

Diversity and Inclusion: Annual Report 2019-20

June 2020



The Welsh Parliament is the democratically elected body that represents the interests of Wales and its people. Commonly known as the Senedd, it makes laws for Wales, agrees Welsh taxes and holds the Welsh Government to account.

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Diversity and Inclusion: Annual Report 2019-20

June 2020





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Foreword

This report provides an update on activities related to diversity and inclusion over the period from 1 April 2019 to 31 March 2020.

On 6 May we became the Welsh Parliament; the Senedd. As the Senedd and Elections (Wales) Act 2020 received Royal Assent in January, it marked the culmination of a long and complicated process for the many Commission colleagues who were involved in its passage.

Despite our new title, you will notice this document mostly refers to the institution as the Assembly; a reflection of the fact we're looking back over the past 12 months before the change to our name.

2019 marked the twentieth anniversary of the Assembly. In this time, we have made great strides towards promoting diversity and inclusion, and in ensuring these principles are at the heart of what we do as a Parliament.

In its first year, the Welsh Youth Parliament decided that one of its priorities should be promoting emotional and mental health support for children and young people in Wales, developing a survey for them as well as adults (parents, guardians and professionals). We have appointed a new Health and Safeguarding Advisor to support the on-going work of the Youth Parliament. They offer safeguarding advice and support to the Welsh Youth Parliament team, based on the individual needs and circumstances of the WYP members.

We had a highly successful Apprenticeship scheme this year with more applicants from underrepresented groups than ever before.

We've had extensive consultation on proposals for reforming the Assembly in which the public have actively been engaged. The work of our Assembly Committees is ever-broadening, capturing the views of increasingly diverse audiences.

We were also delighted to receive continued recognition from Stonewall for our approach to LGBT inclusion and celebrated our first BAME apprentice to win Apprentice of the Year.

We look forward to building on our achievements as we prepare for the sixth Senedd. We are committed to pursuing and delivering the goals set out in our Diversity and Inclusion Strategy and meeting our responsibilities towards the Equality Act 2010.

As always, we welcome your feedback on this report and on how we might consider doing things differently in the future.



Manon Antoniazzi

Chief Executive and Clerk to the Assembly



Joyce Watson

Assembly Commissioner with responsibility for employees and equalities



Our Year in Highlights



We marked 20 years of Devolution with an all staff event, celebrated our values through a new staff recognition scheme, and launched a special in-house magazine, "The Slate", to mark the occasion.



We launched a successful Call it out Campaign which built on the progress we have made with our Dignity and Respect commitment, empowering everyone to do something if they witness inappropriate behaviour in our workplace.



Our commitment to developing our apprentices was further underlined as Mahima Khan, our first BAME apprentice, won QSA Apprentice of the Year Awards. This year's apprenticeship scheme has attracted more applications than ever before.



We were designated the best workplace in Wales for LGBTQ+ employees and we also retain our spot in UK Top 10 for the 6th year running. This year we were also awarded Highly Commended Network Group.



Our response to Covid-19 Business Continuity has taken into account diversity and inclusion. We have understood business needs and balanced these with the individual needs and support required by our Assembly Members and colleagues, to keep them well informed and safe.



We have been working with partners to provide new face to face and online Diversity and Inclusion training to all Assembly Member support staff.

Our Diversity and Inclusion strategy

It is important that we continue to be accessible to the people of Wales and beyond: making it relevant, easy and meaningful for people to interact with and contribute to its work. It is also important that we are an inclusive employer, enabling all of our staff to realise their full potential.

Our **Diversity and Inclusion Strategy 2016-21** sets out our priorities and objectives.

Dignity and respect

We are committed to providing an inclusive culture that is free from harassment and we expect that everyone - including visitors, Assembly Members, Members staff and Assembly Commission staff, are treated with dignity and respect. Every May, we carry out a Dignity and Respect Survey, ensuring that we continue to introduce any necessary changes to build on the right culture.



RESPECT

**We are inclusive, kind,
and value each other's
contributions in
delivering excellent
services**



PASSION

We are purposeful in our
support of democracy and
pull together to make a
difference for the people
of Wales



PRIDE

We embrace innovation
and celebrate our
achievements together as
a team

WE ARE ONE TEAM

Our People

Workplace Equality Networks

We value the contribution that our workplace equality networks make to our workplace and the expert advice and insight they provide us with in terms of making inclusive policies, promoting an inclusive workplace and helping us to realise our ambitions set out in our Diversity and Inclusion Strategy. The networks engage in activities throughout the year:



