

Evaluation of the EHRC employment tribunal skills and discrimination law course.

Report on findings

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Thanks

We would like to say a special thank you to all who gave their time to participate in this research, and to share their experiences of how the employment tribunal skills course has helped them to provide discrimination advice

Executive summary

Recommendations

1. From the data gathered it is highly recommended that the course be continued, and that consideration be given to its expansion. The course clearly demonstrates value for individuals, organisations and clients. The evidence seen suggested that the course does not duplicate any current delivery elsewhere and that the course is increasing capacity within the sector to enable individuals to access advice and redress in respect of discrimination issues.
2. That consideration be given to how the continuation of support for specialist CAB discrimination advisors across Wales could be best secured including making this course mandatory for such specialist advisors.
3. That the further development and delivery of this course be closely aligned to the developments in respect of the wider advice sector in Wales, for example liaising with Wales TUC regarding the implementation of the Equality Representative programme in Wales.
4. That the provision of refresher training be considered in future delivery. This would not only ensure the continuing impact of the course and ensure that delegates were kept apprised of legal changes, but it would also support the continuing networking of delegates from across different advice services.
5. The formal accreditation and assessment contained within the course provision was found to lend credibility and status to the training. Further ways to strengthen and expand this accreditation should be explored for future provision.
6. That the EHRC look at different ways of promoting the course within Trade Unions using their networks more effectively and that they consider widening invitations out to managers and others who may benefit from the learning.

The recommendations in full can be found on page 33.

Aim and purpose

This research project seeks to provide an evaluation of the impact of the Employment Tribunal Skills and Discrimination Law Course.

A mixture of quantitative and qualitative data was used to produce this evaluation including an analysis of a questionnaire returned by 45 of those who had completed the course. This was followed by 28 semi-structured telephone interviews, 25 with delegates who had completed the course and 3 with those who had not completed the course.

The key aims of the evaluation were to evaluate the impact of the course on individual delegates, their organisation, their clients and the wider advice sector.

Key findings

100% of delegates participating in the evaluation felt that the course had increased their confidence in identifying and dealing with discrimination cases; 82% had used the learning in their personal development and 86% had used the learning in their workplace.

205 discrimination cases were identified and 21 cases supported to tribunal. The majority of cases were settled outside of tribunal to satisfactory resolution for the client with a minimum of 60 such cases identified.

Impact on individuals

100% of the delegates who responded either through the questionnaire or through the interviews were positive about the course. They all identified that it had increased their confidence in both identifying and dealing with discrimination cases whatever their role.

Respondents also identified that this level of detailed training was not available elsewhere and did not duplicate anything currently available to them.

Most had used the learning from the course to further their own personal development in the workplace with some using it within their development plans and some moving to a role which better utilised the learning.

Impact on organisations

All but 6 of the respondents indicated that they had used the learning within the workplace. Most had used it in their advisory role and had cascaded the learning either formally or informally.

Others had used the learning to support and advise colleagues regarding their rights and to advise the organisation on policy making. Most interviewees had used the materials provided as library information for the whole organisation.

100% of those interviewed had, or would recommend the course for colleagues or other advisors in the advice sector as a whole.

Several delegates in interview suggested that the training should be mandatory for all CAB officers and volunteers and for Trade Union Representatives.

Impact on clients

The evidence demonstrates strong outcomes for clients and that the course is contributing towards increasing individual's access to advice and redress in respect of discrimination.

A wide range of case studies were provided demonstrating the breadth and number of discrimination cases dealt with by delegates since undertaking the course. These cases are set out in full on pages 27 -32. Set out below are some examples to illustrate the outcomes.

Examples include:

- A client who was employed as a catering assistant in a café. She left work temporarily on maternity leave and whilst she was off work the business was sold as a going concern. She had intended to return to work at the end of her maternity leave but there was no job available for her. The bureau assisted with a claim of sex discrimination and the client was awarded a total sum of £11,424.93
- The Client was in a senior position and while she was off on maternity leave she was not considered for a promotion. When this was queried by the Client she was told that they had not been expecting her to return to work following her maternity leave. Bureaux assisted with a claim of sex discrimination, the Client was awarded a total sum of £4500.

- The Client was subjected to physical and verbal harassment in the work place. She raised a formal grievance which took many months to conclude, by which time the Client was out of time to issue a claim of sex discrimination. Bureaux assisted in issuing a late claim and represented Client at a pre-hearing review at the Tribunal at which time it was ruled that it would be just and equitable to allow her claim to proceed.
- Client worked as hairdresser. After disclosing her pregnancy, employer prevented her from sitting down, made her do heavy lifting, go up ladders and do perms despite advice that this may be dangerous. Bureaux assisted with claim of sex discrimination. Client was awarded £9,284 in compensation.
- Client suffered an accident at work which injured his back and caused permanent disability. Client was later selected for redundancy as he was unable to work full time although this was due to his disability. The bureau helped him challenge his selection and claim disability discrimination and unfair dismissal. He was awarded £9,712.
- Client was openly gay and harassed at work. A colleague searched through client's ebay account then maliciously claimed he had been purchasing sex toys at work. Client was suspended and at risk of dismissal. Bureau assisted with grievance and challenging suspension including raising concerns about sexual orientation discrimination. Client was reinstated; received written apology and harasser faced disciplinary action.

It is difficult to draw generalisations from this data regarding the number of discrimination cases dealt with or to compare them with data from before the course delivery. CAB Cymru have detailed data sets which would assist in doing this and which would also identify detailed protected characteristic data should the Equality and Human Rights Commission (EHRC) wish to investigate this further.

The majority of cases dealt with related to disability where a specific protected characteristic was identified. The interviews confirmed this and there was evidence of a predominance of sickness absence related cases and an increase in mental health issues arising.

Although the data showed that race was the second most prevalent protected characteristic in terms of cases, pregnancy and sex were the second most evidenced in the interviews and case studies.

Impact on the wider advice sector

There is no quantitative data in respect of numbers of cases before and after the course from which to draw generalisations.

The qualitative data strongly suggests however, that the learning has been essential to developing skills and knowledge in respect of discrimination and tribunal requirements for all of the delegates contacted.

Interviewees identified that the majority of clients accessing advice through CABs, Trade Unions or in the workplace were not aware of the discrimination aspect of their issues. Delegates all identified that they were more confident after the course in identifying relevant discrimination issues from initial reporting through to completing tribunal documentation, representing clients at tribunal or referring cases on.

Introduction

This research project seeks to provide an evaluation of the impact of the Employment Tribunal Skills and Discrimination Law (ETS) Course.

