



Home Office

# EQUALITY OBJECTIVES

April 2012



## INTRODUCTION

The public sector Equality Duty, at section 149 of the Equality Act 2010, requires public bodies to consider the needs of different groups of individuals when carrying out their day to day work. It requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people when carrying out their activities.

The Equality Duty is supported by specific duties, set out in regulations which came into force on 10 September 2011. The specific duties require public bodies to:

- publish information to show their compliance with the Equality Duty, at least annually; and
- set and publish one or more equality objectives, at least every four years.

## OUR APPROACH

The department's Equality Objectives address our key equality issues across the functions and services we deliver. The objectives are underpinned by specific actions, measures and milestones with an on-going commitment to work with key partners in their delivery.

Through the Government Equalities Office, which is part of the Home Office, the department has responsibility for implementing the Equality Act 2010 and is also responsible for issues across Government relating to women, sexual orientation and transgender equality matters. We have therefore included a specific objective for these groups.

We will review delivery against the identified measures and milestones and publish reports on our progress annually.

Information relating to the evidence demonstrating how we show due regard to the aims of the Equality Duty, and our Equality Objectives, including progress on their delivery, can be found in the **Equality and Diversity** section of the Home Office website.

## HOME OFFICE EQUALITY OBJECTIVES

### CRIME AND POLICING

1. Tackle hate crime and reduce violence against women and girls.

ACTIONS	MEASURES/MILESTONES
<b>Deliver the Home Office actions in the cross-government <u>Call to End Violence Against Women and Girls Action Plan – Taking Action – The Next Chapter</u>.</b>	As detailed within the Action Plan
<b>Deliver the Home Office and other cross-Government actions in the cross-government <u>Hate Crime Action Plan: Challenge it, Report it, Stop it</u>.</b>	As detailed within the 2012-15 Action Plan. The Action plan will be reviewed annually to measure progress on delivery of the actions.

### GOVERNMENT EQUALITIES OFFICE

2. Promote equal treatment and equal opportunity. Support gender equality and equality for Lesbian, Gay, Bisexual and Transgender (LGB&T) people.

ACTIONS	MEASURES/MILESTONES
<b>Review progress against the Government's <u>equality strategy</u>, updating the strategy for the next year.</b>	Review and refreshed strategy published May 2012
<b>Support work to maximise women's contribution to economic growth, including establishing a Women's Business Council.</b>	Establish Women's Business council by May 2012
<b>Successful delivery of the Home Office and cross government actions in the <u>LGB</u> and <u>Transgender</u> action plans.</b>	As detailed in the action plans from 2011 – 2015

## UK BORDER AGENCY AND BORDER FORCE

3. Secure the border, control migration, reduce cost and improve customer service in accordance with the Equality Act 2010. Develop and deliver operational processes to ensure no unnecessary disadvantage in accessing UK Border Agency and Border Force services result because of a protected characteristic.

ACTIONS	MEASURES/MILESTONES
<p><b>Review approach to asylum case work, specifically in relation to sexual orientation</b></p> <p>Review the guidance on sexual orientation-based asylum claims in the light of a thematic review of decisions on asylum claims raised on the grounds of sexual orientation.</p> <p>Monitor and review the Home Office approach to asylum cases brought on the grounds of sexual orientation through an established Quality and Equality Sub-Group of the National Asylum Stakeholder Forum.</p>	<p>By April 2013</p> <p>Quarterly</p>
<p><b>Assess community impact and ensure providers evidence their compliance with the Equality Duty</b></p> <p>Monitor and assess compliance with COMPASS contracts. This includes ensuring contract providers supply appropriate evidence of their compliance with the Equality Duty.</p>	<p>By April 2013</p>
<p><b>Take action within the UK Border Agency to contribute to combating human trafficking</b></p> <p>Set up system of assessing the quality of decision making in trafficking cases.</p> <p>Publish sufficient information to assess the quality of its decision making in such cases.</p> <p>Publish sufficient information to enable progress to be measured.</p>	<p>April 2013</p> <p>April 2014</p> <p>April 2015</p>
<p><b>Ensure appropriate treatment for persons with protected characteristics, subject to detention under immigration powers</b></p> <p>Produce instructions and guidance on transgender issues for Detention Services</p> <p>Complete operational/policy instructions identified as a result of analysis of a comparative study of HM Prison Service and Detention Service policies and procedures for women.</p> <p>Review induction procedures</p>	<p>April 2013</p> <p>April 2014</p> <p>Final review first quarter 2015</p>
<p><b>Ensure reasonable and proportionate treatment for disabled customers</b></p> <p>Complete scoping and consultation on the key requirements regarding accessibility of services to disabled customers.</p> <p>Develop proportionate policies and processes to ensure compliance with the UK Border Agency Customer Service Policy.</p>	<p>By April 2013</p> <p>By April 2014</p>

## IDENTITY AND PASSPORTS SERVICE AND CRIMINAL RECORDS BUREAU

4. Ensure Identity and Passport services are accessible to all customers. Improve the Criminal Records Bureau service provision by identifying the most pressing issues facing protected groups.

ACTIONS	MEASURES/MILESTONES
<p><b>In the Identity and Passport Service, achieve levels of customer satisfaction, meeting overall customer service targets which show no statistically significant differences in levels of satisfaction between different groups</b></p> <p>Ensure all Projects and Programmes consider customer needs prior to go-live.</p> <p>Complete and report on quarterly surveys of customer satisfaction, and put in place remedial actions to address any differences in levels of satisfaction.</p>	<p>On-going</p> <p>Quarterly</p>
<p><b>Review how gender identification is represented in passport application forms, passports and Civil Registration</b></p>	<p>February 2013</p>
<p><b>Launch the Customer Research Programme (CRP) 2012 with a representative sample of Disclosure applicants and organisations that are registered to access the CRB checking service</b></p> <p>Review findings and devise appropriate actions</p> <p>Review against future CRP findings to identify progress made.</p>	<p>October 2013</p> <p>November 2013</p>

## HOME OFFICE CORPORATE FUNCTIONS

5. Ensure the Home Office is in a strong position to demonstrate evidence of widespread and systematic practice on delivering its equality, diversity and inclusion responsibilities.

ACTIONS	MEASURES/MILESTONES
<p><b>Deliver the Home Office Diversity Strategy</b></p> <p>Assess business areas quarterly on their progress against the measures in the strategy.</p>	<p>Annual <b>Diversity Strategy Progress Report</b></p> <p>To achieve a Green rating by 2013, monitored through quarterly assessments.</p>
<p><b>Ensure corporate functions and services support the Home Office equality objectives</b></p> <p>Evaluate the outcomes of the 2011 <b>CAESER</b> campaign, which includes a review of significant suppliers' policies on; advancing equality and social inclusion; ensuring reasonable working conditions; ethical trade; and developing workforce skills.</p>	<p>Commercial managers will address any equality issues with suppliers by September 2012. The subsequent recommendations will inform activities for 2013/14.</p>



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