REACH – the network focused on delivering sessions to develop skills and confidence for the members, with many new faces joining this year. As always, the network marked Black History Month, this year providing *Let's Talk about Race and Cultural Awareness* sessions for Staff. The network also showcased recipes from the Cultural Awareness cookbook,



MINDFUL – Building on last year, more members than ever have become trained Mental Health First Aiders, boosting their support as Mental Health Wellbeing champions. The network continues to promote on site wellbeing activities, and introduced the 'weekly wellbeing walk' encouraging staff to take a proper break away from their desks and get together with likeminded mindful work colleagues. Mindful have supported the



development of a dedicated wellbeing website, and resilience and Wellbeing Webinars to support staff whilst working at home during the Covid-19 Pandemic. There has been an active cross networking across the work led by the network on understanding and supporting the Menopause.

INSPIRE – Further to last year’s successful collection towards period poverty, the network has shifted its focus towards supporting staff through the menopause. Working with specialists, the network developed awareness raising sessions to improve understanding and reduce stigma, and publish guidance for staff. This document, launched on International Women’s Day 2020, provides advice to women who are experiencing menopausal symptoms on how best to manage these at work, and upskills line managers in supporting their teams.



PLWS –The LGBT+ network, formerly known as OUT-NAW, changed its name to PLWS. Members and allies took part in Pride Cymru’s march through the city centre to celebrate Wales’ annual and largest Pride event. The network also arranged and hosted a panel discussion with guest speakers from varying aspects of the LGBT+ community to discuss what has been learned since the modern civil-right movement, sparked at Stonewall, USA (1969). The award-winning network continues to work closely with Stonewall Cymru has introduced new workplace guidance on what pronouns are and how to include them in email signatures, whilst also regularly updating and reissuing LGBT+ guidance and support to all staff.



EMBRACE -The network hosted the first Wales Ability event, open to all. The event was a great opportunity to network and find ways to support each other, and to inform policy development, and wellbeing surveys. The network is focused on working with other networks on raising awareness of key issues by marking key dates in the Diversity and Inclusion Calendar, such as International day of persons with Disabilities, and exploring themes around Carers rights and hidden disabilities.

TEULU – As a recognised Working Families employer, the network has continued to develop on our commitments to carers and parents. We are introducing Jack’s Law to our parental leave policies, enhanced in line with our existing parental leave policies. During the unprecedented time of Coronavirus, in order to support employees, support has been provided to all staff no matter their needs, but have mindfully sought to support those staff with additional needs during a period of enhanced caring needs. This has

included amending policies, redistributing work, tools, guidance and signposts to additional support, and regular communication and recognition by senior Leaders.

Engagement Network - The network differs to our other networks as it includes all our employees. It is designed to support staff to become involved in projects, programmes in which they are interested, and to provide feedback which can lead to improvements. Activities during 19/20 have included marking the Assembly 20 Years anniversary, a revised Performance Development Review (PDR), an end to end Recruitment Review, improvements to Internal Communications, and the development of a Recognition Awards scheme.

Apprenticeship Scheme 2019

We have continued to build on the success of the 2018 Apprenticeship Scheme, further developing our approach to outreach, eligibility criteria, development of internal staff and the experience of the apprentice. We have continued to focus on building relationships with organisations pre-recruitment through outreach: we engaged with school pupils, local communities, networks and third-sector organisations and communities to ensure our apprenticeship scheme was accessible to all, particularly reaching candidates from more marginalised and underrepresented communities.

Our inclusive, more accessible recruitment campaign reached 21,258 people, a tailored open day sold out and a simplified application process, resulted in an 70% increase in applications and a 43% increase in applications from BAME candidates. The new scheme continues to be tailored following apprentice feedback including the opportunity and resources to develop work-based skills that leads to the Diploma Level 3 in Business Administration.

APPRENTICESHIP CASE STUDY

QSA Apprentice of the Year Award Winner – Mahima Khan

We are delighted to announce that Mahima Khan, our Committee Support Officer, has not only been chosen as this year's winner of the Business Administration award at the 2020 Quality Skills Alliance (QSA) Apprenticeship Awards, but also won QSA apprentice of the year, she was chosen over all the list of category winners as the apprentice whose achievements best reflected QSA's values.

QSA is consortium of work-based learning providers made up of 23 partners and subcontractors. The awards celebrate excellence and achievement and Mahima Khan is a worthy winner. She has demonstrated excellence, adding value to any project with her eagerness to: get involved; go above and beyond and has continually pushed herself out of her comfort zone – she has been a real asset to the Assembly.

"In all honesty I am still in awe after being told that I got the award, I didn't think that I would be shortlisted, let alone win!

