tr>
<td>Change Management Programme</td>
<td>Yes</td>
</tr>
<tr>
<td>Web Project</td>
<td>No – commenced before EQIAs</td>
</tr>
<tr>
<td>IT Infrastructure Programme</td>
<td>No – commenced before EQIAs</td>
</tr>
<tr>
<td>Broadcast infrastructure programme</td>
<td>Yes (for individual projects)</td>
</tr>
<tr>
<td>Finance Change Programme Phase II</td>
<td>Yes</td>
</tr>
<tr>
<td>e-petitioning system</td>
<td>Yes</td>
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<tr>
<td>Debate Recording System</td>
<td>Yes</td>
</tr>
<tr>
<td>Security Programme</td>
<td>No – commenced before EQIAs</td>
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<tr>
<td>SPCB Carbon Management Plan</td>
<td>No – commenced before EQIAs</td>
</tr>
<tr>
<td>Chamber Desk systems</td>
<td>Yes</td>
</tr>
<tr>
<td>HR Change Programme</td>
<td>No – commenced before EQIAs</td>
</tr>
<tr>
<td>Enquiries Database</td>
<td>Yes</td>
</tr>
<tr>
<td>Records management Phase 2</td>
<td>Yes</td>
</tr>
<tr>
<td>Single equality scheme</td>
<td>Yes</td>
</tr>
<tr>
<td>Official report phase 2</td>
<td>No – Commenced before EQIAs</td>
</tr>
</tbody>
</table>

**Procurement**

Since introducing the Responsible Purchasing Strategy in 2007, equality has become an important part of the procurement process that operates in the Parliament. For any new contract we give due regard to whether the award criteria
should include considerations relevant to equality. Of the 17 Procurement Strategies developed during 2010/11 only 2 made specific reference to equalities – Chamber Sound and Voting Equipment and provision of Wine and Whisky for the shop. In addition the contracts for the design of the External Security Facility and the Catering Services were awarded this year. Although the Strategies were developed in a previous year, the contracts include reference to equalities considerations. The information included in each of these contracts is set out below:

- **Chamber Sound & Voting Equipment**

  This contract took account of the different needs of people who are blind or visually impaired people, people who are hard of hearing and wheelchair users to ensure that the use of the system is accessible to everyone.

- **Wine & Whisky**

  By taking account of any social and ethical considerations, all tenderers in this contract were asked to submit a fairly traded wine option over and above the other wine samples they submit.

- **Design of the External Security Facility**

  The specification requires the design to be fully accessible and comply with the requirements of the Equality Act. This was fully incorporated into the design proposal during the development of the design process. The design plans take into account the differing needs of protected groups.

- **Catering Services**

  In addition to the SPCB supporting fairly traded products, the food options are wide ranging and varied to ensure suitability for everyone. To support the SPCB in meeting the differing demands of special dietary needs of our wide customer base, the specification included a section on special dietary requirements. The Contractor was required to provide for health related (e.g. diabetic, low salt, allergies, intolerances), ethnic, religious and other diets that may be requested from time to time.

**Monitoring and Reporting through Operational Plans**

The operational plans for each Group varied during the 2010-11 reporting year, with most of these containing an equality objective. The Change Management programme has led to a revised organisational structure and the creation of a number of new Groups. This coupled with the revision of the strategic plan means that operational plans for 2011 have not yet been completed. All of these will reflect the organisation’s commitment to equality and contain equality objectives in the following reporting year 2011/12.

In summary, the SPCB has successfully mainstreamed equality into its working practices and demonstrates through these practical examples the effort that has been made to take account of equality. It is reassuring to note that these systems
are working in practice, however, making some small improvements will ensure that they are working more efficiently.

SERVICES IN THE SCOTTISH PARLIAMENT

This section of the report aims to monitor the effectiveness of our services and to ascertain how well we are engaging with the diverse communities of Scotland. In order to monitor our progress, data was gathered from a wide range of service areas focusing on those which are most relevant to equality.

As this is the first time that such detailed monitoring has been carried out, there are clearly some gaps in the information provided, particularly, where no monitoring processes are yet in place. We intend to improve our monitoring processes over the next few years to allow us to provide better monitoring information on our services.

The following information was gathered on services:

1: The uptake of languages in the Scottish Parliament
2: Access to publications
3: The promotion of equality through media
4: Number of complaints and comments received from the public
6: Uptake of accessibility provision
7: Accessibility of the building
8: Accessibility of events
9: Community Partnership Programme

The Uptake of Languages in the Scottish Parliament

The SPCB has a Language Policy to ensure that all people in Scotland have an equal opportunity to participate in and engage with the parliamentary process. New requests and take up rate of information produced in different languages are monitored every year. The main areas of reporting are on translation, and interpreting. It should be noted that translation and interpreting services are mainly provided on request.

- Translations

There were fourteen written enquiries received in languages other than English or Gaelic.

The text of the leaflet Voting and the Scottish Parliament was translated into Polish, traditional Chinese and British Sign Language (BSL) and posted on the Parliament website.

A letter to the participants in a workshop organised by the Equal Opportunities Committee as part of its inquiry into migration and trafficking was translated into Russian, Polish, Slovakian and Romanian.
**Interpreting**

Polish, Russian and Romanian interpreters were provided to enable members of the public to contribute to the workshop organised by the Equal Opportunities Committee as part of its inquiry into migration and trafficking.

BSL interpreters were used on 19 occasions to enable public engagement in a range of events:

- seven events at the Festival of Politics in August;
- the Understanding and Influencing Your Parliament conference;
- evidence-gathering on the proposal for a Member’s Bill on BSL and participation in two events organised through Scotland’s Futures Forum (SFF) on the future of BSL;
- a meeting of the Public Petitions Committee where Members of the Scottish Youth Parliament (MSYPs) spoke in relation to petitions introduced by MSYPs;
- evidence-giving by a witness on the Palliative Care (Scotland) Bill at a meeting of the Health and Sport Committee;
- visits by schools in September and November, one of which included attendance at a meeting in the Debating Chamber and at a SFF event;
- a consultation by the SPCB on the Equalities Framework Review;
- a tour for a group of visitors from the Forth Valley Sensory Group;
- a meeting of the Equal Opportunities Committee meeting; and
- a Community Partnership conference held in the Parliament Main Chamber.

**Audio Visual Guides**

Just over 700 visitors used handheld audio-visual guides on tours, with take-up across 10 languages. Most were used by groups rather than individual visitors.

Spanish, French and Mandarin were the audio-visual guide languages most frequently requested by visitors and accounted for 60% of the total take-up; German, Italian and Polish accounted for just over 30%; and Russian, Gaelic, Bengali and Urdu accounted for around 8%.

**Languages Webpages**

Among the Languages webpages, the Scots, Gaelic and BSL homepages still consistently registered by far the highest levels of interest and the gap between these and the next most popular group (German, Spanish and French) narrowed only slightly.

