

Meeting	OLC	Agenda Item No.	11
		Paper No.	94.9b
Date of meeting	20 March 2019	Time required	To be discussed in conjunction with the strategy and business plan 2019/20.

Title	2019-20 Equality Priority Objectives
Sponsor	Rob Powell, Chief Executive / Rebecca Marsh, Chief Ombudsman
Status	OFFICIAL
To be communicated to:	Members and those in attendance

Executive summary
<p>This paper outlines progress against the Equality Priority Objectives (EPO's) approved by the OLC in March 2018 and proposes new Equality Priority Objectives for the OLC's approval for 2019/20.</p> <p>The EPOs are embedded in the business plan which we are seeking Board's approval to publish in April 2019.</p> <p>During 2018-19, we have not an identified OLC Board sponsor for equality, diversity and inclusion issues. The Equality, Diversity and Inclusion Forum and Management Team have discussed this, and agreed that it would be beneficial to have such a sponsor. We are therefore asking Board to nominate a sponsor to act as a link between the OLC Board and Equality, Diversity and Inclusion Forum, and provide a Board lead on equality, diversity and inclusion issues.</p>
Recommendation/action required
<p>Board is asked to:</p> <ol style="list-style-type: none"> 1. NOTE progress delivering the 2018-19 Equality Priority Objectives; 2. APPROVE the proposed Equality Priority Objectives for 2019/20; and 3. NOMINATE a Board sponsor for equality, diversity and inclusion issues.

1) Progress against 2018-19 Equality Priority Objectives

Objective 1

Status and Progress RAG

Better recognise and nurture BAME talent within the organisation

Good progress has been made on implementing the Race action plan which includes a strand on nurturing BAME talent including the formation of our BAME network however feedback from the group is that there are still perceived barriers to progression and a lack of role models. Work on mentoring, constructive feedback and career pathways are key to progression for this objective.

Objective 2

Status and Progress RAG

Benchmark ourselves against the MIND workplace wellbeing index targeting a Bronze status in our first year

The survey index took place in late 2018 with a positive 55% completion rate and the results are due on 18 March 2019.

Objective 3

Status and Progress RAG

Raise awareness of specific vulnerabilities through better communication and improved accessibility throughout the customer journey

All customer facing staff received training about providing an inclusive service, including how to identify and meet requirements for reasonable adjustments and identifying and supporting customers in vulnerable circumstances, in early 2018. This aspect of our work is now covered in all induction training.

In April 2018 we introduced our new case management system, which included new fields to capture information about vulnerable circumstances, rather than only reasonable adjustments, enabling anyone picking up a case to identify any specific customer requirements. This also enables us to track the customer experience for vulnerable customers / those requiring reasonable adjustments.

Objective 4

Status and Progress RAG

Adopt best practice in meeting the requirements of the Public Sector Equality Duty

From an internal perspective we have made progress in year raising awareness and advancing equality of opportunity and celebrating diversity that are central to the duty. As mentioned above, we have also ensured that LeO staff have training to

support our inclusive service however we recognise that there is more to be done on adopting best practice. By embedding ownership of this within Operational project delivery we are aiming for stronger progress in 19/20.

2) Proposed Equality Priority Objectives for 2019/20

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