

Equality and Human Rights Commission

# Aims and Success Measures

2017/18

## 2017/18 Aims and Success Measures

### Strategic Aim 1: Significant impact – to secure advances in equality and human rights in priority areas

#### Education

**Aim:** Identity-based bullying in schools is reduced

**Intermediates Changes**

Education professionals have the confidence and knowledge to prevent and tackle identity-based bullying.

Education professionals have a greater understanding of the types of tools that can help them improve monitoring, reporting and activities to prevent and tackle the issue.

**Success Measures**

A measurable increase in the number of schools who improve their activities around preventing, tackling and reporting on identity-based bullying as reported by education and anti-bullying stakeholders and inspections.

High quality resources are available and used by education professionals, giving them greater confidence, and the ability to demonstrate that they prevent, tackle and record identity-based bullying.

#### Work

**Aim:** Measureable reductions in the gender, disability and ethnicity pay gaps

**Intermediate Changes**

Increased understanding of the causes of disability and ethnicity pay gaps.

Government policy and employer practices address the key causes of disability, ethnicity and gender pay gaps.

**Success Measures**

The Commission's research is used by academic bodies, campaigning organisations and the media and referenced in Government consultations.

Government policy includes actions to target the causes of disability and ethnicity pay gaps and extends gender interventions.

At least 50 employers adopt recommendations from the pay gap strategy.

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Participation	
<p><b>Intermediate Change</b> More firms are actively embracing the Working Forward initiative and implementing more of the policy recommendations.</p>	<p><b>Success Measures</b> At least double in the number of firms signed up to the Working Forward initiative by the end of 2017/18 (from baseline of 132 at beginning of 2017/18).</p> <p>An increase in the number of roles advertised as flexible working opportunities.</p> <p>An increase in the number of Working Forward members implementing one or more changes to practices in core pledge areas, measured through the anniversary survey of members (baseline taken in initial sign-up survey).</p>
<p><b>Aim:</b> High quality apprenticeships operate to reduce employment gaps and occupational segregation in England and Wales.</p>	
<p><b>Intermediate Change</b> UK and Welsh Governments understand the benefits of promoting equality in apprenticeships through Government procurement activity, and commit to the use of procurement to increase the proportion of women, ethnic minorities and disabled people in apprenticeships.</p>	<p><b>Success Measure</b> UK and Welsh Government policy incorporates use of procurement to increase the proportion of women, ethnic minorities and disabled people in apprenticeships in at least two large-scale Government-led investment projects.</p>
<p><b>Aim:</b> Trade unions' capacity to use the UN Human Rights Framework to improve rights and conditions for workers is improved.</p>	
<p><b>Outcome</b> Trade unions are more aware of the UN Human Rights Framework and confident in using the international framework to improve the rights and conditions of workers through undertaking the Commission's capacity building.</p>	<p><b>Success Measure</b> Capacity building feedback from trade unions indicates increased awareness, confidence and ability to use the UN Human Rights Framework to improve rights and conditions for workers.</p>

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Living Standards	
<p><b>Aim:</b> The UK, Scottish and Welsh Governments' welfare/social security policies support an adequate standard of living and advance equality and human rights.</p>	
<p><b>Intermediate Changes</b> Stakeholder organisations representing particular protected characteristics have a strong evidence base to support rights to an adequate standard of living and are better able to challenge policy and delivery where appropriate.</p> <p>Governments in Great Britain are fully informed about the impact of their welfare policies on protected groups and their rights to an adequate standard of living.</p> <p>Governments in Great Britain use cumulative impact assessment and new evidence on unequal impacts to inform social security policy decisions and programme delivery.</p>	<p><b>Success Measures</b> The Commission's evidence is used by stakeholders to inform their activities, is widely reported in the media and is used to influence parliamentary debates.</p> <p>Our analysis is widely used and shapes the debate across the political spectrum in Great Britain and internationally.</p> <p>The UK, Scottish and Welsh Governments undertake an assessment of the cumulative impact of their welfare policies on equality and human rights.</p>
<p><b>Aim:</b> Our formal inquiry into housing and independent living delivers a strong evidence base and makes clear recommendations for actions needed to deliver improvements</p>	
<p><b>Intermediate Changes</b> The inquiry findings and recommendations are supported by other key stakeholders by end March 2018.</p> <p>Better evidence of both good and bad practices from registered housing providers leads to improved practices.</p>	<p><b>Success Measures</b> Inquiry findings and recommendations are seen to have influenced the reform of housing and other relevant policies and regulations across Great Britain to take better account of disabled people's right to independent living.</p> <p>Evidence from stakeholder follow-up, including commitments from housing providers' membership organisations.</p>