The ETS course was developed in 2006 in partnership by the Equal Opportunities Commission, Disability Rights Commission, the Commission for Racial Equality and Cardiff University in response to recommendations set out in the Snakes and Ladders Report¹. This report focused on the fragmented, uncoordinated advice sector in Wales and produced recommendations to address these issues.

When the commissions merged in 2007 to become the Equality and Human Rights Commission (EHRC), the course continued as part of the EHRC's work programme.

The target audience of the course is Citizens Advice Bureaux advisers, trade union representatives and other third sector advice agencies. The course covers all discrimination strands in the field of Employment, and the development of skills to assist clients taking a discrimination claim to an Employment Tribunal.

Following a procurement exercise last year the course is now delivered by Lancaster Consulting Ltd. Lancaster started the second year of the contract in October 2012. The course is run in South Wales, North Wales and since last year, online. Each course can accommodate up to 30 Wales based advisers. Held one day a month for 6 months, the course is accredited through Proqual.

Since its inception 333 advisers have participated in the course, many of whom have achieved accreditation.

The aim and objective of each course is to increase the ability of course participants to be able to provide specific, accurate and time critical advice to those individuals who believe they have experienced discrimination in the field of employment and to enable them to access justice.

¹ Snakes and Ladders Advice and Support for Discrimination Cases in Wales, Williams, Borland, Griffiths, Roberts and Morris; 2003

The purpose of evaluating the impact of the course is:

- To capture positive outcomes of the course in terms of:
 - Individual delegates
 - Their organisation
 - Their clients and
 - The wider advice sector
- To inform the future development of the course

The information gathered through the research, will be of benefit and assistance to the future delivery of the Course for the provider and Commission.

It is intended that the research and evaluation will provide an assessment of the effectiveness not only of the delivery of the course, but also to assist in understanding the onward impact to the recipients of advice and the wider stakeholder community in respect of equality issues in Wales.

Context

There have been various reports over a number of years regarding the level, or shortage of advice services in respect of discrimination in Wales. In 2002 in the report 'Snakes and Ladders: Advice and Support in Employment Discrimination Cases in Wales' Wales was described as an 'advice desert' in respect of this type of provision.² Charlotte Williams' report in 2006, expanded upon the earlier report and emphasised that there remain 'significant advice deserts' in Wales.³

In 2009 the EHRC produced a report 'Responding to discrimination: the geography and geometry of advice provision in England,

Scotland and Wales' which reiterated these findings.

In April 2012 the Welsh Government published its Strategic Equality Plan and objectives in which the provision of advice was its first equality objective:

Strengthen advice, information and advocacy services to help people with protected characteristics understand and exercise their rights and make informed choices.

² Williams C, Borland J, Griffiths A, Roberts G, Bradshaw H and Morris E, Snakes and Ladders: Advice and Support in Employment Discrimination Cases in Wales (2002).

³ Charlotte Williams, Advice and Information Support for Discrimination Cases in Wales (2006), p. 8.

The achievement of this objective is being underpinned by the current Welsh Government review of advice services in Wales.

There is some evidence amongst stakeholders and commentators that the current provision of advice is going to be worsened by the changes to Legal Aid provision and that the implementation of the Welfare Reform Act will increase demand.

Methodology and approach

The tender specification prescribed both qualitative and quantitative techniques to evaluate the delivery of the course and to provide appropriate evidence.

Aim: Provide evidence of how past students have used the learning they acquired through their participation on the course.

The methodology adopted consisted of:

1. A desk based examination of documentary evidence of students participating on the course
2. Quantitative data on success rates, post course destination and employment organisation was identified from the data held regarding the cohort
3. An initial questionnaire was sent to all delegates with a range of questions requesting if they were willing to participate in semi-structure interviews (See appendix A)
4. A quantitative analysis of the responses was compiled
5. The returned questionnaires were used as the basis of random selection for interviews.
6. A semi-structured interview approach was taken (See Appendix B)
7. All interviews were recorded and transcribed and were used to produce the qualitative analysis
8. A random selection of participants who did not complete the course were also identified and interviewed.

Quantitative analysis

Data was provided in the form of an excel spreadsheet of all delegates on the Employment Tribunal Skills and Discrimination Law Course from 2006 – 2012.

Data can be broken down as follows:

Course location and date	Number of delegates
Cardiff 2006	23
Cardiff 2007	23
Cardiff 2008	21
Cardiff 2009	24
Cardiff 2010	19
Cardiff 2011	24
Cardiff 2012	27
Bangor 2007	22
Aberystwyth	19
Bangor 2009	22
Bangor 2010	17
Wrexham 2011	22
Bangor 2012	24
On line 2011	11
On line 2012	35
Total Delegates	333

It can be seen that the distribution by geography and year is fairly even with the only significant variation being the first year's on line cohort which ran concurrently with both Cardiff and Wrexham.

The Cardiff 2012 and online 2012 cohorts only completed their final assessment during this research project and although some delegates were happy and able to be interviewed, none of them wanted to do so before their final assessment date which affected the time line of this project.

Delegate background and location of attendance

Of the overall delegates across the complete cohort 127 were from CABs, 130 from Unions and 76 from other organisations or unknown. The Bangor 2010 data in particular with 17 delegates did not show any records of the organisations delegates belonged to.

161 delegates attended in Cardiff, 85 in Bangor, 22 in Wrexham, 19 in Aberystwyth and 46 completed on line.

Twice as many Trade Union representatives attended Cardiff courses than attended elsewhere, which may represent the geographic location of Union offices. Some attendance on certain courses showed unusual numbers of either CAB or Trade Union delegates for example Bangor 2007 with 16 CAB delegates and Cardiff 2012 with 16 Union Representatives. It is likely that knowledge of the course circulates within organisations at certain times increasing representation from them.

Overall the above data indicates that there is a fair distribution of delegates from CAB and Trade Unions across the piece.

Other organisations represented on the course include:

- Wales Audit Office
- Swansea University
- Race Equality Councils
- LGBT excellence centre
- Refugee voice
- MEIC Cymru
- Women's Aid
- Disablement Welfare Rights
- CAVO
- ONS
- Bangor University
- Homestart
- Credit Unions
- Anglesey County Council
- Rhyl Community Agency

- Remploy
- Wrexham CBC
- Caia Park Community Partnership
- Glyndwr University
- SOVA
- Clwyd Special Riding Centre
- The Survivors Trust

Questionnaire response analysis

See Appendix C summary spreadsheet.

All delegates were sent an on line evaluation form. 45 responses were received a 13.5% response rate.

Of these completed evaluation forms 28 indicated their willingness to be interviewed.

25 interviews were conducted with delegates who had completed the course. In addition 3 interviews were conducted with delegates who had not completed the course and had therefore not completed the evaluation form.