I feel very humbled to be recognised for the work that I have done over the past year. I have had amazing members of staff push me to go the extra mile, which gave me the confidence to push myself further and get over any fears that I thought would be stopping my progression here.

I've had an enlightening year as an Apprentice at NAFW, starting with the launch of the Welsh Youth Parliament to then being recognised for my support to the welcoming event for the Bangladesh Cricket team and also being part of the Six Nations grand slam celebrations at the Assembly where I got to meet the Welsh Rugby team. Thank you for making me feel incredibly welcomed, I look forward to the years ahead!" - Mahima Khan



Learning and Development

The Commission have delivered more training this year than ever before, and our learning and development provision is underpinned by the concepts of diversity and inclusion. We have delivered a range of formal and informal training, including face-to-face training, workshops, and guidance and online resources ensuring that diversity is promoted is meaningful and accessible. During this period, colleagues have accessed a range of training including, understanding mental health, dignity and respect, menopause awareness, child mental health, supporting employees with cancer, autism awareness, dementia awareness and unconscious bias. We continue to expand their our approaches to ensure staff can access training remotely and continue to support our staff networks to help foster support in line with our values.

Promoting Inclusion through Internal Awareness-Raising

Diversity and Inclusion Week: 1-5 July 2019

Annually, we run a Diversity and Inclusion week which focuses on awareness-raising activities and information provision within the workplace and also an externally focused social media campaign. *Manon Antoniazzi, our Chief Executive and Clerk* opened the week with a blog outlining our organisational commitment to Diversity and Inclusion.



Workforce, Recruitment and Pay Diversity Data

Our workforce and recruitment data and equal pay and gender pay gap reports are published respectively as accompanying documents to this report to ensure ease of access to the information.

As last year, the **workforce and recruitment data** shows that we continue to attract and recruit a diverse range of people. We have recruited people from a range of ages, with disabilities, and from different races, religions and sexual orientations. We are continuing our work on increasing the diversity of our workforce in order to better represent the communities that we serve. Our recruitment review and the re-design of our candidate pack and used of social media for recruitment has enabled us to identify further opportunities for reducing barriers and encouraging a diverse range of applicants.

Our **equal pay data**, is positive and the equal pay lead that women have over men has decreased since last year which marks a positive step towards neutralising the Commission gender pay gap and this continues the trend over the last few years. Whilst there is undoubtedly further work to do, our data trends have improved during this monitoring period.

Outreach, engagement and democratic participation

One of our ongoing objectives is to engage with all of the people of Wales and to champion the work of the Assembly. As a parliamentary body, it is important that the Assembly represents all of the people of Wales and that everyone has access to our work, our building and our information.

Overview of public engagement

In the last year, we have engaged with people from all parts of Wales, in communities across the country, and on our estate. During this period over people across Wales have engaged with us through workshops, presentations, events and engagement activity related to committee consultations. Below, we celebrate some of our engagement work and share some of the highlights of the year.

Welsh Youth Parliament

It's been a busy first year for the Welsh Youth Parliament with twelve regional meetings held in various locations across Wales, regional events on Life Skills in the Curriculum in north and south Wales and the Welsh Youth Parliament's first consultation and report on Life Skills in the Curriculum.

During regional meetings the WYPMs have been progressing their work programme on their three key issues, Emotional and Mental Health Support, Littering and Plastic Waste and Life Skills in the Curriculum. They have also received various training to develop their skills and have engaged with a range of Assembly business.



Community Engagement Sessions

Our Community Engagement Team held 35 Community Sessions for 876 delegates over this year, involving a range of groups, including Mind Cymru, the National Autistic Society Cymru, the North Wales Women’s Centre, Gingerbread and Mantell Gwynedd. These sessions introduce citizens to the work of the Assembly - what we do in holding the Welsh Government to account, how citizens can engage with their Assembly Members and get involved in consultations and petitioning.

Promoting diversity and inclusion

As part of our commitment to being an inclusive organisation we continue to promote diversity and inclusion to the public via events, social media and campaigns. We actively encourage a broad range of people from Wales and beyond to get involved with the work of the Assembly and to consider the Assembly as a potential employer of choice in a number of ways:

Exhibitions

We've hosted a range of exhibitions on the Assembly estate, highlights of which include:

- **Many Voices One Nation**

Commissioned by the National Assembly for Wales, 'Many Voices, One Nation' forms part of the programme of events and activities throughout 2019/20 to mark the first 20 years of devolution in Wales. This touring exhibition uses photography and lens-based media to explore the hopes and aspirations for the future of Wales. The exhibition aims to capture the richness and diversity of the geography, culture and society of Wales, and, wherever possible, encourage public participation. Following a successful debut in the Assembly in September 2019, the exhibition has now toured to Aberystwyth and Merthyr Tydfil and will close at Galeri Caernarfon in June 2020.