The BSL homepage remained the third most frequently visited of the Languages pages, with an average of around 420 visitors per month. As requests for DVDs in BSL remained low, it appears that the trend continues for BSL material to be accessed primarily online.
The number of documents downloaded in languages other than English increased this year compared to 2009/10, rising from a total of around 25,000 to almost 30,000.

Of the other translated information resources, the most frequently downloaded PDFs 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* (German, Spanish, French, Polish, Russian) – just over 4,000 downloads in total
2. *Discover the Scottish Parliament Building* (Spanish, French, German, Italian, Russian) – almost 3,500 downloads in total
3. *Your Visit to the Scottish Parliament* (Spanish, French, German, Italian, traditional Chinese) – around 1,700 downloads in total

Among the podcasts on petitioning that were posted on the Parliament website in February 2010, Cantonese was the most frequently accessed (around 500 visitors per month on average), followed by Polish and Bengali (each with around 400 visitors per month on average), then Mandarin (around 100 visitors per month on average). The combined visitor figures for Arabic, Punjabi and Urdu were around 20 per month on average.

### Access to Publications

**Publication: How the Scottish Parliament works**

There are three main groupings of languages in terms of distribution of this leaflet:

- The highest demand was for German, French and Spanish leaflets respectively, with around 7,800 copies in total distributed in these three languages.
- Overall take-up among the second group of languages (traditional Chinese, Italian, Gaelic, Polish and Russian) was virtually unchanged, with around 4,900 copies distributed in total. However, the relative positions of the languages in this group altered slightly. Traditional Chinese and Italian moved ahead of Gaelic; Polish and Russian remained fourth and fifth but the gap between them narrowed.
- Arabic, Urdu, Bengali and Punjabi (in descending order of popularity) continued to form a distinctive third group of languages, with take-up levels well below those for the first two groups. Although the total number of copies distributed across these four languages increased slightly, take-up remained low (around 600 copies in total).

**Publication: Making the Scottish Parliament work for you**

Demand for this title in 2010-11 fell dramatically, an overall decline of around 70% of the number used the previous year.

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1. Where a document was downloaded in more than five languages, only the top five are listed here.
Annex A

- Chinese, Gaelic\(^2\) and Polish continued to be popular (around 1,350 copies distributed in total), accounting for more than 80% of the number of this leaflet distributed in 2010-11

- Arabic, Punjabi, Urdu and Bengali again formed a group with distribution levels well below that of the first group (around 250 copies in total), accounting for only around 16% of the leaflet distributed in 2010-11.

Visiting leaflets

The format of the translated publications providing information on visiting the Parliament was refreshed during 2010.

New multilingual leaflets, with a map of the Main Hall and information on the services and facilities for visitors, were launched in Autumn 2010. Distribution rates for these were as follows:

- around 5,000 copies of the English and Gaelic version were distributed in the six months to 31 March 2011
- more than 2,500 copies of the European language version (French, German, Italian, Polish, Russian and Spanish) were distributed in the six months to 31 March 2011
- around 200 copies of the language version comprising Arabic, Bengali, simplified and traditional Chinese, Punjabi and Urdu languages were distributed in the four months from 30 November.

Other leaflets published included the production of new British Sign Language (BSL) video versions of the publication “Voting and the Scottish Parliament and MSPs, MPs, MEPs, Councillors – who does what?” and the publication of a new easy read leaflet on “Visiting the Parliament”, the development of which included a research visit by a group of people with learning disabilities organised by ENABLE Scotland, the current provider of easy read materials for the Scottish Parliament.

Overall the findings have shown that the provision made for languages benefits different community groups who want to engage with the Parliament. It is clear from the information provided that language provision is mainly accessed by international visitors. However, there is still a small uptake from local community groups who have benefited from the services provided. BSL has proven to be a popular language and the available resources have been used across a wide range of activities by the deaf community in Scotland.

The Parliament makes excellent provision available for people who require communication support in different languages. This enables everyone to be able to engage with the Parliament and demonstrates the SPCB’s commitment to fostering good relations with people who share different protected characteristics.

\(^2\) The figure used for comparison is for translations of both the standard and simplified versions of the publication.
Promoting Equality through the Media

The Media Office continues to mainstream equality through its media activity and where the opportunity has arisen, has issued press releases and other news stories to actively promote equality. They covered news stories on the following Parliamentary activities during the reporting period:

- An overview of the Mental Health Act by both the Public Audit and Equal Opportunities Committees;
- The Migrant Experience in Scotland Enquiry by the Equal Opportunities Committee;
- Forced Marriage Bill scrutiny by the Equal Opportunities Committee;
- The Community Partnerships Programme; and
- The work of the Human Rights Commissioner.

Media Enquiries

There was one enquiry about the provision of halal meat in the Parliament.

Complaints and Comments Relating to Equality

During the reporting period 10 of the 35 complaints received (almost 29% of the total) raised an equality or accessibility issue:

- six (17% of the total) raised an issue relating to staff
- four (11% of the total) raised an issue relating to services.

This compares with 7 (20%) out of 35 complaints received in 2009/10 which raised an equality or accessibility issue.

All complaints received by the public are taken seriously and are always responded to promptly. In response to these complaints, a number of actions were taken which resulted in:

- improved signage to advise visitors about the larger toilets facilities, including the Changing Places toilet;
- improved access to the accessible toilet at the public entrance;
- accessibility reviewed and advice sought from external agencies on improving access; and
- clarification and reinforcement of equalities guidance given to public facing staff.

Printed comment forms were introduced in July 2010 and 27 had been submitted by 31 March 2011. Five comment forms (18% of the total) raised issues related to equalities or accessibility:

- Height of the captions for the World Press Photo exhibition;
- Size of the print in the 2010 Festival of Politics brochure;
- Absence of leaflets in Catalan; and
Absence of leaflets in Welsh

In response to the comments, the individuals making the comments on the leaflets were advised that Catalan and Welsh translations could be provided on request. The other comments were responded to by increasing the size of the print in the 2011 Festival of Politics brochure and the height of the captions for the World Press Photo exhibition in 2011.

Overall the number of complaints is low compared with the number of visitors to the Parliament (over 400,000 visitors during the reporting period). However it is clear that improvements were made where it was necessary and that the complaints and comments were responded to positively.

Uptake of Accessibility Provision

The SPCB is committed to accessibility and over the last few years, has continued to enhance its services to make provision for people who have additional support needs or require assistance. In order to demonstrate that these services are working in practice, the following data was recorded for the reporting period:

- Vibrating pages for deaf people visiting the Parliament were used on 12 occasions;
- Tactile maps were accessed by visitors on approximately 24 occasions;
- Infrared headsets and receivers are being used 3-4 times a month by visitors to the Parliament;
- The induction loop for the tours has been used on approximately 12 occasions; and
- The portable seating is used daily, with up to 18 users per day when tours are operating within the building;
- The wheelchair loan service was used on approximately 15 occasions; and
- The total number of children who used the crèche during the reporting period was 3435.

