

A close-up photograph of a person's hands holding a blue pen over a desk. The desk is cluttered with various papers, including a grid chart and a yellow sticky note. The person is wearing a light blue shirt. The background is slightly blurred, showing another person's face and hair.

Equally Professional:

Diversity monitoring in professional bodies

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Foreword

How to implement diversity monitoring, achieve a good response rate and use the data to review progress are questions raised frequently at Equally Professional meetings and through the Professional Associations Research Network (PARN)'s Diversity Special Interest Group.

The Equally Professional network is pleased to be able to share its experience of implementing diversity monitoring through this report. The network was set up in 2006 to share experience and work together towards increasing diversity in the professions.

The collection of diversity information on those entering the professions and those practising is essential to: enable us to identify where we need to focus our resources on strengthening diversity; assess the value of particular strategies; measure our progress, and de-mystify commonly held perceptions of the professions as lacking diversity - so important to our careers outreach work.

The new Equality Act came into force at the beginning of October 2010 and this legislation attaches special importance to the need for transparency so that stakeholders can judge for themselves the progress of bodies providing services to the public. The collection and publication of diversity data will enable professional bodies to develop evidence-based policy and to be transparent about their progress.

The Bar Council joined the Equally Professional network in 2007. We believe diversity and inclusivity are essential if a modern profession is to maximise its credibility and effectiveness, and contribute towards a fairer society. We welcome the opportunity afforded by the network to set out practical approaches to developing best diversity practice, benchmark our progress and benefit from the experience of other professional bodies with shared goals.

Pam Bhalla
Equality and Diversity Adviser, Bar Council,
and Chair, Equally Professional Network

Introduction

Equally Professional is a network of professional bodies whose members have committed to promoting equality and diversity within their memberships and beyond, and to developing and sharing good practice in support of that commitment. The network consists of 20 professional bodies from across a range of disciplines (see Appendix 4) with a combined membership of over 1.6 million members. The network was formed in 2006 and is supported by the Equality and Human Rights Commission (the Commission).

The Commission's role is to provide technical input and expertise, and to raise awareness of the network among other professional bodies and to a wider audience. The Commission has adopted this approach in recognition of the individuality of each of the professions, their dedication to maintaining and developing excellence in their respective fields, and their commitment to the public good. It is the Commission's view that, rather than prescribe what will work best for all professional bodies, the professions are better at working that out for themselves, individually and collectively.

In June 2010 the network produced its first report, *Equally Professional: Like minds on different journeys*¹. The report describes in detail the individual and collective work of the members as part of their commitment to a set of common principles:

- Professional organisations will seek to maximise their members' awareness of and competence in managing diversity issues appropriate to their disciplines.
- Effective diversity monitoring by organisations is necessary to inform work towards and progress on improving diversity.
- Professional organisational leaders and staff need to be aware of the implications of diversity in their membership, and to continuously improve their practice in managing diversity.
- Professional bodies should work to understand and, where possible, address low diversity in entrance and retention of members.
- Professional organisations should look to maximise, as far as is practicable, their potential to contribute to equality of opportunity and inclusion across all under-represented groups in the UK.

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http://www.equalityhumanrights.com/uploaded_files/publications/equally_professional_june_2010.pdf

This paper will set out some of the experience of network members and others in the area of diversity monitoring. It is the first in a series of reports addressing the core commitments of the members of the Equally Professional network.

Collecting data will be most successful if the culture of the organisation supports openness and acceptance of difference. In these circumstances, the process of collecting data may be seen as an indication that the professional body takes diversity seriously and the level of participation is in itself an indication of progress towards these goals. However, it must be recognised that not all professional bodies have embarked upon diversity monitoring. This could be for a number of reasons: lack of resources, not knowing where to start, or perhaps concern about membership reaction. This guidance will enable those that have not yet embarked upon diversity monitoring to do so.

The purpose of this paper is to discuss why monitoring is important, what it consists of, and how you can use it to support and develop your diversity strategy. It will draw on the practice of Equally Professional members, the Commission's own guidance and other sources, particularly the Diversity Toolkit² published by the Professional Associations Research Network (PARN) in 2008. This is the only systematic guide to good equality and diversity practice for professional bodies currently available. It sets out the process by which professional bodies can, from a standing start, develop good diversity practice, and recognises the importance of diversity monitoring in this process. Members of the Equally Professional network contributed good practice examples to the toolkit.

² <http://www.parnglobal.com/uploads/files/21.pdf>

The importance of monitoring

Effective monitoring is an important tool for measuring performance and progress towards equality and diversity goals and in ensuring a truly inclusive membership. But monitoring is not an end in itself. Data that is collected needs to be analysed and used to inform appropriate action. An understanding of its potential to help underpin a proactive equality and diversity strategy is probably a good place to start.

The business case

Understanding the composition of your membership can enable an organisation to highlight differences between groups in terms of satisfaction, engagement and representation. This in turn can enable you to identify, tackle and prevent issues that would otherwise undermine engagement with members and potential members.

The British demographic is undergoing a profound change. A large section of the community is approaching retirement. Birth rates have been declining since the mid-1960s, and have only recently begun to rise. Immigration from Commonwealth countries has continued steadily since the 1950s. As is the historical pattern with immigrant communities, birthrates are higher than for the indigenous population. Seventeen per cent of school leavers are from ethnic minorities, and younger school populations contain a higher percentage. Ethnic minorities are more likely to pursue higher education than their white counterparts. Immigrants from the European community are in many cases likely to be better qualified than the work which brought them here demands. Women represent an increasing proportion of the graduate population, and are demanding career opportunities in complex ways that are challenging employers to accommodate the need to balance work and family. The success of the Stonewall Diversity Champions campaign among employers demonstrates increasing awareness of the gay community as a source of talent.

Increasingly, employers are having to come to terms with this change in the labour pool. Traditional sources of labour are in decline, and this decline is affecting the professions as well. To maintain their positions of status and influence – based on their values, pursuit of excellence in their particular fields and ability to grow in the future – professions will have to compete for members from the same changing pool. Professional bodies will have to broaden their appeal, and this will require the creation of new messages and the commitment of resources. Diversity monitoring will also therefore help organisations identify where they are starting from, support the case for a diversity strategy and help them measure their progress.

In the words of some Equally Professional members:

‘Monitoring is an invaluable tool that gives organisations the evidence base to determine whether they are effective in turning their good intentions into tangible outcomes and practical benefit.’