Responses were received from delegates to each of the courses although unsurprisingly more were returned from the later courses. Some respondents reported having had multiple requests for evaluation of the course and having some frustration with the quantity and with the IT involved.

A meeting was attended with the Director of Citizens Advice Cymru.

Due to data protection it was not possible to identify delegates who had not completed the course during the first provider's delivery and no non-completers were identified by the second deliverer. However, the team who delivered from Cardiff University stated:

‘Most non-completing students dropped out of the course when they had their first assessment task - this was by far the main reason for non-completion. The other reason given most often was that students were unable to take the time out from work to attend the sessions.’

This statement was verified by various students across the cohorts during the semi-structured interviews.

An analysis of the completed response forms follows:

Table 1

Question	No of responses	As a % of total responses	
Did you successfully complete the course	Yes 44/45	97%	However 6 people also responded by email that they would not complete the questionnaire because they had not completed the course and 3 of these were spoken to – see below
Do you feel the course has equipped you with the ability to identify and assess the merits of a discrimination case?	45	100%	
Has the course helped you in any other ways such as in personal development?	37/45 Yes	82%	
Have you been able to use the learning from the course in your workplace?	39/45 Yes	86%	
Have you undertaken any other training, courses or development following the training?	17/45	37%	This figure is distorted by the two 2012 courses which have just finished or not finished yet which meant this question was irrelevant for 62 delegates

Most respondents did not give details of how the course had helped with their personal development or in the workplace.

Impact on individuals and their development

100% of respondents to both the written questionnaire and in the interviews felt that the course had increased their knowledge and confidence in identifying and dealing with discrimination cases.

In response to the question ‘Has the course helped you in any other ways such as in personal development?’ responses indicated that an increase in confidence, finding and applying relevant information in respect of discrimination and seeking further development opportunities were the main outcomes. Examples include:

- Currently applying to RCN as full time officer. (Trade Union Officer)
- More confident to speak up now. (Trade Union)
- Definitely, more confident about my knowledge of discrimination law and has helped me to be more vocal in meetings with management with what I now know. (Trade Union)
- Because I have become more confident in handling enquiries that go on to be, if necessary, resolved at an ET hearing I have more satisfaction in my role as an adviser. (CAB advisor)
- Yes – added to my Performance Management Review. (Other)
- Yes, it gave me an insight into how to ensure that I have up-to-date information and how to get that information. (CAB advisor)
- I was a CAB volunteer and now after the course I work for a teaching union.

Impact on organisations

In response to the question ‘Have you been able to use the learning from the course in your workplace?’ most respondents indicated that they had used their learning proactively. Specific examples of where the learning has impacted in workplaces include:

- Part of my role also involves providing support to workplace stewards in relation to their case work. I am in the process of developing some training for them in relation to the Equality Act with particular emphasis on the need to be aware of time limits! I will also be recommending the course to our activists. (Trade Union)
- Although I have not needed to use the knowledge gained in my role as NUT div sec, I do feel that I am much more informed with regards to the Equality Act 2010. This has helped in general when Charing annual reviews for statemented pupils etc. (Trade Union)

- It has helped me in my role as teacher governor at school – I was part of a group writing up a Strategic Equality Plan for the school. Useful in my role as SENCo too. (Trade Union)
- Yes definitely as I have produced online advice for RCN members and provided guidance to advisers on discrimination calls to RCN Direct contact centre. (Trade Union)
- Yes commenting on policies etc. (Trade Union)
- Yes. I am more confident in advising Union members as a Steward. (Trade Union)
- I work as a town planner and the course has helped me analyse evidence and judgements in planning cases. (CAB volunteer)
- It's been a huge help in my role as a trade union rep within the NHS. (Trade Union)
- It has solidified and expanded my knowledge which has assisted in day to day work. (Trade Union)
- Yes. Employment enquiries are now routed to me or my colleagues that have also completed the course. (CAB volunteer)
- Yes – as the employment adviser for Ceredigion CAB (CAB Volunteer)
- Yes, in providing advice to colleagues and Union officials (Trade Union)
- Yes to inform policy and strategy. (Trade Union)
- The course has helped me to understand the difficulties that can arise in work situations from discrimination and to assist to resolve issues. (CAB volunteer)
- The course has helped me to determine if any issues at work are due to discrimination using the 9 characteristics. (Other)
- Supported local ... schemes with advice on employment procedures and this course helped me do this in a more informed way. (Other)
- Yes, although I'm not representing members to ET it has helped me when assessing issues presented to me by GMB members. (Trade Union)

Further training undertaken

Where respondents identified they had undertaken further training the majority did not give details. However examples given included undertaking an MBA and an LPC. At least 3 respondents had attended further legal and equality update events. One had attended a TUPE seminar and several indicated both on the questionnaires and in interviews that they had attended tribunals to consolidate their learning.

Impact on clients

Overall on the questionnaire responses 205 discrimination cases were identified. Most respondents did not provide a breakdown in respect of the protected characteristics involved in these cases but where they did, 9 were in respect of sex discrimination, 63 in respect of disability, 21 on race and 4 on pregnancy. In response to the question 'How many clients have you assisted to satisfactorily resolve their discrimination cases outside of the ET arena?' 60+ cases were identified by respondents

Only 6 respondents said they had completed ET1s for clients, and 21 cases were cited. The same number (21) was identified where the delegate had represented clients at Tribunal. Supported by the qualitative interviews this indicates that most Tribunal work is completed by specialists who then go on to support the client at tribunal.

Because most respondents did not give a breakdown of cases dealt with by protected characteristic it is difficult to use this data to draw conclusions. However we are able to say that a minimum of 205 discrimination cases have been dealt with by delegates following their training and a minimum of 21 cases where individuals have been supported to tribunal.

Where we have data we are able to say that the majority of cases are related to disability with some sex cases and some race cases also identified. The qualitative research endorsed these findings in that disability was the most common issue identified followed by sex discrimination, most of which related to pregnancy and maternity. (See 'Impact on Clients' narrative below)

Course feedback

Nearly all respondents in the questionnaires were extremely positive about the course, its content and delivery. This was endorsed in the qualitative interviews.

Only 1/3 of respondents gave comments or suggestions for changes, the others either left the question blank or said 'nothing to suggest' indicating their satisfaction with the current content and delivery. A typical comment was:

'Nothing, I can't think of anything to change. I thought the course was pitched at the right level and pace, networking opportunities with other members of the group were also valuable in discussing and debating cases and interpreting the law.'

Where comments were made those which indicated areas for improvement were nearly all in respect of the IT. Some delegates had found the electronic parts of the course impossible to access and unhelpful to use. One delegate in an interview said that as she had no computer available at home she had had to use the local library to complete the relevant parts of the learning.

