

CHALLENGE

Scottish Parliamentary Corporate Body (SPCB) Equal Opportunities Staff Audit Report 2003

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1. Introduction

Under equal opportunities legislation, the Scottish Parliamentary Corporate Body (SPCB) is classified as both an employer and a service provider. A range of duties relating to employment matters are therefore placed onto the SPCB by the following equal opportunities Acts and Regulations, amongst others:

- The Equal Pay Act 1970
- The Sex Discrimination Act 1975
- The Race Relations Act 1976 (as amended by the Race Relations (Amendment) Act 2000)
- The Disability Discrimination Act 1995
- The Employment Equality (Sexual Orientation) Regulations 2003
- The Employment Equality (Religion and Belief) Regulations 2003
- The Part-time Workers (Prevention of Less Favourable Treatment) Regulations 2000
- The Fixed Term Employees (Prevention of Less Favourable Treatment) Regulations 2002

This equal opportunities staff audit provides the SPCB with information about the extent to which it is complying fully with the employment provisions of these Acts and Regulations. The statutory Codes of Practice issued by organisations such as the Equal Opportunities Commission, the Commission for Racial Equality and the Disability Rights Commission state that employers must monitor and report on the effectiveness of their equal opportunities policies. In addition, recent legislation places clear duties on a wide range of public bodies, including the SPCB, to carry out ethnic monitoring and publish the findings. This audit was designed as an effective response from the SPCB to all of these requirements.

The purpose of this audit was to:

- Collect monitoring data about the composition of the SPCB's workforce and highlight whether any particular groups of people are under-represented within this workforce
- Identify any gaps between the SPCB's employment policies and how these are put into practice
- Collect views from staff on the implementation of the SPCB's equal opportunities policies, and
- Provide information which will be used to shape the SPCB's future development of its employment policies and practices.

Appendix C contains the action plan that has been devised to provide an effective response to the findings of this report. It is also worth noting that many of the findings from this audit have been published previously - within the document entitled *Scottish Parliamentary Corporate Body (SPCB) Equal Opportunities Report 2003*.

2. Methodology

A questionnaire was provided to every member of staff including temporary agency staff and staff who were seconded to the SPCB from other organisations. A copy of this questionnaire is attached to this report (Appendix B). In total, 495 questionnaires were distributed to staff and 431 completed questionnaires were returned. The response rate was therefore 87%.

The audit questionnaire was developed internally by parliamentary staff; however, the analysis of the results was carried out by Challenge Consultancy Limited. The questionnaires were strictly anonymous and confidential to encourage people to respond honestly and openly. Procedures were also put in place to ensure that no member of staff within the Parliament, including the Parliament's Equalities Manager and Personnel Office, had access to any of the completed questionnaires.

Abbreviations and terminology used in this report

The following abbreviations are used in this report:

EO	Equal Opportunities
MSP	Member of the Scottish Parliament
PNTA	Prefer not to answer
SE	Scottish Executive
SPCB	Scottish Parliamentary Corporate Body
SPEIR	Scottish Parliament Electronic Information Resource (<i>the Parliament's intranet</i>)
TU	Trade Union

Several questions in the audit also asked whether respondents thought that any of their "**personal characteristics**" impacted on particular aspects of their experience at the Parliament. For example, members of staff who had been refused permission to attend a training course were asked if they felt that any of their "personal characteristics" played a part in leading their manager to make this decision. The term "personal characteristics" could refer to a staff member's:

- gender,
- sexual orientation,
- gender identity,
- racial group (which would include the staff member's race, colour, ethnic origins, national origins, and/or nationality),
- religion,
- age,
- any disability the staff member might have,
- marital or family status,
- part-time or fixed-term contract status, or
- trade union membership/non-membership or trade union activities.

3. The use and accuracy of the audit data

The response rate to this audit, although very high (87% of all staff), was not 100%. Therefore, whilst the sample was certainly large enough to provide reliable information about the SPCB's workforce, the non-response rate of 13% should still be taken into account when considering the report's findings.

Furthermore, a degree of uncertainty or margin of error is also unavoidably built into these sorts of audits because of the way in which people are asked to classify themselves in response to monitoring questions. For example, when answering the question on disability, respondents were asked to decide themselves whether or not they considered that they were disabled.

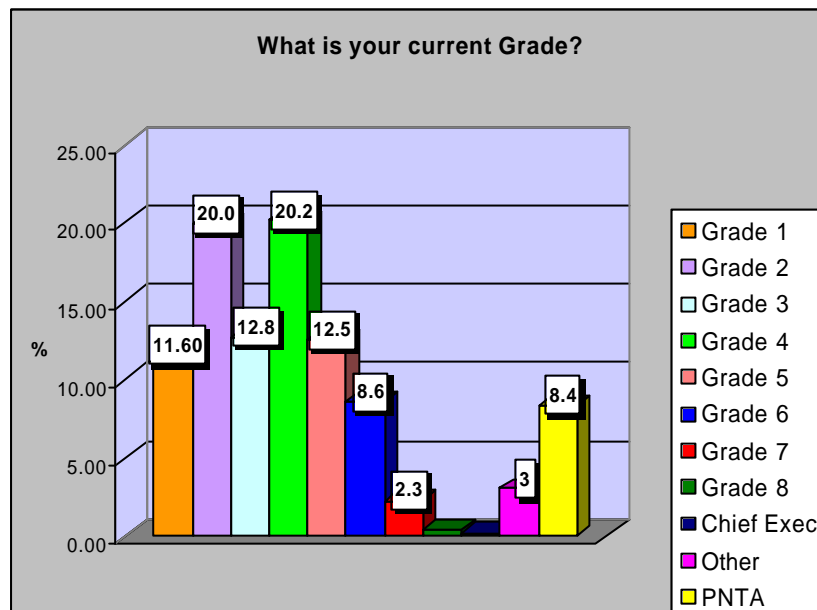
It should also be noted that this audit was carried out in the summer of 2003 and it therefore reflects the views of staff and the composition of the workforce at that time. Many initiatives, including the SPCB's core equal opportunities training programme and disability awareness week, have been delivered after the audit was carried out. Also, since the audit was carried out, the structure of some of the directorates within the parliamentary staff organisation has been changed.

Despite these limitations, the results of this audit do enable some useful comparisons to be made with the data collected in the 2001 Census - comparisons which can provide a broad indication of the extent to which the SPCB's workforce is representative of the Scottish population. Where possible, these comparisons have been included within this report.

4. Audit findings: *the composition of the SPCB's workforce*

4.1 Grade

Respondents to the audit included staff from all grades. The graph below provides an analysis by grade of the staff who responded to the survey.

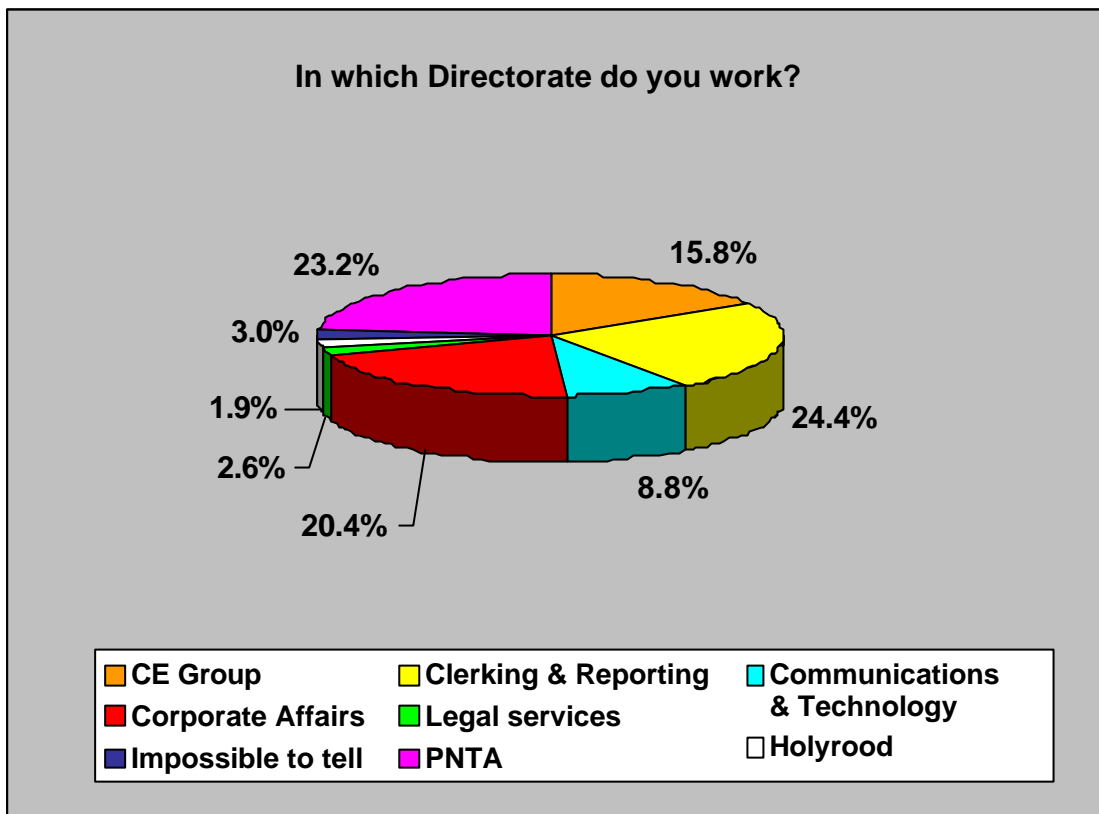


4.2 Directorate

The largest numbers of respondents stated that they worked in the Directorate of Clerking and Reporting (24.4%) and the Corporate Affairs Directorate (20.4%)¹.

The number of respondents choosing not to answer this question was significantly higher than the average for questions in section 1 of the questionnaire. 100 respondents preferred not to answer this question (compared to a section 1 average of 25.7). Given that this is the first audit of its kind to be carried out in the organisation, this probably indicates that, despite the strong reassurances that were given about anonymity and confidentiality, respondents may still have been concerned about being identified.

¹ It should be noted that this audit was carried out before the 2003 re-structuring of directorates within the organisation.



4.3 Contract status

Over 92% of staff who responded to this question said they were employed on a full-time basis and 6% said that they were employed on a part-time basis. The remaining 2% of respondents preferred not to answer this question.

When asked about their contract status, of those respondents who answered this question², more than four-fifths (81.4%) stated that they were employed on a permanent contract. Around 8% of respondents were employed on a fixed-term contract and 2% were employed through an agency. A further 8% of respondents categorised themselves as “other” (e.g., they may have been on secondment to the SPCB).

4.4 Sex

Just under 45% of those who responded to this question were female. In the 2001 Census in Scotland, 46.5% of the economically active population³ in Scotland is made up of women. Therefore, these audit results tend to suggest that, across the organisation as a whole, the proportion of women employed by the SPCB is broadly representative of the economically active population of Scotland.