New signage has been placed at the front desk in the main hall notifying visitors to make use of these facilities. However we recognise that further action can be taken to make people more aware of the provision available.

Accessibility of the Building

In addition the SPCB has an on-going programme of continuous improvement in relation to the accessibility of the building. During the reporting period there were seven operational or physical changes which have helped to improve the accessibility of the building:

Changes/ improvements during this reporting period include:

- Additional lighting in all stairwells in the building;
- Installation of hold backs for a number of doors across the building;
• Installation of fluorescent signs for improved visibility in the accessible toilets;

• Installation of signage in the public accessible toilets to make visitors aware of the Changing Places facility as well as the larger toilet facilities;

• An audit was undertaken to address accessibility issues for people moving between the main hall and the garden lobby. As a result adjustments were made to the operation of the lift which now defaults to the lower ground level when not in use so that disabled visitors using the lift have priority over other users. Appropriate signage has also been installed to improve access to the area; and

• We have transferred the maintenance contract for the deaf call pager system to an onsite maintenance contractor. This enables the contractor to provide an immediate response should the system fail.

Making improvements to the building is an on-going programme which we will continue to develop as we engage with different protected groups. In doing this, we will always seek to involvement different protected groups on any major decision taken on the accessibility of the building.

Accessibility of Events

During the reporting period there were 510 events and exhibitions. Of these 71 (14%) were relevant to promoting equality. In addition, there were 20 (28%) out of the 71 exhibitions held in the period that were relevant to promoting equality.

Festival of Politics

During the Festival of Politics, a questionnaire was issued to participants attending events during the Festival period. Data on ethnicity, disability, age and gender was gathered as part of this exercise. In total 190 people responded to the questionnaire. This makes up 3.3% of visitors who participated in the overall event.

Ethnicity

The figures show that 6% of attendees responding to the questionnaire were from a black and minority ethnic background, 5% preferred not to answer and 89% were white.

Gender

To reflect the gender diversity, 50% of participants responding to the questionnaire were female, 47% were male and 3% preferred not to answer.

Age

The majority of participants who responded were aged between 40-65 years of age (56%). There were only 8% that were under the age of 25.

Disability

There were 9% of participants who declared they had a disability, 81% were non-disabled and 10% preferred not to answer.
It should be highlighted that the figures produced on the Festival of Politics represent only a small sample of the people who attended the event and may not truly reflect the overall diversity of participants. However it does help to provide a snapshot of the diversity of people taking part in the event. The overall exercise therefore shows that we are successfully engaging with people from a diverse range of backgrounds for this event.

Community Partnership Programme

The second phase of the Community Partnership Programme (CPP2) ran during the reporting period. There were three new partners: Ownership Options in Scotland; Mid Argyll Youth Project and South Ayrshire Youth Forum. Multi Ethnic Aberdeen Ltd continued as a partner where the Parliament worked with the three key audiences identified for the project – disabled people; young people, especially those not in employment, education or training; and people from black and ethnic minority backgrounds.

Through the project, participants engaged with the Scottish Parliament in a number of different ways:

- A petition was submitted about consulting young people when making budget decisions on changes to leisure and cultural facilities;
- The petition was presented and participants gave evidence to the Public Petitions Committee at a special young people’s meeting in the Chamber with Scottish Youth Parliament – the first committee meeting held in the Chamber at Holyrood;
- A Report on outcomes of the Community Partnerships Programme was presented to Equal Opportunities Committee at the Community Partnership conference; and
- The Equal Opportunities Committee included the Outcomes Report into their Session 3 legacy paper

The partners presented these and other achievements at the Outcomes Conference in March 2011. Five partners for 2011-12 were announced: Action in Mind Stirling; Grampian Family Support Forum; Third Sector Forum (Dumfries and Galloway); Volunteer Centre East Dunbartonshire; and Multi Ethnic Aberdeen Ltd which is continuing as a partner.
MAINSTREAMING EQUALITY INTO PARLIAMENTARY BUSINESS

During this reporting period, there was a strong commitment towards improving the mainstreaming of equality into parliamentary business, with a particular emphasis on the work of the Committees. In March 2011, Committee Clerks were provided training on engaging effectively with diverse communities and on how to make sure that they take account of any impact that their work could have on diverse community groups. In order to monitor the impact on equality, information on the following was gathered:

- Good practice in Committees
- Profile of witnesses
- Time for Reflection
- The use of BSL provision and other forms of communication support

When gathering this data the information showed different levels of monitoring across the Committees. The intention is to develop better monitoring processes for the next reporting period.

Good Practice in Committees

The majority of this information was extracted from the Committee’s annual reports which show a significant improvement in the quality of information provided since the 2009/10 Report.

Economy, Energy and Tourism Committee

Careful consideration was given to the selection of witnesses for each inquiry in an attempt to ensure that witnesses reflected society as a whole. This meant in practice that all witnesses were asked about any special requirements in advance of their attendance at meetings, as were delegates to the events that the Committee organised, such as the Business in the Parliament Conference.

Similarly, efforts were made before the start of any major inquiry, to consider whether there were any particular groups in society that would be unduly affected by, or interested in, the subject matter.

Education, Lifelong Learning and Culture Committee

The Committee continued to mainstream equalities issues throughout its work in the parliamentary year. In particular, the Committee sought to make its consideration of the Autism (Scotland) Bill as accessible as possible to enable people with autism to contribute to the call for written evidence and to the Committee’s deliberations. The Committee wanted to take evidence from people with autism as part of its oral evidence taking sessions but recognised that the formal meeting setting might not be the most appropriate discussion forum. Accordingly, the Committee worked with the National Autistic Society Scotland to arrange an informal meeting between Committee members and a small group of people with autism to talk through a range
of issues and experiences. The Committee found the meeting invaluable in informing Members about the day-to-day experiences and challenges of living with autism.

**Equal Opportunities Committee**

As part of the Equal Opportunities Committee’s inquiry into migration and trafficking, the Committee held a workshop in Glasgow City Chambers with 25 migrants who had settled in Scotland from a number of countries including Estonia, Nigeria and the Philippines. Holding a workshop in which migrants could discuss their experiences openly provided a more relaxed setting than a formal committee meeting. Several language interpreters were provided for the meeting to facilitate migrants’ participation.

Clerks completed an EQIA for the Forced Marriage etc. (Protection and Jurisdiction) (Scotland) Bill. This proved very useful as it highlighted the possibility that there might be individuals who wanted to respond to the call for written views on the Bill who did not have English as a first language. As a result relevant organisations were contacted to emphasise that their views and submissions could be presented in a language other than English.

As part of the Committee’s scrutiny of the Forced Marriage Bill the Committee engaged with several small support organisations for victims of forced marriage including Saheliya, Hemat Gryffe Women’s Aid, AMINA Muslim Women’s Resource Centre and Shakti Women’s Aid. For several of these organisations it was the first time they had engaged with the Scottish Parliament.

**European and External Relations Committee**

While undertaking its International Engagement inquiry, the Committee specifically invited a number of organisations representing ethnic and other minority groups to submit evidence in order to incorporate this perspective into its work.