Royal College of Nursing

‘We believe that this information is essential to us if we are to address concerns that exist about entry to the profession and pupillage, and about progression within the profession.’

The Bar Council

‘We monitor our members to make sure that our membership includes and represents the extent and nature of the diversity within the profession.’

Chartered Institute of Public Relations

‘The Diversity Committee believes that monitoring the diversity of our members will not only give us a profile of the diversity of our membership, but will also highlight the Institute’s commitment to diversity issues and raise awareness of diversity issues amongst our whole membership.’

Institute of Physics

The legal requirement

It is also important to remember that access to a professional body is covered by section 57 of the Equality Act 2010³, which makes special reference to the behaviour expected of a ‘trade organisation’. For the purposes of this section of the Act, the protected characteristics are age, disability, race, sex, religion or belief, sexual orientation and transgender.

Section 57 makes it unlawful for a trade organisation to discriminate against, harass or victimise a person who is, or is applying to be, a member. It also requires trade organisations to make reasonable adjustments for disabled people. A trade organisation is an organisation of workers (such as a trade union) or employers (such as the Chambers of Commerce), or an organisation whose members carry out a particular trade or profession (such as the British Medical Association, the Institute of Civil Engineers and the Law Society).

Monitoring of the membership and staff will help professional bodies identify how inclusive they are, or are not. Poor levels of representation of people with any of

³ http://www.legislation.gov.uk/ukpga/2010/15/pdfs/ukpga_20100015_en.pdf

the protected characteristics may cause an organisation to examine its policies and practices to identify whether there are any discriminatory provisions, criteria or practices.

This has particular importance with regard to access to courses and examinations where the professional body acts as an awarding body. Section 53 makes it unlawful for a qualifications body to discriminate against, harass or victimise a person when conferring relevant qualifications (which includes renewing or extending a relevant qualification). It provides that applying a competence standard to a disabled person is not disability discrimination, provided the application of the standard is justified. It also imposes a duty on qualifications bodies to make reasonable adjustments for disabled people.

Section 54 explains the meaning of various terms used in section 53. In particular, it defines a qualifications body as a body which can confer any academic, medical, technical or other standard which is required to carry out a particular trade or profession, or which better enables a person to do so by, for example, determining whether the person has a particular level of competence or ability.

On 6 April 2011 a new Public Sector Equality Duty (PSED) comes into force under the authority of the Equality Act (2010). The Commission's guidance on the duty⁴ does not make detailed suggestions about what information public authorities such as Ofqual should gather. The onus is on them to decide in light of the relevance of their functions to equality. Ofqual may thus continue to require awarding bodies to monitor examination candidates as part of the discharge of their (Ofqual's) duty. Awarding bodies should consult section 149 (7) of the Act to see which protected characteristics relate to the Equality Duty (note the addition of pregnancy and maternity to those characteristics identified in section 57).

Access to qualifications aside, there is currently no legal requirement on most membership organisations (including professional bodies) to monitor and report on their membership and staff profile. Professional bodies covered by the Equality Duty in respect of their public functions will find monitoring a useful tool in the discharge of these functions.

There may however be other equality-related areas you might wish to monitor and record. For example, if there has been a particular equality-related issue in your organisation, it might be useful to monitor the levels of internal complaints or the

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http://www.equalityhumanrights.com/uploaded_files/EqualityAct/PSED/essential_guide_guidance.pdf

number of staff using the grievance or harassment and bullying procedures. It may be useful to monitor who is leaving membership, as this might demonstrate exclusionary or discriminatory processes in operation.

Some larger organisations choose to monitor this type of information as a matter of course, to check if any equality-related issues are a cause for concern. Monitoring of equality-related issues, and acting on the information, will demonstrate that your organisation is following good equality practice guidance. This may be useful in the event that a member or employee (current or previous) brings a case for discrimination against you.

A professional body engaging in monitoring will also have obligations as a data holder under the Data Protection Act. This is discussed in the practical section below. While staff monitoring is discussed below, the legal requirements upon professional bodies as employers are not. For guidance on the employment requirements under the Equality Act, see the Commission website⁵.

⁵ <http://www.equalityhumanrights.com/advice-and-guidance/guidance-for-employers/>

How to carry out diversity monitoring

There are several key questions here.

Where do you start?

Reference was made earlier to the culture of the organisation, and whether or not it supports openness and acceptance of difference. This can to some extent be influenced by the sector in which it operates. Unpublished data from PARN (but available on their website) suggests that the more likely a profession is to be found in the public sector, the more likely its members are to be familiar with and expect diversity monitoring as a result of the public duties on equality.

Thus a body with a high level of public sector membership or a particularly open culture may be able to initiate monitoring without too much difficulty. If you are already monitoring examination candidates, you will have some of the building blocks in place. If your organisation is not in that position, or if you anticipate resistance from your members, your leadership may need to sow the seeds of change.

One way to do this is to start by monitoring the diversity of your leadership. As PARN found when developing its Diversity Toolkit, one professional body began monitoring committee member diversity by collecting data on ethnicity and gender. The process of introducing different diversity strands has been gradual, particularly as targeting non-respondents to the first survey was a priority. Two years later three new protected characteristics - disability, age and religion and belief - were added. The following year a pilot survey was carried out, which included quantitative and qualitative questions regarding sexual orientation. Using a pilot for sexual orientation meant that feedback could be gathered before implementing the characteristic in the full survey. It was also important given the perceived sensitive nature of the topic.

After a further year sexual orientation monitoring was carried out for all the body's main committees. The sexual orientation forms and questionnaires were anonymous and separate to the main equality monitoring form. The sexual orientation monitoring data were stored in a separate database. The body consulted widely on the development of the sexual orientation monitoring form and questionnaire, including with many outside organisations.

Response rates are monitored for each protected characteristic. Analysis has shown that response rates vary among the characteristics, suggesting that respondents are more comfortable being asked questions on certain topics. The benefit of piloting

sexual orientation data monitoring has been the ability to introduce the importance of this data monitoring to people and to show that confidentiality will not be undermined before it is introduced on a larger scale. Engaging with committee members and 'preparing the ground' to ask what may be perceived as personal questions has been essential in terms of maximising responses and mainstreaming this form of data collection.

Following on from the requirement on awarding bodies to monitor, parent bodies will have a growing number of members familiar with the monitoring process. This should make the introduction of monitoring to the whole body easier.