‘I do not have a computer at home and cannot use the work pc. The course was geared to computer use in the main. However, they did adjust to my situation’ (CAB volunteer)

‘One part had to be done manually and couldn’t be completed on the computer and that meant I missed the deadline.’ (CAB volunteer)

One questionnaire respondent said that he had found the IT ‘extremely frustrating’.

Two respondents suggested that the on line education tool called ‘Moodle’ could be better utilised with student forums for comments and shared learning.

‘More help with the online tool ‘Moodle’ and maybe an optional extra half hour to undertake homework whilst course tutors are in class (would have been helpful).’ (CAB volunteer)

There were several suggestions around the way the course is delivered over several months. The majority of respondents liked this delivery method, but some suggested that the modules should be closer together, some that they should be shorter or longer and one that there should be more contact with tutors between classroom sessions.

Overall there was an even balance between the numbers who felt that the course should be shorter and modules closer together, and those who wanted longer sessions. The majority of respondents were satisfied with the current delivery.

One suggestion which came out in 5 of the interviews was for the inclusion of refresher training in the programme. It was suggested that this could be delivered annually and would consolidate learning and provide on-going evaluation of the course.

All respondents in both the questionnaires and interviews were extremely pleased with the materials from the course.

Thirteen delegates interviewed had shared the materials with colleagues and made them part of the library of materials in the offices where they worked. One specialist discrimination CAB lawyer had used the course ET1 example as the model for many of her tribunal cases.

For the two delegates interviewed who had missed one day of the modules the Moodle materials were particularly helpful enabling them to see the full material and class content.

One interviewee suggested that;

‘some of the case law seemed a bit hard on employers. The small employer perspective just seemed to be missing and that’s who most of our calls come from.’ (CAB volunteer)

Both the mock tribunal and the final assessment were repeatedly mentioned by interviewees as particularly positive parts of the course content. In particular, although many of those interviewed had not participated in an examination style assessment for many years they felt that the experience lent credibility and weight to the course. No one either by interview or questionnaire could identify anyone who had dropped out of the course due to the final assessment.

‘I’ve used that Mock Tribunal stuff over and over again – most of my ET1s are based on that’ (CAB specialist advisor)

‘I haven’t done any tribunals but I remember he (the tribunal judge) said always write a set piece and now I always do that for disciplinary hearings and hand it to them afterwards.’ (Trade Union)

In particular the tutors’ supportive and flexible attitude was identified and appreciated. The level of their knowledge and their varied professional background was felt to lend weight to the course.

The mock tribunal was felt to be rigorous and realistic and for those delegates interviewed who had gone on to complete tribunal documentation or represent clients at tribunal it was felt to be particularly valuable.

‘evidence, evidence, evidence was what he (the tribunal judge) said and that has stayed with me ever since and been my mantra. And I’m sure it’s made a difference to how I’ve presented my materials...’

A number of interviews also identified the benefit of the mixed backgrounds of delegates on the course. It was felt that this added to the interest and rigour of the discussions on the course and illustrated different perspectives on the issues. In particular 3 interviewees had made active efforts to stay in contact with other delegates even where they worked in different organisations to keep in touch and to discuss issues and cases as they arose. Where colleagues from the same organisation had attended either the same or another course they shared their learning and referred cases and issues to each other in both Trade Unions and CABs in particular.

All the delegates interviewed would recommend the course to others, colleagues within their organisations and to anyone working in the advice sector.

All interviewees felt that the course had enabled them to better identify when cases had a discrimination element to them. Interviewees from Trade Unions were less likely to complete ET1 forms or to represent clients at tribunal than CAB interviewees. This was generally because they had specialist staff within the organisation who would take this level of referral. All those interviewed from Trade Unions where this was the case felt more confident in referring cases on and that the course had enabled them to collect more relevant information and facts for the referral.

All interviewees had heard about the course from their organisations communication systems. Some indicated that they felt that the course could be better promoted through relevant advice networks.

One delegate suggested that:

‘(the course) could also be good for general managers and employers/unions could pay or split the cost?’

Most of the delegates interviewed felt that the location and timing of the course had helped make it possible for them to attend. For those who attended courses outside of Cardiff this was seen as more critical:

‘it was so nice to be in North Wales, an awful lot that comes up is South Wales based....everyone has appreciated it. I couldn’t have done it if not.’ (Trade Union)

Other data collected

CAB advisors have a system of forwarding cases from their initial gateway advisors to a series of specialists. In respect of discrimination cases this ultimately leads through a series of steps where appropriate help is identified and delivered to a specialist discrimination casework resource.

Current specialist funding for this service has been distributed through Citizens Advice Cymru to Flintshire CAB, Newport CAB and Race Equality First. Two of these specialist advisors participated in the semi-structured interview process.

The current total funding for this work across the three organisations for 2012/13 was £210,000 and a performance indicator was set of an annual total of 892 clients. This figure was exceeded. Very recently further funding for the period to September has been secured to continue this service.

In addition these specialist providers have been able to come to an arrangement with Sitel, the delivery agent for the Government Equalities Office for the referral of clients from telephone contact where they need case-work support. The CAB delivery service has maintained a referral service from CABx across Wales to ensure the geographic delivery is as wide as possible.

CAB hold central data regarding all advice cases and have information in respect of discrimination cases nationally. This data may be interrogated in respect of Wales and protected characteristics for which a charge would be made. This data would almost certainly be available by year and could help produce evidence on the impact of the course.

Trade Unions have a similar system where initial cases are dealt with by local representatives and are referred on to specialists and legal teams who are likely to be the people involved in completing ET1s and representing clients at tribunal. There was no data available in respect of discrimination cases within Trade Unions but it could be possible to explore this with Trade Unions to strengthen this evaluation.

These systems will affect the data above, in that just because there are not many ET1s completed or clients represented at tribunal, does not mean that they are not happening as a result of the course, but that they leave the course delegate who may not be aware of the ultimate outcome.

This was supported by the qualitative data where interviewees indicated they had passed cases 'up the line'. Those who identified having completed ET1s or represented clients at tribunal, tended to be the 'specialist' discrimination advisors.

All delegates interviewed felt that the course learning had increased their confidence to complete ET1s or at least to gather the information in a more meaningful way to assist their colleagues in taking forward.

Interview analysis

Interviews conducted

Analysis by year /gender /region

In all 25 interviews were conducted with delegates who had completed the courses. 3 were conducted with delegates who had not completed the training and 1 with the Director Citizens Advice Cymru.

Of these two were specialist CAB discrimination advisors; 9 were CAB advisors, 1 was a CAB centre manager. 14 were Trade Union representatives. 1 interview was conducted with a worker in a Women's Aid centre.

