



Single Equality Scheme progress report

January 2012 to July 2013

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Section 1

Introduction

Our Single Equality Scheme (SES), which we published in October 2011, sets out all the ways we intend to be a fair and equitable employer and regulator. Although our targets are not due for completion until 2014, we wanted to show how much progress we had made in the last 18 months.

2012 and 2013 have been busy years for Ofcom, but we have continued to put equality and diversity at the centre of our policy making. All our projects are screened for disproportionate impacts on any of the protected groups; we have regular events celebrating the diversity of colleagues at Ofcom and have had some excellent results when comparing ourselves to other organisations.

Highlights of the year include:

- Instructing telecommunications providers to improve the way they provide text-relay services to deaf people;
- Being rated a top 10 public sector employer within Business in the Community's gender and race equality indexes; and
- Hosting events throughout the year in celebration of many diversity groups, including inviting Peter Tatchell to speak to colleagues and holding a technology event for older stakeholders from the local community.
- Planning the spectrum allocation for the largest disabled sporting event in history: the London 2012 Paralympic Games.

Over the three years that the scheme covers, it is likely that the way in which Ofcom works and the way in which Ofcom regulates will change to reflect best practice and the changing regulatory environment. As such, some teams have added actions to those originally agreed, so that all areas of their work are represented in the action plan.

Our Content Standard's Team have added a new action that reflects their responsibilities:

Ensure that non-domestic channels meeting the affordability and audience share criteria, laid out in the Access Services Code, provide access services (subtitling, signing and audio description) in line with UK and European legislation.

Although our progress towards meeting our targets has been good, we are determined not to be complacent in 2013/14 and we are committed to building on what we have already achieved.

Section 2

New activities

Objective 1: Having a diverse mix of people at all levels of our organisation

Objective	Activity	Progress
1.1 Ensure that we represent the wider community we work with.	<p>Understand the diverse mix of people in Ofcom by reviewing the diversity profile of the organisation.</p> <p>Use Ofcom's employment statistics to evaluate the representation of the various diversity strands in all Ofcom groups, and at all levels across the organisation.</p> <p>Compare the diversity make-up with historic data to establish trends.</p> <p>Improve our monitoring systems so that we can understand the range of disabilities within the organisation and how best to support our colleagues.</p>	<p>To better understand the diversity of our workforce we have recently completed the second annual report on the diversity profile of Ofcom colleagues. This will be published on the Ofcom website very soon.</p> <p>To make sure our second report was truly representative of our colleague profile; we raised colleague awareness of how to declare their diversity data, why we collect this data, and how we use it. This resulted in an increase of data declaration rates across all diversity characteristics (excluding gender and age which were already at 100%).</p> <p>Within the report we identified some concerns relating to gender balance across the organisation, particularly at Senior Management and Specialists, Principal and Administrator levels. We will be carrying out further analysis of these findings to understand why this is the case and introduce improvements as necessary.</p> <p>We are procuring a new applicant tracking system for recruitment which will enable us to monitor applicants from the initial enquiry stage to the potential job offer. Once this system is in place, we will have a better understanding of any unconscious bias within the recruitment process that may result in some groups being underrepresented at Ofcom.</p>

<p>1.2 Understand the gender profile of engineering and technical roles.</p>	<p>Benchmark the proportion of women recruited into technical and engineering roles and compare against the UK industry sectors. Review the data on the mix of Policy versus Engineering roles in the Group.</p>	<p>To better understand the gender profile of engineering and technical roles we have identified colleagues who work as engineers (as distinct from simply requiring some engineering knowledge). We then analysed this group by job level, gender and other protected characteristics.</p> <p>We found that women were under-represented in engineering roles, especially at more senior levels and in older age groups. Despite this, the representation of female engineers in Ofcom is twice as high as in the engineering industry more broadly, and three times higher than in the broadcast and media sectors.</p> <p>We want a greater gender balance within our engineering roles and have been seeking to attract female engineers to Ofcom. In 2012, we committed to sponsoring the Institute of Engineering and Technology's 'Young Woman Engineer of the Year awards' for three years in order to promote engineering careers at Ofcom to women.</p>
<p>1.3 Understand whether Ofcom is perceived as a good place to work for colleagues from ethnic backgrounds, who have a disability or are women</p>	<p>Review formal exit interview process to ensure that alongside other questions, colleagues leaving us are encouraged to share their experiences of working for Ofcom and whether they view Ofcom as a diverse place to work and in which diversity is valued and encouraged.</p>	<p>To understand the perception that colleagues who leave the organisation have of Ofcom, an exit interview is held with between them and the HR team. They are asked to give their views on how the organisation is run in terms of equality and diversity and whether there are areas we could improve upon. Although no patterns have emerged from these interviews we continue to monitor them closely.</p> <p>We conduct an anonymous colleague survey every year which provides colleagues with an opportunity to give their views, in confidence, on how the organisation is run. We analyse the results of the colleague survey by diversity groups which helps us to understand the views of colleagues from an ethnic background, who have a disability, or are women.</p> <p>The results of our 2012 colleague survey were discussed by our Executive Committee; also, we held focus groups to consult with colleagues on the results.</p> <p>Within our report on the diversity profile of Ofcom colleagues, we</p>