What do you measure?

There are two strands to this question, as demonstrated by the preceding example: over what characteristics do you seek to quantify your membership, and among whom? As regards the latter, many professional bodies include staff diversity in their surveys. If your organisation is new to diversity monitoring, one good way to create an awareness of the benefits of monitoring as you set out to use the findings to shape policy is by starting with the leadership, followed by the staff.

As the **Chartered Institute of Housing (CIH)** has long been a majority women organisation, they began their equality and diversity work by focusing on race. On becoming aware of their capacity to increase diversity within both their membership and the housing sector, they challenged themselves to increase the representation of ethnic minority communities in their membership and governing body. To embody this aspiration through the organisation, each national business unit and regional committee was asked to set local targets to increase membership in line with the corporate objective. Targets did provoke some resistance, and each committee chose different ways in which to employ them, but they proved to be a powerful force for change. The proportion of UK ethnic minority members has increased from seven per cent in 2000 to 14 per cent in 2010.

Over the last decade, the CIH has extended its activity and widened its diversity outlook, and has recently made a firm commitment to address all protected characteristics. In view of the success of ethnic monitoring, it has decided to monitor all characteristics, including transgender, and has set benchmarks for the diversity of the membership and governing body to help evaluate its success. The CIH holds ethnic monitoring information for 93 per cent of its members, and aspires to build a database with similar levels of information for all diversity strands.

‘We have been pleasantly surprised to learn that we have a high rate of ethnic monitoring returns from our members. We have stopped beating ourselves up about this and moved on to focus on new areas.’

Chartered Institute of Housing (CIH)

The CIH’s diversity monitoring questionnaire can be found in Appendix 1.

It is probable that most organisations can monitor the age of their members, yet few currently refer to it. Given changing social attitudes towards aging, and age’s fairly recent status as a protected characteristic, organisations may wish to pay more attention to age as it will indicate what level of provision may be necessary when the services provisions of the Equality Act (2010) are extended to cover age in April 2012. It will also draw attention to the age profile of the organisation and the extent to which young members are being recruited and retained. This opportunity of course applies to all the other protected characteristics, and work by QED-UK⁶ suggests that the culture of some professions is not always welcoming towards ethnic minorities.

Professional bodies will also be aware of the interest in socio-economic barriers to access to the professions highlighted in the 2009 report *Unleashing Aspirations*⁷. The appointment of Alan Milburn MP to carry this work forward will keep it on the political agenda. This suggests that there will be a need to monitor the socio-economic origins of new members in particular. Some professional bodies are starting to respond to this, a case in point being The Institute of Paralegals, whose diversity questionnaire you can find in Appendix 1.

So in summary, it is reasonable to begin monitoring by concentrating on a limited number of characteristics. Collecting data on race, gender and age has been in place for longer (along with legislation) and this may be a good place to start as there is more knowledge, experience, custom and practice on declaring and collecting this data. This of course does not imply any hierarchy of importance within the protected characteristics.

The sample questionnaires in Appendix 1 are chosen to show how questionnaire design can be approached. They are to a greater or lesser extent based on the census categories used in the 2001 census. These categories will change in

⁶ <http://www.qed-uk.org/s4s-web.pdf>

⁷ <http://www.bis.gov.uk/assets/biscore/corporate/migratedd/publications/p/panel-fair-access-to-professions-final-report-21july09.pdf>

the 2011 census. For details go to the Office for National Statistics website⁸. For professional bodies based in Scotland see the General Register Office for Scotland website⁹.

How do you measure it?

You will clearly have to ask questions. Whatever you decide to measure you will require a questionnaire. The format options are via an online tool, via email or on paper. As PARN suggests, the delivery of your survey will depend on contextual factors such as the number of people who will take part in the survey. Electronic and paper versions can be given out to both staff and members, although an electronic version will make sending, retrieval and collating information easier. Delivering the survey electronically means that reminders are easy to disseminate, which may lead to a higher response rate.

But before you ask the questions you must ensure that your members understand why they are being surveyed. Getting messages right on diversity was the subject of a Diversity Special Interest Group workshop in 2009 (see Appendix 3). The key points to emerge were:

- Messages and the case for them must be grounded in organisational values.
- All media and familiarisation processes need to be exploited to convey positive but realistic expectations.
- Organisations need to enable and embrace difference, and allow their members and potential members to be authentically who they are.
- Your messages need to go beyond your membership; make sure they are the right ones.

Details of how to access the outputs of the Diversity Special Interest Group can be found in Appendix 3.

How much monitoring?

It is important that you only collect information that you can use effectively. You need to be clear why you are asking applicants and members/staff for information and what you will use it for.

You also need to decide whether to collect information anonymously. If you do collect the information anonymously, then it is likely that you will get more information. However, there are also some times when this is not possible, for

⁸ <http://www.ons.gov.uk/census/2011-census/2011-census-questionnaire-content>

⁹ <http://www.gro-scotland.gov.uk/census/censushm2011/index.html>

example, at the staff recruitment stage when disabled people are being asked if any reasonable adjustments are needed for their interview, when it is important that the right arrangements are made for a particular applicant.

You need to tell members, applicants for membership or employment, and staff the reason why you are asking them for monitoring information. People may be worried about responding fully or honestly, perhaps because they are concerned the information will be used to discriminate against them or they've had a previous bad experience where the information was used in the wrong way. This may be especially true for job applicants and for particular characteristics, such as disabled people with a mental health condition.

You should provide details of the process for gathering, storing and using information in order to reassure people who give you information that you will:

- not use their information to discriminate against them, harass them or victimise them, and
- gather, keep and use information in a way that means this is true, for example, that monitoring forms completed by membership or job applicants are separated from their application forms.

In most cases, no one is required to supply you with any information at all. If you are not clear to them about the purpose of your questions and how the information will be used, who will see it, how their privacy will be respected and so on, this makes it more likely that people will refuse to provide the information.

Where your reasons for monitoring are to support the strategic development of the organisation, you should not be afraid to share this. Your members are there because as a group they share the same broad ambitions.

Can you ask about health or disability?

In general, you must not ask a job applicant questions relating to health or disability. One of the exceptions to this rule applies to monitoring. You are allowed to ask questions about disability and health during recruitment if the point of this is to find out how many job applicants are disabled people and whether they are shortlisted or appointed. It would be in order to enquire whether a member has a specific requirement in order access the benefits and services that membership conveys. Answers to monitoring questions about health or disability should be dealt with in the same way as the answers to other monitoring questions, in other words, they should be kept separately from the main application form. The person or people

shortlisting and appointing should not see the information before deciding who to interview or appoint.