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**Aim:** The numbers of children, young people and adults who are detained in secure residential care, under the Mental Health Act 1983 and other provisions, often for long periods of time, without appropriate legal safeguards and far from friends and family is reduced.

### Intermediate Changes

Clear understanding of the factors that lead to inappropriate use of long-term detention for children, young people and adults in residential care, with recommendations to address these.

Equality and human rights standards are embedded within UK Government's review of the Mental Health Act 1983 and new policy or legal frameworks.

Greater awareness of legal safeguards within the health and care sector, including the role of independent advocacy.

Health and social care leaders commit to improvements and take action to improve services.

### Success Measure

The Commission's evidence and recommendations accepted by health and social care leaders who agree to review their use of long-term residential care and to take steps to improve services for patients and their families.

A clear set of equality and human rights 'quality standards' established for the provision of long-term care in these settings.

Evidence of improved practice identified through case studies and/or regulatory reports.

Evidence shows people being assessed and placed for appropriate periods of time in secure residential care, with regular reviews; and quality of care meets equality and human rights standards.

## Justice and Personal Security

**Aim:** The policies, practices and inspection standards governing prisons and youth custody are improved to better protect human rights standards in relation to the right to life, the right to be free from inhuman and degrading treatment and the right to respect for private and family life.

### Intermediate Change

Production of a framework covering Articles 3 and 8 of the European Convention on Human Rights to help develop agreement on the relevant human rights standards and compliance with those standards in prisons and Young Offender Institutions.

### Success Measure

Government, regulators, inspectors and ombudsmen include recognition of core human rights standards in key policy documents and communications. Sharing new framework with HMP Berwyn in Wrexham.

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**Aim:** A shared understanding and consistent human rights approach across Government, regulators, inspectorates and ombudsmen to reduce the use of restraint.

### **Intermediate Changes**

Explicit recognition by Government, regulators, inspectorates and ombudsmen that there are core standards that can be applied across settings (these may differ for adults and children).

Core human rights standards are embedded in regulators', inspectorates' and ombudsmen's frameworks and Government policy reviews.

Increased awareness of human rights based practice in Scotland and Wales on reducing restraint.

### **Success Measures**

Government, regulators, inspectorates and ombudsmen agree a common human rights framework with input from the Commission.

Core human rights standards referred to in inspection standards and reports about complaints, and explicitly adopted by regulators, inspectorates and ombudsmen.

Good human rights based practice on reducing restraint from Scottish and Wales is shared and influences service delivery standards and inspections in England.

**Aim:** Policies, practices and the legislative framework effectively tackle and deal with the consequences of hate crime in England, Scotland and Wales.

### **Intermediate Changes**

An agreed approach to delivering joint outcomes in regulating and inspecting leads to greater efficiency, better identification of gaps and more effective responses to hate crime and better justice outcomes.

Hate crime law effectively and appropriately protects people with relevant protected characteristics.

### **Success Measures**

Evaluation of SMART targets agreed by RIO's and intermediaries indicates improved approach.

UK Government commits to review legislative and policy framework for tackling hate crime and incorporates the Commission's recommendations.

The Scottish Government Bracadale hate crime legislation review incorporates the Commission's recommendations.