		<p>analysed the take up of learning and development opportunities, promotions, performance ratings, leavers and grievances by each diversity group. Our analysis found that colleagues who are either from ethnic backgrounds, disabled or are women, did not appear to be disadvantaged in these areas.</p> <p>Our Disability Working Group has carried out a comprehensive audit of our Riverside House office to find out how accessible the building is to people with a broad range of disabilities. The group has also engaged directly with disabled colleagues to find out their experience of using the building. We will use these findings as the basis for making accessibility adjustments to Riverside House. We also plan to carry out accessibility audits of our regional offices.</p> <p>We have a Colleague Forum which provides colleagues with an opportunity to raise any concerns they have about working at Ofcom with Senior Management. To date, no concerns relating to a particular diversity group have been raised.</p>
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Objective 2: Considering the different needs and interests of all individuals and stakeholders when carrying out our work

Objective	Activity	Progress
<p>2.1 External diversity groups are made aware of when a project or policy may particularly impact them.</p>	<p>Communicate directly with media outlets for diversity groups, where policies or projects have a specific impact on them.</p> <p>Take the lead in briefing specialist diversity media</p>	<p>We communicate directly with diversity representative groups so that they are made aware of any projects or policies which might particularly impact them.</p> <p>We briefed specialist media on changes we were proposing to text and video relay services, and our proposal to extend access obligations to channels licensed from the UK but broadcast to other countries.</p> <p>We briefed the specialist press and the diversity campaign groups that we work with on the special report on ethnic minority groups, published within our Communications Market Report.</p>
<p>2.2 As part of our responsibilities under the Communications Act, encourage broadcasters to create equal opportunities for everyone they employ, including freelancers, regardless of age, gender, ethnicity or disability by working with Ofcom's co-regulator, the Broadcast Equality Training Regulator (BETR).</p>	<p>Make sure that the BETR: produces a report in Summer 2011 on broadcasters' equal opportunities arrangements in 2010 assess the industry's progress; and provides guidance on how to improve.</p>	<p>Since the closure of the Broadcast Equality and Training Regulator in June 2011, we have resumed responsibility for ensuring that broadcasters meet their statutory obligations to make and review arrangements for promoting equality of opportunity, regardless of gender, ethnicity or disability.</p> <p>More than 80% of relevant broadcasters have notified us of their plans to publish the annual reviews of their arrangements. We will be following up with broadcasters to ensure that this happens.</p>
<p>2.3 Ensure that TV channels are meeting the affordability and audience share criteria, laid out in the Access Services code, provide access services (subtitling, signing and audio description) in line with their</p>	<p>Conduct annual assessments of audience share and revenue data to determine which channels are obliged to provide access services. Notify broadcasters of their obligations for the following year.</p> <p>Publish half yearly data on the broadcasters'</p>	<p>The annual assessment of audience share was carried out during May and June 2012 and we have now published the list of channels obliged to provide access services in 2013, which was sent to relevant broadcasters.</p> <p>The reports by relevant channels on the levels of access service provision during 2012 were compiled and published in March 2013.</p>

