

EQUALITY COMMISSION FOR NORTHERN IRELAND

Public Authority 2008 - 2009

Annual Progress Report on Section 75 of the NI Act 1998 and Section 49A of the Disability Discrimination Order (DDO) 2006

Name of public authority

Construction Industry Training Board

Equality Officer

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S75 Executive Summary

- What were the key policy/service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?

A major investment was made in a programme of re-fresher training for all staff employed by CITB. The programme included Interview Panel Practice and Skills Training which was attended by 19 members of staff potentially involved in the recruitment and selection process.

Equality and Diversity Awareness Training, attended by 52 members of staff, was designed to explore the meaning of equality & diversity and their impact on working practices, identify and explore the underlying values and principles of working in a diverse workforce and examine interpersonal communications skills and behaviors that promote valuing and utilizing individuality in the workplace.

Promotion of Dignity at Work Training, attended by 53 members of staff, was designed to clarify the definition of what constitutes harassment and bullying, the type of people who harass and/or bully and the effects on employees and organizational performance, briefly examine the relevant legislation and explore the do's and don'ts for employees in responding to possible and/or actual harassment and bullying situations.

This training has improved staff confidence in communicating with others from diverse backgrounds and has had the effect of changing behaviors and attitudes not only towards work colleagues but also with levy payers, trainees other stakeholders and potential new entrants to the construction industry.

- What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?

It is planned to survey construction training organisations to ascertain their experience and views of training ethnic minority groups. Specifically this research will be aimed at analysing 1.) The current interest and engagement in construction training by ethnic minority individuals, 2.) Any difficulties experienced by training providers in the provision of training to ethnic minority individuals, 3.) Any adjustments to the provision of training specifically for ethnic minorities by construction training organisations, 4.) Training providers views and opinions on the necessity to provide specialised provision for this target group.

- Please give examples of changes to policies or practices which have resulted in outcomes. If the change was a result of an EQIA please tick the appropriate box in column 3:

	Outline change in policy or practice which have resulted in outcomes	Tick if result of EQIA
Persons of different religious belief	•	
Persons of different political opinion	•	
Persons of different racial groups	•	
Persons of different age	•	
Persons with different marital status	•	
Persons of different sexual orientation	• CITB’s policy to grant 3 days additional leave upon marriage was extended to include civil partnerships	
Men and women generally	•	
Persons with and without a disability	•	
Persons with and without dependants	•	

Section 1: Strategic Implementation of the Section 75 Duties

- Please outline evidence of progress made in developing and meeting equality and good relations objectives, performance indicators and targets in corporate and annual operating plans during 2008-09

One of CITB's Strategic Values is to Foster Pride in the Construction Industry with an associated Strategic Aim to Promote a Positive Image of the Industry which includes diversity issues. The associated critical success factor agreed is CITB marketing and awareness campaigns designed to raise awareness of CITB's services including all those associated with Equality and Diversity, particularly women into construction and those relating to Migrant workers as described within the body of this report. Progress relating to this performance indicator will be monitored using the Employer Tracking Survey.

In addition individual performance objectives have been set for specific staff with particular responsibility in relation to Equality and Diversity and CITB's duties under Section 75. These objectives are monitored through regular team meetings and during performance reviews.

The Equality Scheme is implemented by the Executive Management Team with overall responsibility being allocated to the Chairman and Chief Executive with the day to day operations being carried out by the Human Resources Manager who acts as Equality Officer for the Board.

Section 2: Screening

- Please provide an update of new/proposed/revised policies screened during the year.

Title of policy subject to screening	Was the <u>F</u>ull Screening Report or the <u>R</u>esult of initial screening issued for consultation? <i>Please enter <u>F</u> or <u>R</u></i>	Was initial screening decision changed following consultation? <u>Y</u>es/<u>N</u>o	Is policy being subject to EQIA? <u>Y</u>es/<u>N</u>o? If yes indicate year for assessment.
Attendance Management Policy		No	No
Staff Travel & Subsistence Policy		No	No
Revised Learning & Development Policy		No	No
Staff Code of Conduct		No	No
Marriage & Civil Partnership Leave		No	No

Section 3: Equality Impact Assessment (EQIA)

- Please provide an update of policies subject to EQIA during 2008-09, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2009-10

EQIA Timetable – April 2008 - March 2009

Title of Policy EQIA	EQIA Stage at end March 09 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals, and the relevant Section 75 categories due to be affected.
None		

- Where the EQIA timetable for 2008-09 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.