- **BeLonging**

An exhibition celebrating Black History Month in October 2019, Be/Longing centred on the Commonwealth citizens who travelled to Wales after the Second World War to join others from the Caribbean islands who had made Wales their home long before. The installations and photographs are rooted in the lives of this older generation and aim to provide a glimpse into some of the everyday practices of people with roots as deeply embedded in Welsh soil as in the sand of the islands where they were born.

- **Pride Cymru Community Role Models**

The exhibition by Pride Cymru on a staff corridor celebrated 15 people from our LGBT+ community who have made a positive difference in Wales, some of which included colleagues and former colleagues. These inspirational people have increased the visibility and prominence of the LGBT+ community in Wales, standing up and working to make positive change.

- **Everywoman**

Marking International Women's Day 2020, this exhibition celebrates women's work that otherwise might go unnoticed. All exhibitors are members of the photography collective Phrame, whose focus is on promoting and supporting the work of emerging female photographers in the South Wales area.

Visitors, tours and events

We promote the Assembly as a visitor attraction through connections with the local Cardiff Bay Waterfront Partners Group, through social media, through our outreach work and through Euan's Guide, a listings and review website that helps disabled people and their families know which venues are accessible.

We have made adjustments to enable visitors to participate in tours by adjusting the speed of tours and the complexity of language used.

We have hosted a vast array of inclusion-related events throughout the year, including events to mark:

- Baha'ullah event;
- Reach out – youth loneliness event;
- BASW Cymru Social Work Awards 2019;
- Going Gold for World Autism Day 2019,
- Trans Ageing and Care in Wales; *collaboration with Unique Transgender Network and the Older LGBT Network for Wales, Age Cymru*
- Restorative Change - ending domestic violence;
- LGBTIQ Gypsy, Roma and Traveller Conference;
- Political engagement event - recognising the skills of young persons with disabilities;

- Official Black History Launch & National Black History Youth Awards

Promoting inclusion beyond Wales

CASE STUDY

64th Commonwealth Parliamentary Conference, Uganda

Deputy Presiding Officer, Ann Jones AM, led the Assembly's delegation to the Commonwealth Parliamentary Association's (CPA) 2019 Annual Conference in Kampala, Uganda. Ann Jones AM played an active and leading role in the conference which was attended by over 500 Parliamentarians from across the Commonwealth. This included chairing a workshop on "The Role of Parliamentarians in Facilitating Persons with Disabilities as Electors, Candidates and Legislators" where she was able to draw on her own personal experience, as well as to showcase best parliamentary practice here in Wales.

Widening the reach of the work of Assembly Committees

Assembly Committees work hard to ensure they hear from the broadest and most diverse range of people to inform their work. On each inquiry, committees will consider what forms of engagement and outreach will be most appropriate. As part of this, issues of inclusion are always at the forefront of their thinking. Committees continue to look for new and innovative ways of engaging and continue to make adjustments to ensure that participants can engage in the ways that work best for them, whether that by using online discussion forums, focus groups or just making it easier for people to give evidence in a formal setting.

Children, Young People and Education Committee

On the Committee's inquiry into Education Otherwise Than At School (EOTAS), Assembly Members visited three such settings supporting children and young people. The Committee created online surveys to gather the experiences of families who are accessing EAOTAS, and to gather staff perspectives. The Committee also undertook a number of roundtable sessions with stakeholders to gather evidence as part of its scrutiny of the Children (Abolition of Defence of Reasonable Punishment) (Wales) Bill. Acknowledging the sensitivities and strength of feeling surrounding this issue, the Committee created an online portal as part of its public consultation to make it easier for people to give evidence to a formal inquiry.

Equality, Local Government and Communities Committee

The Committee revisited their work on rough sleeping over the summer of 2019. The Committee initially reported in April 2018, with a wide ranging set of recommendations to the Welsh Government. In following this up, they decided to focus on engaging with those with lived experience of rough sleeping. This can often include people who are the least engaged in Assembly business. The Citizen Engagement Team held a number of focus groups across all areas of Wales during the Summer. This culminated in an informal committee session with Committee Members and those with lived experience. One of the issues that was raised repeatedly was support for rough sleepers who had both substance misuse and mental health issues – this resulted in Committee report which made recommendations to the Welsh Government for improvements in services, which was debated on the floor of the Assembly in January 2020.