<p>obligations</p>	<p>delivery of access services.</p>	<p>We have commissioned research on the awareness of audio description amongst UK adults, following a television awareness campaign conducted by broadcasters with access services requirements. The research showed that awareness among UK adults had increased significantly from 37% in 2008 to 60% in 2013. A consultation on proposals to improve the quality of subtitling on UK television to benefit deaf and hard-of-hearing viewers was published in May 2013.</p>
<p>2.4 Ensure that Ofcom colleagues are well informed about groups with protected characteristics</p>	<p>Build an online resource for consumer and market data relating to protected groups and make this data available to the public through the Ofcom website.</p>	<p>We have ensured that diversity and equality research is easily accessible via the market research section of our website: http://stakeholders.ofcom.org.uk/market-data-research/market-research/. All relevant market research publications are published here.</p>
<p>2.5 Use our research to widen awareness and understanding of media literacy among ethnic minority groups, people with disabilities and older people.</p>	<p>Publish technology tracking study and media literacy tracker datasets showing media literacy among people from ethnic minority groups and among people with disabilities. Report on media literacy trends over time for older people in Media Literacy reports.</p>	<p>In 2013 we purchased British Population Survey data. This data has been used in our 'Disabled Consumer Experience' report and a special report on ethnic minority groups. Both of these reports are due for publication in summer 2013 as part of our Communications Market Report. We have also used the British Population Survey data to ensure that our policies best reflect the diversity of the UK. We continue to research and create annual updates on media literacy among older people.</p>
<p>2.6 Create an environment in Ofcom where colleagues feel able to ask for a reasonable adjustment.</p>	<p>Capture Ofcom's commitment towards reasonable adjustments in a formal statement and raise awareness with managers and colleagues. Track the number of colleagues requesting a reasonable adjustment. Monitor feedback in the Colleague Survey.</p>	<p>A 'reasonable adjustments' statement has been published on our intranet. We are also in the process of issuing a new reasonable adjustments policy which offers disabled colleagues 'tailored adjustment' agreements. These agreements will allow us to monitor reasonable adjustments made for colleagues and follow best practice advice from the Business Disability Forum. Within our Colleague Survey we ask colleagues if they would feel</p>

		<p>comfortable asking for a reasonable adjustment. In July 2012, 84% of colleagues agreed that they would feel comfortable; an increase of 2% since 2010. In the more recent Pulse survey 85% of colleagues agreed that they felt comfortable asking for an adjustment.</p> <p>In order to create an environment where disabled people feel comfortable asking for reasonable adjustments, we have also carried out a range of disability awareness activities, including:</p> <ul style="list-style-type: none"> • Joining the anti-stigma mental health campaign group Time to Change • Briefing for the HR Team on making reasonable adjustments for colleagues with mental health issues • Establishing the role of 'Disability Sponsor' to demonstrate senior management support for making Ofcom a disability positive organisation • Frequent intranet stories highlighting the work we are carrying out within our Disability Improvement Plan and promoting International Day for Persons with a Disability.
<p>2.7 Ofcom will use its procurement activities to further equality objectives.</p>	<p>Check the vendor has an acceptable diversity policy in place before we sign any contract with them.</p> <p>Check whether the vendor has had any claims of discrimination upheld by an employment tribunal and how they have changed their policy and practice to address this.</p>	<p>We have reviewed and updated the pre-qualification questionnaire and invitation to tender documents sent to tenderers to include a request for their policy on diversity and this question. This question is ordinarily scored within the procurement process to decide which companies to invite to tender, and to decide the successful tenderer.</p> <p>We also require vendors to detail any claims of discrimination upheld by a employment tribunal, and where there have been claims, to provide evidence of how they are addressing the issue.</p>