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Victims of hate crime have access to the support they need.	The UK Government commits to reviewing third party reporting mechanisms.
	The Crime Survey for England and Wales (CSEW) and Scottish Crime and Justice Survey (SCJS) shows people with certain protected characteristics are more satisfied with their interaction with criminal justice agencies.
Increased reporting of hate crime, better data collection and improved outcomes for victims of hate crime.	Ongoing evaluation of hate crime statistics indicates increased reporting, better data collection and improved outcomes for victims of hate crime.

### Participation

<p><b>Aim:</b> Barriers are reduced and conditions created which will enable increased diverse political representation, including in relation to young people, women, disabled people, transgender people and black and minority ethnic communities.</p>	
<p><b>Intermediate Changes</b>            Political parties understand their responsibilities under the Equality 2010 and these are reflected in party strategies.</p> <p>Political parties commit to diversity, operate fair selection processes and have more robust strategies based on recognised good practice.</p> <p>Barriers facing disabled people who wish to stand for elected office are reduced.</p> <p>Political parties are required to publish diversity data about their candidates.</p>	<p><b>Success Measures</b>            The Commission's briefing on how the EA2010 applies to political parties is used by parties to inform their strategies. Evaluation activity indicates positive response to document.</p> <p>Political parties develop and publish comprehensive strategies by 2021, including commitment to making positive action and reasonable adjustments to increase representation of particular protected groups.</p> <p>The UK Government and/ or political parties commit to an elected office support scheme for disabled people.</p> <p>Section 106 of the Equality Act 2010 is implemented.</p>

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**Aim:** Premier League football clubs meet their anticipatory duty to make reasonable adjustments and, if required, improve access to their stadia and services for disabled people.

### **Intermediate Changes**

All clubs currently in the Premier League (2016/17) meet their obligations under the Equality Act 2010.

Increased public awareness of the issues across all sports resulting in a better experience for people with disabilities at all venues (beyond sports).

Appropriate access for disabled fans is considered during the planning and building of new stadia.

### **Success Measures**

All clubs meet their obligations under the Equality Act by the 2018/19 season.

All Clubs promoted to the premier league in 2017/18 have plans in place by mid-2017/18 season to make reasonable adjustments for disabled people to existing stadia to ensure they are meeting their obligations under the Equality Act 2010.

Reduction in complaints regarding access to sports and other stadia.

All new stadia are built to meet or exceed the required standards of disability access as set by the Sports Ground Safety Authority's Accessible Stadia Guidance.

**Aim:** The UK Government develops and implements a coordinated approach to enhance race equality in Britain which reflects the priorities which the Commission and race equality stakeholders have identified.

### **Intermediate Change**

The UK Government has a comprehensive strategy to enhance race equality in Britain.

### **Success Measure**

Government's race equality strategy includes stretching targets to improve race equality across all UK Government departments to coordinate action effectively.

The UK Government establishes systems to ensure effective co-ordination with Welsh and Scottish Governments.

## 2017/18 Aims and Success Measures

**Aim:** Governments in Great Britain take concerted action to address key issue highlighted in the Commission’s disability report, ‘Being disabled in Britain: a journey less equal’.

**Intermediate Change**

Governments of Great Britain commit to address specific issues highlighted in the Commission’s disability report.

**Success Measure**

Specific reference to issues raised in the disability report in governments’ disability policies.

### Strategic Aim 2: A strong evidence base to provide authoritative analysis and insight

#### Measurement Framework

**Aim:** A single Measurement Framework for equality and human rights is developed to provide a robust basis for the Commission’s statutory reviews of progress on equality and human rights in Britain.

**Intermediate Change**

Improved understanding of the Measurement Framework and how it should be used.

**Success Measure**

The single Measurement Framework report published by summer 2017 is widely shared/downloaded (as indicated by website statistics) and results in positive feedback from key analysts in government, academia and national and international bodies (e.g. Fundamental Rights Agency, OECD).

#### State of the nation review

**Aim:** A robust evidence base underpins our report ‘Is Britain Fairer? 2018’, which is used to influence Governments and those with a statutory role in improving equality and human rights outcomes.