Ongoing EQIA Monitoring Activities April 2008- March 2009

Title of EQIA subject to Stage 7 monitoring	Indicate if differential impacts previously identified have reduced or increased	Indicate if adverse impacts previously identified have reduced or increased
None		

2009-10 EQIA Time-table

Title of EQIAs due to be commenced during April 2009 – March 2010	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6
None		

Section 4: Training

- Please outline training provision during the year associated with the Section 75 Duties/Equality Scheme requirements including types of training provision and conclusions from any training evaluations.

Promoting Race Equality in the Workplace

7 November 2008

Attended by 3 members of staff one of which was a speaker at the event.

This final event of the Anti-Racist Workplace Week was held in the Long Gallery, Stormont, sponsored and introduced by Anna Lo, MLA and organized by the Equality Commission. A CITB staff member presented the work carried out by CITB in the development of two packs/booklets regarding migrant workers which were launched on 17 August 2007. The CITB partnered NICEM (NI Council for Ethnic Minorities) and the Equality Commission, as well as the Construction Employers Federation to print and launch these packs.

Interview Panel Practice and Skills Training

1 & 12 December 2008 – 2 x 1 day sessions

Attended by 19 members of staff

This course delivered by Charis Consultancy Services, was designed to explore best practice in terms of shortlisting as a process, examine the contribution perception and prejudice makes to the interviewing and decision making experience and develop more finely tuned questioning, listening, note-taking and decision making skills. This training included role plays.

Evaluation:

Score 1-5 (5 = totally relevant)

Scored: 5

Staff felt that these sessions were excellent skills development training particularly the areas around exploring perception and prejudice.

Equality and Diversity Awareness Training

19, 23, 27 & 28 January 2009 – 4 x ½ day sessions

Attended by 52 out of 55
members of staff

This course delivered by Charis Consultancy Services, was designed to explore the meaning of equality & diversity and their impact on working practices, identify and explore the underlying values and principles of working in a diverse workforce and examine interpersonal communications skills and behaviors that promote valuing and utilizing individuality in the workplace.

Evaluation:

Score 1-5 (5 = totally relevant)

Scored: 5

Staff felt that this course was excellent and has had the effect of changing behaviors and attitudes and gave staff confidence in terms of appropriate language to be used in communications with others from a diverse background.

Promotion of Dignity at Work Training

3, 4, 11 & 13 February 2009 – 4 x ½ day sessions

Attended by 53 out of 55
members of staff

This course again delivered by Charis Consultancy Services, was designed to clarify the definition of what constitutes harassment and bullying, the type of people who harass and/or bully and the effects on employees and organizational performance, briefly examine the relevant legislation and explore the do's and don'ts for employees in responding to possible and/or actual harassment and bullying situations.

Evaluation:

Score 1-5 (5 = totally relevant)

Scored: 5

Staff felt that this course was excellent, build upon the knowledge gained in the Equality and Diversity Awareness training and created an awareness that almost everyone had the potential to display bullying behaviours or be on the receiving end of such treatment.

Dignity at Work Adviser Training

27 February 2009 – ½ day session

Attended by 5 members of staff

This course delivered by 4Sight Training was designed to ensure an understanding of the role of advisers under the policy, provide an understanding of the tribunal system, introduce participants to the skills checklist and 4Sight Guide to dealing with issues and guide participants on what to do after advice has been given on a complaint. This training included role plays.

Evaluation:

Score 1-5 (5 = totally relevant)

Scored: 5

Staff felt that this course was excellent if not long enough. The role play aspect was considered particularly powerful and helpful in preparing staff to deal with such issues if they arose in the workplace.

Section 5: Communication

- Please outline how the authority communicated progress on delivery of the Section 75 Duties during the year and evidence of the impact/success of such activities.

The Annual Report for 2008 includes a statement of commitment regarding CITB's statutory obligations under Section 75 and a review summary of the Annual Report is sent to all levy payers by way of communicating key issues.

Progress on the statutory duty was also communicated by publishing the latest Annual Progress Report on our web site.

CITB Marketing Communications Manager is responsible for marketing the main activities of the Board in addition to specific activities aimed at helping CITB achieve its Section 75 duties.