What can you do with the data once it has been collected?

You could use the data you collect in several ways. For example to:

- compare it with national demographic statistics for membership representation
- compare it with industry standard data and see how representative you are of your sector
- compare it with regional representational data to see how far your workforce reflects the local community, and
- see whether your organisation has met its diversity and inclusion objectives.

Such comparisons will also help you to plan and review your diversity policy action plan. For example, the data you collect could be used to help you plan positive action campaigns and plan ways to engage with more potential members from under-represented groups.

What about privacy and confidentiality?

You need to decide who can see the data that you collect. Individual data should be protected and securely stored in line with data protection rules. In particular, if someone is a transsexual person (someone with the protected characteristic of gender reassignment) who has a Gender Recognition Certificate, it may be a criminal offence to disclose this without permission, so you should be especially careful who knows this information and what is done with it.

You should organise the information so that it can be used in the future – there's no point collecting monitoring forms if, for example:

- no one looks at them afterwards to see whether people with a particular protected characteristic were more or less likely to apply for membership or a job
 - no one checks whether people with a particular protected characteristic are more likely to leave the organisation after a short time, or
 - there are only a small number of people working for you or in a particular workplace or department and individuals can be identified - you need to be very careful about the level of detail you provide or even whether you share or publish information at all, even if it is 'anonymised' information and names are not used.
- For example, If your organisation reports that one gay person is employed in your finance department when there are only two people in your workplace in total and

neither of them has said publicly that they are gay, this breaches anonymity; it would not be good practice to release this information in that form.

If you do publish data, it is important that you do not breach confidentiality, or reveal anything which might enable someone to work out information about another person that was provided in confidence. You need to ensure that you use the data in a manner consistent with the stated purposes for which you hold it, and that your procedures are consistent with the Data Protection Act (DPA). For further information consult your Data Protection Officer or the Information Commissioner¹⁰.

The Law Society has developed a comprehensive checklist of the actions you can take to develop your monitoring practice; see Appendix 1.

What do you benchmark against?

As well as benchmarking against national, regional and sectoral data you may find it helpful to benchmark against other organisations with which you can share information confidentially. The Equally Professional network has developed a template for benchmarking monitoring data which they share on a confidential basis. The criteria by which members benchmark their data collection are set out in Appendix 2.

How do others approach their monitoring?

PARN's research shows there is a wide range of practice in how professional bodies collect equality and diversity data on their members and staff. In some cases professional bodies have accumulated a large amount of data on particular strands, for example, age, gender or race. Some professional bodies have begun to collect data on disability, sexual orientation and religion or belief, but generally only have this information for a small proportion of their members or staff. The following examples from members of the Equally Professional network demonstrate some of the approaches you can take.

The Institute of Physics (IOP) Diversity Committee has built a comprehensive evidence base of the diversity profile of all members of the physics community. To achieve this, it has developed a monitoring framework which is routinely reported to the IOP Diversity Committee and forms the basis for all action taken forward by through the Diversity Programme.

Diversity data is collected on people who progress through the physics 'academic pipeline'; beginning with pupils taking physics qualifications pre- and post-16,

¹⁰ http://www.ico.gov.uk/for_organisations.aspx

undergraduate or postgraduate students in physics, and ending with physics academic staff working in universities. The IOP considers participation by gender, ethnicity, age and disability for all stages of the pipeline, as well as by socio-economic indicators, such as parental occupation, type of school attended or Index of Multiple Deprivation, for school and undergraduate students.

Many statistics are made available through the IOP website or to individuals upon request. In June 2010, the IOP published the report *Diversity in University Physics: A Statistical Digest* to provide a concise overview of the diversity profile of academic staff working in UK physics departments. Data was analysed by gender, grade, size of department, terms of employment, nationality, ethnicity, age and disability.

The Diversity Programme also monitors the profile of the IOP membership, boards and committees, award nominees and winners, honorary fellows, member groups and regional branches. At present, the gender and age profiles are reported on as this is the only data held on the member database. The Diversity Committee is working with the membership department on how best to collect information on other characteristics such as ethnicity, disability, and religion and belief, both for new members at point of application and for existing members.

The **Chartered Institute of Public Relations (CIPR)** monitors the diversity of its membership on an ongoing basis through member surveys and the membership application process.

The annual benchmarking surveys provide snapshots of specific strands of diversity. The survey carried out in December 2009 focused on ethnicity, age and disability. In June 2010, the member survey focused on gender and related issues such as pay and roles within the profession. The 2011 survey will return to ethnicity, age and disability to monitor progress in these areas. These surveys are undertaken in partnership with ComRes and in 2010 around a quarter of all members took part in the survey.

In addition to surveys, the CIPR records information from membership application forms on its database. At present it holds data on gender and age of its entire membership; since 2005 disability and ethnic background have also been monitored through new member applications. In requesting this information, the form states: 'We want to ensure that we are as representative as possible of our members. We would appreciate your co-operation in providing the information requested in this section which is vital to ensuring we provide fair services for all. The information will be used for statistical purposes only and is optional.'

For ethnic background, the 2001 census categories are used, and for disability, individuals are asked to tick boxes stating whether they are disabled / non disabled / have special access needs / have a hearing impairment / have a visual impairment. The CIPR holds data on approximately a third of its total membership on these additional strands.

The **Association of Chartered Certified Accountants (ACCA)** has been committed to the aim of broadening access to the accountancy profession since its inception in 1904. In 1909, it became the first accountancy body to admit women as members. The organisation maintains core values of opportunity, innovation, integrity and diversity, and consequently maintains a diverse membership. Female UK members make up 49 per cent of the membership, while 48 per cent of the UK student base are non-graduates. Ethnic diversity is also strong, with 30 per cent of the UK student base being of black or Asian descent.

Over the past few years a key method the **Chartered Insurance Institute (CII)** has used to make progress on diversity is in the way that it collects, stores and uses diversity data for its members. Significant changes to staff development, data storage and exams have been made in order to comply with the Disability Discrimination Act (DDA), and to better accommodate all members and students.