**Intermediate Changes**

An evidence base is established and emerging findings are identified for selected indicators.

**Success Measures**

Indicator papers drafted and reviewed for the 19 indicators (around 80 topics) chosen for ‘Is Britain Fairer? 2018’ review.

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Increased awareness and engagement and debate encouraged on key equality and human rights concerns.

Attendance and engagement at 'Is Britain Fairer' stakeholder conference on our emerging findings.

### Developing levers for change

**Aim:** Improved understanding of 'what works' in preventing and reducing prejudice, discrimination and identity-based violence and abuse, which informs the Commission's and other organisations' approaches to tackling these issues.

#### Intermediate Change

The Commission's position on what will work best as a potential 'national barometer' of prejudice and discrimination in Great Britain.

#### Success Measures

New module of questions tested on prejudice and discrimination in Britain, consistent across protected characteristics and with the data made available by the end of March 2018.

### Strategic Aim 3: Sustainable infrastructure: An effective and sustainable infrastructure to protect rights in practice

**Aim:** The key laws protecting equality and human rights (e.g. the Equality Act 2010 and the Human Rights Act 1998) are maintained / strengthened, and the Government sets out a positive vision for the protections the UK will maintain as the UK prepares to leave the European Union (EU).

#### Intermediate Changes

Parliament's role in scrutinising the UK's equality and human rights legal framework is protected.

#### Success Measures

The UK Government explicitly rules out the use of "Henry VIII powers" for equality and human rights laws in the EU (Withdrawal) Bill.

The UK Government publishes an equality and human rights impact assessment of proposed laws that may impact on equality and human rights, which the Commission considers to be robust.

Current equality and human rights legal protections are retained post-Brexit.

The UK Government retains all legal protections under the Equality Acts 2006 and 2010 and embeds current EU equality and human rights obligations in UK law.

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<p>UK Government builds on current equality and human rights obligations and embeds them in UK law.</p>	<p>Government commits to incorporating into domestic law all of the CJEU case law that is in place at the point of Brexit.</p> <p>Human Rights treaties, such as the UNCRC, are given further effect in UK law, where appropriate, and are implemented in a way that ensures appropriate account is taken of devolution implications.</p> <p>A constitutional right to equality is debated in Parliament.</p>
<p><b>Aim:</b> The domestic and international legislative framework for human rights is protected and enhanced and any proposed changes do not reduce legal rights and protections mechanisms for human rights.</p> <p><b>Intermediate Changes</b> The Commission has a comprehensive strategy to protect and enhance the domestic and international legislative framework for human rights and to ensure that any proposed change does not reduce the human rights protections.</p> <p>Increased priority given to equality and human rights issues in the Personal Social and Health Education (PSHE) and Citizenship curriculums.</p>	<p><b>Success Measures</b> Stakeholders support the comprehensive strategy and work collaboratively with the Commission to promote human rights.</p> <p>New curriculums for PSHE (and Citizenship if produced) cover equality and human rights in line with Commission recommendations.</p>
<p><b>Aim:</b> Non-compliance with legal obligations to protect equality and human rights is effectively addressed, and work drives widespread improvements to equality and human rights outcomes.</p> <p><b>Intermediate Changes</b> Our strategic litigation has significant positive impact in driving improved legal compliance.</p>	<p><b>Success Measures</b> To undertake at least 20 cases (success rate of 65%)</p>

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Stakeholders know about our legal work, understand its impact, and refer intelligence and potentially strategic cases to the Commission's Legal team.

Referrals of strategic cases from our targeted stakeholder groups increase by 10% compared to 2016/17.

Access to justice for victims of discrimination is improved in relation to two identified issues.

To fund at least 30 cases per identified issue (success rate 65%)

Complaints of non-compliance are evaluated and, where appropriate, investigated and brought to a satisfactory conclusion.

In at least 70% of matters where we believe there are issues of non-compliance, we achieve a satisfactory resolution without formal enforcement action.