**Finance Committee**

In its inquiry into the efficient delivery of public services, the Committee included specific equalities issues in its call for evidence. The Committee also considered equalities issues in its scrutiny of the Draft Budget 2011-12 and regularly considers written and oral evidence from equalities groups as part of its inquiry work.

**Health and Sport Committee**

The Health and Sport Committee considered the importance of mainstreaming equal opportunities in its scrutiny of legislation. As part of its scrutiny of the Certification of Death (Scotland) Bill, the Committee ensured the views of faith groups were represented at both the written and oral evidence taking stages of its consideration of the Bill.

During Stage 1 scrutiny of the Patient Rights (Scotland) Bill, the Health and Sport Committee considered the issue of improving services for those with a mental health condition and sensory impairment.
Justice Committee

Equalities issues continued to be mainstreamed throughout the Justice Committee’s work. A specific example was the Committee’s consideration of the Domestic Abuse (Scotland) Bill during which it made a particular point of seeking evidence from an organisation representing the views of black and minority ethnic victims of domestic abuse. The Committee was aware that particular issues for black and minority ethnic victims of domestic abuse can arise.

Local Government and Communities Committee (LGC)

In June 2010 the LGC Committee conducted a voter turnout seminar looking at the reasons for low voter turnout in Scotland at the 2007 Scottish Parliament and local government elections. The Committee ensured that a variety of groups were represented, including Action on Hearing Loss, previously known as RNID, the Council for Ethnic Minority Voluntary Organisations and Capability Scotland.

As part of equalities mainstreaming, the LGC Committee undertook oral evidence sessions in order to track progress on the Scottish Government’s work to tackle child and fuel poverty in Scotland.

The Committee also continued to monitor local authority progress in relation to the delivery of equal pay for men and women under single status agreements.

Public Petitions Committee (PPC)

The PPC Session 3 Committee held an external meeting at Arran High School on 13 September 2010 as part of its ongoing commitment to engage with and consider petitions from young people.

Public Audit Committee

The work of the Public Audit Committee is almost entirely based on reports produced by Audit Scotland. Audit Scotland is committed to valuing diversity and promoting equality across the organisation and in its work. Audit Scotland briefings to the Committee reflect any particular impacts of policies on equalities groups. These have included issues such as health care, transport and education which may have a disproportionate effect on young, older and disabled people. This ensures that any potential equalities issues are able to be picked up by members in considering how to take forward the recommendations in reports for the Auditor General for Scotland. This parliamentary year, many of the Committee’s reports have made recommendations to the Government to address issues which may affect specific groups with particular protected characteristics.

Rural Affairs and Environment Committee

During Stage 2 consideration of the Crofting Reform (Scotland) Bill, the Committee carefully considered the issue of voting rights for election to the Crofting Commission. This included consideration of evidence that the rules proposed in the
Bill might be indirectly discriminatory on the grounds of gender. An amendment to allow the spouses or partners of crofters the right to vote was agreed to by the Committee.

During the evidence taking session on the draft Public Services Reform (Agricultural Holdings) (Scotland) Order 2011, Committee Members expressed concerns over the age limit that existed in European regulation being a barrier to new entrants to farming who were over the age of 40. The Committee invited the Scottish Government to press for reform of the rules with the European Commission.

**Standards, Procedures and Public Appointments Committee**

In reviewing the Code of Conduct for MSPs, the Committee recognised that not every individual making a complaint would be able to comply with all the admissibility criteria, in particular the requirements that the complaint is made by an individual in writing, is signed and includes the complainer’s name and address. The Code has therefore been amended to make clear that assistance can be provided to a complainer who is unable to submit a written complaint.

As a new edition of the Parliament’s Standing Orders is to be issued in Session 4, the Committee took the opportunity to revise Standing Orders to conform to best practice in gender neutral drafting.

**Transport, Infrastructure and Climate Change Committee**

At its meeting on 11 January 2011 the Committee took evidence from the Mobility and Access Committee for Scotland (MACS). The Committee discussed with MACS the progress made by the Scottish Government in meeting the transport needs of disabled passengers and how future budget constraints would be liable to affect the provision of accessible transport.

The Committee noted during the evidence session that one of the main issues raised by MACS concerned access for disabled people to transport systems. While buses and trains have been adapted for wheelchair use the routes for reaching these vehicles are not necessarily accessible, particularly during the severe weather conditions experienced in December 2010.

The Committee continued to ensure that equalities issues were fully taken into account in all areas of its work. For example, during its scrutiny of road safety in relation to young people, the Committee took evidence from David Leitch, Vice-Chair of the Scottish Youth Parliament. The Committee considered it important to hear from youth representatives when considering a subject that so closely concerned them.

**The Subordinate Legislation Committee**

The Subordinate Legislation Committee continues to be supported in its responsibility for scrutinising Scottish Statutory Instruments in terms of equalities issues arising under the European Convention on Human Rights and European Community law. This also applies to its responsibility for monitoring instruments to
ensure that gender neutral language is used. In addition the accessibility to the public of instruments laid before the Parliament has been improved by enabling instruments to be laid in an electronic format.

The Legislation Team

As part of its pre-introduction scrutiny of Bills, the Legislation Team ensures that the accompanying Policy Memorandum meets the Standing Orders requirements in relation to the assessment of a Bill’s effects on equal opportunities, human rights, island communities and sustainable development. In assisting MSPs in formulating amendments to Bills, to give effect to their policy intentions, the Legislation Team also seeks to ensure that gender neutral language is used.

Non-Executive Bills Unit

To assist Members in considering potential equalities issues the Non-Executive Bills Unit has developed an equalities assessment tool which will inform directed equalities questions for inclusion in the Member’s consultation paper. Once the right to introduce a bill has been secured, the Non-Executive Bills Unit has specifically developed guidance, to provide assistance to Members to undertake a full equality impact assessment (EQIA) to assess the equality implications of the policy. This is similar to that which is done by the Scottish Government for Executive Bills introduced in the Parliament.

Diversity Profile of Witnesses

While there were six Committees which gathered data on witnesses, three Committees provided a full set of data that could be included in this report. They are:

- Economy, Energy and Tourism Committee;
- Health and Sport Committee; and
- Public Petitions Committee.

The information provided was for session 3 (except for the Public Petitions Committee) which translates into a reporting period of four years (2007 – 2011).

Economy, Energy and Tourism Committee

During Session 3, 648 witnesses were asked to complete a questionnaire which included questions on diversity. The Committee received 263 responses which gave a response rate of 40.5%. The following information was gathered:

- 14% of witness who responded were female and 76% were male
- There were no witnesses who identified as having a disability
- The majority of witnesses were of Scottish nationality (62%). The remaining were identified as English (12%); other European (22%); and 2% were made up of Irish, Welsh and Northern Irish.
- 1% of witnesses were from a black and minority ethnic background
- The majority of witnesses were between the ages of 40-59 years of age (65%); 1% of witnesses were under the age of 29.