Health, Social Care and Sport Committee

As part of its inquiry into health and social care in Welsh prisons, the Committee visited a number of prisons across Wales and took the opportunity to discuss the inquiry with groups of prisoners. The committee also held a roundtable stakeholder event to hear from different health and social care professionals, as well as those representing prisoners, about the accessibility and quality of services in Welsh prisons.

Culture, Welsh Language and Communications Committee

The report 'Count me in!' recommended that the Welsh Government should require all arts and cultural bodies in receipt of public funding to set out their objectives for tackling poverty and social exclusion in their strategic plans. The report also required those bodies to set out how they will co-design creative activities and content with these target audiences and increase access to apprenticeships.

Climate Change, Environment and Rural Affairs Committee

As part of its inquiry into fuel poverty in Wales, the Committee held a series of focus groups with people in, or at risk of, fuel poverty and with advice and support service providers. Four sessions were held across Wales, with participants from three Assembly regions. Participants were sourced through diverse bodies including Age Cymru, Bevan Foundation, Citizens Advice Bureau, Disability Wales, Tai Pawb, Trussell Trust and Universities in Wales. The output from the focus groups was used to inform the Committee's report.

External Affairs and Additional Legislation Committee

As part of its inquiry into changes to freedom of movement after Brexit, the Committee held focus group sessions involving EU citizens and individuals working for organisations and charities that represent them. These organisations directly support vulnerable groups and citizens who fall under protected characteristics such as disability, age, and sex.

Legislation, Justice and Constitution Committee (formerly Constitutional and Legislative Affairs Committee)

As part of our Stage 1 scrutiny of the Senedd and Elections (Wales) Bill, the Committee gathered the views of young people across Wales on lowering the minimum voting age in National Assembly elections to 16 and the requirement for accompanying political and citizenship education. Views were gathered via an online discussion board called Senedd Dialogue, and during focus group sessions with schools and youth groups.

Diversity and Inclusion in our work

We support Assembly Commission staff to build diversity and inclusion into their work to ensure inclusive decision-making, service design and delivery, access to our estates and by taking into account diversity and inclusion when buying-in goods and services. We also support Assembly Members consider diversity and inclusion into their roles as employers, as service providers and into their work as caseworkers, scrutineers and legislators, and by engaging with the people of Wales.

Non-Government Bills

The Senedd and Elections (Wales) Act 2020 was introduced in February 2019, accompanied by an Explanatory Memorandum, containing a range of detailed impact assessments, including Equality, Children's Rights and Languages. Following best practice, the impact assessments sought to evaluate the Act's impacts on all groups of people, not just those they positively impacted upon. For example, consideration was given to the impact of the Act on those children and young people who are not being enfranchised with the right to vote, as well as those who are, and the mitigations in place for such.

Updates to the impact assessments were provided in November 2019 and March 2020 to reflect the effect of amendments made to the Act in the course of its legislative journey, including the enfranchisement of qualifying foreign citizens to vote in Senedd elections. The Act received Royal Assent on 15 January 2020, lowering the voting age for Senedd elections from 2021 onwards to 16. A range of potential benefits arising from this change are identified in the Act's Explanatory Memorandum, including:

- strengthening democratic accountability, by enabling a wider section of the community to have a direct role in Senedd elections; and

- enabling increased engagement in voting over the longer-term (on the basis that an earlier experience of voting could lead to individuals maintaining their engagement).

Accessible estate

We continually review the accessibility of our estate, undertaking monthly maintenance audits, as well as acting on feedback and adopting best practice. During this reporting period, we have undertaken further work to improve the physical accessibility of our estate, including:

- considering access requirements for all refurbishment work that have been carried out and completing Equality Impact Assessments as required;
- installation of a new access control system across the Cardiff Bay estate;
- installation of additional WC signage in the public café area of the Assembly;
- continuing with the program of installing LED lighting to improve visibility in the Assembly and other areas across the estate, including new LED lighting in the Ty Hywel reception area;
- implementation of recommendations following the Alzheimer's Society Cymru audit of the Assembly including the repositioning of existing signage and installation of additional internal signage;
- an external audit conducted on Induction Loop provision in meeting rooms and common areas throughout the estate with recommendations implemented.