² 3% of all respondents chose not to answer this question.

³ The economically active population of Scotland includes people who are in employment, self-employed, unemployed or economically active full-time students.

Clearly, these results only provide a very general picture of the composition of the SPCB's workforce. The detailed equal pay audit, which the SPCB will be carrying out in early 2004, will provide a more detailed picture of the gender composition of the SPCB's workforce. In particular, the equal pay audit will analyse whether or not the gender composition of the workforce is representative of the population at all levels of the organisation and across all directorates.

4.5 Caring responsibilities

Two thirds of respondents stated that they did not have caring responsibilities whereas 24.1% look after children. A further 4.2% have caring responsibilities for someone other than a child/children and 0.7% care for both a child/children and someone else/others. The ages of the children cared for by SPCB staff were evenly spread across the age range 0-16.

According to 2001 Census data, 26.4% of Scottish Households have dependent children. This figure is close to the percentage of respondents in this audit with caring responsibilities for a child/children. In addition, in the 2001 Census, 12.1% of the Scottish working population stated that they provided unpaid care. Therefore, the percentage of respondents in this audit who care for someone other than a child/children (4.9%) appears to be significantly lower than in the general population in Scotland.

4.6 Relationship status

Two-thirds of respondents (66%) said that they had a partner (whether married or not) and just over a quarter (27%) said they were single. The remaining 7% chose not to answer this question.

4.7 Sexual orientation

Of those respondents who answered the question on sexual orientation⁴, 95.4% described their sexuality as heterosexual with the remaining 4.6% describing their sexual orientation as gay, lesbian or bisexual. Of the gay, lesbian and bisexual respondents, the majority (3.2% of all respondents in the audit) were gay men. We were unable to compare these results with data about the Scottish population as a whole since the Census does not have an equivalent question about sexual orientation.

Given that this was the first SPCB equal opportunities staff audit and that people may not be as used to sexual orientation monitoring as they are to racial or gender monitoring, we might have expected a higher non-response rate to this question.

⁴ 5.1% of all respondents chose not to answer this question

However, respondents were, if anything, less likely to answer “prefer not to answer” for this question than for other questions in section 1 (the number of “PNTA” responses received for this question was 21 compared within an average, for this section of the audit, of 25.7).

Of the respondents who stated that they were gay, lesbian or bisexual (4.4% of all respondents), the vast majority (four-fifths) stated that they did feel able to be ‘out’ to others working at the Parliament. However, a fifth of the gay, lesbian or bisexual respondents in this audit said that they did not feel able to be ‘out’ at work.

4.8 Ethnic group

Of the people who chose to answer the question on ethnic group⁵, 76.9% were “White – Scottish”, 17.0% were “White - Other British”, 1.7% were “White – Irish”, 3.4% were of an “Other White” background, and 1.0% were from a mixed or other ethnic background. In the table below, we have compared these results with the data collected in the 2001 Census on ethnicity.

Ethnic Group	Results of SPCB staff audit (% of people who answered this question)	2001 Census data for economically active population in Scotland (%)
White Scottish	76.9%	87.1%
White Other British	17.0%	8.6%
White Irish	1.7%	1.1%
Other White	3.4%	1.7%
Asian, Black or other ethnic group	1.0%	1.5%

In presenting the data in this table, we have factored out the people who chose not to answer this question in the SPCB staff audit, since it was compulsory for people to respond to the question on ethnicity in the Census.

⁵ In producing these data, to enable a comparison to be made with the findings of the 2001 Census, we have factored out the 4.39% of respondents who chose not to answer this question.

4.9 Religion

This table summarises the results of the question asked about religion.

Question asked in SPCB staff audit: Which of the following religions, religious denominations or bodies do you currently belong to?	Results of SPCB staff audit⁶ (%)
None	53.1
Church of Scotland	22.7
Roman Catholic	7.7
Other Christian	7.9
Jewish	0.2
Muslim	0.2
Hindu	0.2
Other Religion	0.9
Prefer not to answer	7.0

Whilst questions on religion were included in the 2001 Census, a detailed analysis of the composition of the economically active population of Scotland by religion has not been made readily available. Therefore, at this stage, it is not possible to make a meaningful comparison between these audit results and the corresponding Census data on religion.

4.10 Age

The next table summarises the responses to the question on age and provides an estimated age profile of the SPCB's workforce, based on these responses.

Question asked in SPCB staff audit: What is your age?	Results of SPCB staff audit (%)	Estimated age profile of the SPCB workforce (%) <i>i.e. proportion of people who chose to answer this question in the audit</i>
16-20	0.5	0.6
21-30	23.9	27.5
31-40	31.3	36.0
41-50	19.0	21.8
51-60	12.1	13.9
61-65	0.2	0.2
Prefer not to answer	13.0	

⁶ In the tables provided in this section of the report, figures are rounded to one decimal place.

4.11 Disability

The table below shows the results of the SPCB audit question on disability. When this question was asked in the audit, respondents were also made aware of the definition of “disability” that is used in the Disability Discrimination Act 1995.⁷

Question asked in SPCB staff audit Do consider that you have a disability?	Results of SPCB staff audit (%)	Expressed as a percentage of those answering this question (%)
Yes	5.8	6.0
No	90.7	94.0
Prefer not to answer	3.5	

In the 2001 Census data, 6.7% of the economically active population of Scotland stated that they had a “limiting long-term illness, health problem or disability”.⁸

These results from the Census will not be directly comparable with the results of the SPCB audit question on disability because of the slightly different terminology and definitions that were used in each case. However, a general comparison would seem to indicate a slight under-representation of disabled people within the SPCB workforce when compared with the Census data (since 6.0% of respondents stated in the SPCB staff that they have a disability, compared to the 6.7% of the economically active population of Scotland who stated that they had a “long term illness, health problem or disability”).

4.12 Trade union membership

55% of respondents in this audit stated that they were “a member of a trade union”, 8% said that there were an *active* trade union member (i.e. “both a trade union member and engaged in union activities”) and 31% said that they were not a trade union member. The remaining 7% chose not to answer this question.

⁷ The Disability Discrimination Act 1995 defines disability as: “A physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities”.

⁸ The relevant question in the 2001 Census was: “Do you have any longterm illness, health problem or disability which limits your daily activities or the work you can do?”

5. Audit findings: *the views and experience of staff*

5.1 *Career progression/internal promotion (Section 2, Question 1)*

The audit asked whether respondents had applied for career progression (i.e. an internal promotion) within the last 12 months. Of those who answered this question⁹, 23.9% stated that they had applied for internal promotion within the last 12 months and, of these, almost exactly a third were successful. (It is worth noting that the career progression of 88% of the successful applicants was within the office in which they already worked.)

Reasons for unsuccessful applications were varied and included insufficient experience, poor interview technique, over ambition, withdrawal of the post and a high number of high quality candidates. One respondent complained of discrimination against disabled people and another about discrimination on grounds of gender.

When asked if respondents thought that their career progression within the Parliament over the past twelve months was, or might have been, affected by any of the personal characteristics that fall within the scope of the SPCB's Equality Framework, 4.4% (19 respondents) thought that it had, or might have, been. Of these 19, however, 9 chose not to identify the relevant personal characteristic. The remaining 10 respondents identified gender, sexual orientation, disability, family status and part-time status as the relevant characteristics.

Correlation Coefficients – Career Progression/Internal Promotion

We investigated whether any particular groups were more or less likely to apply for promotion. We did this by cross referencing all those who said that they had applied for promotion in the last year against the categories of age, gender¹⁰, race, partnership status, full or part time and sexuality.

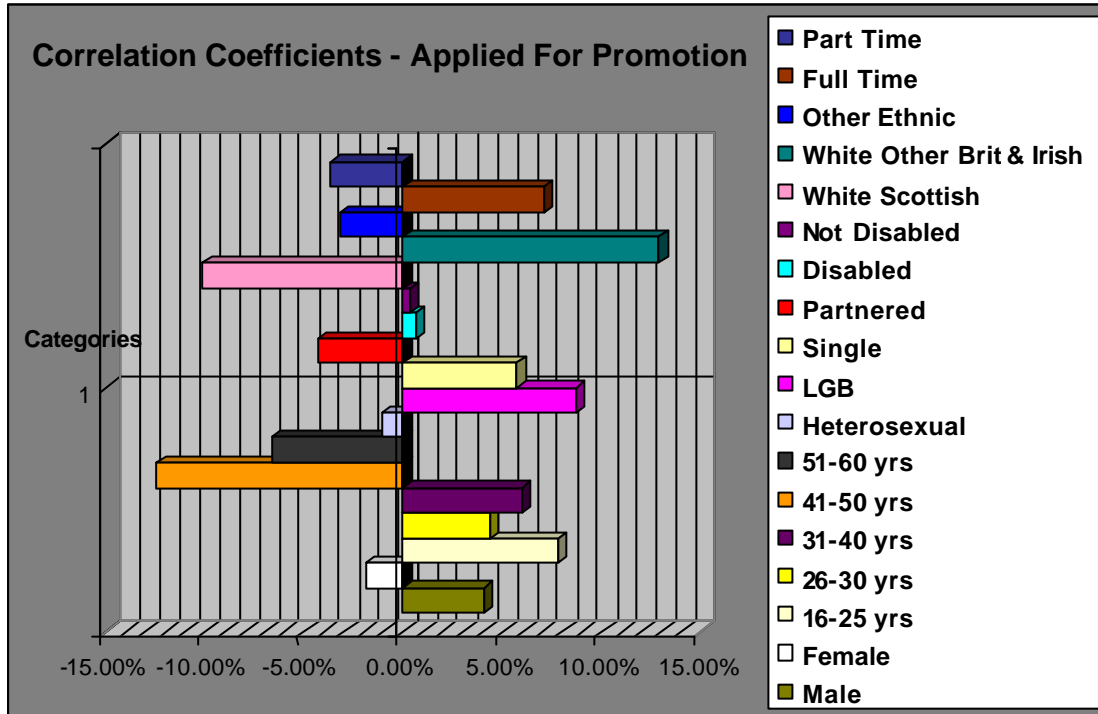
We then calculated correlation coefficients, which have been plotted on the graph below. (For more details on the equations we used please see Appendix A.) This graph¹¹ shows that the groups that were significantly more likely to apply for a promoted post over the last twelve months were full-time workers (7% more than average), "White - Other British and Irish" people (13%), single people (6%), gay, lesbian and bisexual staff (9%), men (4%) and younger people in the 16-41 age brackets (between 4 and 8% more likely than average).

⁹ 3.7% of all respondents chose not to answer this question.

¹⁰ Throughout this report, where we have carried out cross referencing exercises against gender, we have referred only to "male" and "female" genders. One respondent in the audit identified their gender as "transgendered"; this particular statistical sample is therefore too small to cross-refer this with other responses.

¹¹ In the graphs in this report, "Brit" stands for "British" and "LGB" or "GLB" stands for "lesbian, gay or bisexual".