<p>2.8 Understand the nature of wholesale obligations and the relationship and interaction with diversity groups.</p>	<p>Ensure appropriate training for project managers and specialists.</p> <p>Share best practice.</p> <p>Develop evidence base to establish potential linkages between policies and the protected groups.</p>	<p>To ensure that colleagues are aware of equality and diversity issues and legislation, all must complete an e-learning training module when they join Ofcom, and refresh this learning at least every three years.</p> <p>We always consider the impact of our decisions and policies on diversity groups with regards to wholesale obligations. For example, we have recently completed a geographic numbers consultation. We considered that the benefits of implementing the unbundled tariff and making the 080/116 number ranges free-to-caller would apply equally to all consumers, but that there may be particular benefits for vulnerable consumers and mobile only households.</p> <p>The analysis indicated that some equality groups are more likely to be in low-income households, particularly those with a disability, and therefore these groups could see a particular benefit from the implementation of our proposals.</p>
<p>2.9 Ensure that the Broadcasting Code guidance we provide to broadcasters is up to date and reflects the Equality Act 2010</p>	<p>Review the guidance to the Broadcasting Code to ensure that it is up to date and fit for purpose. In particular, ensuring that our Broadcasting Code guidance on generally accepted standards reflects current views and attitudes to equality issues.</p> <p>Compare the wording and scope of our guidance against the protected groups in the Equality Act 2010, and seek advice from the legal Team where appropriate.</p>	<p>We have undertaken a comprehensive review of the existing guidance to Sections One to Eight of the Broadcasting Code (“the Code”) relating to harm and offence, crime, religion, impartiality and accuracy, and fairness and privacy.</p> <p>We will be reviewing the guidance to Sections Seven (Fairness) and Eight (Privacy) of the Code in light of the ongoing public debate about these issues in 2012; and, the guidance to Sections Five (Impartiality and Accuracy) and Six (Elections) of the Code as part of the 2012/13 consultation on the Ofcom rules for Party Political and Party Election Broadcasts.</p> <p>Once these reviews are complete, we aim to publish a full set of revised guidance to Sections One to Eight of the Code, including amendments that ensure the guidance appropriately reflects the Equality Act 2010, by the end of 2013.</p>

Objective 3: Creating a culture where everyone's contribution is valued on its merits

Objective	Activity	Progress
3.1 Ensure consistency across internal pay levels.	<p>Conduct an equal pay audit to investigate whether there are any disparities in the pay of male and female colleagues doing equal work.</p> <p>Investigate the causes of any gender pay gaps that cannot be satisfactorily explained on grounds other than sex.</p> <p>Set out how we intend to address any pay inequalities</p>	<p>In 2012 we published our equal pay audit which showed that whilst there were some differences in levels of pay amongst colleagues doing similar roles, there did not appear to be a bias for colleagues of one gender to be paid more than the other gender for equal work. A summary of our last equal pay audit can be found on our website: http://www.ofcom.org.uk/about/equality-and-diversity/</p> <p>We plan to do another equal pay audit at the beginning of 2014.</p>

<p>3.2 Ensure our National and Regional offices are included in our policy making decisions.</p>	<p>Broaden the colleague induction modules</p> <p>Include a question in the PRD format asking whether there are any potential regional issues and encourage project teams to contact the national and regional offices if they are unsure.</p> <p>Monitor the feedback in the colleague survey.</p>	<p>We have updated our induction modules to include reference to our work in our national and regional offices.</p> <p>Our nations teams helped to frame the options for the recent Channel 3 relicensing process and for the 4G spectrum auction. In addition, the Belfast office worked with policy teams on a Northern Ireland-specific consultation about Royal Mail and their Universal Service Obligation for the day after the ‘Battle of the Boyne’ public holiday.</p> <p>The nations teams were involved in internal discussions and stakeholder engagement surrounding our consultation on the rules surrounding Party Political and Referendum Broadcasts – particularly important in Scotland given the upcoming independence referendum.</p> <p>We organised a telecom stakeholder’s forum in June and December 2012. This was an opportunity for us to present our latest regulatory work and allowed stakeholders from Northern Ireland to tell us their views on areas of work that affect them.</p> <p>In 2012 we published our new Northern Ireland Equality Scheme which builds upon the work already started by the Single Equality Scheme, but takes account of the particular Northern Ireland context.</p>
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3.3 Ofcom and its colleagues contribute to the local community through its Corporate Responsibility activities.

Colleagues take part in corporate responsibility activities, and managers ensure that these are recognised as an important part of career development, incorporated in personal development plans.

Provide Team Volunteering opportunities as an option for Team development. Such as assisting with Silver Surfers day, the reading mentoring scheme and Partners in Business.

