



Disclosure Team
Ministry of Justice
102 Petty France
London
SW1H 9AJ

Mr Jason Batchelor
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data.access@justice.gov.uk

12 October 2018

Dear Mr Batchelor

Freedom of Information Act (FOIA) Request – 180914006

Thank you for your request dated 14 September in which you asked for the following information from the Ministry of Justice (MoJ):

‘Please set out the following in regards to the staff, including your stage 2 complaints team, who assess concerns/complaints regarding legal aid service providers:

- 1) What training have they received in regards to the Equality Act 2010?***
- 2) How do you assess how competent they are in regards to matters that relate to the Equality Act 2010 and how often is this process, if any, reviewed?***
- 3) What training material and guidance is available for these staff and how is this kept up to date? Please kindly send me a copy of this material.’***

Your request has been handled under the FOIA.

I can confirm that the MoJ holds some of information that you have requested and I have provided it below.

1) What training have they received in regards to the Equality Act 2010?

Legal Aid Agency (LAA) staff at all levels, including the Stage 2 Complaints Team, are required to complete the Civil Service Learning (CSL) mandatory online training course on Equality & Diversity Essentials when they join the LAA and then every 12 months thereafter.

Additionally, all staff who manage others or who are involved in the recruitment process are required to complete the online CSL Disability Confident and Unconscious Bias training at induction and every two years thereafter. We strongly advise all staff irrespective of their role to also complete this training.

The LAA delivers a number of management and leadership development schemes that include tailored content on actions we can all take to promote diversity and inclusion.

If any changes are made to the Equality Act CSL training materials will be amended to reflect this and staff will be required to complete further training.

Complaints staff have access to the '*Standard Operating Procedure for LAA Complaints and Compensation claims*' that includes guidance about customers with a disability or access requirement and vulnerable callers.

2) How do you assess how competent they are in regards to matters that relate to the Equality Act 2010 and how often is this process, if any, reviewed?

The CSL mandatory Equality & Diversity Essentials training requires staff to pass the assessment with a score of 80% or more. It is mandated that staff complete this training on an annual basis.

Line managers have the facility to listen into to live and recorded calls and this activity feeds into the regular 1:1 meetings all staff have with their line manager. These meetings are an opportunity for line managers to give feedback on performance and provide support. All staff have a diversity and inclusion objective that is mandatory and a discussion around this objective normally forms part of the 1:1 meeting.

3) What training material and guidance is available for these staff and how is this kept up to date? Please kindly send me a copy of this material.

In addition to the mandatory training, as mentioned above, staff have access to 'Standard Operating Procedure for LAA Complaints and Compensation claims' which is enclosed, please refer to appendices 8 and 9 of this guide.

All staff complete mandatory training on equality and diversity via CSL. The CSL website contains numerous online training courses and all of these are available to our staff. The MoJ does not hold this part of the information in the scope of your request as the online learning content is owned by CSL (the government department). You may wish to approach the Cabinet Office (contact details below) to make a request for this information however, we have been advised that they do not provide access to e-learning in another format.

FOI Team, Cabinet Office, Room 405, 70 Whitehall, London, SW1A 2AS, United Kingdom or foi-team@cabinetoffice.gov.uk

Appeal Rights

If you are not satisfied with this response you have the right to request an internal review by responding in writing to one of the addresses below within two months of the date of this response.

data.access@justice.gov.uk

Disclosure Team, Ministry of Justice, 10.38, 102 Petty France, London, SW1H 9AJ

You do have the right to ask the Information Commissioner's Office (ICO) to investigate any aspect of your complaint. However, please note that the ICO is likely to expect internal complaints procedures to have been exhausted before beginning their investigation.

Yours sincerely

Information Governance
Legal Aid Agency