**Health and Sport Committee**

In the period concerned, 289 witnesses were issued with a questionnaire including monitoring questions on diversity. The Committee received 160 responses which gave a response rate of 55%. The following data was gathered:

- 34% were female and 61% were male with 6% showing no response
- 2% of witnesses identified as having a disability
- 2% were under the age of 29 and more than half of the witnesses who responded were between 40-59 years (62%).
- 3% were from a black and minority ethnic background
- The majority of witness was of Scottish nationality 63%, with other witnesses English (16%), and other European (10%). The remaining 9% of responses were Northern Irish, other and shown as no response.

**Public Petitions Committee**

During the reporting period, the Committee collected statistics from an equalities monitoring form which petitioners are asked to complete. Over the period, 15 forms (24% of petitioners) were returned out of 62 new petitions received by the Committee during the reporting period.

- The total number of petitioners aged 16-44 years is 27% compared to 32% in 2009-10. Further, 73% of petitioners indicated that they were 45 years or older.
- 20% of respondents indicated that they have a disability compared to 12% in the previous year.
- The percentage of female petitioners has increased from 28% in 2009-10 to 40%. The 2001 census data shows that 52% of Scotland’s population is female.

**Time for Reflection**

During the reporting period there were 34 contributors for Time for Reflection. Information was recorded on gender and religion and belief.

<table>
<thead>
<tr>
<th>Religion/faith</th>
<th>Male</th>
<th>Female</th>
<th>No of contributions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Church of Scotland</td>
<td>10</td>
<td>2</td>
<td>12</td>
</tr>
<tr>
<td>Roman Catholic</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Other Christian</td>
<td>6</td>
<td>4</td>
<td>10</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>Religion</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buddhist</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Hindu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jewish</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Muslim</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sikh</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Another religion</td>
<td>Baptist x 3</td>
<td>Baha’i</td>
</tr>
<tr>
<td>None</td>
<td>2</td>
<td>2(+1)*</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td>25</td>
<td>9</td>
</tr>
</tbody>
</table>

The table above shows that there is a slight increase in the number of women contributing to Time for Reflection which has risen from 24% in 2009/10 to 26% in this reporting period. The number of male contributors has fallen from 76% to 74%. The figures also show that there were contributors from 5 different faiths. The 2009/10 Report revealed that 12 different faiths were represented although it does not record which faiths were represented.

Based on these findings we will continue to ensure that there are a diverse range of contributors to Time for Reflection which should reflect the diversity within the Scottish population.

**Use of BSL and Other Communication Support**

During the period there were 6 occasions where adjustments were put in place to enable a witness to engage with a Committee. The following adjustments were put in place:

- An electronic note-taker to assist a hard of hearing witness giving oral evidence to the Equal Opportunities Committee.
- At a Public Petitions Committee meeting, a member of the public was provided with a headset and receiver where the hearing loop system was incompatible with their hearing aid.
- BSL interpreters were used to support a witness giving evidence to the Health and Sport Committee on the Palliative Care Bill.
- A key stakeholder at an event in Kinloch Rannoch had a sight impairment and required adjustments to be made. The Clerking team provided the individual with a large-font PDF version of the Committee’s report as well as ensuring they received large-font versions of committee papers during the inquiry.
- Adjustments were made for a witness with care and access needs giving evidence on the Patient Rights Bill which involved making a number of alterations to the usual practice of business. The same level of assistance also applied to a witness giving evidence on the End of Life Assistance Bill.

Overall, there has been a significant improvement in gathering data on how the Clerks support Committees in mainstreaming equality into their work programme. However further consideration will need to be given towards improving data on the diverse profile of witnesses. Monitoring this data will help to inform the Committee of the diversity of witnesses attending Committee meetings.
SUPPORTING MEMBERS

The SPCB has an essential role in supporting Members in meeting the demands of their parliamentary activities. Some of these activities are covered by the Equality Act 2010 in respect of their roles as an employer and as a service provider to their constituents. As each Member has a number of legal obligations to meet, the SPCB does not take any part in monitoring the activities carried out by Members. The SPCB is there to provide the necessary support and guidance to Members to make sure that they are made aware of their responsibilities and to make specific provision available to assist Members in making their services and working practices accessible and fair to all.

Guidance for Members

In order to support Members in their role we have developed a series of factsheets on how they should be meeting their legal obligations both as an employer and as a service provider. They provide guidance on the requirements of the Equality Act 2010, on how to be a fair and inclusive employer and to make their services accessible to everyone. The following guides were produced:

- The Equality Act and You
- Being an Employer Series which includes:
  o Recruitment and selection
  o Demonstrating commitment to equality
  o Model equality policy
  o Training and development for staff
  o Promoting work life balance
  o Supporting disabled staff in the workplace
  o Accommodating and supporting staff individual needs
  o Dealing with conflict and unacceptable behaviours
- Providing services to your constituents Series which includes
  o Making Your information accessible
  o Making your premises accessible
  o Organising event surgeries and visits to the Parliament
  o Understanding the diverse needs of your constituents
  o Communicating effectively with your constituents.

The SPCB’s Evidence Session to The Scottish Parliament’s Equal Opportunities Committee

Support was also provided to Mike Pringle MSP who gave evidence to the Scottish Parliament’s Equal Opportunities Committee on behalf of the SPCB on how it had progressed equality in the Parliament. After giving evidence to the Committee, Mike Pringle MSP raised a number of issues with the Corporate Body in relation to the accessibility of the building. From this, a number of improvements were made including better signage in parts of the building and prioritising use of the lifts to disabled users accessing the Garden Lobby.
Members Expenses Scheme

Every year the Allowances Office ensures that Members are aware of how the disability provision of the Reimbursement of Members’ Expenses Scheme works and provides assistance to Members in making applications to the SPCB. Given the nature of the applications these details are kept confidential. However we can report that the SPCB has considered a number of applications for assistance under the disability provision provided by the Reimbursement of Members’ Expense Scheme. During the period covered by this report £178.45 has been spent against the provision.

New Electronic HR System and Gathering Data on Diversity of Members’ Staff

With the installation of a new Electronic HR system, there may be scope to assist Members in gathering monitoring data on the diversity of their employees by requesting staff to complete an equalities form through the system. Once the information is gathered it can then be provided to the Members. We will seek to undertake such an exercise in the next reporting year.

EQUALITY IN EMPLOYMENT

This section focuses on the SPCB’s employment provision and provides data on the diversity of the workforce. It is compared with the previous year’s data gathered on employment and current work trends within the UK and Scottish labour market.

Other aspects of employment which are considered include the SPCB’s employment policies and the extent to which they support the diverse needs of staff across the organisation. It should be noted at this stage that we have only provided data which has been available at the time of reporting. Once the new Electronic HR System is in place, this should enable data to be gathered on sexual orientation; gender identity; and religion and belief. This will allow a more extensive analysis to be carried out on the diversity of the workforce and the accessibility of our policies to staff. In some parts of the data provided, information has been removed because of the risk that individuals could be identified.