We undertake an enforcement pilot project and this is completed on time and within budget and achieves its agreed objectives

**Aim:** Public Sector Equality Duty: The Public Sector Equality (PSED) is an effective tool in tackling persistent disadvantage and achieving its objectives of improving equality outcomes.

### **Intermediate Changes (Great Britain)**

The Commission's PSED guidance is concise and relevant, enabling public bodies to use the PSED effectively to address their key equality challenges.

### **Success Measures (Great Britain)**

New PSED resources are found useful by target audiences and frequently accessed on line, as measured by website enquiries.

The Commission's priorities are reflected in the Terms of Reference and findings of the forthcoming Government PSED review.

Research into the effectiveness of the PSED completed and used to positively influence the terms of reference and findings of the Government's PSED review.

### **Intermediate Changes (Scotland)**

An authoritative account is produced of the performance of authorities in response to the Scottish specific equality duties over the complete first four-year cycle

### **Success Measures (Scotland)**

'Measuring Up? 7' is published and communicated widely

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The Scottish Government take action based on recommendations made by the Commission based on learnings from the outcomes of the review of the Scottish four year reporting cycle to improve the effectiveness of the specific duties.

### **Intermediate Changes (Wales)**

Compliance with PSED is increased in Wales and practical advances in equality are secured, including by reducing specific inequalities identified in 'Is Wales Fairer?'

An evidence-based set of recommendations is developed on performance for listed authorities and Scottish Ministers to act upon. Specific outcomes are included in the Scottish Government's review of the Scottish specific duties.

### **Success Measures (Wales)**

Evidence of practical steps taken to improve employment practices and public services as a result of PSED regulatory activity and other activity by the Commission.

Key third sector organisations demonstrate increased knowledge of the potential for the PSED to challenge and improve public services as demonstrated through the Equality and Human Rights Exchange and other feedback.

**Aim:** Access to justice in the resolution of equality and human rights disputes is improved.

### **Intermediate Changes**

Government, Parliament and stakeholders influenced by the Commission's position.

Employers and service providers have greater awareness of consequences of discrimination.

Key ombudsman schemes have a clear approach to addressing equality and human rights in their work.

Advice sector makes use of the Commission's transfer of expertise programmes to help address equality and human rights disputes in casework.

### **Success Measures**

The Commission's position reflected in papers published by Government, parliamentary committees and stakeholders.

Increased media coverage of discrimination cases.

Guidance on equality and human rights is accepted and adopted by key ombudsman schemes.

Survey evidence from advice sector reporting increased confidence and capability in dealing with equality and human rights issues.

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### Fulfilling our role as a National Human Rights Institution and Equality Body

**Aim:** Human rights protections in Great Britain are improved through increasing awareness of, and compliance with, international human rights standards through the Universal Period Review and Treaty Monitoring process.

#### Intermediate Changes

UN recommendations to the UK and devolved governments are influenced by the Commission's priorities

The Commission's strategy is increasingly aligned to the international human rights framework, and Treaty Monitoring arguments strengthen our ability to influence for change

The UK and devolved governments' ability to engage with UN human rights processes and make use of UN recommendations in their work is enhanced.

Civil society's capacity to engage with UN human rights processes and make use of UN recommendations in their work is enhanced.

#### Success Measures

Our evidence, advocacy priorities and recommendations are reflected and are clearly visible for each treaty in the UN's list of issues and recommendations.

Increased reference to the UN framework and recommendations in the strategy and work programme, including for example, parliamentary briefings and legal submissions.

UK and devolved governments commit to making changes in line with UN recommendations

At least 50% of UN recommendations reflect the priorities set out in the civil society reports that we have funded. An increased number of organisations use UN recommendations in their work as a result of our engagement.

**Aim:** Arrangements governing the Commission's relationship with Government and Parliament allow the Commission to act as effectively as possible in fulfilling its mandate, enhance the Commission's independence and its accountability to Parliament and ensure its continued National Human Rights Institution A status.