At first the Institute initiated a training programme on the DDA, which was attended by all key representatives in each department, with other staff attending one-hour sessions on diversity. It then considered how DDA information could be stored on a database against individual members who report themselves as having a disability, with the result that data is now stored on a separate, secure system. A new system will be launched in 2010 in which disability information, along with other equal opportunities monitoring information, will be better integrated. There are plans, for example, for the system to flag up any disability issues automatically when members register for exams, enabling officials to ensure the necessary arrangements are in place and saving the member from having to repeatedly disclose disability information or submit additional requests.

The Bar Council collects diversity data across all the equality strands except on gender reassignment plus information on socio economic background from students applying to the Bar Professional Training Course. A system has been developed for electronic transmission of data from the online application process to the Bar Course direct to the Bar Council's new core database. A unique identifier will be attached to individual data so that progress into and through practice can be tracked. Previously, Bar Course providers sent data in non-compatible formats and this limited its use.

The new arrangement will in due course make further diversity surveys of practitioners unnecessary, with the exception of disability status which is liable to change overtime.

Bar Course providers have transferred race and gender since 1992 and this is analysed to show trends in the representation of different groups entering the profession and is then used to compare progress of different groups into pupillage and practice. Tables and analyses are placed on the Bar Council's website, and chambers are encouraged to use this data as a benchmark to compare their pupillage applicant rates.

Ethnicity, gender and disability information is sought from practitioners with the annual collection of practising certificate fees. The ethnic question response rate is close to 90 per cent but quite poor for disability, because the annual questionnaire is despatched through chambers and is not confidential. Fuller disability information has been obtained through an anonymous survey. An online collection system will be implemented in 2011 which will offer greater privacy and enable the collection of information across all protected characteristics. The data collected is reported on the Bar Council's website. Also, in 2011 an annual survey of the profession is planned to provide an up-to-date diversity profile across practice areas and geographic locations.

DPA statements are provided with monitoring forms to explain the purpose of diversity monitoring, how data will be used, how it will be kept confidential and secure, and when it will be destroyed. Full explanations improve the response rates as do encouragement to complete from Chairs of the Bar Council or its Committees.

Information is collected by the **British Dental Association (BDA)** about members during the application process. The general information collected is type of membership (full, student, retired etc), age, gender, dental school and contact details. This information is stored within the BDA CARE database and is directly linked to the individual member. Additional information is also stored here, such as field of practice (hospital, salaried service, general practice etc). The information is used to develop services for members and is also used for marketing (for example courses, services to members). It is also amended using data from member surveys.

Additional information is collected on ethnicity, religion and disability. This information is stored in a separate database in a remote file and is in generic form. It cannot be linked to individual members. However the data can be monitored statistically and can be broken down by BDA Branch. This data is incomplete as

not every member fills in all the details (for instance 60 per cent of members have provided details about ethnicity). The data is analysed every year or two to see if it 'feels right' in terms of numbers as far as representing the broad spectrum of registered dentists. There are no figures upon which the BDA can benchmark the data, apart from General Dental Council (GDC) statistics. The GDC has surveyed approximately 75 per cent of its registrants for age, gender, sexual orientation, religion and disability. At present this GDC data is not available to the BDA. The data is used to see if there are any significant changes in the profile of members, in particular to see if there is any increase in a particular segment of membership that might indicate a need to change the services offered. There have been no significant changes in profile during the past three years.

Dentists who leave the association are monitored. Leavers are contacted to see what the reasons are for leaving. Any issues with lack of consideration for diversity issues could also be picked up in this process.

The Law Society has long promoted monitoring diversity both within its internal workforce and the solicitor profession. Diversity census data for the profession is however collected by the Solicitors Regulation Authority.

The Society conducts monitoring to establish the demographic representation of its boards, committees and the Council. Boards and committees are established by selection process and therefore monitoring takes place during the recruitment process. A report on the success rates for various protected groups is sent to the Equality and Diversity Committee for scrutiny. The Council is populated by an election process and therefore monitoring data is collected once the successful Council members have been elected.

Presently boards, committees and the Council are monitored across the categories of age, ethnicity, gender and disability although plans are currently being considered to expand these categories to include religion or belief and sexual orientation.

The Society also conducts monitoring in all aspects of the employment relationship including recruitment, promotions, training and development, discipline and grievance, staff surveys and performance appraisal reviews. This is to ensure a robust picture of organisational performance with regard to equality and diversity can be analysed and the appropriate actions agreed for implementation.

In addition to the robust internal framework for monitoring, the Law Society also provides a monitoring and reporting protocol as part of the tools available through

the Diversity and Inclusion Charter¹¹. This protocol (also reproduced in Appendix 1) and the associated guidance help to drive best practice in monitoring diversity throughout the legal sector. By utilising the Diversity Charter protocols, law firms are able to improve their diversity monitoring and the Diversity and Inclusion Charter provides a baseline monitoring framework to aid the study and analysis of key equality and diversity data in the legal sector.

The Royal College of Nursing (RCN) records the ethnicity of its members to assist in segmenting the membership to ensure effective support and services for members, as well as to inform policy and campaign work.

The work of government in the four national countries in developing the questions for the forthcoming national census in 2011 shows some changes from the 2001 census datasets, and in all cases the datasets used across the UK countries are not directly comparable or consistent with the current RCN dataset.

The proposed 2011 datasets for England and Wales, Scotland and Northern Ireland differ. In order for the RCN to maintain comparable data with that which the four countries intend to record, it is appropriate to review and if necessary amend the RCN dataset.

The current RCN ethnicity dataset maps against the datasets for the 2001 census for England and Wales, Scotland and Northern Ireland. However there are a number of differences across the proposed 2011 various datasets.

Practically, the RCN has to make a decision between recording ethnicity on a broad basis with fewer groupings which is easier to manage and administer, or using a far more detailed dataset. For example, although the Scotland 2011 dataset identifies 'Polish' as a group, the RCN must determine whether practically, and pragmatically, providing the opportunity for having 'Polish' as an ethnic group as opposed to one of the 'Other' groups would yield any significant benefit, either organisationally or to the members concerned.

¹¹ <http://www.lawsociety.org.uk/practicesupport/equalitydiversity/inclusioncharter.page>

Using monitoring to develop your strategy

Collecting profile data is an important step in support of your diversity strategy. However the real value of the data is how you use it. Once you have collected the data the next step is to evaluate it and draw lessons from it. You can do this at the strategic level, or you can involve staff and membership. By involving all sections of the organisation you will maximise the opportunities for feedback and creative input as to how you should address under-representation at whatever level.