We are committed to ensuring colleagues play an active and valuable role in the local community. Activities we have carried out in the past eighteen months include:

- Expanding our Reading Partners scheme with children from a local primary school
- ‘Partners in Business’ programme where colleagues volunteer with the Career Academies to mentor 16-18 year old students, introducing them to the world of work and helping equip them with workplace skills
- Careers Academies internship programme where we have hosted seven students for six week paid placements
- Team development volunteering events with local community groups including Roots and Shoots and the London Wildlife Trust
- Educational sessions where we welcomed students from two colleges, explaining what Ofcom does and how students can get onto our graduate programme
- Recruiting two Business Administration Apprentices through a partnership with City of London
- ‘Keeping in Touch’ interactive technology session for older stakeholders from the local community, working closely with community groups Blackfriars Settlement Hopton’s Alms Houses.

We were also awarded a Community Star award for our work with the local community by Business Improvement District Better Bankside.

<p>3.4 Ofcom colleagues are supported with regards to paternity provisions.</p>	<p>Implement a new paternity leave policy that takes into account changes in legislation for paternity leave and pay.</p>	<p>We have reviewed our maternity and paternity policies in close consultation with our Colleague Forum and union. We improved our paternity pay and offered more flexibility to colleagues taking maternity and paternity leave which goes beyond statutory requirements.</p>
<p>3.5 As a new Group, SITE will work to develop a culture in which colleagues from all backgrounds feel included and where contributions from all perspectives are valued</p>	<p>Develop our mission statement.</p> <p>Increase collaboration across the teams within the Group.</p> <p>Develop better ways of brainstorming and sharing ideas, taking into account a range of views but recognising when a decision needs to be made.</p> <p>Focus on cross Group professional Development.</p>	<p>SITE holds a monthly group-wide meeting in addition to weekly team meetings and monthly 1-to-1s, where a degree of informality is encouraged. These enable colleagues to raise questions and seek guidance on matters of interest at group, team and/or personal levels.</p> <p>Recognising the importance of informal measures to improve the social environment and get to know each other better, SITE has also organised off-site social event as well as providing ample social areas for SITE colleagues to meet and discuss issues.</p> <p>SITE also stimulates the group members' knowledge of each other by encouraging each member to maintain a one page brief about themselves which is published in the most visited area on the third floor.</p>

Section 3

Business as usual

Objective 1: Having a diverse mix of people at all levels of our organisation

Objective	Activity	Progress
2.1 Ofcom operates in line with diversity and equality best practice.	<p>Work with organisations such as Race for Opportunity, Stonewall and Employers Forum on Disability, to ensure that we are adopting best practice and make improvements where possible.</p> <p>Undertake external benchmarking surveys and measure our scores against best practice.</p>	<p>To assess whether we are operating in line with equality and diversity best practice we have participated in the following benchmarking schemes:</p> <ul style="list-style-type: none">• Stonewall (sexual orientation) - Ranked at 153 out of 376 organisations – up 17 places from last year• Race for Opportunity (race) - 67% - Top Ten Public Sector award• Opportunity Now (gender) - 67% - Top Ten Public Sector award• Disability Standard (disability) - 54% scored• Times Top 50 places to work for women - Ofcom included in the 2012 listing. <p>We have used the feedback we have received from these benchmarking activities to develop improvement plans for gender, race, sexual orientation and disability.</p>

Objective 2: Considering the different needs and interests of all individuals and stakeholders when carrying out our work

Objective	Activity	Progress
2.1 Make sure that Ofcom's Market Research Team is fully briefed on equality obligations	Include diversity and equality updates at departmental meetings.	The Market Research Team consider Ofcom's equality obligations when designing all research studies. The Team's project management guidance states that: <i>"all colleagues should be familiar with our Single Equality Scheme and Equality Impact Assessments and consider them in the design of the research"</i> .