Examples of these specific activities include a press release which was generated with associated photography and media regarding the Women in Construction Conference held in Londonderry on 11 March 2009.

Although CITB works hard to promote specific equality and diversity issues, it is ensured that there is fair representation on publications from an equal opportunity point of view. Even if a publication is not related to the women in construction work CITB ensures that images of females are represented.

Section 6: Data Collection & Analysis

- Please outline any systems that were established during the year to supplement available statistical and qualitative research or any research undertaken/commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75.

Employer Panel Consultation Wave 6, June 08, Summary - Non-UK workers

- Overall 8% of employers (rising to 66% among those with 250 or more staff) currently employ or have employed over the last 6 months workers who are not UK citizens, a figure in line with previous waves (10% in Wave 5, 4%-7% in previous waves). Use of non-UK workers is highest among employers in London (17%) and Northern Ireland (22%).

- Results suggest that the number of non-UK workers is equivalent to around 6% of the total workforce. Approaching half (46%) of employers currently or recently using non-UK workers expect their use of non-UK workers to increase over the next 12 months.
- Skills shortages are a key reason for employing non-UK staff for around a quarter of employers making use of these workers (23%), and around one in six say the reason is non-UK staff being better motivated (15%). For around a third it has just happened or there is no particular reason for their employing non-UK staff. Other reasons include their having good skills or the right skills (8%), being better qualified (7%, this much higher among Professional Services firms than Construction firms - 15% v 1%), having an overseas client (6%) and their being cheaper (5%).
- Around a quarter (24%) of employers with current or recent non-UK staff said some of these workers had difficulty communicating in English. However, only around one in six employers with non-UK workers (17%) – and only half (54%) of those experiencing these communication difficulties - had provided any specific training for these workers or delivered training differently for these staff for example by using interpreters or translating training documents. A variety of methods had been employed to modify their provision, most commonly getting documents and / or signage translated (39%), providing training in English language (24%) or using a translator for some training (18%).

Department of Employment & Learning

CITB through the work of ConstructionSkills has contributed to a Department of Employment and Learning review of migrant workers (currently underway through Oxford Economics).

- Please outline any use of the Commission’s Section 75 Monitoring Guide.

N/A

Section 7: Information Provision, Access to Information and Services

- Please provide details of any initiatives/steps taken during the year, including take up, to improve access to services including provision of information in accessible formats.

Positive Image Campaign

The annual Positive Image campaign is in its 6th year in Northern Ireland. The campaign raises awareness of a career in the industry to young people and encourages them to act upon it by driving visitors to the bconstructive website. It is also used to increase applications for apprenticeships and Inspire scholarships. The campaign targets young people especially females and minority groups. The imagery included in the media includes women in construction and ethnic minority groups.

As part of the NI activity posters were displayed in a cross section of schools in NI which include a fair representation of single sex schools (particularly all girl schools), Catholic maintained schools and controlled schools. Bus advertising and advertising within the Irish

News and News Letter supplements as well as some regional media also formed part of the campaign.

Generic Imagery

Photographs of women in construction and a representation of minority groups are included in key imagery of printed publications and marketing material on an ongoing basis.

Interpreting services

TASC, the direct training division of the CITB make available upon request various language interpreters including sign language, mainly for the migrant workers attending scaffolding training and assessment at the centre but also on the CITB's Mobile Training Unit. Additionally one to one help can be provided for trainees experiencing reading and writing difficulties.

Section 8: Complaints

- Please identify the number of Section 75 related complaints:
 - received and resolved by the authority (including how this was achieved);
 - which were not resolved to the satisfaction of the complainant;
 - which were referred to the Equality Commission.

CITB have an appointed Complaints Officer who is designated with the responsibility of dealing with all complaints regarding CITB's failure to comply with Section 75 duties. The Complaints Officer maintains a register of all complaints to CITB, which is then provided in a quarterly report to the Board members.

CITB's complaints procedures are available on the CITB website in printed form and in appropriate written and audio formats on request to ensure the information is accessible to all our customers and trainees.

No complaints were received during 08/09 in relation to CITB's equality duties.

Section 9: Consultation and Engagement

- Please provide details of the measures taken to enhance the level of engagement with individuals and representative groups during the year.