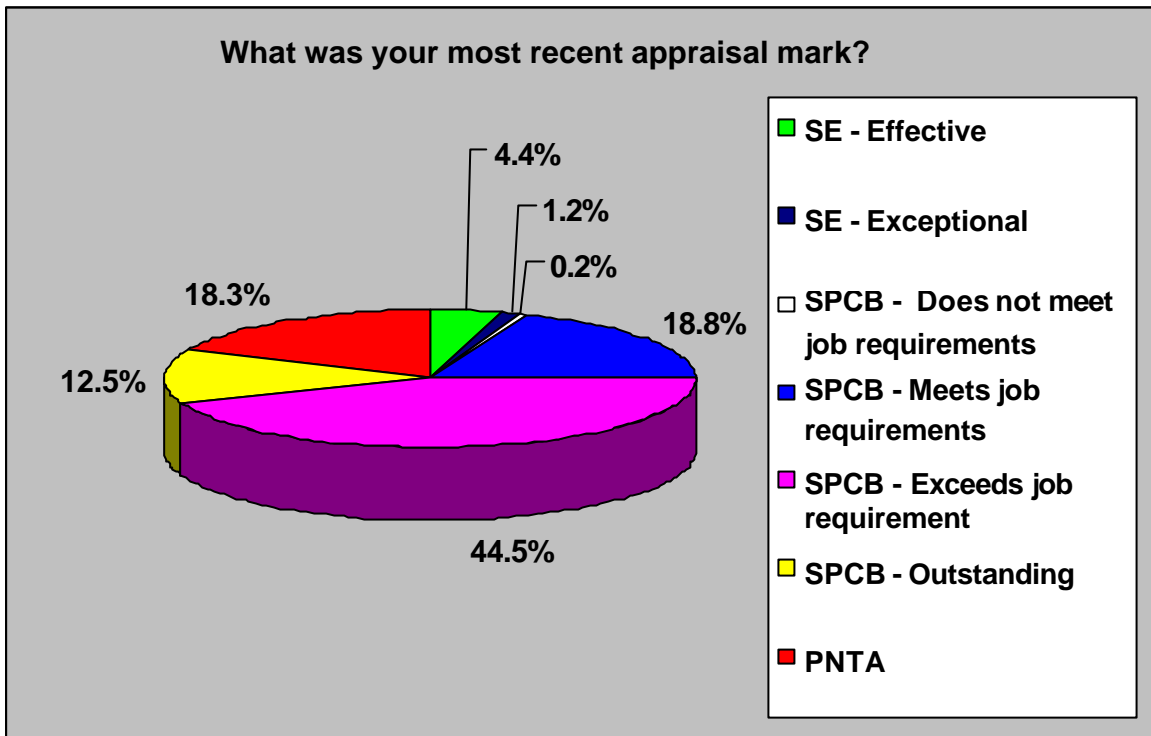
Older people, particularly those respondents aged 41-50 (-12%), and those respondents who identified their ethnic origin as “white Scottish” (10%) were less likely to apply for promotion over this twelve month period.



5.2 Appraisal (Section 2, Q. 2)

When asked to indicate their most recent appraisal marking, the majority of respondents (58.3%) indicated that their mark exceeded or far exceeded the level required for their job.

23.2% reported that their appraisal stated either that they “met the job requirement” (in the case of SPCB employees) or that they were “effective” (the closest classification in the case of SE secondees). Only one person said their performance was below that expected. A high proportion of respondents (18.3%) chose not to answer this question.



When asked if they thought their appraisal had, or might have, been affected by any of their personal characteristics (e.g. their race, sex, etc.), ten respondents answered that they thought it had or might have. Of these ten respondents, two quoted age, two quoted disability and one quoted family status as the factors that had affected their appraisals. The remaining five did not identify the relevant characteristic(s).

Apart from a few further comments about how disability had adversely affected the way in which staff were appraised, there were very few further comments made in this section.

Trends in appraisal markings

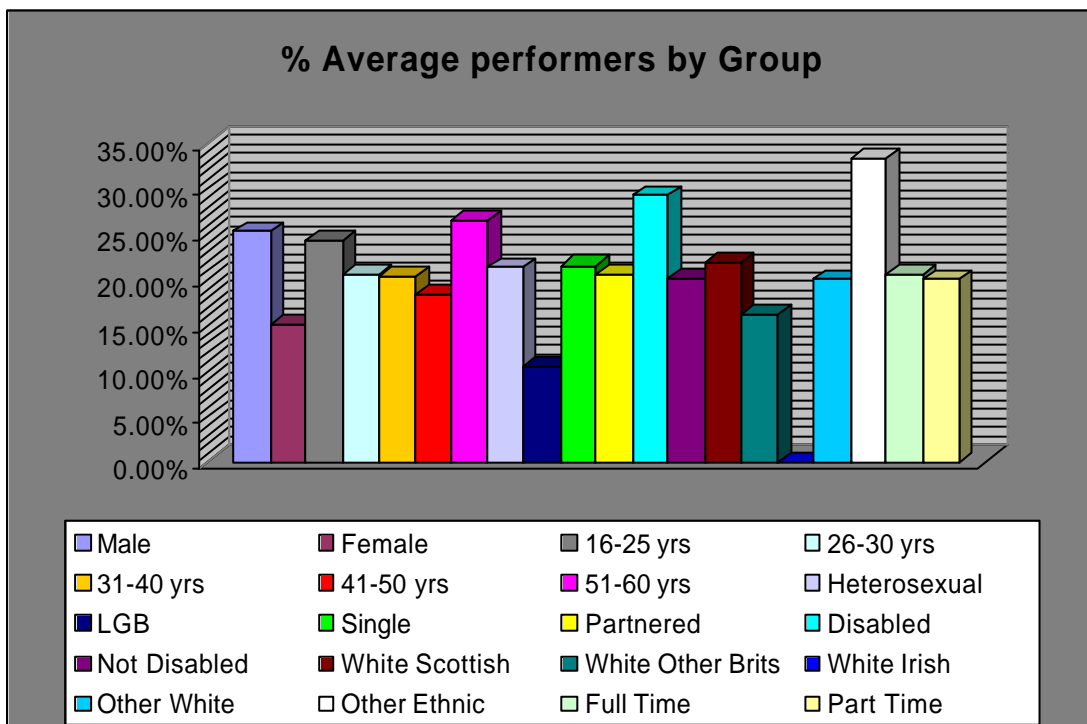
We investigated whether there were any trends in relation to appraisal markings between different groups, in particular, to see how whether there were any significant patterns relating to the proportion of staff attaining particular grades.

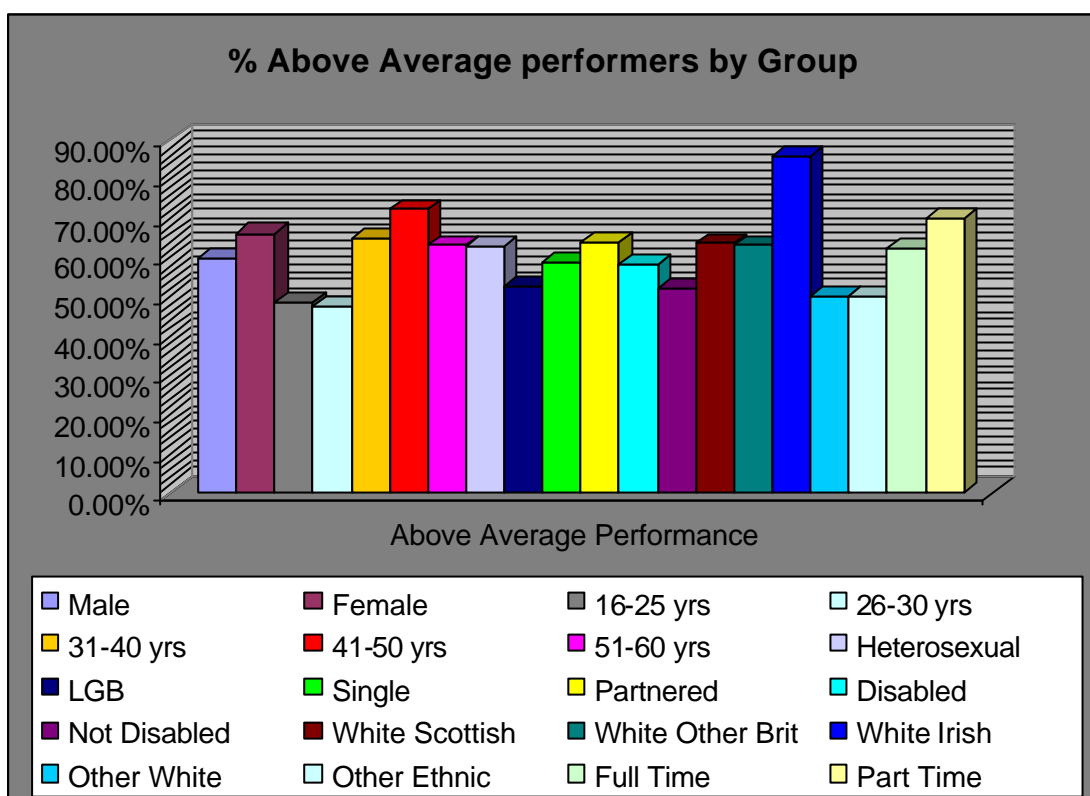
Grade categories differ between SPCB Staff and Scottish Executive staff seconded to the organisation. However, the vast majority of respondents (400) were SPCB staff. In this section, we have only analysed the SPCB responses since the SE staff numbers are too small to be statistically meaningful.

Virtually none of the SPCB staff responding to this audit reported a poor appraisal. For a range of different groups of people (classified by age, race, gender, sexuality, full or part-time status and disability status), we then calculated the percentage of each group attaining an average grade (i.e. performing in accordance with the job requirement) and those performing both above and far above the job requirement

(i.e. exceeding the job requirement and outstanding). The results have been plotted in the two graphs below. From the first graph, you can see that the groups which have a higher percentage of average performers are “other ethnic” groups, disabled respondents and 51-60 year olds. Gay, lesbian and bisexual respondents reported a low percentage of average performers.

In contrast, the percentages of above average performers across all groups was quite equal, with many groups having between 60% and 70% high performers. Groups with slightly lower percentages of above average performers in their appraisals were young people (16-25 year olds and 26-30 year olds), “other ethnic” groups and people who classified their ethnic group as “other white”.





5.3 Disciplinary Proceedings (Section 2, Q. 3)

The vast majority of respondents (96.5%) stated that they not been the subject of an investigation under the SPCB’s disciplinary procedure in the last twelve months. Some four people (0.9% of all respondents) stated that they have been subjected to such an investigation and, of these, three respondents said that disciplinary allegations were made against them after the investigation. 2.6% of respondents chose not to answer this question.

None of the four people who have been subject to an investigation under the disciplinary procedure said that they thought that any of their personal characteristics had affected the way in which they were treated in relation to these disciplinary proceedings.