<p>2.2 Ofcom projects and policies are undertaken with due consideration for any negative or positive impacts they may have on equality.</p>	<p>Colleagues assess Ofcom policies and projects using the Equality Impact Assessment (EIAs) Toolkit.</p> <p>EIAs are monitored on a monthly basis to ensure they are completed at the beginning of the project lifecycle.</p> <p>The Legal Team will ensure that when advising on any project, colleagues are advised of the need to complete an EIA as early as possible.</p> <p>EIA completion rates are reported on a monthly basis to the Operations board.</p>	<p>When we carry out policy and project work, we conduct an Equality Impact Assessment (EIA) to assess the impact of our proposals and decisions on all equality groups.</p> <p>If some groups will be impacted by our proposed policy or project we take steps to mitigate these unfavourable effects, or we make other improvements related to equality. This means that our policies are developed in full recognition of the diverse needs, circumstances and concerns of different groups of consumers and citizens.</p> <p>All projects are required to have an EIA and completion rates are reported to our Operations Board each month.</p> <p>A good example of how EIAs are essential to our work relates to our work in developing a new regulatory framework for the postal sector. Given the market situation in the postal sector at that time, we did not consider that the price controls in place would be sustainable into the future, both for Royal Mail themselves and consequently the service that people expect of the universal service operator. However, price controls keep prices down and ensure they are affordable to all members of the public, so we realised that removing some price controls could render the postal service unaffordable to vulnerable consumers.</p> <p>We undertook research to establish the usage patterns of those on low incomes who use the Royal Mail and also looked at data from the Office of National Statistics on median income of households. As a result of this research, we introduced a cap on the price of Second class mail (including packets up to 2kg).</p>
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<p>2.3 Consumers and citizen's needs are met appropriately when they contact Ofcom.</p>	<p>Every colleague whose role involves direct contact with citizens and consumers provided with mandatory specific training on disability.</p> <p>Ensure that colleagues who work with the public are trained in their responsibilities under the Equality Act 2010.</p> <p>Quality assurance fed back to colleagues.</p>	<p>All Consumer Contact Centre (CCT) colleagues must complete a mandatory e-learning module on disability awareness as part of the induction process, and confirm that they understand the procedures to aid vulnerable consumers as well as those with a disability.</p> <p>CCT colleagues must also complete a mandatory e-learning module on diversity which sets out the protected characteristics covered by the Equality Act 2010.</p> <p>Our CCT is also audited annually by the Call Centre Association, who ensure that best practice standards are being met by the CCT in their communication with the consumer. Quality control and call monitoring are in place and feedback is given to CCT operatives on a regular bases.</p>
<p>2.4 Protect the interests of people with disabilities, and of older people, in relation to the communications markets</p>	<p>Publish ongoing policy development initiatives designed to target their needs.</p> <p>Evaluate the experiences of disabled consumers and, where practicable, set out in the Consumer Experience report findings on different protected groups</p>	<p>Ofcom has a variety of means by which we ensure people with disabilities and older people's needs are taken into account when we conduct our communications market research.</p> <p>Our Technology Tracker includes information from older consumers and we have purchased data from the British Population Survey, allowing for more robust analysis of the behaviour of disabled consumers.</p> <p>We have instructed all telecommunications providers to introduce next generation text-relay services so that deaf and hard-of-hearing users are better able to make use of telecommunications.</p> <p>We have published a consultation aimed to improve the quality of subtitling on live TV, also we have published proposals for the next generation of text relay devices and continued to support industry initiatives aimed at improving video relay provision.</p>

<p>2.5 Consumers and Stakeholders understand the content that Ofcom produces.</p>	<p>News stories on the home page of our website, and summaries of key public consultation documents, will be written in plain English.</p> <p>All documents, that are circulated both internally and externally, are in an appropriate font and format.</p> <p>Publications will be made available in alternative formats, (where appropriate to do so) on request.</p> <p>Use our language skills in presentations and, where appropriate and reasonable, use translation. Ensure information on colleagues' language skills is kept up to date on the Loop.</p>	<p>News stories on the home page of our website, and summaries of key public consultation documents, are always written in plain English, and we encourage all colleagues to use plain English in both external and internal documents.</p> <p>All our reports and publications are available upon request in alternative formats, for example, we recently provided a document in Braille for a consumer.</p>
<p>2.6 The ongoing development of the Ofcom website meets current accessibility standards.</p>	<p>Attend relevant accessibility seminars and advise on improvements we need to make.</p>	<p>We use plain English in all our web-copy to ensure that citizens and consumers understand what Ofcom is doing. Where necessary, we take advice from accessibility consultants when planning future web developments.</p>
<p>2.7 Diversity within society is reflected in our communications</p>	<p>Where we use photos or video clips, we'll make sure diversity groups are represented.</p>	<p>We have included images that reflect the diversity of society in our consumer guides, in our annual report and on our website. We also incorporated clips of paralympians within our promotional video about our work at London 2012.</p>
<p>2.8 Evaluate wider equality and diversity issues raised by MPs.</p>	<p>Monitor correspondence from MPs.</p> <p>Analyse equality issues raised with Ofcom via this correspondence.</p> <p>Report on issues raised and submit to the CRSG.</p>	<p>We received 9 letters from MPs related to equality and diversity issues since January 2012. We always review these letters and take account of the issues they raise in any policy decisions.</p>