CITB consults with its levy payers, representative groups, committees and Board when considering the development and implementation of policies. Meetings take place on a quarterly basis where papers are issued to all members one week prior to the meeting to enable adequate preparation.

CITB also consults with groups who may be affected by their policies. These include the Equality Commission, voluntary groups, community groups, trade unions and organisations representing the various categories included in Section 75. Details regarding specific consultations, particular relating to the Migrant Worker packs is included throughout this report.

The Sector Skills Agreement was reviewed and refreshed during the period June 2008 – January 2009 and included partnership agreement with the Equality Commission, NI Council for Ethnic Minorities, Training for Women Network, Women in Non-Traditional Sectors and Women's Tec. A new partnership was developed with the Princes' Trust and indeed an application was submitted to DEL for financial support for the Prince's Trust's Get into Construction programme for disadvantaged young people, albeit that this application was unsuccessful.

CITB's New Entrant Manager is a member of the Board of Director's of Women's TEC which is an innovative organization in Northern Ireland aimed at providing facilities to advance Women's involvement in sectors of training and employment in Construction and IT, specifically women who are socially and economically disadvantaged.

Section 10: The Good Relations Duty

- Please provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.

In addition to the requirement to promote equality of opportunity, CITB has due regard to its duties on the promotion and encouragement of good relations between people of different racial groups, religious beliefs and political opinions.

CITB is involved in an extensive range of activities and events which promote and encourage good relations. These include presentations to Opportunity Youth (25/06/08), Voice of Young People in Care (7/8/08), Princes Trust – Get into Construction (20/10/08) for example, Job sampling with various schools including special schools such as Rosstula Special School at CITB on 4 and 14/04/08, Castletower School on 7 and 23/5/08 and at Seagate Young Innovators at the Odyssey Belfast on 19/06/08.

There was also extensive involvement in various careers conventions and unemployment events throughout the year including those held in Hanwood Centre, Tullycarnet in East Belfast, University of Ulster, Methodist College, St Columbs College, St Mary's College University, St Mary's Christian Brother's and Limavady/Foyle Job and Benefits office, careers and unemployment event in the Radison Hotel in Limavady on 5/2/09.

The Ambassador Scheme continues to go from strength to strength with 50 ambassadors now trained. The Ambassadors act as role models in order to provide a better understanding of opportunities within the industry. Because of their unique insight, credibility and authenticity they can inspire and enthuse the brightest and best boys and girls to consider a career in the industry. An Ambassador's conference was held on 27/8/08 in the ConstructionSkills NI Office in James Street South Belfast.

- Please outline any use of the Commission's Good Relations Guide.

N/A

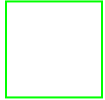
Section 11: Additional Comments

- Please provide any additional information/comments

The Construction Industry Training Board has a legal obligation to encourage training of those employed or intending to be employed in the construction industry. CITB, employees and levy payers, have gained a better understanding and knowledge of the needs and issues of the Section 75 duties since its implementation.

Annual Report 1 April 2008 / 31 March 2009
'Disability Duties' Questions

1. How many action measures for this reporting period have been?



Fully
Achieved



Partially
Achieved



Not
Achieved

Out of 13 action measures planned during the reporting period, 8 have been fully achieved, 2 actions have been partially achieved. 2 actions have not yet been achieved and 1 action no longer applies. One of the actions not yet achieved has been rescheduled and the other, largely outside the control of the organisation will continue to be progressed where possible.

2. Please outline the following detail on all actions that have been fully achieved in the reporting period.

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs ¹	Outcomes / Impact ²
National ³	Nil		
Regional ⁴	Nil		
Local ⁵	Nil		

¹ **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

² **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

³ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

⁴ **Regional**: Situations where people can influence policy decision making at a middle impact level