The previous examples demonstrate a wide range of approaches to monitoring. You will find more examples in the PARN Diversity Toolkit. However, these examples are simply snapshots at points in time, in a field where practice continues to steadily evolve. As can be seen from them, some professional bodies have developed their practice to a greater level than others, all of them capturing different stages in the diversity journey. In 2011 there will be a fresh census with changes to the questions to reflect how the thinking on identity has developed since 2001.

As a means of staying abreast of developments and comparing your performance with your peers you can join the Diversity Special Interest Group (SIG) run jointly by Equally Professional and PARN. The SIG has an electronic platform for the exchange of ideas, information and advice, and meets regularly to run workshops on issues relating to diversity and the professions. One has been carried out on monitoring, and to access the workshop outputs you need to join the SIG. Membership is open to all professional bodies, whether members of PARN or not, and is free: email info@parnglobal.com for more details.

Summary: The foundations for good monitoring

Why you should monitor:

- There is a business case for diversity monitoring based upon the changing demographics of British society.
- There is a case for monitoring in support of the requirements placed upon professional bodies listed under schedule 19 of the Equality Act 2010 in respect of their public functions. The Government Equalities Office has set out in greater detail the bodies it proposes should be covered by this schedule. These can be found in Annexes 4 and 5 of *Equality Act 2010: The public sector Equality Duty: Promoting equality through transparency: A consultation*¹².
- There may be a requirement upon awarding bodies to monitor.
- There is an ethical case for monitoring based on the 'public good' obligations you have in your Charters or constitutions.

How you carry out monitoring:

- Based on where you are on the diversity journey and your strategic objectives, identify what you want measure, and among what population.
- Choose the best medium for your resources and objectives.
- Communicate clearly the reasons why you want to gather this information.
- Ensure you comply with Data Protection Act requirements in handling and publishing the data.

Use monitoring to:

- Compare your demographic with local and national databases.
- Inform and develop your diversity and inclusion policy.

Improve your monitoring:

- By joining the Equally Professional/PARN Diversity Special Interest Group, where you can benchmark against and learn from your peers.

¹²

http://www.equalities.gov.uk/pdf/402461_GEO_EqualityAct2010ThePublicSectorEqualityDuty_acc.pdf

‘We have gained knowledge and practical ideas from the insights and best practices shared by the group, especially the opportunity to compare our own progress with others in annual benchmarking practice.’

Chartered Insurance Institute

Appendix 1: Examples of approaches to monitoring and monitoring questionnaires

Checklist from the Monitoring and Reporting Protocol of the Law Society's Diversity Charter

In order to successfully monitor the diversity profile of your workforce, you should have considered and be able to clearly define:

Which:

- questions you want the data to answer
- sources of help and support are available
- data you will collect

How:

- the data will be used
- the data will be collected and stored
- you will communicate to gain trust and understanding from all sections of the workforce
- ongoing collection and analysis will be supported
- you will ensure that individuals cannot be identified from published data
- you can guarantee the security of the data and that you are compliant with the Data Protection Act
- the impact of new initiatives/policies/activities will be monitored

Who:

- the senior level sponsor for equality monitoring is
- will collect the data and follow up on incomplete data
- will be responsible for giving help and advice on monitoring
- will analyse the data
- will report on the collected data and to whom
- will use the reports and how

What:

- systems will need to be in place to guarantee confidentiality and meet data security requirements
- changes will be needed to IT systems and/or forms
- additional resources will be required

Whether:

- you will initially identify pilot projects and if so, who will support them
- data from more than one source can be combined to answer questions and they can be designed for compatibility

Examples of questionnaire design

Chartered Institute of Housing (CIH) equality and diversity monitoring

The CIH is committed to ensuring that its services are accessible to everyone regardless of race, gender, ability, religion, sexual orientation or age. The information you give on this form will help us comply with our policy of ensuring equality in our services to you.

We recognise that some people may regard some of this information as personal and we have, therefore, included an option in most questions for 'prefer not to say'. You do not have to complete all of this form but it will help us improve our services if you can complete as much as possible and return the form.

All information CIH collects around equality and diversity will be treated confidentially in accordance with the Data Protection Act and will be stored on the CIH database. Access to this information will be restricted to staff involved in the processing and monitoring of this data. It will be used to provide statistical information only.

Please give your consent below for your information to be stored and used in this way.

Signed:

Date:

A. Your age

What is your date of birth?

Prefer not to say

B. Your disability

The Disability Discrimination Act 1995 (DDA) defines a person as disabled if they have a physical or mental impairment, which has a substantial and long term effect (ie has lasted or is expected to last at least 12 months) on the person's ability to carry out normal day-to-day activities.

Do you consider yourself to have a disability according to the terms given in the DDA?

Yes		No		Prefer not to say	
-----	--	----	--	-------------------	--

If you have answered yes, please indicate the type of impairment which applies to you. If your experience more than one type of impairment, please tick all the types that apply. If your disability does not fit any of these types, please mark Other and specify.

Physical/mobility impairment, such as a difficulty using your arms or mobility issues which require you to use a wheelchair or crutches	
Visual impairment, such as being blind or having a serious visual impairment	
Hearing impairment, such as being deaf or having a serious hearing impairment	
Mental health condition, such as depression or schizophrenia	
Learning disability/difficulty, such as Down's syndrome or dyslexia or a cognitive impairment such as autistic spectrum disorder	
Long-standing illness or health condition, such as cancer, HIV, diabetes, chronic heart disease or epilepsy	
Other (Please specify below)	

C. Your ethnic group

(These are based on the Census 2001 categories, and are listed alphabetically)

Asian, Asian British, Asian English, Asian Scottish, Asian Welsh or Asian Irish

Indian		Pakistani		Bangladeshi	
Other Asian Background					

Black, Black British, Black English, Black Scottish, Black, Welsh or Black Irish

Caribbean		African		Other Black Background	
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Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh or Chinese Irish

Chinese		Other Chinese Background	
---------	--	--------------------------	--

Mixed

White & Black African		White & Black Caribbean		White & Asian		Other Mixed Background	
-----------------------	--	-------------------------	--	---------------	--	------------------------	--

Other

Other		Please state:
-------	--	----------------------

Prefer not to say	
-------------------	--

White

White-English		White-Welsh		White-British		White Non-European	
White-Scottish		White-Irish		White-European		Other White background	

D. Your gender

Male		Female		Prefer not to say	
------	--	--------	--	-------------------	--

Do you identify as transgender?

