

# Equality and Diversity SLA

## A) Date and version history

Version	Date
E&D SLA version 0.1	10 August 2010
E&D SLA Version 0.2 Comments from the BSB	24 August 2010
E&D SLA Version 0.3 BSB Comments reviewed by E&D Team	09 September 2010
E&D SLA Version 0.4 Final check by E&D Team	22 September 2010

## B) Parties Involved and Lead Officers

Service Provider	Lead Officer
Equality & Diversity Team	Sarah Loutfi & Marc Adams Equality & Diversity Advisors

Service Users	Lead Officer
All staff members at the Bar Standards Board	Mandie Lavin, Director

## C) Overview of the agreement

How this agreement will meet the businesses needs
The Bar Standards Board has a duty to comply with statutory obligations and a duty to promote and embed equality and diversity in all they do. The Equality and Diversity team will provide support and advice in ensuring that equality principles are taken into account in policy development, casework and to ensure that the necessary training is carried out.

## D) Requirements

What is required by the service user
<b>Policy Development</b> <ul style="list-style-type: none"><li>• Development of equality and diversity strategy and action plan</li><li>• Advice on implementation of strategy and action plan</li><li>• Advice on impact assessment of policies</li><li>• Responding and advising on internal and external consultations</li></ul>
<b>Legal Requirements</b> <ul style="list-style-type: none"><li>• Ensuring the BSB complies with equality legislation and statutory duties</li><li>• Keeping up to date with legislative changes such as the Equality Act 2010 and case law</li></ul>
<b>Regulatory role</b> <ul style="list-style-type: none"><li>• Revision and update of the Equality and Diversity Code for the Bar</li><li>• Advising on the development of a monitoring scheme for chambers and entity</li></ul>

- regulation
- Promotion of Good Practice
- Production of model policies and examples of good practice

**Provision of Advice**

- To the BSB committees and the Board
- To the Complaints Committee on individual complaints in accordance with the agreed protocol
- To staff of the BSB

**Research**

- Initiate and manage research on equality and diversity issues in consultation and liaison with the Research Department
- Provide advice on the equality and diversity dimension of research

**Training**

- Draw up a training programme in line with the statutory obligations and agree with the BSB Director
- Commission and organise equality training for staff, committee members and disciplinary panel members
- Determine and develop content of training in partnership with trainers
- Develop the invitation to tender and identify appropriate trainers via interview, in accordance with the Finance Manual
- Quality assure training and analyse training evaluation forms

**Liaison with Other Organisations**

- Liaison with circuits/Specialist Bar Associations
- Maintain contact with Law Society, JAC, MoJ, Judicial Office, CSC, and CPS etc
- Organisation of joint conferences and seminars jointly with the Bar Council

**Represent the BSB**

- Speaking at conferences, seminars etc
- Attendance at outside meetings such as SRA diversity events and LSB diversity forum meetings

**Committee Responsibilities**

- Attendance at Board meetings
- Provide executive secretarial support to the BSB Equality and Diversity Committee

**What is required by the service provider**

- Reasonable notice period for service requests (see Section H below)
- Attendance at training events
- Compliance with the Bar Council's equality policy and relevant legislation

**E) Length of agreement and review date**

Length of Agreement	Review Date
This SLA will be reviewed annually	31 August 2011
There will be a 3 month review of the additional arrangements in the SLA, carried out by the service provider and the service users	3 month review to be carried out in January 2011

## F) Specifications

Level of Service	Target
Annual review of the Equality and Diversity action plan	Annually
Monitoring of the Equality and Diversity action plan	6 monthly
Review documents and provide advice on equality issues	5 working days (not including Fridays)
Ad hoc queries answered quickly, and a due date provided for more complex issues	1 working day

## G) Quality

Level of Service	Target
An overview of the provision of advice, which will note both good examples as well as areas where there may be concerns, will be reported to the quarterly SLA meetings.	Report from the BSB will be presented to the quarterly SLA meeting

## H) Timing

Requests for service	Time frame
Users, when requesting advice and review of documents etc, should give a reasonable amount of notice of their deadline	See section F) above - 5 working days notice (not including Fridays). E&D Advisors to present overview report to quarterly SLA Meeting

## I) Availability of Service

When can you contact us	Hours
You can contact the team during normal office hours. The Equality and Diversity Advisors do not work on Fridays as they work part time hours	8.30am – 17.00pm Monday to Thursday
In an emergency the team can be contacted Alternative arrangements for ad hoc meetings can be investigated and agreed well in advance	Fridays

## J) Performance monitoring and reporting

Measures	Reported to
The top two measures detailed in F) will be monitored on a 6 monthly basis. All the other measures detailed in F) G) and H) will be monitored through overview reports that detail the quality and timeliness of advice; the reports will note both good examples as well as areas where there may be concern.	Will be presented by both the E&D team and the BSB to the Quarterly SLA Meetings

## K) Dispute resolution

<b>First Steps</b>	<b>Responsibility</b>
The Equality and Diversity Advisors and the Service Users should initially attempt to resolve any disputes as to whether the SLA has been adhered to (targets and requirements met/not met). This may include reviewing the content of the SLA. Where issues around prioritisation occur, these must be raised with the Directors	Equality and Diversity Advisors / Service users

<b>Second Steps</b>	<b>Responsibility</b>
If the issues cannot be resolved locally, then they should be raised with either of the Directors. Non-compliance with the SLA should be discussed with the reasons why targets or requirements cannot, or have not, been met. Resolution or remedial action should be investigated and then agreed by both Directors.	Director of Central Services, BSB Director

<b>Third Steps</b>	<b>Responsibility</b>
The Directors can refer SLA issues to the Chairs Committee if the prioritisation of services or independence of the regulatory functions are, or may become, compromised. The Committee may decide that the BSB should explore other avenues, possibly external sources, for service provision.	Chair of the Chairs Committee

## L) Signatures

<b>Name and Job Title</b>	<b>Signature and Date</b>
Sarah Loutfi and Marc Adams Equality and Diversity Advisors	10 September 2010
Oliver Delany Director - Central Services	
Mandie Lavin Director - BSB	