⁵ **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	<p>Interview Panel Practice and Skills Training</p> <p>1 & 12 December 2008 – 2 x 1 day sessions</p>	<p>19 members of staff engaged or potentially engaged in selection panels attended this 1 day training session</p>	<p>Following evaluation it emerged that staff felt that this was excellent skills development training particularly the areas around exploring perception and prejudice.</p>
2	<p>Equality and Diversity Awareness Training</p> <p>19, 23, 27 & 28 January 2009 – 4 x ½ day sessions</p>	<p>52 members of staff out of a total of 55 attended this ½ day workshop across 4 separate sessions</p>	<p>Staff felt that this course was excellent and has had the effect of changing behaviors and attitudes and gave staff confidence in terms of appropriate language to be used in communications with others from a diverse background.</p>
3	<p>Promotion of Dignity at Work Training</p> <p>3, 4, 11 & 13 February 2009 – 4 x ½ day sessions</p>	<p>53 members of staff out of a total of 55 attended this ½ day workshop across 4 separate sessions</p>	<p>Staff felt that this course was excellent, build upon the knowledge gained in the Equality and Diversity Awareness training and created an awareness that almost everyone had the potential to display bullying behaviours or be on the receiving end of such treatment.</p>
4	<p>*Dignity at Work Adviser Training</p> <p>27 February 2009 – ½ day session</p> <p>*This is an additional measure not originally included within the Action Plan</p>	<p>5 members of staff who had volunteered to become Dignity Advisers attended this ½ session</p>	<p>Staff felt that this course was excellent if not long enough. The role play aspect was considered particularly powerful and helpful in preparing staff to deal with such issues if they arose in the workplace.</p>

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
1	Careers promotion targeted at special and mainstream schools including careers events, job sampling etc	6 events held involving special schools during the reporting period	Raised awareness of the Construction Industry as a career choice for those with disabilities.
2	Adhoc careers advice provided upon request.	On average approximately 8 adhoc queries deal per week by the New Entrant Team taking account of busier periods around exam result time.	Realistic careers advice tailored to individual skills, knowledge and abilities regardless of disability

2 (d) What action measures were achieved to ‘**encourage others**’ to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Continue to use our influence to require CITB accredited training providers to conduct a Disability Audit of their premises as part of their annual re-accreditation process, ensuring reasonable adjustments are made to allow access	CITB no longer accredit training providers in relation to CSR and this work has been handed over to another organisation.	

2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	Conduct Exit interviews	3 resignations (end of temporary contracts) with 1 exit interview conducted	No issues of concern raised in relation to Disability issues.
2	Monitoring complaints of discrimination – Internally and Externally	No internal grievances were raised during reporting period.	

		External complaints monitored during reporting period	No complaints received which indicated any problems in relation to staff attitudes towards disabled people
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3. Please outline what action measures have been partly achieved as follows:

	Action Measures partly achieved	Milestones ⁶ / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	Training Programme – Board member training outstanding	Training to be conducted Wed 27 August 2009	All Board members due to attend	First opportunity to schedule training.
2	Monitor the effectiveness of staff training	Evaluation sheets completed	Changes to attitudes and behaviour Monitor customer complaints and internal grievances	Requirement to monitor over a period of time following training event

4. Please outline what action measures have not been achieved and the reasons why?

	Action Measures not met	Reasons
1	Access to CITB premises and services	Progress for a new building for CITB have been delayed until the outcome of a review of CITB has

⁶ **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.

		been conducted. The report from this review is due to be published in June 2009.
2	Employee Attitude Survey	Due to operational issues this survey is due to be conducted in August 2009.

5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

(b) Quantitative

The training under taken was evaluated immediately following the training in order to test if the sessions had met their objectives. Further more this training will be evaluated during staff performance reviews.

6. As a result of monitoring progress against actions, has your organisation either:

- made any **revisions** to your plan during the reporting period or
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes.

Please delete: Yes / No

If yes please outline below:

	Revised/Additional Action Measures	Performance Indicator	Timescale
1	Dignity at Work Adviser Training	The development of a network of advisers is intended to ensure that all staff have access to clear, informed, sensitive advice and support to address difficulties in the workplace.	Training was complete on 27 February 2009 with the first network meeting taking place on 24 April 2009. Network to continue to meet Bi-annually.
2	Employee Attitude Survey	<p>Improve the number of responses from staff from 60% in July 2006 to 65% in August 2009.</p> <p>A new question has included within the survey to test whether staff feel that policies and procedures in place, particularly in relation to equality opportunities for those with disabilities are actually working in practice.</p>	August 2009

7. Do you intend to make any further **revisions to your plan** in light of your organisations annual review of the plan? If so, please outline proposed changes?

No further changes other than those outlined in Section 6 are planned at this point. However CITB will constantly monitor progress and make further revisions as necessary.