5.4 Access to training and development opportunities (Section 2, Q. 4)

When respondents were asked if a manager had refused to allow them to attend a training course the last twelve months, the vast majority of respondents (almost 90%) said that their manager had not, whilst 8% said that training had been refused. The remaining 2% chose not to answer this question.

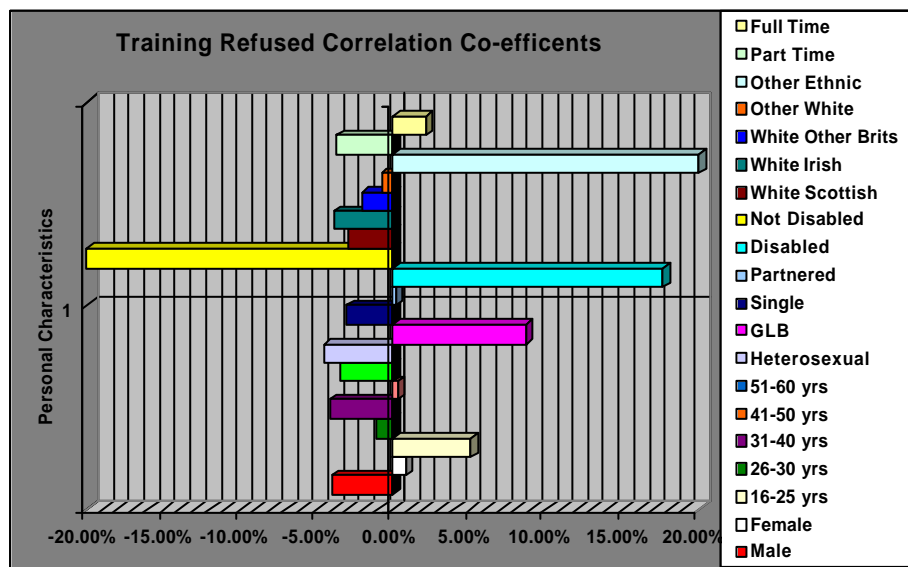
Of those who said training had been refused, the vast majority stated that they thought that this refusal had nothing to do with any of their personal characteristics. However, two respondents thought that one or more of their personal characteristics had, or might have, been a factor in the training refusal.

The audit also asked the more general question of whether staff felt that, over the last twelve months, they had received sufficient training and development opportunities to support them in their current role. Of those who answered this question¹², 87.6% stated that they had received sufficient training and development opportunities, whilst 12.4% stated that they had not. Respondents were also invited to give further details of why they felt they had not received sufficient training. By far, the most common reasons given by those who felt that they had not had sufficient training were time pressures and the fact that training was not always seen as a priority.

A small number of respondents commented that they felt there was lack of “a training culture” in the Parliament. In a few instances, respondents stated that the reason they did not receive the training they required was they were not able to find a suitable or relevant course to go on (e.g. “advanced Gaelic”). In only a single case, did a respondent feel that one of her personal characteristics (part-time status) might have affected the training she received over the past twelve months and this again was described as being, in part, a time issue.

Correlation Coefficients – Training and Development

We analysed the responses from those who said that they had had training requests refused in the last twelve months against various personal characteristics (including age, gender, race, sexuality, marital status, disability and part or full-time status). We then calculated correlation coefficients and plotted the results on the chart below.



¹² 13.9% of respondents chose not to answer this question.

From this graph, it appears that disabled staff were 17.6% more likely than average to report such refusals. Gay, lesbian or bisexual (GLB) staff were 8.7% more likely than average and 16-25 year-olds 5% more likely than average to report such refusals. Women were also slightly more likely to report refusal of training requests (0.8%) compared with men who were slightly less likely to report such refusals (-4%).

Interestingly, the graph shows that part-time staff were slightly less likely than average to report training access refusal (-3.7%) whereas full-time staff were slightly more likely to report training access refusal. Apart from the groups already mentioned, for the majority of categories, that there only a very slight correlation with training refusal.

5.5 Unacceptable behaviour: harassment and bullying(Section 2, Q.5)

The audit asked whether staff had experienced any form of harassment or bullying at work at any time whilst at work over the past twelve months. Definitions of both “bullying” and “harassment” were provided in this audit question in order to ensure a degree of consistency in the responses¹³.

In this section, just over 3.7% of respondents stated that they had experienced some form of harassment during the last twelve months, just under 7.9% of respondents reported experiencing some form of bullying over this period and a further 1.6% of respondents reported experiencing both. When a member of staff indicated in this audit that they felt they had experienced some form of bullying or harassment, it is important to note that this might have originated within the respondent’s own office, from a member of staff in a different office or outwith the parliamentary staff organisation (for example, from a member of the public). It is also very important to note also that, whilst the results from this question provide a general picture of people’s experience within the organisation of bullying and harassment, *they do not relate to proven or investigated cases of such behaviour.*

The audit was only intended to provide a snapshot of whether staff members were experiencing such behaviour; it does not explore whether those staff members who reported experiencing bullying or harassment had experienced only one instance of such behaviour or whether this was part of any kind of pattern. This is because these are issues which can only be properly examined through the monitoring of actual complaints made under the SPCB’s equal opportunities policies.

The information in this section of the report is also presented in the context of the SPCB only ever having received one formal complaint about bullying or harassment which was subsequently taken out of the formal complaints procedure and dealt with informally on the instruction of the complainant. Furthermore, no complaints have ever been made to an employment tribunal about the SPCB in relation to bullying, harassment or any other matter.

¹³ These definitions can be found in the audit questionnaire, which is provided as an appendix to this report (Appendix B)

Grounds on which harassment was based

Fewer than a quarter of the respondents who said they had experienced bullying or harassment (13 people) then went on to provide more information. In relation to the responses from these 13 people, the range of grounds on which harassment occurred included disability, age, race, gender, family status and sexual orientation.

The most common reason given by these 13 people was age (5 people stated this reason, most of whom felt that the unacceptable behaviour that they experienced was based on the fact that they were young).

Sources of bullying or harassment

Respondents who had experienced some form of bullying or harassment over the last twelve months were asked if the person (or people) who were responsible for this behaviour had management authority over them. Of the 57 people who had experienced some form of bullying or harassment, 33 people said that the person (or people) concerned did have management authority over them, whilst 7 people said they were at a higher grade but did not have such direct management authority. 10 staff members also reported experiencing such behaviour from people either at the same grade as themselves or at a lower grade and 4 people reported that the person/people responsible were not part of the staff structure (for example, they might have been a member of the public). The remaining 3 people chose not to specify whether the person/people concerned had management authority over them or not.

Those who had experienced bullying or harassment were also asked whether or not they had made a formal or informal complaint. In response to this question, just over a quarter said they had, compared with just under 65% who said they had not made a complaint. Of those who did not make a complaint, the main reason given was that making a complaint would 'rock the boat' and might cause more harm than good. Some also said that they thought that making a complaint might affect their promotion prospects and several people said that they thought that making a complaint would be futile and would resolve nothing.

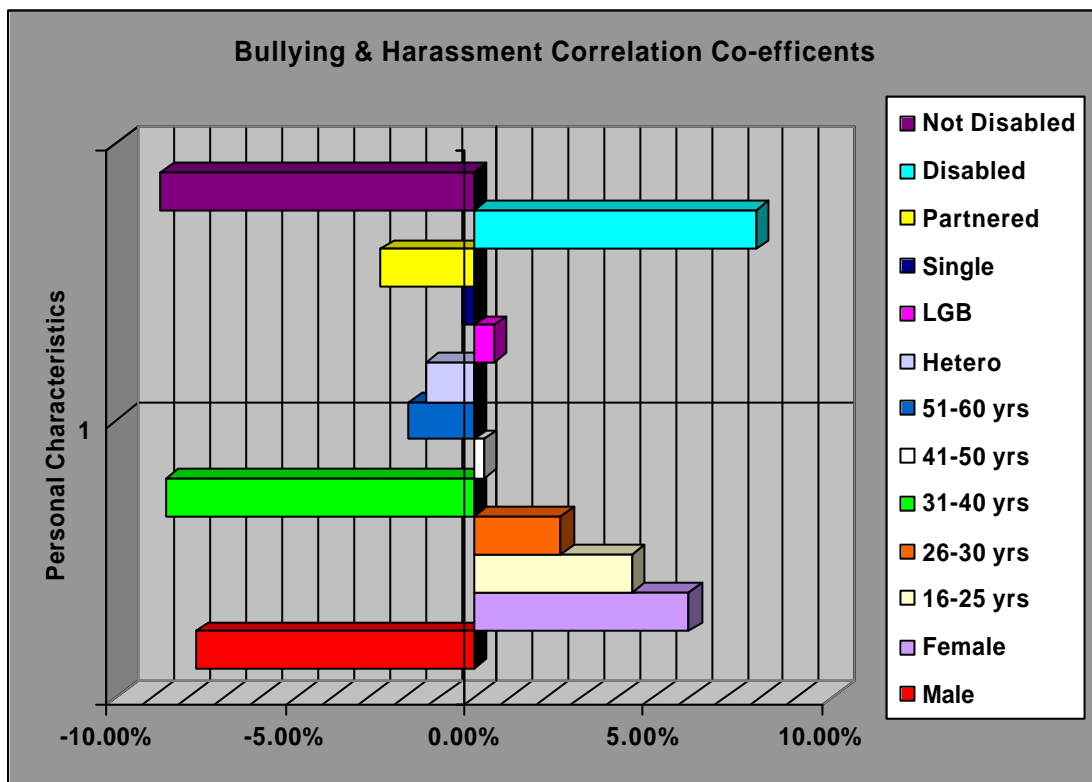
Of those who did make a complaint, several stated that their complaint had led to the problem being constructively solved. However, a few others felt that the matter had not been resolved completely.

Trends in reporting of bullying and harassment

We then carried out a further analysis of responses to see whether any particular groups of respondents were statistically more likely to report encountering bullying or harassment over the twelve month period. The personal characteristics that we looked at were gender, age, sexuality, race, disability and marital status. We calculated correlation coefficients to look for any correlations between those who reported experienced bullying or harassment and the groups of staff identified by these personal characteristics.

The graph below shows the findings that, in this audit, disabled people were 8% more likely than average to report bullying and harassment, women were 6% more likely to report such behaviour and 16-25 year olds were 4.4% more likely to report such behaviour. Gay, lesbian or bisexual staff (GLB) were also slightly more likely to report such behaviour (0.6%).

Conversely, those who were not disabled, men and 31-40 year olds were significantly less likely than average (around 8%) to report bullying or harassment. Older people (51-60 year olds) were also slightly less likely to report bullying or harassment.



In relation to race, people who identified themselves as “white Scottish” were 11% less likely than average to report bullying or harassment, whereas people who were “white - other British” were 8.5% more likely to report such behaviour. People who classified themselves as “other white” were also slightly more likely to report bullying and harassment.