For the purpose of this question 'transgender' is defined as an individual who lives, or wants to live, in the gender opposite to that they were assigned at birth.

Yes		No		Prefer not to say	
-----	--	----	--	-------------------	--

E. Your religion or belief

Buddhism		Judaism		Other (please specify below)	
Christianity		Islam		Prefer not to say	
Hinduism		No religion		Sikhism	

F. Your sexual orientation

Bi-sexual		Heterosexual/straight		Gay man	
Gay woman		Other (specify if you wish)		Prefer not to say	



Institute of Paralegals

Setting Standards – Promoting Professionalism

Diversity Monitoring Form

This form asks lots of personal questions about your background. We apologise for asking such sensitive questions. We are doing so for two very important reasons: (1) there is no national profile of who paralegals are - that makes things complicated when it comes to planning; (2) we want the paralegal profession to be open to all people of sufficient talent. Questionnaires like this are the only way to find out whether we are achieving that goal.

Any information you give in this form is confidential. It is for statistical purposes only so we do NOT need to know who it is from. We just use the information to record numbers, then we dispose of the forms. So please do **not** add your name. Please note therefore that if you have a disability that you would like us to be aware of, please mention it in within the 'Any Other Matters' section of your application form, otherwise we will not know.

Please place a tick (v) in the most appropriate [] in each section. Please return this form by email or by post or by fax – details below.

A. Grade and Branch of Membership

Affiliate Member []	Associate Paralegal []	Certified Paralegal []	Qualified Paralegal []
----------------------	-------------------------	-------------------------	-------------------------

UK Member []	Hong Kong Member []	International Member []
---------------	----------------------	--------------------------

B. Ethnicity

This question is **not** about your nationality, place of birth or citizenship – it is about the group to which you as an individual perceive you belong. The codes and descriptions are those used in the government's 2001 Census. Please tick the group that you feel most accurately describes you:

A. Asian

British-Indian []	British-Pakistani []	British-Bangladeshi []
Indian []	Pakistani []	Bangladeshi []

B. Black

British-Caribbean []	Caribbean []	British-African []	African []
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C. Chinese

British-Chinese []	Chinese []
---------------------	-------------

C. Mixed

White & Black Caribbean <input type="checkbox"/>	White & Black African <input type="checkbox"/>	White & Asian <input type="checkbox"/>	Mixed Background <input type="checkbox"/>
--	--	--	---

D. Other

Other <input type="checkbox"/> <i>please state:</i>

E. Prefer Not To Say

Prefer not to say <input type="checkbox"/>
--

F. White

White-English <input type="checkbox"/>	White-Welsh <input type="checkbox"/>	White-British <input type="checkbox"/>	White Non-European <input type="checkbox"/>
White-Scottish <input type="checkbox"/>	White-Irish <input type="checkbox"/>	White-European <input type="checkbox"/>	

C. Health

The Disability Discrimination Act 1995 states that a 'person has a disability for the purpose of this Act if he/she has a physical or mental impairment which has a substantial and long term adverse effect on his/her ability to carry out normal day to day activities'.

Do you consider that you have a condition or impairment that falls within this definition? Yes No

D. Age

Are you:

Under 25 <input type="checkbox"/>	25-34 <input type="checkbox"/>	35-44 <input type="checkbox"/>	45-54 <input type="checkbox"/>	55-64 <input type="checkbox"/>	65+ <input type="checkbox"/>
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E. Sexual Orientation

As people are discriminated against because of their sexual orientation, we believe that it is helpful to gather this information. We appreciate that you may not wish to answer this question however - in which case please tick the 'Prefer not to say' box. Are you:

Heterosexual <input type="checkbox"/>	Lesbian <input type="checkbox"/>	Gay <input type="checkbox"/>	Bi-sexual <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
---------------------------------------	----------------------------------	------------------------------	------------------------------------	--

F. Gender

Are you:

Male <input type="checkbox"/>	Female <input type="checkbox"/>	Trans-gender <input type="checkbox"/>
-------------------------------	---------------------------------	---------------------------------------

G. Religion

Buddhist <input type="checkbox"/>	No religion <input type="checkbox"/>	Other <input type="checkbox"/>
Christian <input type="checkbox"/>	Jewish <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
Hindu <input type="checkbox"/>	Muslim <input type="checkbox"/>	Sikh <input type="checkbox"/>

H. Social Origins

After some decades of social mobility, studies are showing that 'class' is again becoming a major determinant of many people's career opportunities, and that law is particularly elitist. Please help us track this regression through ticking the box that best describes the occupations of your parents:

Higher managerial or professional occupations or a large employer <input type="checkbox"/>	Small employers & own account workers <input type="checkbox"/>	Routine occupations <input type="checkbox"/>
Lower managerial and professional occupations <input type="checkbox"/>	Lower supervisory & technical occupations <input type="checkbox"/>	Never worked/long-term unemployed <input type="checkbox"/>
Intermediate occupations <input type="checkbox"/>	Semi-routine occupations <input type="checkbox"/>	

Thank you. If you have any questions about this form, please contact us. We will be happy to answer your questions without asking for your identity.

Institute of Paralegals

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Appendix 2: The Equally Professional benchmarking process

Equally Professional members regularly share their diversity performance by answering the following questions, developed by members of the network.

1. Who do we monitor?

- a) Membership
- b) Students on accredited courses
- c) National governance
- d) Regional governance
- e) Other governance
- f) Training delegates
- g) Staff

2. What dimensions of equality and diversity do we monitor?

- a) Age
- b) Race
- c) Gender
- d) Disability
- e) Sexual orientation
- f) Religion and belief
- g) Other

3. How do we break down our information about under-represented groups?

Age: Census class.

Disability: DDA Definition

Gender:

Race: Census class.

Religion and belief: Census class.

