

Equality Review 2010/11

The following table illustrates how the OFT has furthered the aims of the general duty* of the Equality Act 2010

Our external work	Aims	Target group	Outcome/evaluation/comments
Consumer education and awareness	The overall aim is to empower consumers to make informed choices. See more information on campaigns in addition to those listed .	All	
1. Doorstep selling and scams aimed at older people		70+ age group	
2. Just Tick It	Alerting young people to fake ticketing websites	16 – 25 year olds	Both Just Tick It and Skilled to Go were evaluated in Apr 11. See OFT1323 – Evaluation the OFT's work .
3. Skilled to Go	A toolkit devised to support adult education by teaching every day consumer skills	Particularly aimed at those looking to improve numeracy and literacy skills	See above

Guidance	Where guidance is likely to affect a particular group, we will seek to engage with them as part of our consultation process		
1. Mental capacity	Sets out the obligations for creditors towards consumers who may lack the ability to make informed decisions	All creditors	The consultation closed in Apr 11. Final guidance is anticipated in Sep. For more information, see Mental Capacity Guidance .
Market studies	Market studies aim to look at a market with a view to identifying possible consumer detriment		
1. Mobility Aids	See more information on the scope of this project .	Users, carers and families	Ongoing
2. Private healthcare	See more information on the scope of this project .	Patients and users of private healthcare provision	Ongoing
Accessing information about our work	We recognise the importance of being open about who we are and what we do. See more information on our work to become more transparent .		

1. OFT website	The OFT's website has been re-developed and re-launched in May 2010. The website has an AA accessibility compliance status rating	All	Ongoing – any further website developments will comply with accessibility standards
2. Welsh Language Scheme		Welsh speakers	See details of the Scheme and the 2010 monitoring report .
Accessing our offices	We operate from offices in London and Edinburgh. Both buildings are accessible for wheelchair users and those with other disabilities. We also provide disabled parking bays. There are several offices that have been fitted with induction loops for those who are hard of hearing.	All	The premises is regularly reviewed as part of Health and Safety legislation
Our internal work	Specific actions relating to equality at the OFT can be found in our Action Plan which sets out our intentions for the coming year.	All OFT staff	The Action Plan is reviewed annually, and signed off by the OFT's Executive Committee. The next review is due in March 2012.
1. Vulnerability and equality project		All OFT staff	The report of this project is due to be published by the end of 2011

2. Sponsorship of two places on Stonewall's leadership development programme	To support gay, lesbian, bisexual and trans staff reach their leadership potential	Gay, lesbian, bisexual and trans OFT staff	Feedback on this initiative has been positive, and continues to be reviewed
3. Support for staff networks	We help staff set up networks to support various interest groups. We currently support networks covering multi-faith, Christians, carers, school governors and mental health	All OFT staff	Our approach to networks is that they have to be self-sustaining, and led by staff. Staff networks are not formally monitored.
Building and infrastructure			
1. Refurbishment of our London offices	To upgrade IT equipment and re-design the working environment on a more cost-effective basis	All OFT staff	Staff are currently being consulted on what would help them in their daily work. In accordance with our legal duties, Display Screen Assessments will be undertaken once internal moves are complete. DDA access audits and environmental audits will be undertaken as appropriate.

* The aims of the general duty as stated in the Equality Act 2010 are to: 'eliminate discrimination, harassment and victimisation; to advance equality of opportunity between those who share a relevant protected characteristic, and those who do not share it, and, to foster good relations between persons who share a relevant characteristic and persons who do not share it'