Both “white Irish” people and people of “other ethnic origins” were also shown to be more likely to report bullying or harassment; however, we would urge caution with these data because of the small number of people involved in each case.

5.6 Trade union membership and activities (Section 2, Question 6)

The audit asked staff whether they thought that they had experienced any form of discrimination or harassment due to their TU membership status or TU activities. Of those who answered this question¹⁴, the overwhelming majority (88.3%) said that they had not experienced such discrimination or harassment. 1.2% (five people) thought they had experienced such behaviour due to their TU membership or activities and 0.5% (two people) said they felt they had experienced such behaviour because they were not TU members.

Of the seven people reporting discrimination or harassment due to their TU membership status (either because they were or were not a TU member), four said that the person responsible did have management authority over them, whereas three people said that they did not. Of the seven people concerned, three had made a formal or informal complaint about the behaviour and four had not.

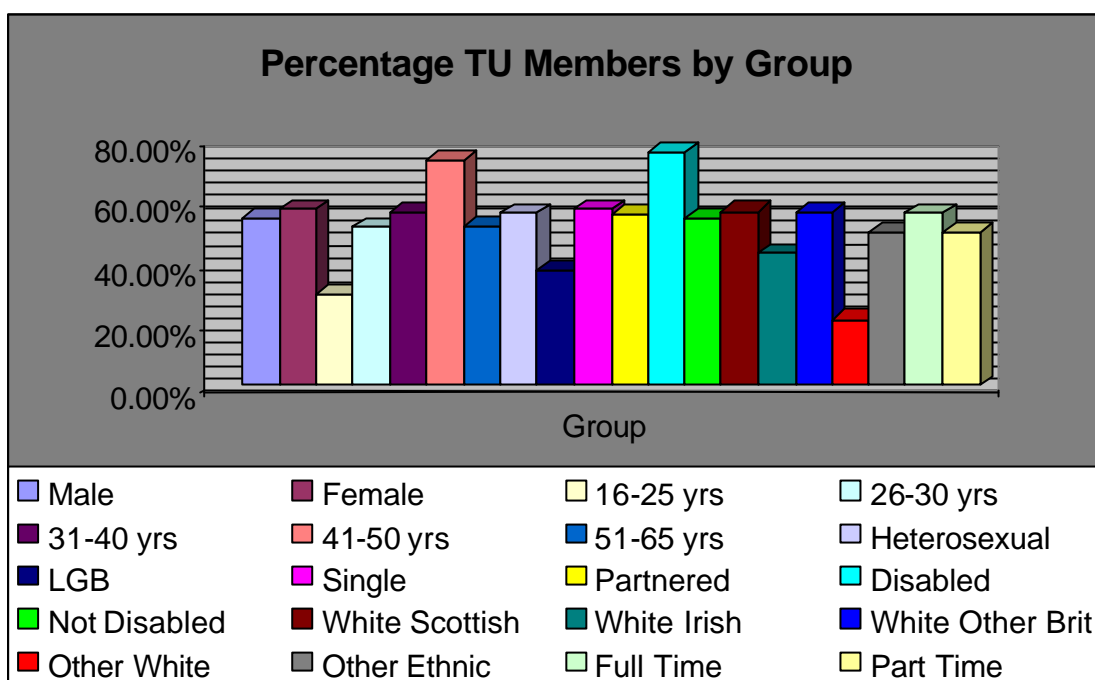
Of those complaining of discrimination against non-TU members, one respondent went on to explain that, in their opinion, trade unions were consulted by the Parliament on many issues, whilst members of staff who were not union members were not consulted in the same way. One other respondent reported feeling too pressured to join a union.

Analysis of TU membership

The structure of trade union membership and non-membership within the organisation was then investigated in more detail to see if there were any significant trends in relation to its composition. We wanted to see if any groups had greater or lesser rate of TU membership.

From each of the various groups (including gender, age, race, sexuality, partnership status, full or part time status) we cross referenced the data against trade union membership. The results are plotted on the graph below.

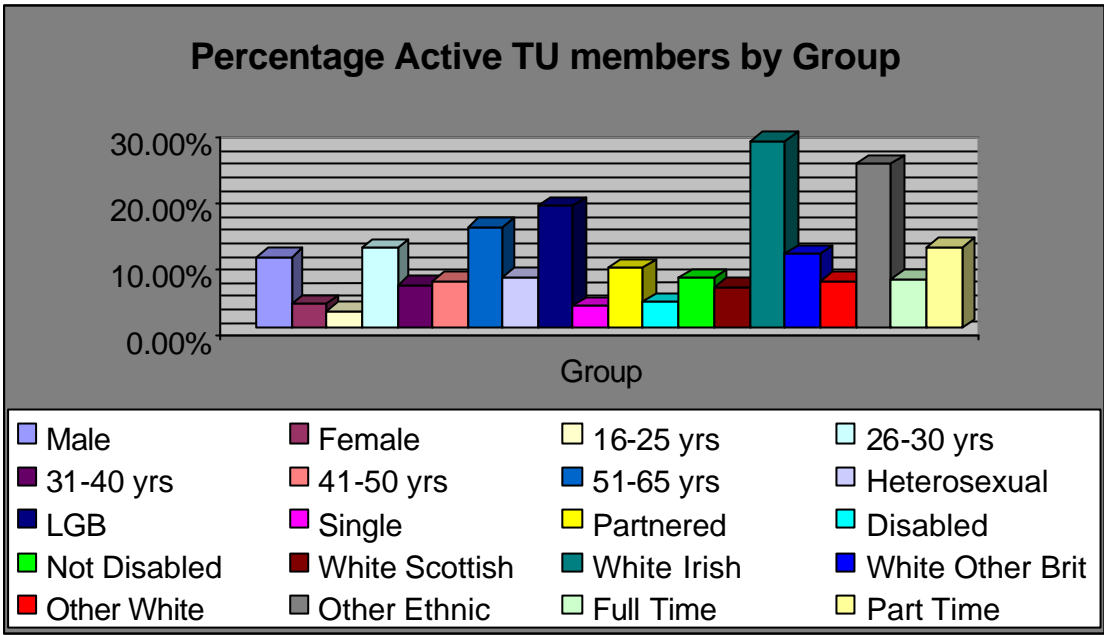
¹⁴ 5.6% of respondents chose not to answer this question.



Across all groups, the average percentage of respondents who were members of a trade union was 58.3%. Again, most groups were close to this average except for young respondents (16-25 year olds) and people who identified their ethnic origin as “other white”. Two groups had a significantly higher proportion of trade union members – namely 41-50 year old and disabled respondents.

There were greater variations when we examined the patterns of *active* trade union membership (in other words, the proportion of staff from each group who were members of a trade union *and* involved in trade union activities). For example, whereas female respondents appeared to be more likely in general to be members of a trade union, they were significantly less likely than men to be active trade union members. The graph below shows some of the other trends in relation to active trade union membership.

Caution should, however, be exercised in interpreting some of the data relating to the smaller groups in this graph. For example, whilst some of these groups (e.g. lesbian, gay and bisexual respondents and those who identified their ethnic origin as “white Irish” or “other ethnic group”) were shown to contain above average percentages of active trade union members, the size of these groups means that these data are less reliable than others.



5.7 Other forms of discrimination (Section 2, Q. 7a)

The respondents were asked whether, apart from the matters already discussed in the audit, they believed that they had been discriminated against whilst working at the Parliament in any other way or ways. Of those who responded to this question¹⁵, 88.6% stated that they thought that they had not been discriminated against in some other way or ways, whilst the remaining 11.4% stated that they thought they had.

¹⁵ 4.4% of respondents chose not to answer this question.

6. Audit findings: *the SPCB's performance on equality issues*

6.1 *Implementation of equal opportunities policies (Section 2, Q. 7b)*

The audit also asked staff whether or not they felt that the SPCB was doing everything it reasonably could to implement its equal opportunities policies. Of those respondents who chose to answer this question¹⁶, 78.9% stated that the SPCB was doing everything it reasonably could to implement these policies, compared to 21.1% who stated that it was not.

6.2 *Progress over the past twelve months (Section 2, Q. 7c)*

In the audit, employees were also asked whether or not they thought that significant progress had been made by the SPCB in the last twelve months in relation to equal opportunities issues.

Of those who chose to answer this question¹⁷, 82.1% said that they thought that significant progress had been made, compared with 17.9% who thought that it had not. A small number of respondents further stated that, whilst progress had been made recently, this did not amount to significant progress. Some respondents also questioned the value of the organisation carrying out the work that it had carried out on equal opportunities issues.

Many of the positive comments that were received welcomed the appointment of an Equalities Manager within the organisation and pointed to the core equal opportunities training programme as clear evidence of significant progress.

6.3 *Recommending the SPCB as an employer (Section 2, Q. 7d)*

When staff were asked whether they would recommend the SPCB as an employer to others, 90.2% of those answering this question¹⁸ stated that they would, compared with 9.8% who stated that they would not. This suggests a high level of satisfaction amongst staff.

This question did, however, seem to confuse respondents, some of whom were unsure whether the question was asking respondents whether they would recommend the SPCB as an employer specifically in relation to its equal opportunities practice or as an employer more generally.

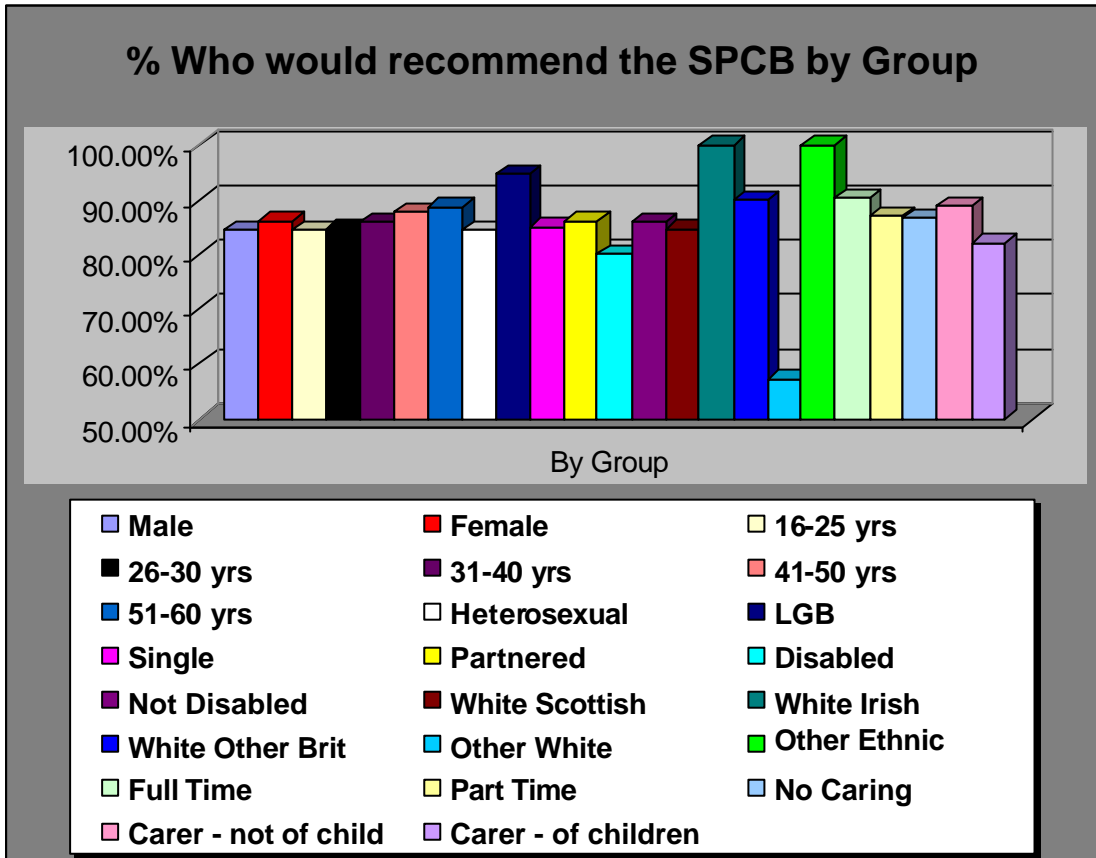
We finally investigated whether any particular group was more or less likely to be keen to recommend the SPCB as an employer. General satisfaction ratings were high across all staff (with the average percentage across all groups being 86%). The

¹⁶ 7.4% of all those who completed the audit questionnaires chose not to answer this question.