Diversity Profile of Staff

The information gathered on employment provides an overview of the SPCB’s staff profile on 31 March 2011. The following data is drawn from personal information kept by the Human Resources Office:

- Staff headcount;
- Profile of staff by gender;
- Profile of staff by gender and grade;
- Men and Women by full time/ part time status;
- Average staff salaries by gender and grade;
- Profile of staff by disability;
Annex A

- Profile of staff by race; and
- Profile of staff by age.

Staff Headcount

<table>
<thead>
<tr>
<th></th>
<th>2009/10</th>
<th>2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Staff</td>
<td>526</td>
<td>513</td>
</tr>
</tbody>
</table>

The figures provide an average headcount across the period and will therefore include those that are no longer employed by the organisation. They do not include any staff on secondment to the organisation.

On 31 March 2011, there was 513 staff in the Scottish Parliamentary Service (SPS). It should be noted that this figure dropped to 453 in April 2011, due to a number of staff leaving on the Voluntary Early Retirement/ Severance Scheme.

Profile of staff by gender

<table>
<thead>
<tr>
<th></th>
<th>2008/10</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>262</td>
<td>259</td>
</tr>
<tr>
<td>Male</td>
<td>264</td>
<td>254</td>
</tr>
<tr>
<td>Total</td>
<td>526</td>
<td>513</td>
</tr>
</tbody>
</table>

While there has been a slight decrease in the number of male and female staff, there continues to be a balanced representation of men and women across the organisation – 50.4% female and 49.6% male.

It is reassuring to note that our gender profile reflects the gender diversity within the Scottish population which is 51.95% female and 48.05% men.³

Profile of staff by gender and grade

<table>
<thead>
<tr>
<th></th>
<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>99</td>
<td>50</td>
<td>45</td>
<td>45</td>
<td>17</td>
<td>3</td>
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</tr>
<tr>
<td>Male</td>
<td>77</td>
<td>42</td>
<td>59</td>
<td>43</td>
<td>23</td>
<td>6</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>

Overall there is a slight increase in the number of women in the staff population since the previous reporting year however at Grade 6 and above the number of

women has fallen from 10.7% to 7.7% compared with a fall of 1.7% for men at this grade and above. We are aware that the number of women at Grade 6 and above has fallen as a direct consequence of the Voluntary Early Retirement and Severance schemes and has left us in a position where there are fewer women at higher grades. It is therefore important that we monitor the number of female staff applying for any posts at Grade 6 and above to check there are no barriers to career progression.

During the reporting period all staff at Grade 5 and 6 took part in a Leadership Development Programme to encourage staff to take a more active role in promoting leadership across the organisation. We hope that this initiative will also help encourage women to consider posts at Grade 6 and above.

### Men and Women by full time/ part time status

<table>
<thead>
<tr>
<th></th>
<th>Part-time</th>
<th>Full-time</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>68</td>
<td>191</td>
<td>259</td>
</tr>
<tr>
<td>Male</td>
<td>23</td>
<td>231</td>
<td>254</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>513</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There are a significantly higher proportion of women working part time than men which has increased slightly to 26.2% since last year when there were 23.6% of female staff who worked part time. For male staff, 9% of men in the SPS work part time. This is representative of the national figure\(^4\) which shows that 10% of men work part time. The national figure of women working part time is 41%, significantly higher than the number of female staff who currently work part time in the SPS.

The SPCB has recently enhanced its Work Life Balance policies introducing a number of measures that will support staff should they wish to work part time. It is expected that with the current age profile of SPS staff, the number of staff working part time will continue to rise over the next few years.

### Average staff salaries by grade and gender

<table>
<thead>
<tr>
<th>Grade</th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade 2</td>
<td>22,784</td>
<td>22,427</td>
</tr>
<tr>
<td>Grade 3</td>
<td>28,511</td>
<td>28,444</td>
</tr>
<tr>
<td>Grade 4</td>
<td>36,571</td>
<td>37,037</td>
</tr>
<tr>
<td>Grade 5</td>
<td>46,477</td>
<td>46,542</td>
</tr>
<tr>
<td>Grade 6</td>
<td>58,646</td>
<td>58,750</td>
</tr>
</tbody>
</table>

\(^4\) [http://www.scotland.gov.uk/Topics/People/Equality/18500/StatisticsWomenMenScot](http://www.scotland.gov.uk/Topics/People/Equality/18500/StatisticsWomenMenScot)
Annex A

There is a comparable rate of pay across the grades and highlights no bias towards male or female staff. We were unable to provide detail on grade 7 and above because of the risk of individuals being identified.

The SPCB will also be undertaking a fuller gender pay analysis in 2012. The findings of this exercise will be included in next year’s monitoring report.

**Staff Profile by Disability**

<table>
<thead>
<tr>
<th></th>
<th>2008/9</th>
<th>2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled</td>
<td>48</td>
<td>39</td>
</tr>
<tr>
<td>Non Disabled</td>
<td>478</td>
<td>474</td>
</tr>
<tr>
<td></td>
<td>526</td>
<td>513</td>
</tr>
</tbody>
</table>

The above figures show that overall 7.6% of our staff have declared a disability. This has fallen from 9.1% of staff in the previous reporting year and is lower than the average number of disabled people active in Scottish labour market which is approximately 10%\(^5\).

If we want to ensure that the needs of disabled staff are being met, it is important that we continue to support and encourage staff to tell us whether they have a disability. We will therefore conduct a disability monitoring exercise to encourage staff to disclose on the basis that their information will be kept confidential.

In 2012, we will be publishing new guidance for line managers on managing disability at work. This should also help staff to feel confident to tell us about their disability.

**Staff Profile by Race**

<table>
<thead>
<tr>
<th></th>
<th>Number of staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>White</td>
<td>462</td>
</tr>
<tr>
<td>Black and minority ethnic</td>
<td>6</td>
</tr>
<tr>
<td>Unknown</td>
<td>45</td>
</tr>
</tbody>
</table>

The number of black and minority ethnic (BME) staff has fallen from 2.1% in 2009/10 to 1% in this reporting period. This is lower than the number of BME people living in Scotland which is 2.1%\(^6\) although this figure is expected to be higher (approximately 5%) based on the results of the Scottish Census 2011.

We recognise that black and minority ethnic staff are underrepresented in the SPS however we are unable to take any action at this time because of the limited number of posts being advertised externally. Once we are in a better position financially to be recruiting posts externally, we will ensure that steps are taken to increase the number of applications from black and minority ethnic groups.