16 interviewees from the successful delegates were women and 9 were men. Two of the 3 who had not completed the course were men. The Women's Aid delegate was a woman. Overall therefore 19 women were interviewed and 10 men. This is not felt to be disproportionate to the representation on the course.

Interviewees had attended the following courses:

Cardiff 2006	1
Bangor 2007	1
Aberystwyth	1
Bangor 2009	3
Cardiff 2010	1
Bangor 2010	2
Cardiff 2011	3
Bangor 2012	6
Cardiff 2012	3
On line 2011	2
On line 2012	2

The Wrexham 2011 course did not have any interviewees.

Overall this is felt to be a fair spread – it is not entirely surprising that most respondents were drawn from the more recent courses. Many of the contact details for the earlier courses were incorrect and e mails bounced back. In addition earlier delegates would have moved on significantly from the learning and found it harder to remember details of the course. However, had there been more earlier delegates responding the number of cases identified might have been greater due to their longer experience of using the learning.

Findings

100% of the delegates interviewed had found the course appropriate, useful in their workplace and had increased their confidence. They would all recommend the course to others, and felt that it had better enabled them to identify when cases had a discrimination element to them.

Of those delegates who had not completed the training had 2 had not done so due to pressures of work and one because of a personal bereavement. All 3 still felt the learning had assisted them in their role and had been valuable. None identified the assessments as a reason for non-completion.

Findings from the interviews can be categorised into some common areas.

- Reasons for attending
- Confidence
- Impact on personal development
- Impact on the workplace
- Impact on clients
- Capacity of sector and workload

Reasons for attending

All interviewees had self-nominated for the course. In general they were motivated by the nature of the work they were involved in and by their own personal interest in the issues. There was no difference between the types of organisations represented in the motivation for attendance.

None had experienced any problems with release time or management of the time required by the course.

One CAB manager said:

‘when someone goes on the course we try to make it, you know mandatory. If they start they have to finish and that’s how we manage it.’

Confidence

All those interviewed felt that their confidence in dealing with discrimination cases and tribunal documentation and representation had been increased by the course. For those who had not had a discrimination case since the course or completed tribunal documentation or represented a client at tribunal they still felt the learning had been invaluable.

‘I have been a TU Officer for three years and was already quite aware of the importance of equality legislation and how to apply it. I have helped a large number of members with discrimination issues over this time. However, the course has really helped in terms of having a more detailed understanding of the legislation and how to apply it to real life scenarios.’ (Trade Union)

‘I think knowing about the 9 protected characteristics and how to look at things from that (perspective) has really helped me to work out what is really happening when people call.’ (CAB volunteer)

Learning appropriate to workplace

All but one of the interviewees had actively used the learning in the workplace.

‘It was too long ago for me to remember adequately. When I took the course I was a volunteer generalist advisor at the CAB, but left for unrelated paid work in 2007. This is the main reason the course did not hold any lasting benefit for me. If I had remained, I would have no doubt found it more useful. Our bureau had a specialist employment team of paid staff who dealt with complex employment cases and tribunals.’ (ex CAB volunteer)

‘I’ve used it to challenge them, it was unintentional but sexist language and I was more confident to say ‘hey you can’t say that’ that sort of thing.’ (Other organisation)

‘I’ve helped colleagues to get assessments for what they need – reasonable adjustments, for example for a woman who had Chronic Breathing Obstruction. I was able to support colleagues in how to make reasonable adjustments under the Equality Act.’
(Other organisation)

Most interviewees had used the learning in respect of dealing with clients. These delegates were from Trade Union and CABs. Where delegates were from other organisations they had used the learning more in respect of policy formulation and in advising the employer on discrimination issues.

‘I’ve been able to talk to management about (you know equality) how it matters when they do policy and decide things.’ (Other organisation)

‘Often, well sometimes, they just haven’t thought about reasonable adjustment or that sort of thing and when you talk about it it’s easy to make it happen. So I’ve got them to get special chairs and things like that for staff who need them.’
(Trade Union)

Other interviewees who had not necessarily had discrimination cases arise since the course had still used their learning in other roles:

‘I work as a town planner and the course has helped me analyse evidence and judgements in planning cases.’

‘It has helped me in my role as teacher governor at school – I was part of a group writing up a Strategic Equality Plan for the school. Useful in my role as SENCo (Special Educational Needs Co-ordinator) too.’

Cascaded learning

16 of the interviewees had specifically identified opportunities to cascade their learning from the course throughout their organisation.

3 had run training sessions for other staff, two had provided briefings at team meetings. 12 had circulated the material from the course with a message to all staff regarding its content and 4 had placed the materials in their organisations libraries and notified all staff of its availability.

‘I ran a special session for all staff and volunteers here and it went down really well. I’m not saying it covered everything we learned but it raised a lot of the issues and helped people know what I am on about.’ (CAB advisor)

‘they were all really interested in knowing about it (the course) and I think some of them will go on it if it runs again.’

Capacity of sector and organisations to identify and deal with discrimination cases

Interviewees were all asked about the capacity of the sector to identify and deal with the number of discrimination cases.

This was a difficult question for interviewees to answer as in general they only know about their own particular case load or office functions. For Trade Union officers they were unlikely to know the overall discrimination case load as cases were referred on to specialist officers. Within CABs there was some concern expressed as to the capacity of ‘gateway’ officers who provide the first contact point for all calls to identify discrimination issues. All CAB interviewees felt this course, or this type of training to be essential for all staff and volunteers.

‘I think it’s really vital – everyone should go on it.’

Capacity to release all staff and volunteers was the chief barrier.

For CABs there was universal concern regarding the capacity and continuation of the specialist advice services provided at the three centres. It was felt that this level of specialism was vital to deal with the number and complexity of cases coming through. Both specialist discrimination advisors interviewed had over 30 cases on hand each at the time of the interview.

Impact on clients

Although many interviewees could not, or were not willing to give details of cases taken a significant number did.

The cases varied widely across different grounds and at different levels of complexity. This often reflected the role of the interviewee within their organisation. So, not unexpectedly, the most detailed cases came from discrimination specialists either at a Union or CAB.

The discrimination specialist case worker in Flintshire CAB delivers a weekly Employment Drop in service from the Mold office and takes employment appointments in the Deeside office weekly. Part of this service includes representation services.

She reported her current case load to include:

- 3 pregnancy discrimination cases
- 5 disability discrimination cases
- 1 sex discrimination case
- 1 race discrimination case
- Two of the women assisted were dismissed because they were pregnant. One case was represented at Tribunal when she had been dismissed when she was in hospital with a pregnancy related illness. The tribunal awarded £3000 for injury to feelings.
- Another continuing case involves constructive dismissal. The case arose after an employee with learning difficulties was told after six years that her company couldn't sack her but she was pressured to resign.
- One woman was sacked after her duties were changed because she couldn't bend down to clean drains due to a disability.