¹⁷ 16.2% of all those who completed the audit questionnaires chose not to answer this question.

¹⁸ 7.66% of respondents chose not to answer this question and 0.23% stated "don't know".

majority of groups were within just a few percent of this average. The two groups that appeared to be less likely than average to recommend the Parliament were disabled staff and people who classified their ethnic origin as “other white”. The groups which appeared to be more likely than average to recommend the SPCB as an employer were gay, lesbian and bisexual staff and respondents who identified their ethnic origin as “white Irish” or identified themselves as members of an “other ethnic group”.



Clive Sanders
 Challenge Consultancy Ltd.
 December 2003

Technical data about the use of correlation coefficients

The correlation coefficient (phi) is calculated using the following formula:

$$f = \frac{AD - BC}{\sqrt{(A+B)(C+D)(A+C)(B+D)}}$$

Where:

	<i>In group</i>	<i>Not in group</i>	<i>Total</i>
<i>+ Characteristic</i>	A	B	A + B
<i>- Characteristic</i>	C	D	C + D
<i>Total</i>	A + C	B + D	A+B+C+D

And

A is the number of people in the group exhibiting the characteristic

B is the number of people not in the group exhibiting the characteristic

C is the number of people in the group not exhibiting the characteristic

D is the number of people not in the group not exhibiting the characteristic

The coefficient is a number between -1 and +1. A correlation of 1 indicates a direct relationship between belonging to the group and exhibiting the characteristic (i.e. all members of the group exhibit the characteristic and no-one not in the group does.) A correlation of -1 indicates a perfect negative relationship between belonging to the group and exhibiting the characteristic (i.e. none of the group exhibit the characteristic, but everyone else does.) A correlation of 0 means that there is no relationship between belonging to the group and exhibiting the characteristic (i.e. the proportion of the group exhibiting the characteristic is the same as the proportion of those not in the group exhibiting the characteristic.)

For clarity, the correlation coefficient has been expressed as a percentage value from -100% to + 100% (i.e. $f \times 100 \%$)

EQUAL OPPORTUNITIES STAFF AUDIT QUESTIONNAIRE**IN CONFIDENCE****Please read this before completing this form**

All members of staff must complete and return this form. However, in each section of the form, you have the option of not answering the questions in that section if you would prefer not to. You are encouraged to answer as many of the questions as possible, as this information will greatly assist us in implementing the SPCB's equal opportunities policies.

The information you provide on this form will be treated as confidential and you are not asked to provide your name. This information will be used solely for the purpose of monitoring how effective we are in relation to equal opportunities issues. No member of staff at the Parliament will have access to this form once you have completed it. Even the Equalities Manager and members of staff in the Personnel Office will not have access to these completed forms. An external organisation, Challenge Consultancy Limited, will collate the information from the forms and produce a report about the findings. This report will be made available to all staff.

The policies in the SPCB's Equality Framework make it clear that all employees must be treated fairly, with respect and without bias at all times. They also state that no job applicant or employee will receive less favourable treatment than others because of her or his gender, gender identity, sexual orientation, marital or family status, part-time status (unless such treatment is objectively justified), racial group (includes colour, race, nationality, national or ethnic origin), religion, disability (unless such treatment is objectively justified), age (subject to the operation of a retirement age policy) or trade union membership/non-membership/activities.

COMPLETING AND RETURNING THIS FORM

- Step 1:** Complete this audit form. Although this form appears to be quite long, it should only take you around 10 minutes to complete it.
- Step 2:** Send this completed form to Challenge Consultancy Limited in the large enclosed envelope marked "Private and Confidential" (via external mail).
- Step 3:** Fill in your details on the enclosed compliment slip.
- Step 4:** Return the compliment slip to the Equalities Manager in the enclosed envelope (via the Parliament's internal mail system), in order to confirm that you have completed and sent off the audit form.

For more information about this audit, or if you require this form in an alternative format (for example, large print, Braille or audio tape), please contact the Equalities Manager on extension 86853 (RNID Typetalk calls welcome) or by email (levi.pay@scottish.parliament.uk). More information is also contained within the Equality Framework on SPEIR.

SECTION 1: MONITORING DATA

1. GRADE

What is your current grade?

- I prefer not to answer this question

2. HOURS

Are you currently contracted to work at the Parliament on a full-time or part-time basis?

- Full-time
 Part-time
 I prefer not to answer this question

3. TYPE OF CONTRACT

What type of contract do you currently have with the Parliament?

- A permanent contract
 A fixed-term contract (*for how many months or years?* _____)
 I am a member of staff currently employed by an agency
 Other - *Please specify* _____
 I prefer not to answer this question

4. OFFICE

In which office do you currently work? _____

- I prefer not to answer this question

5. DIRECTORATE

In which directorate do you currently work? _____

- I prefer not to answer this question

6. GENDER IDENTITY

How would you describe your gender?

- Female
- Male
- Transgender
- Other - *Please specify* _____
- I prefer not to answer this question

7. RELATIONSHIP/MARITAL STATUS

Do you have a partner (whether married or unmarried) or are you single?

- I have a partner
- I am single
- I prefer not to answer this question

8. CARING RESPONSIBILITIES

Do you have caring responsibilities for a child or children or for anyone else (e.g. a family member, a friend, a neighbour, etc)? *(Please tick all that apply)*

- Yes, I have caring/parental responsibilities for a child/children aged _____ *(please state ages of child/children)*
- Yes, I have caring responsibilities for someone other than children/a child
- No, I do not have any caring responsibilities
- I prefer not to answer this question

9. SEXUAL ORIENTATION

How would you describe your sexual orientation?

- A Heterosexual *(If you have ticked 'A', please go to question 11)*
- B Gay Man
- C Lesbian
- D Bisexual Man
- E Bisexual Woman
- F Other - *Please specify* _____
- G I prefer not to answer this question

10. SEXUAL ORIENTATION (continued)

If you ticked B, C, D, E or F for question 9, do you feel able to be “out” to other people working at the Parliament?

- Yes
- No
- I prefer not to answer this question

11. ETHNIC GROUP

What is your ethnic group? For this question, you should choose one section from A to E and then tick the appropriate box in that section to indicate your ethnic group. If you prefer not to answer this question, please tick the box in section F.

A. White

- Scottish
- Other British
- Irish
- Any other White background - *Please specify* _____

B. Mixed

- Any mixed background - *Please specify* _____

C. Asian, Asian Scottish or Asian British

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Other Asian background - *Please specify* _____

D. Black, Black Scottish or Black British

- Caribbean
- African
- Other Black background - *Please specify* _____

E. Other ethnic background

- Any other ethnic background - *Please specify* _____

F. I prefer not to answer this question

12. RELIGION

Which of the following religions, religious denominations or bodies do you currently belong to? If you do not belong to any of these, please tick "None".

- None
- Church of Scotland
- Roman Catholic
- Other Christian - *Please specify* _____
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion - *Please specify* _____
- I prefer not to answer this question

13. RELIGION (continued)

Which of the following religions, religious denominations or bodies were you brought up in?

- None
- Church of Scotland
- Roman Catholic
- Other Christian - *Please specify* _____
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- Other religion - *Please specify* _____
- I prefer not to answer this question

14. AGE

What is your age?

Please specify age (in years) _____

- I prefer not to answer this question

15. DISABILITY

The Disability Discrimination Act 1995 defines disability as “**a physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day-to-day activities**”.

Do you consider that you have a disability?

- Yes
- No
- I prefer not to answer this question

Please note that a separate **Disability Audit Form** will also be circulated to all staff in due course. This will ask you to identify any adjustments that you consider would assist you in performing your duties if you have a disability.

In the meantime, please remember that the SPCB is committed to meeting the needs of employees with disabilities in line with equal opportunities legislation and good practice. You are always welcome to discuss any adjustments that you may require with your line manager, a Personnel Officer or the Equalities Manager.

16. TRADE UNION ACTIVITIES

Which of these questions best describes your trade union activities?

- I am a member of a trade union
- I am a member of a trade union and I get involved in trade union activities within this workplace
- I am not a member of a trade union
- I prefer not to answer this question

SECTION 2: MONITORING QUESTIONS TO COLLECT INFORMATION RELATING TO KEY EQUALITY INDICATORS

Please read this before answering the questions in Section 2

Some of the questions in Section 2 of this form refer to your “**personal characteristics that fall within the scope of the SPCB’s Equality Framework**”. These characteristics are:

- your **gender**,
- your **sexual orientation**,
- your **gender identity** (i.e., your status if you have undergone or are planning to undergo a sex change operation),
- your **racial group** (which includes your race, colour, ethnic origins, national origins, and/or nationality),
- your **religion**,
- any **disability** you might have,
- your **age**,
- your **marital status**,
- your **family status**,
- your **part-time status**, *and*
- your **trade union membership/non-membership** or your **trade union activities**.

If you do not wish to answer a particular question in this section, please leave it blank. However, you are encouraged to answer as many of the questions as possible as this information will greatly assist us to implement our equal opportunities policies fully.

This questionnaire is completely confidential and the information collected will only be used for monitoring the effectiveness of our policies. **Please, therefore, remember that when you provide information on this form about your own circumstances or your work history, this will not be the same as raising a complaint.** If you do wish to make a complaint which is related to an equal opportunities issue, please speak to your line manager, refer to the Equality Framework or speak to a member of staff in the Personnel Office for advice or assistance.

