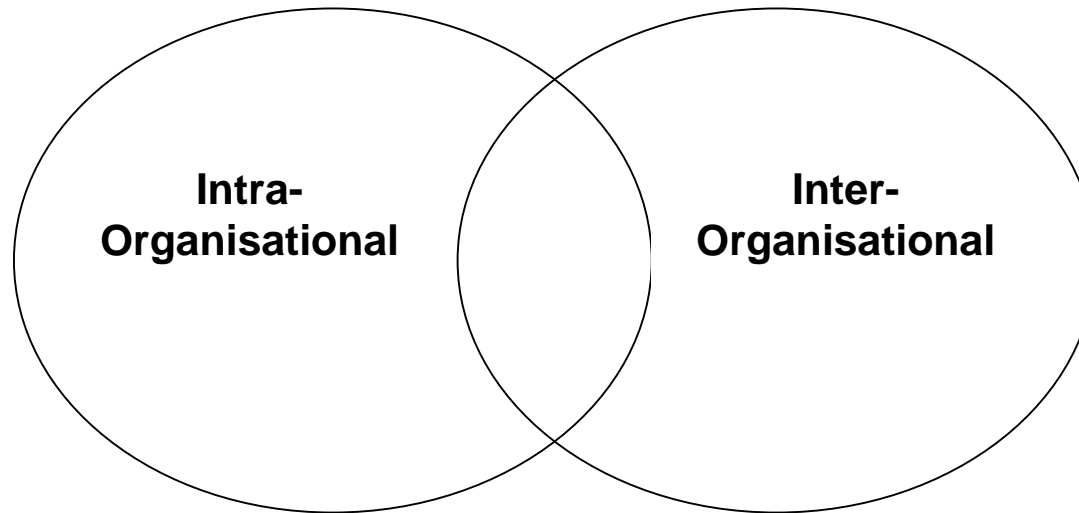




# Accommodating Diversity in Service Provision Overview and Perspective

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Tom Ronayne, Director WRCsec  
9th October 2007