<p>2.9 Ofcom gives proper weight to diversity, accessibility and equality when contributing to international policy debates</p>	<p>The International Team sparks debate and highlights diversity and global citizenship – for example, in disability access in EU Framework/ Universal Service Obligation policy; EU initiatives on Media diversity; internet regulation and cross-border enforcement.</p>	<p>We are an active contributor to the work of the Body of European Regulators for Electronic Communications (BEREC) on accessibility issues. This includes authoring the 2011 report: <i>Ensuring equivalence in access and choice for disabled end-users</i>. We also plan to participate in an Autumn 2013 BEREC workshop on supporting end-users with disabilities.</p> <p>We host coordination meetings for ITU-T Study Group 16, which carries out the International Telecommunication Union’s standardisation activities on issues of telecommunication/ICT accessibility for people with disabilities. We provide sign language and stenography as required to facilitate the participation of deaf and hard-of-hearing participants to these meetings.</p> <p>At the 2012 World Telecommunications Standardisation Assembly, we supported the adoption of Resolution 70 on <i>Telecommunication/information and communication technology accessibility for persons with disabilities</i>, which resolved that ITU-T Study Groups should continue to produce proposals to achieve greater accessibility to telecommunications/ICT, as to incorporate the principals of universal design and accessibility in their work.</p>
<p>2.10 The community radio sector serves a diverse range of communities around the UK.</p>	<p>Invite applications for community radio in a third round of licensing.</p> <p>The licence decision process will take into account diversity issues</p>	<p>We have conducted our third round of licensing for community radio stations and as of July 2013 have awarded 43 licences. Licences issued include an award to a special education needs school in Dorset, and a station broadcasting in Ulster Scots and Irish Gaelic.</p>

Objective 3: Creating a culture where everyone's contribution is valued on its merits

Objective	Activity	Progress
3.1 Monitor equality and diversity at Ofcom.	<p>Provide colleagues with an opportunity to share their views in the Colleague Survey.</p> <p>Ask a series of diversity related questions and act on the feedback.</p>	<p>The Ofcom colleague survey is conducted annually and includes questions on equality and diversity which allow us to gauge colleague perceptions of how we are performing in this area.</p> <p>We also analyse the colleague survey results by diversity groups to better understand if any particular group feels less positive about any issues, including our approach to diversity and equality.</p> <p>The results of the colleague survey are used to inform our diversity and equality improvement plans and in the drafting of our annual corporate responsibility strategy.</p>
3.2 Ofcom continues to give due consideration to the faith and beliefs of colleagues from different religions.	<p>Where possible, accommodate colleagues' religious leave requests.</p> <p>Publish guidance on our intranet and publish a calendar of religious holidays on the intranet.</p>	<p>We frequently publish stories on our intranet raising awareness of a wide variety of religious festivals from all major world faiths.</p> <p>We have a senior management Religion and Belief Sponsor who is a member of our Corporate Responsibility Steering Group and ensures that its work is always considered in terms of this protected characteristic.</p>
3.3 SE&E Management Team continues to ensure that colleagues from their area, especially given the UK wide spread of the team, feel included within the organisation.	<p>Establish regular, clear communication channels in the form of team or departmental meetings, email or other remote method, utilising technology as appropriate, to ensure that colleagues feel supported and are able to provide input/feedback.</p> <p>Liaise with Professional Development and/or other relevant areas so that needs of non-Riverside House based staff are taken into account for training and development purposes. This includes prompt cancellation of events/meetings to save unnecessary travel and cost.</p>	<p>The SE&E Management Team ensure good, clear communication amongst colleagues working in this area through a variety of methods, including:</p> <ul style="list-style-type: none"> • Quarterly 'All SE&E' conference calls • Monthly UK North and UK South Team meetings so that colleagues regularly meet with their peers on a regional/national basis. • Intranet which has been made available on Blackberry mobiles so that remote workers are able to keep up to date with Ofcom news. • Video conferencing which has been made available in national offices as well as our offices in Haydock, Baldock, Project Park