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\(^6\) [http://www.scotland.gov.uk/Publications/2004/02/18876/32939](http://www.scotland.gov.uk/Publications/2004/02/18876/32939)
Staff Profile by 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>2</td>
<td>0</td>
<td>2</td>
<td>0.4%</td>
</tr>
<tr>
<td>25-29</td>
<td>22</td>
<td>7</td>
<td>29</td>
<td>5.7%</td>
</tr>
<tr>
<td>30-34</td>
<td>35</td>
<td>42</td>
<td>77</td>
<td>15.1%</td>
</tr>
<tr>
<td>35-39</td>
<td>41</td>
<td>56</td>
<td>97</td>
<td>18.9%</td>
</tr>
<tr>
<td>40-44</td>
<td>51</td>
<td>45</td>
<td>96</td>
<td>18.7%</td>
</tr>
<tr>
<td>45-49</td>
<td>41</td>
<td>30</td>
<td>71</td>
<td>13.8%</td>
</tr>
<tr>
<td>50-54</td>
<td>31</td>
<td>22</td>
<td>53</td>
<td>10.3%</td>
</tr>
<tr>
<td>55-59</td>
<td>23</td>
<td>27</td>
<td>50</td>
<td>9.7%</td>
</tr>
<tr>
<td>60-64</td>
<td>13</td>
<td>23</td>
<td>36</td>
<td>7%</td>
</tr>
<tr>
<td>65+</td>
<td>0</td>
<td>2</td>
<td>2</td>
<td>0.4%</td>
</tr>
<tr>
<td></td>
<td>259</td>
<td>254</td>
<td>513</td>
<td></td>
</tr>
</tbody>
</table>

Since 2009/10, the data shows there is an increase in the number of staff aged between 30-49 years of age which has increased by 2% to 64% of all staff. There has also been a rise of 14% in the 45-59 age group and 13% in the 60-74 age group. However there continues to be few staff represented within the 16-24 age group. This has fallen from 0.6% in 2009/10 to 0.4% in 2010/11.

We are mindful of this growing age gap and will consider what further action can be taken to address this issue as well as review our existing practices to check whether they affect younger people working in the SPS. However this may have to put on hold until we are in a better position financially to be able to target young people for posts in the SPS.

Mainstreaming Equality into Employment Policy

This section focuses on the SPCB’s employment policies to determine whether they are working towards the advancement of equality. The policies were selected on the basis that they support the diverse needs of staff and information was readily available to be able to monitor their uptake. They include:

- Access to Maternity Leave
- Flexible Working after Maternity Leave
- Access to Paternity Leave
- Access to Maternity Mentoring
- Access to Special Leave
- Access to Learning and Development
- Access to External and Internal Recruitment

### Access to Maternity Leave

<table>
<thead>
<tr>
<th>Number of staff who have Returned after</th>
<th>Returned after</th>
<th>Returned after</th>
<th>Returned after</th>
<th>Not yet returned</th>
</tr>
</thead>
<tbody>
<tr>
<td>6mths</td>
<td>9mths</td>
<td>12mths</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

28
The figures show that all staff have returned to work, or will return to work, after maternity leave and the majority of staff will have returned after 9 months. Based on a national survey carried out to inform the UK government’s Great Work Debate, it showed that 9% of women continued to stay at home and 28% were unsure whether to return to work after maternity leave.

Women working in the SPS are clearly interested in returning to work after their maternity leave. This is a similar pattern compared to last year’s reporting on maternity leave where only 1 women out of 20 did not return to work.

Flexible Working after Maternity

<table>
<thead>
<tr>
<th>Number of staff who have taken Maternity Leave</th>
<th>Not yet returned from Maternity Leave</th>
<th>Returned and changed to P/T on return</th>
<th>Returned and continued on P/T</th>
<th>Returned and changed to F/T</th>
<th>Returned with no change to working pattern</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
<td>1</td>
<td>4</td>
<td>7</td>
<td>0</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>6%</td>
<td>25%</td>
<td>44%</td>
<td>0%</td>
<td>25%</td>
</tr>
</tbody>
</table>

During this reporting period, the table above shows that women who returned from maternity leave are more likely to work part time than full time. From those women who returned to work 69% of staff (11) changed their working pattern to part time or continued to work on a part time contract. This is higher than the previous year where 40% of returners were working part time when they returned to work.

Overall it shows that the maternity policies are being used effectively and that women are being supported should they wish to change their working patterns when they return to work. It also shows that it is more likely that they will change their working patterns when they return to work in order to fit around childcare and other family commitments.

Access to Paternity and Adoption Leave

<table>
<thead>
<tr>
<th></th>
<th>Male</th>
<th>Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paternity</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Adoption</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

*Currently on a Career Break and will return to work in autumn 2011*
There were 5 members of staff who made use of the adoption and paternity leave provision. 1 member of staff took adoption leave and the remaining 4 took paternity leave for a period of two weeks. We are unable to determine how many staff became new fathers during the reporting period, however it is estimated that only one in five fathers\(^7\) is using the statutory paid paternity leave entitlement according to government figures.

With the enhancement of the SPCB’s Work Life Balance policies, there is now greater support for partners to be more involved in the pregnancy and birth of their child. This should help to encourage greater participation of partners at such a crucial time in their lives.

**Access to Maternity Mentoring**

The Maternity Mentoring Scheme is focused on women who have been on maternity or adoption leave or men who have taken adoption or extended paternity leave. It provides one to one support for anyone who is returning to work by another member of staff who has shared similar experiences of maternity / paternity. 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.

During the reporting period, there were 11 mentoring partnerships in the Scheme. This makes up over two thirds (68.7%) of the women who were on maternity leave during the period which is comparable to last year’s uptake. This shows that the scheme has been running successfully since it was first introduced in 2008.

**Access to Special leave (paid and unpaid) by gender and age**

<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>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>25-29</td>
<td>4</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>30-34</td>
<td>8</td>
<td>7</td>
<td>15</td>
</tr>
<tr>
<td>35-39</td>
<td>16</td>
<td>20</td>
<td>36</td>
</tr>
<tr>
<td>40-44</td>
<td>15</td>
<td>10</td>
<td>25</td>
</tr>
<tr>
<td>45-49</td>
<td>12</td>
<td>2</td>
<td>14</td>
</tr>
<tr>
<td>50-54</td>
<td>10</td>
<td>4</td>
<td>14</td>
</tr>
<tr>
<td>55-59</td>
<td>3</td>
<td>7</td>
<td>10</td>
</tr>
<tr>
<td>60-64</td>
<td>2</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>65+</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>70</td>
<td>56</td>
<td>126</td>
</tr>
</tbody>
</table>

The above table shows that there is a wide use of the policy across the age ranges with both men and women accessing the policy. Overall special leave has been used by 24% of staff of which 55% were female and 45% male.

It shows that there is no bias towards men or women who want to access the policy.