**Accommodating Diversity: EQUAL → Intra and Inter Organisational Aspects**



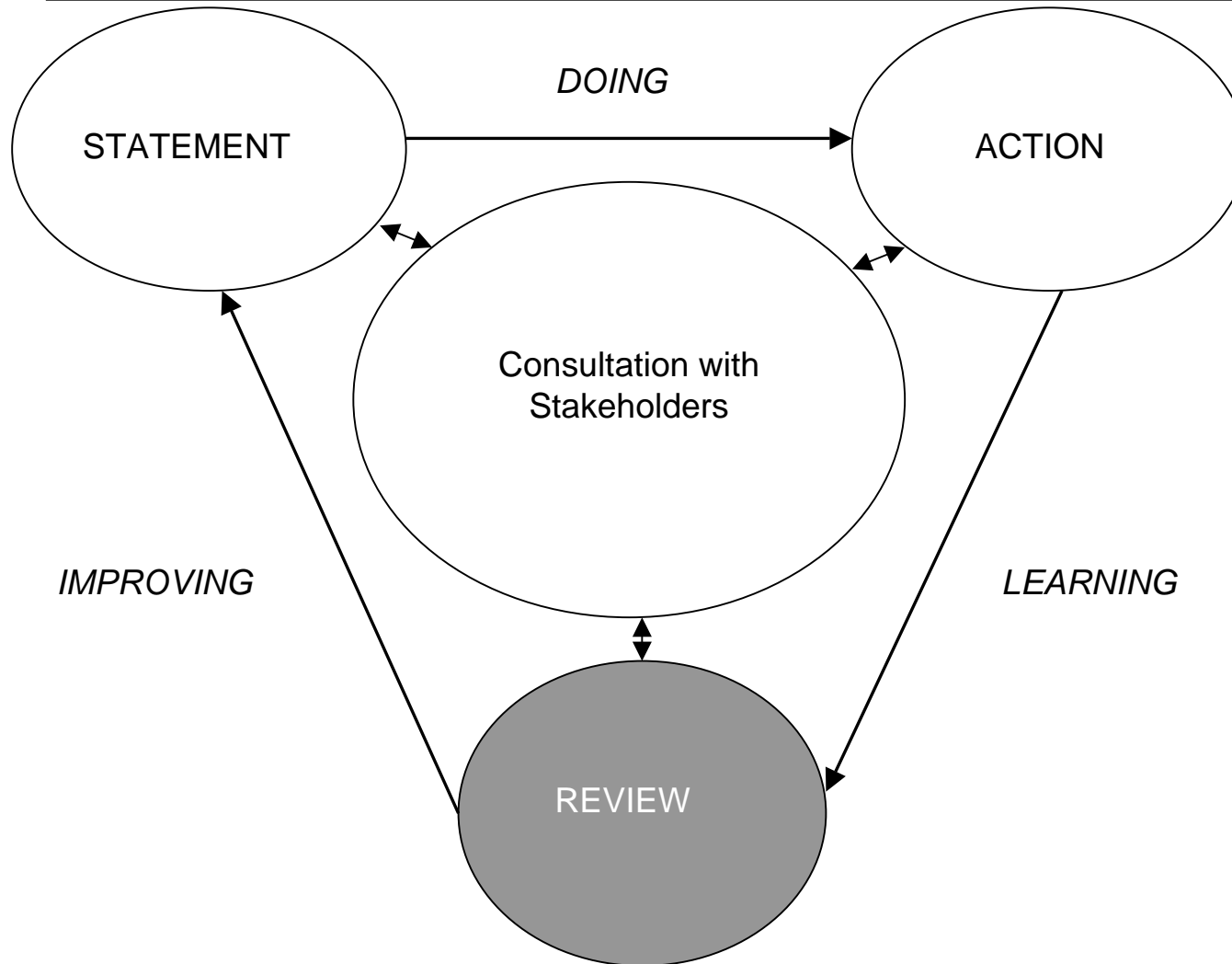
## Elements of a Strategic Approach to Accommodating Diversity and Promoting Equality


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- Commitment: Stating the End to be Achieved and What Will be Done to Secure This End
- Consultation: Involving Clients and Potential Users of the Service
- Mainstreaming: Integrating Effective Practices into Day to Day Work Practices and Organisational Procedures.
- Reviewing: Monitoring Performance.
- Improving: Establishing Structures and Procedures to Sustain and Develop Equality Competence

# Cycles of Improvement

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*As we seize the opportunity to make a difference to the lives of groups and individuals who face discrimination, we need to ensure that we proceed on the basis of **sound knowledge**. Policies and practices in all areas of life, including political, administrative and business life, should be based on **objective and reliable data**. No one can afford costly mistakes based on false assumptions. This also holds for issues regarding equal treatment. There is more need than ever to have - and to use - equality data.*

Vladimir Spidla (Commissioner for Employment, Social affairs and Equal Opportunities) and Tarja Filatov (Minister for Labour Finland) in ***Foreword to European Handbook on Equality Data published by European Commission (2007)***



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*Monitoring is perhaps the most effective measure an organisation can take to ensure it is in compliance with the equality laws. ...Monitoring can help to highlight possible inequalities, investigate their underlying causes, remove any unfairness or disadvantage, and send a clear message to employees, applicants, customers and shareholders that the employer takes equal opportunities seriously. ...In service delivery, monitoring can tell which groups are using the services and how satisfied they are with them. Organisations can then consider ways of reaching under-represented groups and make sure that the services meet the specific needs of each group, and that the services are provided fairly. ... The purposes of monitoring is to allow an organisation obtain an overall, statistically-valid picture of the way its policies and practices affect the equality groups.”*

***European Handbook on Equality Data published by European Commission, 2007, p. 85***