Other cases identified from this specialist service include:

A client who was employed as a catering assistant in a café. She left work temporarily on maternity leave and whilst she was off work the business was sold as a going concern. She had intended to return to work at the end of her maternity leave but there was no job available for her. The bureau assisted with a claim of sex discrimination and the client was awarded a total sum of £11,424.93

The Client was in a senior position and while she was off on maternity leave she was not considered for a promotion. When this was queried by the Client she was told that they had not been expecting her to return to work following her maternity leave. Bureau assisted with a claim of sex discrimination, the Client was awarded a total sum of £4500.

The Client was subjected to physical and verbal harassment in the work place. She raised a formal grievance which took many months to conclude, by which time the Client was out of time to issue a claim of sex discrimination. Bureau assisted in issuing a late claim and represented Client at a pre-hearing review at the Tribunal at which time it was ruled that it would be just and equitable to allow her claim to proceed.

Client worked as hairdresser. After disclosing her pregnancy, employer prevented her from sitting down, made her do heavy lifting, go up ladders and do perms despite advice that this may be dangerous. Bureau assisted with claim of sex discrimination. Client was awarded £9,284 in compensation.

Client suffered an accident at work which injured his back and caused permanent disability. Client was later selected for redundancy as he was unable to work full time although this was due to his disability. The bureau helped him challenge his selection and claim disability discrimination and unfair dismissal. He was awarded £9,712.

Client was openly gay and harassed at work. A colleague searched through client's ebay account then maliciously claimed he had been purchasing sex toys at work. Client was suspended and at risk of dismissal. Bureau assisted with grievance and challenging suspension including raising concerns about sexual orientation discrimination. Client was reinstated; received written apology and harasser faced disciplinary action.

Client worked for a Working Men's Club and was subject to persistent negative language and harassment. When she came to the CAB she had no idea that she had a discrimination issue. She was supported in a claim of unfair dismissal and won her case.

Client worked for an undertakers and was in his early 60s. responsibilities were mainly driving but on occasion had to lift bodies into the hearse to bring them back to the funeral parlour. He had a recurring back problem which made it impossible for him to do this. He was dismissed on the grounds of inability to do the job. No offer was made by the employer before tribunal and he received £20K.

Client was sacked when pregnant. Employer claimed there were no hours available for her but she had worked 16 hours prior to pregnancy. Supported by CAB to tribunal and won unfair dismissal case.

'I acted for an employee of a well-known brewery. He had learning difficulties. He was disciplined and sacked for gross misconduct when doing a role not suitable for him and no adjustments had been made even though they (the employer) were fully aware of his condition. They refused negotiation and after a 2 day hearing he was awarded compensation.'

Trade Union interviewees were less specific about the outcome of their cases mainly because they were referred on to specialist officers once they reached a certain level. Once the cases left the local officers they were not made aware of the final outcome. However, the subjects they dealt with in cases were varied. Cases included tardiness, internet use, maternity, reasonable adjustment bullying and banter.

'I have only just completed the course but my learning is being applied to the discrimination cases currently on my caseload as an RCN Assistant Regional Officer.'

'I am currently supporting 2 members in relation to disability discrimination and the duty to make reasonable adjustments and a further case involving the parent of a child with severe autism who is needing some additional flexibility in terms of her working hours.'

'One is harassment of female by male. Referred to Branch Secretary because I was a close colleague of all main protagonists. I believe that the sufferer accepted a settlement without the case going to tribunal. Result was possibly the best obtainable, but she no longer works for the organisation and the other protagonist still does.'

'I tend to get bullying cases – too many people and not enough work or where language is inappropriate and offensive. I do a lot of negotiating between them (the employer and employee) and get it sorted without it ever being a 'case' as such.'

'Cases tend to be about conditions at work, Job Evaluation and Job descriptions mainly.'

'I take people through the grievance procedure – support them at interview that sort of thing and help them talk about the equality bit of it which the employer has never thought of.'

'I had one case of maternity leave and return to work. Her manager was making things difficult and saying she couldn't change her hours that sort of thing. Whatever she wanted he said she could only have the opposite mornings and afternoons that sort of thing. I told them about her right to her substantive post and it all got sorted out in the end.'

'We had one case where the employee was clearly doing the wrong thing but was trying to hide his disability. I handed it back to the steward but they were ready to give up with it. With my support and expertise from the course we were able to avoid a possible dismissal case.'

'Overseas nurses in particular experience discrimination and prejudice – stereotyping. We provide the initial advice and then refer on to the regional representative.'

‘I supported one gypsy traveller case – it was a DWP assessment case for benefits and she’d lost them. We didn’t get through the appeal process or to tribunal because she (the claimant) didn’t want to and couldn’t cope with all the forms and paper work.’

The most common type of case dealt with by Trade Union interviewees was disability and sickness absence. Several revolved around the implementation of standard processes on managing sickness absence and failure to make reasonable adjustment for disabled people.

‘I can’t tell you – there are too many at least 20-30 cases. They (the employer) just don’t seem to get disability and won’t make any adjustments to the system unless you absolutely go to the wall. Normally they do back down though, eventually.’

‘We had one man with a mental health issue who was doing really well – a really reliable employee. And then he had an episode, whether it was changes in his work I don’t know – but they just wouldn’t make any adjustments and he ended up being off for ages. When he came back though they did move him to different work so that he wasn’t on the phones all the time.’

‘One chap had Crohn’s disease – he was managing it perfectly well he hadn’t had time off sick for 8 years. He also had an underlying mental health issue which might or might not have been apparent. There were a couple of incidents when he fell ill – and he hit the 8 days (the point at which the sickness absence system triggers interview and warning). He had an interview and a warning and I helped him put in an appeal under the ‘Disabled Employees Consideration Procedure’ (DECP) but that took ages. All the stress of waiting led to his condition worsening and he ended up in hospital and was off for 4 months. All of that could have been avoided if they had just automatically allowed him the extra days under the DECP – it was just so self-defeating. He is now back and we have managed to negotiate him off of high pressure telephony work.’

One Trade Union delegate had used the learning to challenge the organisations expectations of adapting to change regardless of age.

‘They just expected everyone to evolve in the same way... there was no recognition of experience and no allowance for different paces. They introduced the ‘performance enhancement process’ for anyone who didn’t answer the right number of calls in the right time. We got them to change that when they had this case where an older woman – perfectly capable couldn’t cope with the pace...’

‘They just don’t seem to get that they might be doing indirect discrimination as an organisation – even when it’s pointed out.’