Research and Information for Assembly Members

Equality and human rights issues are embedded into the research and analysis provided to support Assembly Members and committees in their work. Activities in the last year included:

- Publishing regular blog posts on a wide range of equality issues such as: gender equality, community cohesion and racism, human rights, and equality impact assessments (among others);

- Updating gender equality indicators for Wales for the third year, and providing commentary to help Assembly Members scrutinise policies, legislation and budgets from a gender perspective. This is published each year to tie into the Assembly's debate on International Women's Day;
- Providing suggested questions for each committee on equality during the draft budget scrutiny;
- Ensuring equality is integrated in the drafting of suggested terms of reference for committee inquiries (such as the Equality, Local Government and Communities Committee's work into post-legislative scrutiny of the Violence against Women, Domestic Abuse and Sexual Violence Act, voting rights for prisoners, and the Blue Badge scheme in Wales, and the Children, Young People and Education Committee's inquiry into children's rights;
- Leading on the innovative concurrent inquiry of the Equality, Local Government and Communities Committee, the Children, Young People and Education Committee and Finance Committee to scrutinise the Welsh Government's approach to assessing the impact of its budget on equality and children's rights, and
- Providing a human rights analysis of the emergency Coronavirus Bill.

Continuing Professional Development

During the year, a number of Assembly Members and Assembly Member Support Staff have participated in development opportunities to help inform them in dealing with matters of concern to their constituents, to deal with challenging situations in the course of their duties, or to ensure they are good managers of staff.

These activities include: Managing Casework, Unconscious Bias, Suicide Intervention, Mental Health Awareness and Mental Health First Aid, Management Development, Dealing with Challenging Situations, Building Personal Resilience, Modern Workplace Practices and Dignity and Respect in the Workplace.

Remuneration Board

Diversity and inclusion is central to the Remuneration Board's work. Throughout its decision making processes the Board considers the impact of all of its decisions on the protected characteristics.

The Board has committed to ensuring that a wide range of candidates as possible are able to put themselves forward for election in Wales. In light of research commissioned by the Board to identify the barriers and incentives to standing for election in Wales, it has put forward proposals for consultation as part of its review of the Determination for the Sixth Senedd.

In preparing its draft Determination for consultation, the Board has focused on removing potential barriers to standing for election to the Senedd as a means of helping to attract a diverse range of candidates to stand for election. A decision on the proposals will be taken during 2020-21 once the consultation has closed.

Appendix: Progress against our Strategy Objectives and Future Action Plan

Objective One: Fostering Inclusive Leadership and an Inclusive Workplace Culture

Ensuring senior accountability and inclusive leadership

- Signed up to the Race at Work Charter. The Charter helps businesses improve racial equality in the workplace and is composed of five principle calls to action for leaders and organisations across all sectors.
- Engaged with Business in the Community to undertake a Diagnostic Tool for our Leadership.
- Developed a bespoke Executive Development Programme for our Leadership Team.
- Reviewed our performance management system which emphasises the role and responsibility of line managers to act as role models and to demonstrate leadership in relation to diversity and inclusion and how this in turn, influences the behaviour of their staff.
- Our HR Business Partners worked with our Heads of Service to develop action plans based on our staff survey results.
- Introduced a new Diversity and Inclusion e-learning catalogue which includes modules that focus on Leadership learning (such as Inclusive Leadership, Developing Leadership Skills, An introduction to Coaching, Emotional Intelligence, Performance Appraisals, Maximising potential through developing strengths and many more).

Supporting and developing our Workplace Equality Networks (WENs)

- Welcomed new Chairs and Co-Chairs to lead our Networks, and more Allies and Members joined than ever before.
- Took a new approach of encouraging all Networks to work closer together through identifying common themes of intersectionality in the Diversity and Inclusion calendar
- Provided bespoke training for our Networks; this included Chair Training, Resilient thinking and Confidence and Presentation skills Training, to ensure members and chairs have the skills and confidence to lead their network.
- Re-define the role, responsibility and accountability of our WEN co-ordinator
- Piloted "time allocation for Chairs" to focus on Network specific projects on Friday Mornings which proved successful
- Encouraged Networks to make better use of our resources and set up ways of communicating digitally, including Yammer and Teams

Objective Two: Building on our Approach to Organisational Development

Identifying and removing barriers to inclusion

- Reviewed of our Recruitment Website to make it more accessible and easier to navigate. Concentrating on our Organisational Values and Our inclusive Workplace and showcasing our range of benefits, workplace equality networks and external recognition. This will be launched in 2020-21.
- Through our commitment to widening inclusion through recruitment, we included candidates, both successful and unsuccessful, in our review of recruitment practices. This has resulted in new, more inclusive branding, and clearer processes to enhance the candidate experience to good effect, and we are working on improving this further in the coming months.
- Procured a new Online Recruitment and Tracking System (ORATs) to simplify the candidate journey. It will also provide us with more accurate Management Information, which will help our work to increase the number of staff from underrepresented groups.
- Started the review our Corporate Induction, due to be launched next year.
- Undertook awareness raising through events and training such as Diversity and Inclusion week, Men's mental Health Breakfast, LGBT+ Panel discussion and more (see more detail in attached report)