Sexual orientation: Stonewall

Other:

4. How do we break down our information?

- a) By country
- b) By branch
- c) By membership grade
- d) Other

5. Who do we report our performance to?

- a) Governing body
- b) Equality and Diversity Group
- c) Other

6. What do we set targets for?

- a) Membership
- b) Students
- c) National governing body
- d) Regional committees
- e) Staff
- f) Other

7. How do we assess our performance?

- a) Against ourselves over time
- b) Against the census
- c) Against other professional bodies
- d) Other

8. How much information do we have about the diversity of our members by (enter %)

Age

Disability

Gender

Race

Religion and belief

Sexual orientation

9. How representative is our membership?

Our organisation has this % of members who are:

Age (25-34, 20%)

DDA disabled (Age 25+, 27%)

Gender (F, 50%)

Non White British (17%, of which 12% ethnic minority)

Religion and belief (28% non-Christian)

LGBT (Stonewall suggest 6% of population LGBT)

10. How representative is our governing body?

What % of our governing body is:

Age (25-34, 20%)

DDA disabled (Age 25+, 27%)

Gender (F, 50%)

Non White British (17%, of which 12% ethnic minority)

Religion and belief (28% non-Christian)

LGBT (Stonewall suggest 6% of population LGBT)

What % of our national/regional committees is:

Age (25-34, 20%)

DDA disabled (Age 25+, 27%)

Gender (F, 50%)

Non White British (17%, of which 12% ethnic minority)

Religion and belief (28% non-Christian)

LGBT (Stonewall suggest 6% of population LGBT)

The benchmark criteria used in questions 8 and 9 are based on national statistics for the working age population in England and Wales and have been adopted for comparison by the members of Equally Professional.

Appendix 3: Sources of information and advice

As well as the links in the body of the report, the Equally Professional/PARN Diversity Special Interest Group (SIG) provides a forum for professional bodies to exchange ideas and good practice on equality and diversity. This is a collaboration between the network and PARN, the key features being:

- The overall aim of the SIG is to encourage dialogue and disseminate knowledge and understanding about better equality and diversity practice among professional bodies beyond the Equally Professional network.
- The SIG is open to all professional bodies, it is not limited to PARN members or Equally Professional members.
- An online group forum on the professional networking website PARNPeople¹³ allows all SIG members to post comments, respond to others and share files and resources. PARN supports the website and facilitates an email network to raise awareness of the forum, disseminate information, and highlight the resources accessible.
- Minutes of Equally Professional network meetings, and discussion papers and guidance on better practice emanating from the network are made available to the SIG on PARNPeople. This is where you can find the full range of activities undertaken by the network.
- The workshops that the SIG runs are free and places are limited depending only upon the size of the venue.
- Inputs to and outputs from the workshops are posted on PARNPeople.
- A coordinating group for the SIG has been established comprising three representatives from professional bodies, with PARN and the Commission as 'ex officio' members. The role of the coordinating group is to:
 - propose topics for the workshops
 - suggest contacts and speakers for workshops
 - feed discussion topics into the online forum, and
 - provide ideas for research activities.
- There is no charge for participating in the SIG online forum and email network.

SIG workshops

We've had very positive feedback on the SIG workshops run so far, for which there is no charge. The style is very interactive with short sharp inputs from experts (some from within the Equally Professional network, some from the Commission, and some from outside agencies) interspersed with group discussions and plenary feedback.

¹³ <http://www.parnpeople.com/home>

The aim is to create learning opportunities for officers from professional bodies so that they can take practical ideas back to their organisations. We structure the breakout groups so that there is as broad a mix of disciplines and experiences as possible. We get the sense that the **process** is valued as much as the content.

Topics we've covered in the workshops include:

- Diversity Monitoring - with inputs from the RCN and Stonewall.
- Disability - with inputs from Commission experts and Employers' Forum on Disability.
- Fair Access to the Professions - where the Cabinet Office presented the preliminary findings of their consultation for discussion and feedback.
- Getting the Message Across: Tailoring your diversity messages - with inputs from the Chartered Institute of Personnel and Development, the Institute of Careers Guidance, Stonewall and Ashridge Communications.
- Sexual Orientation and Religion and Belief - with inputs from the Commission's specialists and the Employers' Forum on Belief.
- The Equalities Act - delivered by Commission lawyers.
- Support Networks - with contributions from Equally Professional members on why they're important and how they work.
- Equality and Diversity after the Cuts.

To join the SIG, email info@parnglobal.com. You will be given the permissions to join the SIG's online discussion, and receive all the information about the activities of Equally Professional and the joint workshops.

Appendix 4: The Equally Professional network

The following are the member organisations of Equally Professional:

Association of Chartered Certified Accountants **www.accaglobal.com**

BCS, the Chartered Institute for IT **www.bcs.org**

The British Dental Association **www.bda.org**

Chartered Institute of Housing **www.cih.org**

Chartered Institute of Library and Information Professionals **www.cilip.org.uk**

Chartered Institute of Personnel and Development **www.cipd.co.uk**

Chartered Institute of Public Relations **www.cipr.co.uk**

The Chartered Institute of Purchasing & Supply **www.cips.org**

The Chartered Insurance Institute **www.cii.co.uk/cii.aspx**

Chartered Management Institute **www.managers.org.uk**

The General Council of the Bar **www.barcouncil.org.uk**

General Teaching Council for England **www.gtce.org.uk**

Institute of Career Guidance **www.icg-uk.org**

The Institute of Chartered Accountants in England and Wales **www.icaew.com**

Institute of Physics **www.iop.org**

Institution of Civil Engineers **www.ice.org.uk**

Institution of Occupational Safety and Health **www.iosh.co.uk**

The Law Society **www.lawsociety.org.uk/home.law**

Royal College of Nursing www.rcn.org.uk

Royal Institution of Chartered Surveyors www.rics.org

Contacts

England

Equality and Human Rights Commission Helpline
FREEPOST RRLG-GHUX-CTR
Arndale House, The Arndale Centre, Manchester M4 3AQ
Main number: 0845 604 6610
Textphone: 0845 604 6620
Fax: 0845 604 6630

Scotland

Equality and Human Rights Commission Helpline
FREEPOST RSAB-YJEJ-EXUJ
The Optima Building, 58 Robertson Street, Glasgow G2 8DU
Main number: 0845 604 5510
Textphone: 0845 604 5520
Fax: 0845 604 5530

Wales

Equality and Human Rights Commission Helpline
FREEPOST RRLR-UEYB-UYZL
3rd Floor, 3 Callaghan Square, Cardiff CF10 5BT
Main number: 0845 604 8810
Textphone: 0845 604 8820
Fax: 0845 604 8830

Helpline opening times:

Monday to Friday 8am–6pm.

Calls from BT landlines are charged at local rates, but calls from mobiles and other providers may vary.

Calls may be monitored for training and quality purposes.

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