Conclusion and recommendations

There was universal support for the appropriateness and effectiveness of the Employment Tribunal Skills and Discrimination Law Course. All delegates interviewed or who responded to the questionnaire felt that the course had helped them identify and deal with discrimination cases and that similar training was not available elsewhere.

Recommendations

That the Equality and Human Rights Commission in Wales (EHRC) continue to run the Employment Tribunal Skills and Discrimination Law Course in Wales and give consideration to the expansion of provision.

All of the evidence from this evaluation indicates that the course adds value to individuals, organisations and the wider advice sector. There was no evidence of duplication in respect of content or impact.

All evidence indicated that the course enables delegates to better identify and support cases whatever their organisation.

There is undoubtedly evidence of the impact of the learning on the wider advice sector and in respect of individual cases identified and supported through the learning. The number of cases supported is further underpinned by the number of cases resolved informally outside of employment tribunal.

Respondents felt that there was a latent demand for the course that was not being tapped into. This included new audiences such as managers and policy decision makers responsible for Equality Impact Assessments and other advice providers.

That consideration be given to how the continuation of support for specialist CAB discrimination advisors across Wales could be best secured including making this course mandatory for such specialist advisors.

CAB advisors repeatedly evidence their reliance on the current specialist discrimination advisors in the three centres. Some CABs have a policy of not supporting individual clients to tribunal and always refer these cases up to the specialist support service. The volume and nature of the cases identified at these specialist centres indicates that this service is crucial to the completion of individual cases either to tribunal or to settlement.

Should this specialist service be withdrawn the evidence from this evaluation is that clients would have to be referred to private legal support which is likely to exclude most from seeing their cases through.

Despite the positive reports of the learning from the course most CAB delegates identified this service as essential in providing adequate support to individuals. Indeed, it was indicated that as the course led to advisors being more capable and confident in identifying discrimination cases demand for this specialist service is likely to increase.

That the further development and delivery of this course be closely aligned to the developments in respect of the wider advice sector in Wales, for example liaising with Wales TUC regarding the implementation of the Equality Representative programme in Wales.

The current commitment within the Welsh Government programme for Government to ‘work with trade unions and public authorities to establish trade union equality representatives across the public sector’ has been updated with the progress report that:

‘Discussions have been held with the Welsh Trade Union Congress to explore how best to establish Trade Union

Equality Representatives across the public sector in Wales, with the first representatives to be in place in 2013.’

Consideration should be given to ensuring that any training programme for these representatives does not duplicate this course, or that this course is available or mandatory for these representatives.

In June 2012 the Welsh Government announced a review into advice services in Wales to ‘explore how a stronger advisory network can be developed, so that services can be delivered consistently and universally across Wales.’

This evaluation and how the course is delivered in the future should feed into and inform this review on advice services across Wales.

That the provision of refresher training be considered in future delivery. This would not only ensure the continuing impact of the course and ensure that delegates were kept apprised of legal changes, but it would also support the continuing networking of delegates from across different advice services.

The majority of interviewees identified a need for refresher training to consolidate the course learning and to ensure knowledge remained up to date.

There was also considerable evidence in respect of the benefits of the mixed groups who attended the training and the informal networking opportunities this afforded. Refresher training would strengthen this benefit of the course and continue to increase capacity across the sector.

The formal accreditation and assessment contained within the course provision was found to lend credibility and status to the training. Further ways to strengthen and expand this accreditation should be explored for future provision.

No participants in the evaluation saw formal assessment as a barrier to participation. They all suggested that formal assessment and accreditation of the learning added weight and value to the learning and added incentive to their organisation and managers to ensure release time.

That the EHRC look at different ways of promoting the course within Trade Unions using their networks more effectively and that they consider widening invitations out to managers and others who may benefit from the learning.

Trade Union representatives who completed the course generally referred cases to full time or specialist members for further support. Whilst all the evidence indicated that they felt more confident and able to support individual discrimination cases, the Trade Union structure meant that they would in most formal cases pass the case on. There was no evidence that Trade Union representatives at this higher level had attended the course. It may be that this indicates that Trade Unions provide similar training for individuals undertaking this role and this should be explored to avoid duplication and to maximise the impact of this course.

Delegates from organisations other than Trade Unions and CABs had used the learning in different ways within the workplace bringing benefit to individuals and the organisation. For example they were able to advise employers regarding reasonable adjustments and several examples were given where the learning had been used to inform policy making and decisions. Consideration of how to widen out the potential delegates may be beneficial as well as exploring different funding mechanisms and opportunities.

Appendix A

Initial questionnaire sent to former students of the course

Evaluation of the Employment Tribunal Skills and Discrimination Law Courses 2006-2012

Purpose of the evaluation

The Employment Tribunal Skills and Discrimination Law Course was established with the purpose of increasing adviser capacity to provide discrimination advice in the field of employment. To enable the course to evolve and to ensure that the aims and objectives of the course are being met, the Equality and Human Rights Commission in Wales is undertaking an evaluation of courses.

It would be very helpful if you could take the time to complete this questionnaire and return to Kerry.wakefield@equalityhumanrights.com or alternatively post your response to Kerry Wakefield, Transfer of Expertise Officer, Equality and Human Rights Commission, 3rd Floor, 3 Callaghan Square, Cardiff, CF10 5BT. Please respond by the 1st March. If you would like to discuss any aspects of the evaluation please contact me via email or my direct line is 02920 447725.

Name	
Preferred method of contact and appropriate contact details	Telephone Email Letter
Course attended	Cardiff 2006 / 2007 / 2008 / 2009 / 2010 / 2011 / 2012 Bangor 2007 / 2009 / 2010 / 2012 Aberystwyth Wrexham 2011 On line 2011 / 2012
Did you successfully	Yes / No

complete the course	
Do you feel the course has equipped you with the ability to identify and assess the merits of a discrimination case?	Definitely Yes Yes slightly more than before the course No not really
How many discrimination cases have you dealt with since completing the course? (please give a breakdown of cases by protected group, for example gender, race, disability etc. if possible)	None Up to 10 Between 10 – 20 More than 20 Breakdown by strand:
How many clients have you assisted to satisfactorily resolve their discrimination cases outside of the ET arena?	None Up to 10 Between 10 – 20 More than 20
Have you drafted any ET documentation, such as discrimination questionnaires, ET1 etc. for clients wishing to pursue an ET case? (If so how many)	Yes No Up to 10 Between 10 – 20 More than 20
Have you represented any clients at ET, if so how many and if not would you be happy to do so in light of the training you	

received	
Has the course helped you in any other ways such as in personal development?	
Have you been able to use the learning from the course in your workplace?	
Have you undertaken any other training, courses or development following the training?	
<p>Would you be willing to discuss your experience of the course at a later date to assist the Commission with its evaluation?</p> <p>This could include any stories of your experiences</p>	
What could have been done differently on the course that would have improved your learning?	