1. CAREER PROGRESSION/INTERNAL PROMOTION

1a Have you applied for career progression (i.e. an internal promotion in the Parliament) within the last twelve months?

Yes No *If 'No', please go to question 1e*

1b If you did apply for career progression in the last twelve months, were you successful?

Yes No *If 'No', please go to question 1d*

1c If you were successful in applying for career progression within the last twelve months, was your progression within the office where you already worked?

Yes No *Now please go to question 1e*

1d If you were not successful, you are welcome to use the space below to describe why you think you were not successful if you wish to.

1e Do you think that your career progression within the Parliament over the past twelve months was, or might have been, affected by any of your “personal characteristics that fall within the scope of the SPCB’s Equality Framework”?
(See the start of Section 2 for a list of these characteristics.)

Yes No

If ‘Yes’, you are welcome to provide more information if you wish to. If you do provide more information, it would be helpful if you would refer to the particular personal characteristic or characteristics that you believe were relevant (e.g. your sex, your race, your sexual orientation, etc) and also tell us how you think that this characteristic has affected your career progression.

2. APPRAISAL

2a Please tick one of the boxes below to indicate your overall appraisal marking in your most recent 'end of year' staff appraisal?

Categories for staff employed by the SPCB:

- Box 1 – Outstanding
- Box 2 – Exceeds the requirements of the job
- Box 3 – Meets the requirements of the job
- Box 4 – Does not meet the requirements of the job
- Box 5 – Unacceptable

Categories for staff employed by the Scottish Executive and seconded to the Parliament:

- Box 1 – Exceptional
- Box 2 – Effective
- Box 3 – Developing
- Box 4 – Unsatisfactory

- If you have not yet had an 'end of year' appraisal marking at the Parliament, please tick here

- If you are seconded to the Parliament from an organisation other than the Scottish Executive, please tick one of the above boxes if it accurately describes your most recent 'end of year' appraisal marking. Otherwise, please tick here and describe your appraisal marking below:

2b Do you consider that any of your “personal characteristics that fall within the scope of the SPCB’s Equality Framework” affected, or might have affected, your most recent ‘end of year’ appraisal marking?

Yes No *If ‘No’, please go to question 3*

If ‘Yes’, you are welcome to provide more information if you wish to. (If you do provide more information, it would be helpful if you would refer to the particular personal characteristic or characteristics that you think were relevant.)

3. DISCIPLINARY PROCEEDINGS

3a Have you been the subject of an investigation under the SPCB’s disciplinary policy during the last twelve months?

Yes No *If ‘No’, please go to question 4*

3b If your answer to 3a is ‘Yes’, were disciplinary allegations made against you after the investigation?

Yes No *If ‘No’, please go to question 3e*

3c If your answer to 3b is ‘Yes’, were you required to attend a disciplinary hearing to answer any allegations?

Yes No *If ‘No’, please go to question 3e*

3d If your answer to 3c is 'Yes', please specify what type of disciplinary penalty, if any, was applied to you (e.g. written warning).

3e If you were the subject of an investigation, hearing or penalty under the SPCB's disciplinary policy during the past twelve months, do you believe that the way in which you were treated was affected by any of your "personal characteristics that fall within the scope of the SPCB's Equality Framework"?

Yes No *If 'No', please go to question 4*

If 'Yes', you are welcome to provide more information if you wish to. (If you do provide more information, it would be helpful if you would refer to the particular personal characteristic or characteristics that you think were relevant.)

4. ACCESS TO TRAINING AND DEVELOPMENT OPPORTUNITIES

4a Has your manager refused to allow you to attend a training course within the last twelve months?

Yes No *If 'No', please go to question 4c*

If 'Yes', what reason was given for this refusal?

4b If your answer to 4a is ‘Yes’, do you consider that any of your “personal characteristics that fall within the scope of the SPCB’s Equality Framework” affected, or might have affected, this decision not to allow you to attend this training course?

Yes No *If ‘No’, please go to question 4c*

If ‘Yes’, you are welcome to provide more information if you wish to. (If you do provide more information, it would be helpful if you would refer to the particular personal characteristic or characteristics that you think were relevant.)

4c Do you believe that, in general over the past twelve months, you have received sufficient training and development opportunities to support you in your current role?

Yes No

If ‘No’, you are welcome to provide more information if you wish to. (If possible, please also describe whether or not you believe that any of the “personal characteristics that fall within the scope of the SPCB’s Equality Framework” have affected the training and development opportunities that you have received.)

5. HARRASSMENT & BULLYING

Before answering the questions in this section, you should read through these two definitions:

HARRASSMENT: Conduct or behaviour that a person finds offensive, and which is also connected with a personal characteristic of that person. (For example, it might relate somehow to their race, their sex, their sexual orientation, their disability, etc.)

BULLYING: Inappropriate, malicious and unwelcome behaviour that is designed to cause embarrassment, fear, humiliation or distress to a person or to a group of people. Bullying is normally characterised by the emergence of a pattern of behaviour, but a single incident, if serious enough, can amount to bullying behaviour. (Bullying is not usually linked to a personal characteristic of a person, e.g. their race, sex, sexual orientation, disability, etc. If the behaviour is linked to a personal characteristic, then it would normally be classified as “Harassment” rather than “Bullying”.)

5a Do you believe that you have suffered either of the following types of unacceptable behaviour whilst working at the Parliament during the last twelve months? (Please tick all that apply)

- Harassment** (see above for a definition)
- Bullying** (see above for a definition)

If you have not ticked either of these two boxes, please go to question 6.

If you have ticked either of the above boxes, you are welcome to provide more information about the treatment you experienced if you wish to. If you have ticked ‘Harassment’, it would also be helpful if you tell us which of your personal characteristics (e.g. your race, your sexual orientation, etc) you believe were linked to this behaviour.

5b If you ticked either of the two boxes in question 5a, did the person or people who behaved towards you in this way have management authority over you?

- Yes**, they had management authority over me
- No**, they were in a higher grade than me within the organisation but they did not have management authority over me
- No**, they were at the same grade as me, or at a lower grade than me, within the organisation
- No**, they were not part of the staff structure (e.g., they were an MSP, a member of staff employed by an MSP, a member of the public, etc). *In this case, **without naming the individual(s)**, please specify what their role is:*

5c If you ticked either of the two boxes in question 5a, did you make an informal or formal complaint about this treatment?

Yes No

Whether you ticked 'Yes' or 'No' to this question, you are welcome to provide more information about this if you wish to. For example, if you did not make a complaint, why was this? Is there more that we could do to enable staff to challenge this type of unacceptable behaviour? If you did make a complaint, was your complaint handled properly and sensitively?

6. TRADE UNION MEMBERSHIP AND ACTIVITIES

6a Do you consider that, whilst working at the Parliament during the past twelve months, you have suffered discrimination or harassment because of any of the following characteristics:

- **Because you were a trade union member**
- **Because you were a trade union member and involved in trade union activities, or**
- **Because you were not a trade union member?**

Yes No *If 'No', please go to question 7*

If 'Yes', you are welcome to provide more information about this if you wish to. In particular, it would be helpful if you would tell us about the nature of this discrimination or harassment.

6b If your answer to 6a is 'Yes', please confirm the reason for which you believe you were treated in this way? *(Please tick one box as appropriate)*

- Because you were a member of a trade union
- Because you were a trade union member and involved in trade union activities
- Because you were not a member of a trade union

6c If your answer to 6a is 'Yes', was it someone who had management authority over you who acted in this manner?

Yes No

6d If your answer to 6a is 'Yes', did you make a formal or informal complaint about the behaviour?

Yes No

If 'No', you are welcome to provide more information about this if you wish to. For example, if you did not make a complaint, why was this? Is there more that we could do to enable staff to challenge this type of unacceptable behaviour?

7. GENERAL REVIEW

7a Apart from matters that you have already discussed on this form so far, do you believe that you have been discriminated against whilst working at the Parliament in any other way or ways?

Yes No *If 'No', please go to question 7b*

If 'Yes', you are welcome to provide more information about this if you wish to.

7b Do you believe that the SPCB is doing all that it reasonably can do as an employer to implement its equal opportunities policies?

Yes No

If 'No', what other sorts of things could, or should, we do?

7c Do you believe that significant progress has been made over the last twelve months in relation to implementing the SPCB's equal opportunities policies?

Yes No

Whether you have answered 'Yes' or 'No', you are welcome to provide some comments (positive or negative) about our progress on equal opportunities issues.

7d Would you recommend the SPCB as an employer to other people?

Yes No

If 'No', you are welcome to provide more information about why you would not recommend the SPCB as an employer if you wish to.

7e Please use the space below to provide any other comments or ideas which would assist us in implementing the SPCB's equal opportunities policies?
Please bear in mind that it would be helpful for us to know if you think we are getting things right in any particular respect, as well as knowing how you think we can improve on our performance.

Blank lined area for writing.

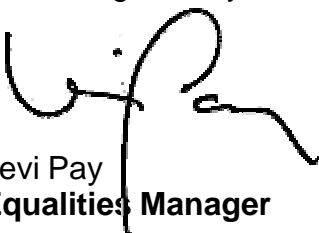
Thank you very much for completing this form. Your co-operation is very much appreciated.

Please return this completed form to Challenge Consultancy Limited in the large postage-paid envelope marked "Private and Confidential". If this envelope is not enclosed, please send this form, by external post, to:

**Challenge Consultancy Limited (EOAF)
11 Oxford House
49a Oxford Road
London
N4 3EY**

After you have sent this form to Challenge Consultancy Limited, please complete the compliment slip that is also enclosed with this form and return this slip to me (at Room 413, St Andrew Square building) to confirm that you have returned the audit form.

Thanks again for your help.



Levi Pay
Equalities Manager

Action plan to respond to the findings of the SPCB 2003 Equal Opportunities Staff Audit

INTRODUCTION

Equal opportunities policies are only as effective as the monitoring procedures which are put in place to support them. As well as being aware of this reality, the SPCB is also mindful of its legal obligations, particularly under the Race Relations Act 1976 (as amended) to monitor aspects of its employment practices and publish the results.

The Equal Opportunities Staff Audit was approved by the SPCB as a key part of the implementation of its equal opportunities policies. The audit is essentially a detailed staff survey of our staff on equality issues which we intend to carry out every two years. This will enable us to monitor our progress in implementing our equal opportunities policies and complying with equal opportunities legislation in our role as an employer.

The first audit was held in 2003 and a report on the findings was produced by Challenge Consultancy Limited at the end of that year. Many of the key findings from this report have already been published earlier this year in the *SPCB Equal Opportunities Report 2003*. Having now published the full report, we also wanted to publish this action plan which sets out how we are responding – and, in some cases, will respond – to the findings of the audit.