#### Intermediate Changes

The Commission's vision for its future governance enjoys support across the political spectrum.

#### Success Measures

Government agrees to implement some of our recommendations in relation to independence/accountability; Parliament approves new accountability arrangements.

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<b>Strategic Aim 4: Improved capability – an expert, independent and authoritative national body</b>	
<p><b>Aim:</b> Our people embrace our new ways of working and are empowered to work flexibly to deliver our Strategic and Business Plan</p>	
<p><b>Intermediate Changes</b> Our people have the skills and tools to do their jobs to the best of their ability.</p> <p>Our managers are confident and capable to manage the performance and development of their teams, and to release the potential of our people.</p> <p>Our leaders are visible role models, inspiring confidence and engaging our people.</p>	<p><b>Success Measures</b> Delivery of planned People Programme projects as part of our organisational development plan, aligned with our strategic plan and delivered to agreed timescales.</p> <p>HIVE survey results evidence show that our people feel increasingly engaged with the Commission and our values and purpose.</p> <p>HIVE survey results show that our people feel increasingly confident in the Commission’s leaders.</p>
<p><b>Aim:</b> Significant progress is made in improving processes and embedding cultural improvements in in which the Commission demonstrates the success of its work and the impact it wants to achieve on wider society.</p>	
<p><b>Intermediate Changes</b> The Commission has a functioning outcome and impact monitoring and reporting mechanism that is updated throughout the year.</p> <p>Improved capability of the Commission to undertake well-designed evaluations that demonstrate what worked well and what could be done better.</p>	<p><b>Success Measures</b> Integration of the impact model with mainstream Commission planning and reporting processes.</p> <p>A review of business planning and reporting documents shows improvements in outcome and impact definition and reporting in the Commission’s business planning and corporate reporting.,</p> <p>Improved corporate evidence base on the outcomes and impact of the Commission’s 17/18 work programme, usable to demonstrate the value of our work to external audiences.</p>

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**Aim:** The Commission’s horizon scanning function facilitates increase understanding of the external context and the opportunities and challenges that lie ahead for equality and human rights in order to support policy, programmes legal and investigations work and provide information about emerging trends.

### **Intermediate Changes**

Improved knowledge within the Commission of recent external research reports and ongoing publications.

Citizens Advice Bureau and EASS data are fully exploited to provide intelligence on current issues as well as detailed data on specific enquiries to support legal and investigations work.

### **Success Measures**

Increased readership of essential reading bulletins and e-bulletins, with 120 subscribers by April 2018.

The Commission’s research and intelligence function provides regular updates on available evidence and data gaps, reducing the need for direct enquiries from staff.

Database is used to identify stakeholders for events and procurement opportunities and answer specialist research enquiries.

**Aim:** The public, employers and service providers understand their rights and obligations under equality and human rights laws, and have confidence in the Commission as an authoritative organisation doing high quality work.

### **Intermediate Changes**

Understanding of the role and confidence in the Commission is raised, its profile is enhanced and the public/employers/service providers and stakeholders are better informed about equality and human rights.

### **Success Measures**

All media work leads to an increase of at least 25% in traffic to the policy website page by the end of March 2018.

4 proactive leading national broadcast stories and 10 trail stories placed in Sunday media by the end of March 2018.

Increase Twitter followers from 20,000 to 22,000 by the end of March 2018.

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<p>Government, stakeholders, employers, businesses and the public are better informed about the Commission’s work and equality and human rights issues.</p>	<p>Identify stakeholder perception of the Commission using the results of our first annual stakeholder survey and set targets for future improvements.</p>
<p>The Commission’s website meets standards and needs of Welsh language users.</p>	<p>Increase stakeholder satisfaction by 5% by the end of March 2019.</p> <p>Evidence that the Commission’s Welsh language provision meets the needs of Welsh language users e.g. use of Welsh by stakeholders in telephone and written communication, contributions at events and event evaluation sheets.</p>