Appendix B

Semi- structured interview questions

Evaluation of the Employment Tribunal Skills and Discrimination Law Courses 2006-2012

Purpose of the evaluation

The Employment Tribunal Skills and Discrimination Law Course was established with the purpose of increasing adviser capacity to provide discrimination advice in the field of employment. To enable the course to evolve and to ensure that the aims and objectives of the course are being met, the Equality and Human Rights Commission in Wales is undertaking an evaluation of courses.

We are conducting some semi-structured interviews to collect more data both qualitative and quantitative to help us in this evaluation.

Name	
Date and time	
Course attended	
Did you successfully complete the course	Yes / No
In what way have you used the learning from the course?	
Do you feel the course has equipped you with the ability to identify and assess the merits of a discrimination case? Do you feel more able to identify when a case has got an equality implication? Can you give examples	

<p>Do you think the individuals involved are aware of the equality implications?</p>	
<p>What proportion of your cases do you think have equality implications?</p>	
<p>Do you think that people know where to go with equality cases in Wales?</p>	
<p>Do you think there is sufficient capacity in Wales regarding equality advice and cases?</p> <p>Why?</p> <p>Do you think capacity and knowledge is growing in the advice sector and amongst clients?</p>	
<p>Have you represented any clients at ET, if so how many and if not would you be happy to do so in light of the training you received</p>	
<p>Has the course helped you in any other ways such as in personal development?</p> <p>How? Can you give specific examples?</p>	
<p>Have you been able to use the learning from the course in your workplace?</p> <p>Can you give examples?</p>	

<p>Have you undertaken any other training, courses or development following the training?</p> <p>Has the course encouraged you to do this and how?</p>	
<p>Can you tell me about any specific cases – in confidence of course and without revealing any names?</p>	
<p>Do you have records of the number of cases in your organisation and would those records identify equality cases?</p> <p>Would you be able to share the data (just numbers) with us? We are trying to build up a picture before and after the training to see what impact it has had</p>	
<p>Is there anything else you can add regarding the course or the types of cases you handle, the sector or capacity?</p>	

Appendix C

Questionnaire response analysis

Course	Organisation	Gender	Completed course	helped equip to deal with cases	Number of Discrimination cases	number of other cases	Gender	Age	
Cardiff 2006	Prospect	m	Y	Y	0				
	Newport CAB		Y	Y	10				
	UNISON	m	Y	Y	20+	10		5	
Cardiff 2007	Prospect	f	Y	Y	0				
	Cardiff and the Vale NHS Trust	f	Y	Y	0				
	HSBC AMICUS	f	Y	Y	0				
Cardiff 2008	UNITE	m	Y	Y	0				
	RCN	f	Y	N	0				
Cardiff 2009	Prospect	f	Y	Y	0				
Cardiff 2010	Newport CAB	f	Y	Y	20+	20+			
		F	Y	Y	0	0			
		m	Y	Y	10	10			
Cardiff 2011	NUT	F	Y	Y	0	0			
	Swansea CAB	M	Y	Y	10				
	GMB	F	Y	Y	0	0			
		F	Y	Y	0	0			
	Swansea CAB	F	Y	Y	10			5	
	Vale of Glamorgan CAB	M	Y	Y	10				
Cardiff 2012	Cynon Valley CABx	M	Y	Y	0	0			
	Welsh Refugee Council	F	Y	Y	0				
	RCN	M							
	Torfaen Women's Aid	F	y	Y	0				
	UNISON	F	Y	Y	10	10			
	Bangor 2007	UNISON Flintshire CBC	F	Y	Y	10	10		
	Aber	Aberystwyth CAB	M	Y	Y	10	10		
PCS		F	Y	Y	0	0			
PCS		M	Y	Y	0				
Bangor 2009	Conwy CBC	F	Y	Y	10			2	
	Anglesey County Council	F	Y	Y	0	0			
	Gwynedd CABx	F	Y	Y	10	10			
	Home Start UK	F	Y	Y	0	0			
Bangor 2010	union	M	Y	Y	2			1	
	Now Thomas	F	Y	Y	0	0			
	Wrexham CAB	M	Y	Y	0	0			
Wrexham 2010	Denbighshire CAB	M	Y	Y	0	0			
	Conwy UNISON	M	Y	Y	10				
Bangor 2012	Conwy CAB		Y	Y	10				
	PCS	F	Y	Y	2			1	
	PCS	F	Y	Y	10				
	Conwy CAB	F	Y	Y	0	0			
	RCN	F	Y	Y	10	0			
On line 2011	GMB	F	Y	Y	1				
	PCS	M	N	Y	10				

Disability	Race	pregnancy	no of clients supported	Completed ET1s Y/N	Number of ET1s completed	used training for personal development	used training in workplace	further training undertaken	
			0	N	0	Y	Y	Y	
			30	N	0	Y	Y	Y	
5			10	N	0	Y	Y	N	
			0	N	0	Y	Y	Y	
			0	N	0	Y	Y	Y	
			0	N	0	N	N	N	
			10	N	0	Y	Y	Y	
			0	N	0	N	N	N	
			0	N	0	Y	Y	Y	
mostly			30	Y	20+	Y	Y	Y	
			0	N	0	N	N	Y	
			10	N		N	Y	N	
			0	N	0	Y	Y	Y	
			0	N		N	Y	N	
			0	N	0	Y	Y	N	
			0	N	0	Y	Y	N	
5			10	N		Y	Y	N	
			10	Y		1	N	Y	N
			0	N	0	Y	Y	Y	
			0	N	0	N	Y	N	
			0	N	0	Y	N	N	
			N		0	Y			
			0	N	0	Y	Y	N	
			10	N	0	Y	Y	N	
			10	N	0	Y	Y	Y	
	5		30	Y	10	Y	Y	Y	
			0	N	0	Y	Y	N	
			0	N	0	Y	Y	N	
2			10	N	0	Y	Y	Y	
			0	N	0	Y	Y	Y	
	10		10	Y	10	Y	Y	Y	
			0	N	0	Y	Y	N	
	1		5	N	0	Y	Y	Y	
			0	N	0	Y	Y	N	
			0	N	0	N	N	N	
			0	N	0	Y	Y	N	
5	5		30	N	0	Y	Y	N	
4		4	10	Y	10	Y	Y	N	
1			2	N	0	Y	Y	N	
			10	N		Y	Y	N	
			0	N	0	Y	Y	N	
			10	N	0	Y	Y	Y	
	1 Gypsy traveller			Y	1	Y	Y	N	
			10	Y	10	Y	Y	N	