External benchmarking and recognition

These include:

- Rated among the top ten employers of LGBT staff in the UK for the sixth year running, and first in Wales in the Stonewall Workplace Equality Index.
- Awarded PinkNews' Public Sector Equality Award (2018-2019) for our ongoing commitment to being a role model creating and maintaining an inclusive environment for LGBTQ+ members of staff.
- Age Positive Employer Champion, demonstrating our commitment to ensure that we do not have any discriminatory practices regarding age through our recruitment and/ or retention of employees.
- Disability Confident Employer status by the Department for Work and Pensions.
- Top 30 Employer for Working Families for good practice when it comes to providing a working environment that allows for a positive work / life balance.
- National Autism Society Autism Friendly Award.
- Investors in People Gold Standard, recognition from the international mark of global excellence.
- Undertaken the Business in the Community benchmark for race, gender and wellbeing.

Learning and development

- We offered 78 different internal courses to staff members, and of those courses they have delivered 200 sessions.
- Delivered formal and informal training to ensure diversity is promoted in a meaningful way, including face-to-face training, workshops and online resources. Examples include Understanding Mental Health for line managers, Dignity and Respect, Menopause Awareness, Child Mental Health, Supporting Employees with Cancer, Autism Awareness, Dementia Awareness and Unconscious Bias training.
- Further developed and produced a suite of factsheets, videos, and online training focusing on Diversity and Inclusion.
- Expanded and updated e-Learning offering to ensure staff can access training in the office and/or at home, and continue to support our staff networks to help foster support and improve and challenge inappropriate behaviour in line with our values.

Inclusive workplace policies

- Development and roll out of a new Policy Hub which ensures all policies are located in one place. The Hub also ensures that policies are reviewed at regular intervals and Equality Impact Assessments are carried out
- We have agreed to include an enhanced Jack's Law section to special leave (4 weeks full pay as a day 1 right if your child dies at birth or whilst pregnant after 24 weeks).
- Launched our Menopause guidance
- Development of further Flexible Working Guidelines to adjust to the Coronavirus challenges, ensuring no particular group is disadvantaged during this period

Objective Three: Supporting Assembly Members and their Staff to build Diversity into their work

Supporting Assembly Members and their staff to build diversity and inclusion into their roles as employers, as service providers and into their work as caseworkers, scrutineers and legislators

- Delivered Diversity and Inclusion Inductions to Members and their staff.
- Supporting Members and their staff Professional Development by providing Diversity focused training including Managing Casework, Unconscious Bias, Suicide Intervention, Mental Health Awareness and Mental Health First Aid, Management Development, Dealing with Challenging Situations, Building Personal Resilience, Modern Workplace Practices and Dignity and Respect in the Workplace.
- Maintained a Members intranet page which includes up to date information and guidance documents to ensure Assembly Members and their staff can access Equality information readily.
- Provision of Equality and Access Fund.
- Work has started in preparation for the next Assembly term on The Remuneration Board's Determination, which is focused on removing potential barriers to standing for election as a means of helping to attract a diverse range of candidates.
- The Commission departments provide a range of ongoing support to enable Members to provide inclusive services, including Member Business Support, Research, Legal, HR, Plenary and Committees, ICT, etc.

Engaging the people of Wales

Engaged with people from all parts of Wales, in communities across the country, and on our estate through workshops, presentations, events and engagement activity related to committee consultations. Examples include:

- Our Community Engagement Team held 35 Community Sessions for 876 delegates over this year, involving a range of groups, including Mind Cymru,

the National Autistic Society Cymru, the North Wales Women's Centre, Gingerbread and Mantell Gwynedd.

- Our Education and Youth Engagement team have involved, informed and empowered children and young people to engage with Assembly Business through both in our in-house education centre, and at schools, colleges and out-of-school settings across Wales. The team has delivered 294 sessions, engaging with some groups for the very first time. During this reporting period, 10,000 young people have engaged with us during arranged educational sessions.
- Welsh Youth Parliament Members attended various events in Wales i.e. Urdd Eisteddfod, Royal Welsh Agricultural Show, National Eisteddfod and PRIDE march. During these events, WYPMs had a chance to engage with other young people and promote their work and consultations.
- Promoted diversity and inclusion internally and to the public via events, social media and campaigns including Black History Month, IDAHOBIT, Autism awareness, International Women's day, Disabled Access day,
- Visitor, Tours and Events (please see attached report for detail)
- Exhibitions (please see attached report for detail)

Objective Four: Supporting Assembly Commission Staff to build Diversity and Inclusion into their work