### Work of our Statutory and Advisory Committees

<p><b>Disability Advisory Committee:</b> The transition of the Disability Committee from a statutory to an advisory Committee is managed effectively and stakeholder confidence in the Commission’s ability to mainstream and address disability issues is enhanced.</p>	
<p><b>Intermediate Change</b> New Disability Advisory Committee established and functioning as intended.</p>	<p><b>Success Measure</b> Evidence of continuing confidence from stakeholders around the Commission’s commitment, capacity and expertise on disability issues.</p>

<p><b>Scotland Committee Programme:</b> A fairer more equal Scotland where peoples’ lives are enhanced as a result of improvements across areas of life including work, public services and investment, living standards and access to justice</p>	
<p><b>Intermediate Changes</b> Local authorities who are part of the City Deal programme in Scotland use the investment opportunities to increase the employability and employment of women, ethnic minorities and disabled people and utilise the PSED requirements as a focus for action in planning, recruitment and procurement</p>	<p><b>Success Measures</b> Planning, procurement and contract compliance are used as levers to establish targets driving improvements in employment and accessible housing. Greater representation of women, ethnic minorities and disabled people in trades associated with the construction industry</p>

## 2017/18 Aims and Success Measures

Scottish Government addresses key challenges set out in 'Is Scotland Fairer?' with regard to data gaps which influence future statutory reviews.

Disabled people's access to the support required to allow them to exercise legal capacity in accordance with Article 12 of the UN's report on the Convention on the Rights of Persons with Disabilities (CRPD) is improved.

Scottish Government equality evidence strategy, to be published in 2017 reflects evidence gaps identified in 'Is Scotland Fairer?'

Stakeholders engaged to address the key recommendations is 'Is Scotland Fairer?'

Scottish Government agrees to take action based on our requirements to improve legislation and practice on Guardianship Orders so that they meet CRPD requirements.

**Wales Committee Programme:** A fairer, more equal Wales where peoples' lives are enhanced as a result of improvements across areas of life including work, public services, living standards and access to justice

### Intermediate Changes

Relevant Welsh legislation, policy and decision making informed and influenced in order to advance the protection and promotion of equality and human rights in Wales.

Future Generations framework reflects and advances the Commission's equality and human rights priorities in Wales.

### Success Measures

Strong links developed across Welsh Government departments, and with politicians, evidenced by action taken as a result of the Commission's engagement.

Improvements to Welsh Government policy and implementation as a result of the Commission's evidence and advice including in response to our reports.

Evidence that the Commission's advice and evidence has influenced decision making and stimulated debate e.g. citations in plenary, Committees, public statements, letters and social media.

Joint statement issued to public bodies about collaborative FGC and the Commission working.

Equality and Human Rights exchange members and other public bodies in Wales demonstrate increased confidence that there is a coherent, joined up approach between FGC and the Commission.

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Public service providers in Wales include human rights considerations in service delivery.

National assembly commit inquiry findings and recommendations reflect the Commission's Evidence and are actioned.

The Commission is increasingly seen as authoritative and active on human rights promotion and protection in Wales, for example the human rights lecture and round table generate action to encourage public service improvement through a human rights approach.

Evidence of positive engagement with regulators, other Commissioners and the public service ombudsman e.g. with Estyn towards tackling bullying and with the public service ombudsman towards increasing access to justice in Wales.

Access to justice for people experiencing discrimination in Wales increases.

Higher number of strategic referrals to help people facing discrimination to access justice.

Increased number of strategic cases in Wales identified.

# Contacts

This publication and related equality and human rights resources are available from the Commission's website: [www.equalityhumanrights.com](http://www.equalityhumanrights.com).

For advice, information or guidance on equality, discrimination or human rights issues, please contact the Equality Advisory and Support Service, a free and independent service.

Website [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)  
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Questions and comments regarding this publication may be addressed to: [correspondence@equalityhumanrights.com](mailto:correspondence@equalityhumanrights.com). The Commission welcomes your feedback.

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