The audit report contains a great deal of very encouraging and positive information about our organisation. For example:

- **90% of respondents said that they would recommend the SPCB as an employer,**
- **88% of respondents stated that they received sufficient training to support them,**
- **Over 90% of staff said that they had not been refused permission to attend a training course in the last twelve months, with part-time staff even less likely than full-time staff to report such a refusal, and**
- **82% of respondents stated that they thought that significant progress had been made in the last 12 months in relation to equal opportunities issues.**

However, there are some potential areas of concern, which are set out in this action plan along with details about how we will respond effectively to each of these.

AUDIT FINDING:

Older respondents in the audit (aged 41-60) were slightly less likely to have applied for career progression over the past twelve months.

SPCB RESPONSE:

On discovering this finding, we compared the results of this section of the audit with other findings in the report and were pleased to note that this finding does not appear to be part of a larger pattern of disadvantage amongst older members of staff in this organisation.

However, in order to ensure that we are responding effectively to this finding, we will:

- Use the Dignity at Work training which will be rolled out to all staff as an opportunity to highlight issues of age discrimination (see below),
- Take full account of the findings of this audit in our forthcoming review of our retirement policy to ensure that older workers receive the same encouragement to apply for promotions within the organisation as other members of staff,
- Ensure that we monitor this issue closely in future audits, and
- Consider running some further workshops for staff and MSPs to raise awareness of the recent and forthcoming legislation prohibiting religious, sexual orientation and age discrimination (as noted above) .

AUDIT FINDING:

When the ethnic composition of the workforce (as revealed in the audit) is compared with Census data for Scotland, there appears to be an over-representation of “White – Other British” respondents and a slight under-representation of staff from a visible ethnic minority background.

SPCB RESPONSE:

Whilst we might not expect these results to match *exactly* the Census data for the whole of Scotland, we are disappointed to note these findings from the audit. This is certainly an area that we will monitor closely in future years to ensure that we are attracting as diverse a range of job applicants as possible. There are also a range of specific actions which we will take in the shorter term in order to respond to this finding:

- We will have a presence at relevant events (e.g. recruitment fairs aimed at ethnic minority groups), subject to the availability of Personnel staff, to ensure that we are constantly striving to attract a diverse range of job

applicants. We are already planning to have a presence at an ethnic minority recruitment fair in June 2004.

- We will continue to advertise posts widely and circulate information about vacancies to a network of local racial equality agencies, and
- We will consider opportunities for placing advertisements in targeted publications which tell people how to find out about job opportunities at the Parliament.

The ongoing work of the Participation Services Office of the Parliament is also vital in encouraging greater engagement between the Parliament and members of ethnic minority communities. Further work is already planned to produce and expand the range of publications we produce in ethnic minority languages when we move to Holyrood, which will be very helpful in this respect.

AUDIT FINDING:

A small number of lesbian, gay or bisexual respondents in the audit stated that they did not feel able to be “out” at work.

SPCB RESPONSE:

Whilst it is very difficult to know from the results of this audit the reasons for this response from a small number of staff members, we realise that it is clearly possible that factors outside work may influence whether or not someone feels able to be "out" at work.

However, in order to act as a best practice employer and take full account of our responsibilities under the Employment Equality (Sexual Orientation) Regulations 2003, which prohibit workplace discrimination on grounds of sexual orientation, we are proposing to respond to this finding by:

- Circulating a leaflet which has been produced by the DTI to our staff outlining the implications of the recent legislation prohibiting sexual orientation discrimination,
- Building sexual orientation issues into the half-day Dignity at Work training course which is going to be rolled out to all SPCB staff (see below), and
- Considering running some further workshops for staff and MSPs to raise awareness of the recent and forthcoming legislation prohibiting religious, sexual orientation and age discrimination.

AUDIT FINDING:

The audit suggests that there is a slight under-representation of disabled staff in the SPCB's workforce.

SPCB RESPONSE:

Since the audit was carried out in autumn 2003, the SPCB has already:

- Made a series of changes to our recruitment practices which have succeeded in attracting more job applications from disabled people,
- Changed our job application form to make clear our commitments to make adjustments for disabled job applicants and staff,
- Been awarded the “disability symbol” by JobcentrePlus in recognition of our work in this area,
- Delivered an internal “Disability Awareness Week” to raise awareness across our organisation about disability equality issues, and
- Delivered a range of projects aimed at increasing engagement with the Parliament amongst disabled people (e.g. a British Sign Language video about the Parliament, etc.)

It is therefore suggested that this audit finding does not require a further response at this stage although this area will be closely monitored in future audits to ensure that this issue is being addressed.

AUDIT FINDING:

Internal career progression is dominated by progression within - rather than between – offices.

SPCB RESPONSE:

Whilst this finding might not, in itself, be an indication of a negative equal opportunities issue, this might make it slightly more difficult for the SPCB to address any under-representations which exist within our workforce.

A review of the use of temporary promotions was recently carried out within one of our directorates (the Directorate of Clerking and Reporting). This review will be used to inform management about the organisation's processes for internal recruitment and stimulate further consideration of these issues. Further action points are likely to emerge from this more detailed discussion. This matter will also be picked up in our planned review of recruitment procedures.

AUDIT FINDING:

3.7% of respondents in the audit reported experiencing some form of harassment whilst at work over the past 12 months, 7.9% of respondents reported experiencing some form of bullying over the same period, and 1.6% reported experiencing both.

SPCB RESPONSE:

We recognise that these findings only represents a snapshot of people's experiences within the organisation and do not, for example, relate to *proven*, or even *reported*, instances of bullying or harassment. The audit also does not detail the specific source of the bullying or harassment in each case.

This finding does, however, demand a serious and dedicated response from the SPCB. We have already, therefore, started implementing a major project in response to this finding from the audit. In particular, a range of measures to promote greater awareness of the SPCB's *Dignity at Work (Anti-Bullying, Harassment and Victimisation) Policy* are currently being implemented, including:

- Identifying and training a network of Dignity at Work Contacts, who will be available to act as a source of advice and support for any member of staff experiencing bullying or harassment whilst a work.
- Identifying and training a group of Investigating Officers to investigate any formal complaints received under the Dignity at Work Policy,
- Providing a half-day training course to all staff on dignity at work issues,
- Carrying our further detailed monitoring once the network of dignity at work contacts is established to establish whether or not complaints are concentrated in particular parts of the organisation, and
- Monitor bullying and harassment closely in future staff audits.

The initial stages of this project have already been implemented. The full project will be implemented by the end of 2004.

AUDIT FINDING:

There are some variations in relation to the distribution of different appraisal markings.

SPCB RESPONSE:

Since the audit was carried out, the SPCB has already carried out a major review of its performance management system. The new system, based on behavioural competencies as well as work objectives/targets, has been designed with equal opportunities issues firmly in mind.

In order to ensure, however, that this finding from the audit does not reflect any problems within the new system, a detailed analysis will be carried out of the results from the 2003/4 round of the new performance management system to investigate any trends which might exist. Further action points may arise from this analysis.

AUDIT FINDING:

Some patterns emerged from the audit relating to the distribution of trade union membership.

SPCB RESPONSE:






The information collected on trade union membership will be provided to the Trade Union Side. The TUS is most likely to be responsible for taking forward any actions relating to these findings, although they would be invited to discuss any concerns with management.

If you would like more information about anything contained within this report, please contact the Scottish Parliament's Equalities Manager:

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EH99 1SP

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	Telephone	0845 278 1999
	Textphone	0845 270 0152 <i>Calls to any other telephone numbers in the Parliament are also welcome via the RNID Typetalk service.</i>
	Email	sp.info@scottish.parliament.uk
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For information in languages other than English or in alternative formats (for example, in Braille, large print, audio tape or various computer formats), please contact us at the above address or send your enquiry by fax or email. We welcome written correspondence in any language.

Airson fiosrachaidh ann an cànanan eile seach Beurla no ann an cruth eile (m.e. ann am Braille, ann an clò mòr, air teip fhuaim no ann an cruth eadar-dhealaichte coimpiutair), sgrìobhaibh thugainn dhan seòladh os cionn no cuiribh fios thugainn le facs no post-D. Tha sinn a' cur fàilte air sgrìobhaidhean ann an cànan sam bith.

للحصول على المعلومات بلغات أخرى غير اللغة الإنجليزية أو بهيئات وصيغ بديلة (لغة برايل أو طباعة الحروف الكبيرة أو على أشرطة تسجيل صوتية أو بالصيغ الكومبيوترية المختلفة مثلاً) يرجى كتابة رسالة إلينا وإرسالها إلى العنوان المذكور أعلاه أو إرسال استفساراتكم إلينا عن طريق الفاكس أو البريد الإلكتروني. إننا نرحب بالرسائل المكتوبة مهما كانت اللغة المستخدمة في كتابتها.

ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਜਾਂ ਵੱਖਰੇ ਰੂਪ (ਉਦਾਹਰਨ ਵਜੋਂ, ਬਰੇਲ, ਵੱਡੀ ਛਪਾਈ, ਸੁਣਨ ਵਾਲ ਕਈ ਕਿਸਮ ਦੇ ਕੰਪਿਊਟਰ ਵਾਲੇ ਰੂਪ) ਵਿਚ ਜਾਣਕਾਰੀ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਉਪਰਲੇ ਪਤੇ ਤੇ ਚਿੱਠ ਅਪਣੀ ਪੁੱਛ ਗਿੱਛ ਫੈਕਸ ਜਾਂ ਈ ਮੇਲ ਰਾਹੀਂ ਭੇਜੋ। ਅਸੀਂ ਚਿੱਠੀ ਪੱਤਰ ਦਾ ਸਾਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਸੁਆ ਹਾਂ।

对不是用英语写的信息，或者其它格式的信息（例如：盲文、大体字、录音带或者各种电脑格式），请写信至以上地址或者用传真、电子邮件将您的要求发给我们。我们欢迎您用任何语言给我们写信。

ইংরেজী ছাড়া অন্য কোন ভাষায় অথবা পাঠক উপযুক্ত অন্য কোন ধরনে (যেমন ধরন, ব্রেইলে, মোটা হরফে, টেইপ-ক্যাসেটে অথবা কম্পিউটারের বিভিন্ন ফরমেটে) তথ্যের জন্য, দয়া করে উপরের ঠিকানায় আমাদের কাছে চিঠি লিখুন অথবা আপনার অনুসন্ধানের বিষয়টি সম্পর্কে আমাদের কাছে ফ্যাক্স পাঠান বা ইমেইল করুন। আমরা যে কোন ভাষায় লিখিত যোগাযোগকে স্বাগত জানাই।

وہ دوسری زبانوں یا متبادل ترتیب بندی (مثال کے طور پر بریل، بڑی طباعت، آڈیو ٹیپ یا مختلف طرز کے کمپیوٹر مواد (فارمیٹ)) میں معلومات حاصل کرنے کے لئے براہ کرم ہمارے پتے پر ہمیں خط لکھیں یا اپنی انکوائری کو بذریعہ فیکس یا ای میل بھیجیں۔ ہم کسی بھی زبان میں خط و کتابت کا خیر مقدم کرتے ہیں۔