Inclusive decision-making, service design and delivery

- We continue to consider equality, diversity and inclusion as part of our ongoing work, when developing policies, services and making changes to our estate by requiring leads to conduct Equality Impact Assessments.
- D&I team and Workplace Equality Networks provided specialist advice and have critically reviewed Policies and Procedures, as well as supported the development of Equality Impact Assessments for public events, to ensure diversity and inclusion is considered and any barriers are identified and mitigated against.
- Reviewed Service Area plans regularly in order to take into account diversity and inclusion considerations.
- Our Estate is continually reviewed to ensure it is accessible to all. This year, some examples include:
 - the installation of additional WC signage in the public café area of the Senedd.
 - Implementation of recommendation of an external audit conducted on Induction Loop provision in meeting rooms and common areas throughout the estate

Taking into account diversity and inclusion when buying-in goods and services

- Equality is included as part of our sustainability risk assessments at the very start of the procurement process. It also forms part of our pre-qualification exercise for suppliers. Suppliers who fail to demonstrate their commitment to equality are not invited to tender.
- Post contract-award, we conduct regular contract review meetings with our suppliers and one of the standard agenda items is corporate social responsibility. We also have equality clauses in our terms and conditions.
- We are an accredited living wage employer and ensure that the living wage is paid to our in-house contractors. We are committed to ensuring fair and

transparent employment practices are in place throughout our supply chain. Consequently we seek to work with our suppliers to monitor and ensure fair employment practices and, acting reasonably, we reserve the right to request changes to any of those practices we consider to be unfair.

- All of our Contractors are encouraged to join our Workplace Equality Networks and attend their events

Objective Five: Behaving as an Inclusive Employer which attracts and retains the widest pool of talent where all staff have the opportunity to realise their full potential

Supporting our talented workforce

- We have LGBT Role Models who are available for staff to talk to in confidence.
- We promoted Inclusion through internal awareness-raising by holding events such as Mental Wellbeing Week; Holocaust Memorial Day, Wales Ability Launch, Men's Mental Health breakfast, LGBT History Month, Disability Access Day; Black History Month; International Day of Disabled People, Dignity and Respect in the Assembly; Trans Day of Visibility; Network Allies and blogs for International Women's day.
- We held Diversity and Inclusion Week, which included workshops, D&I training, internal and external blogs and staff news page articles.

Recognising and addressing underrepresentation in our workforce

- We have engaged with Business in the Community (BITC) and other external organisations to identifying actions to support the career progression of BAME and disabled staff. We have completed BITC Diagnostic Tools, which, once assessed, will help us further develop our action plans.
- We worked with the Recruitment Team to reach BAME communities as part of our recruitment outreach activities in order to increase applications from this underrepresented group.
- Started to work with the National Deaf Children Society to develop a pilot 'Deaf Friendly Standards' programme
- Our 2019 Apprenticeship Scheme Outreach resulted in an increase in applications from 79 in 2018-19 to 135 in 2019-20 and a 43% increase in applications from BAME candidates.
- Signed up to the Citizens Cymru Wales Community Jobs Compact, a scheme that aims to bring local people and employers together to tackle poverty, unemployment and under-representation in the workforce.

Collecting and using diversity data to identify and address any inequalities

- Our workforce and recruitment data and equal pay and gender pay gap reports are published respectively as accompanying documents to this report to ensure ease of access to the information.
- As last year, the workforce and recruitment data shows that we continue to attract and recruit a diverse range of people. We have recruited people from a range of ages, with disabilities, and from different races, religions and sexual orientations. We have carried out more external recruitment in order to increase representation within our workforce. This has seen an increase in applications from candidates a Black, Asian and Minority Ethnic (BAME) background and with disabilities, across different age groups and sexual orientations. More candidates offered employment have identified as disabled, .and this year's Apprenticeship Scheme received the most applications ever.
- In terms of equal pay data, it shows us that the equal pay lead that women have over men has decreased since last year which marks a positive step towards neutralising the Commission gender pay gap and this continues the trend over the last few years. Whilst there is undoubtedly further work to do, our data trends have approved across all protected characteristics during this monitoring period.

What next?

Actions for 2020-21

- Propose a new Diversity and Inclusion strategy through consultation.
- Increase diverse representation at all levels through attraction and internal and external promotions and mentoring initiatives.
- Promoting and celebrating our diverse and inclusive culture by working with other teams to reach underrepresented groups.
- Increasing the effectiveness of our Workplace Equality Networks (WENs) and our Diversity and Inclusion training.
- Continue to monitor and take action to reduce our equal pay, gender pay Race gap . We will prepare for future changes to new Legislation.