Access to Corporate Learning and Development

<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>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>25-29</td>
<td>22</td>
<td>7</td>
<td>29</td>
</tr>
<tr>
<td>30-34</td>
<td>40</td>
<td>45</td>
<td>85</td>
</tr>
<tr>
<td>35-39</td>
<td>38</td>
<td>58</td>
<td>96</td>
</tr>
<tr>
<td>40-44</td>
<td>52</td>
<td>39</td>
<td>91</td>
</tr>
<tr>
<td>45-49</td>
<td>41</td>
<td>28</td>
<td>69</td>
</tr>
<tr>
<td>50-54</td>
<td>31</td>
<td>17</td>
<td>48</td>
</tr>
<tr>
<td>55-59</td>
<td>22</td>
<td>24</td>
<td>46</td>
</tr>
<tr>
<td>60-64</td>
<td>14</td>
<td>19</td>
<td>33</td>
</tr>
<tr>
<td>65+</td>
<td>0</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>262</td>
<td>238</td>
<td>500</td>
</tr>
</tbody>
</table>

Corporate training was accessed 1642 times by 500 staff over the period. There were no concerns with accessing training across the age ranges or by men or women.

Access to External and Internal Recruitment

This section focuses on the recruitment and applications success rates of people from black and minority ethnic backgrounds, men and women and people who are disabled who applied for posts during the reporting period.

The calculation used to measure the application and success rate was:

\[
\text{Success rate} = \frac{\text{Number interviewed/appointed}}{\text{Number of applications} \times 100} \%
\]

During the reporting period there were 144 applications for 2 posts advertised externally and so this should be taken into account when reviewing the figures. This is considerably less than the previous year which showed that there were 1472 applications for 25 posts advertised.

Disability- external

<table>
<thead>
<tr>
<th>Applications</th>
<th>Interviews</th>
<th>Passed Interview</th>
<th>Appointed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non Disabled (%</td>
<td>Disabled (%</td>
<td>Non Disabled (%)</td>
<td>Disabled (%)</td>
</tr>
<tr>
<td>135 (93.8)</td>
<td>9 (6.3)</td>
<td>10 (83.3)</td>
<td>2 (16.7)</td>
</tr>
<tr>
<td>Success rate %</td>
<td>28.5</td>
<td>22.2</td>
<td>5.9</td>
</tr>
</tbody>
</table>

Notes
1. Disability as defined by applicants indicating that they consider they have a disability under the terms of the Equality Act 2010.
The above information shows that the success rate for disabled applicants attending interview were comparable with the success rate for non disabled applicants. However no disabled people were appointed.

**Gender - external**

<table>
<thead>
<tr>
<th>Applications</th>
<th>Interviews</th>
<th>Passed Interview</th>
<th>Appointed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female (%)</td>
<td>Male (%)</td>
<td>Female (%)</td>
<td>Male (%)</td>
</tr>
<tr>
<td>76 (52.8)</td>
<td>68 (47.2)</td>
<td>5 (41.7)</td>
<td>7 (58.3)</td>
</tr>
<tr>
<td>Success rate %</td>
<td>6.6</td>
<td>10.3</td>
<td>6.6</td>
</tr>
</tbody>
</table>

Whilst men were more successful at getting an interview, two women were appointed during the period.

**Ethnic Group¹: External**

As very few black and minority ethnic (BME) people applied for the posts, there is no reporting on BME application and success rates. As we have mentioned earlier once there are more external opportunities for posts available, we will aim to target people from BME communities to encourage them to apply for posts in the SPS.

**Internal Posts**

As we were more likely to recruit internally during the reporting period, we have collected data on internal competitions to check the application and success rates of black and minority ethnic staff, men and women and disabled staff. In the period concerned, 25 applications were made for 6 internal posts.

**Disability - internal**

As there were only a small number of disabled staff who applied for the posts, we are unable to report on their application and success rates in case of any risk of a member of staff being identified.

**Gender: internal**

<table>
<thead>
<tr>
<th>Applications</th>
<th>Interviews</th>
<th>Passed Interview</th>
<th>Appointed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female (%)</td>
<td>Male (%)</td>
<td>Female (%)</td>
<td>Male (%)</td>
</tr>
<tr>
<td>9 (36)</td>
<td>16 (64)</td>
<td>6 (35.3)</td>
<td>11 (64.7)</td>
</tr>
<tr>
<td>Success rate %</td>
<td>66</td>
<td>68</td>
<td>33</td>
</tr>
</tbody>
</table>


The success rate was similar for both male and female staff during the reporting period.

**Ethnic Group: internal**

There is no data to report as no black and minority ethnic staff applied for internal posts during the reporting period.
SUMMARY & IMPROVEMENT PLAN 2010/11

Overall this report has demonstrated the positive impact of mainstreaming equality into the organisation’s policies and practices. It has been a useful exercise which provides the SPCB with a strong evidence base to demonstrate the level of progress it has made and to identify the areas it wants to progress further.

It has shown that the organisation has successfully mainstreamed equality into various parts of the organisation including its employment policies, services and the delivery of parliamentary business. There is clearly a strong commitment to equality as well as strong leadership which has enabled the SPCB to deliver a proactive approach to equality.

Despite the positive work that has been achieved, there are some areas in the report which show that further action is required and it is intended that these issues will be discussed with the Leadership Group. We have built these into an improvement plan for 2010/11 which we have incorporated as actions into the SPCB’s Equality Action Plan 2011-15.

Improvement Plan 2010/11

<table>
<thead>
<tr>
<th>Category</th>
<th>Issue Identified</th>
<th>Action to be taken</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Organisational support to equality</td>
<td>EQIA process is not working to its full potential and is being used by some business areas more than others.</td>
<td>The EQIA process will be changed to a one staged process so there is better consultation on policy decisions that are impacting on affected groups.</td>
</tr>
<tr>
<td>2. Organisational support to equality</td>
<td>There is currently no evidence on whether the equality objectives are being used effectively within the performance management process.</td>
<td>Monitor the performance management process to check whether equality objectives are being implemented effectively.</td>
</tr>
<tr>
<td>3. Services</td>
<td>Uptake of accessibility provisions available at the Parliament could be increased.</td>
<td>Increase people’s awareness of the accessibility provision available at the Parliament.</td>
</tr>
<tr>
<td>5. Services</td>
<td>Lack of equality data available on services and community engagement.</td>
<td>Improve quality of monitoring data gathered on services and community engagement.</td>
</tr>
</tbody>
</table>

34
<table>
<thead>
<tr>
<th></th>
<th>Annex A</th>
</tr>
</thead>
<tbody>
<tr>
<td>6.</td>
<td>Parliamentary business</td>
</tr>
<tr>
<td>7.</td>
<td>Parliamentary business</td>
</tr>
<tr>
<td>8.</td>
<td>Members</td>
</tr>
<tr>
<td>9.</td>
<td>Employment</td>
</tr>
<tr>
<td>10.</td>
<td>Employment</td>
</tr>
<tr>
<td>11.</td>
<td>Employment</td>
</tr>
<tr>
<td>12.</td>
<td>Employment</td>
</tr>
<tr>
<td>13.</td>
<td>Employment</td>
</tr>
<tr>
<td>14.</td>
<td>All</td>
</tr>
</tbody>
</table>
### Annex A

<table>
<thead>
<tr>
<th></th>
<th>Parliament.</th>
<th>Resource and Information Centre (SPICe).</th>
</tr>
</thead>
</table>

The next report covering the period 2011/12 will be available in January 2013.