



THE CHARGE

**Institutionalised
employment
discrimination
of older people and
disabled people is
an injustice in
European Society.**

**What policies and
practices should
society adopt to
combat employment
discrimination
against older people
and disabled
people?**



**This leaflet can be made available
in Braille, on tape, on disc and
in large print. See back page for
contact information.**

DELIBERATE DIVERSITY will be a jury of 18 individuals who will meet for four days to carefully examine the issue of employment discrimination as it affects older people and disabled people. They will hear from a variety of expert witnesses and will deliberate together on the issue. At the conclusion of their moderated hearings, the members of the jury will present their recommendations in a report.

Deliberate Diversity will be a new approach to Citizens' Juries. It will involve people who directly represent groups of people at risk of exclusion and discrimination. It will also involve people from four European countries. This approach to a Citizens' Jury will not only propose solutions to an important issue for our society today; it will also explore the application of the jury process in a new set of circumstances.

By involving people who have direct experience of exclusion and discrimination as the jurors, Deliberate Diversity will create a testing forum and a reality check for the evidence and questioning of the witnesses. By involving people from several European countries, Deliberate Diversity will bring a wider perspective to solutions that can combat discrimination than would be achieved by a national focus.

The Jury will consider:

- Why the issue is important, what is work, what is disability and what is the effect of demographics.
- Innovative thinking and practices.
- Rights issues, legislation and fiscal incentives/disincentives.
- Employment practices and cultures - and do they differ across Europe.

DELIBERATE DIVERSITY is an Inquiry that will answer a charge of employment discrimination. It will be heard by an international jury of older people and disabled people. The Jury will be held over 4 days in Scotland in the Autumn of 2000. The Findings will be published in January 2001.

DELIBERATE DIVERSITY ~ PARTICIPATION IN PLANNING

The key participants are 18 jury members recruited and supported by the 7 partner organisations involved in the project (see back page). These organisations represent and work with groups of people at risk of exclusion and discrimination.

These 18 people will be closely involved throughout the planning and preparation of the event which will involve:

DEVELOPING UNDERSTANDING

- Discussing, by using both personal experience and existing research, the various direct and indirect ways people experience discrimination in employment.
- Discussing the reasons why discrimination persists.
- Using a simple framework to group the various approaches to combating discrimination - government legislation and quotas, wage subsidies, awareness-raising and efforts to change attitudes, good practice awards, company-wide policies, targeted support to individuals to find and keep work, training and retraining.

GATHERING KNOWLEDGE

- Making contact with organisations within each country to discover in-country examples of good practice or effective policies for combating discrimination, and producing short user-friendly reports

PLANNING THE EVENT

- Learning about citizens' juries - how they typically work
- Agreeing the specific way this one will work - e.g. hours of work, balance between discussion and taking evidence, role of facilitators, handling language barriers, how to record proceedings and produce the report
- Deciding which witnesses to call
- Agreeing travel, venue, accommodation arrangements
- Deciding what technology to use to enhance dispersed team working

The key element is effective co-operation and communication during the planning stage.

Partner agencies will provide support for jury members to meet and consult with other disabled and/or older people locally during the planning phase.

Planning the citizens' jury event will require considerable attention to detail to ensure the maximum participation by the members of the jury. Although people will have been able to develop their understanding of the issues throughout the planning phase, they will still have very different levels of knowledge and experience. They will have different personal perspectives on issues of employment and discrimination. They will come from four countries with very different cultures, policies and structures in relation to the labour market, social inclusion and welfare. They will speak four different languages.

A planning meeting will bring the partner organisations together at the start of the process. It will allow the partners to test and adapt methods of facilitation and interpretation. In advance of the citizens' jury meeting, an explicit protocol will be set out how the meeting will be managed so that it is as inclusive and effective as possible. This will include detailed briefings for and liaison with witnesses setting out the issues which are most relevant to the jury's work and providing guidance and assistance as necessary so that witnesses are able to communicate their knowledge clearly to the jury.



THE DELIBERATE DIVERSITY JURY PROCESS

SPONSORING BODY

The initiative for the project was taken by Scottish Human Services Trust (SHS) who put the original proposal to the European Commission for funding support under the Social and Employment Programme. SHS is responsible for overall management of the process.

PLANNING EVENT

The detailed planning of the Jury Process will be carried out by SHS and the partner organisations. An interactive planning event will be held in the Netherlands in Spring 2000 to set up the detailed arrangements for the Jury.

ADVISORY GROUP

The Advisory Group is composed of individuals knowledgeable on the topic who represent a range of perspectives. They provide advice concerning the charge, agenda, and witness selection.

CITIZENS' JURY

The partner organisations will each nominate 3 people to serve on the Jury which will be held in Scotland in the Autumn 2000. The aim is to achieve a mix of people representing different ages, disabilities and genders.

WITNESS SELECTION

People who are knowledgeable about employment issues will be selected as witnesses. The expert witnesses will provide background and in-depth information about various aspects of the issues. Witnesses will be selected to represent a variety of perspectives and opinions.

CHARGE

The charge is the task facing the jury. It will take the form of a question that the jurors address and answer during their deliberations.

HEARINGS The hearings will take place over four days during which the expert witnesses address key issues, respond to questions and engage in a dialogue with the jurors.

JUROR DELIBERATION

On the fourth day of the hearings the jurors deliberate together and answer the charge.

JURY'S REPORT

After final deliberations, the jury issues its findings and recommendations in a report. The recommendations will be written in the language that the jurors have developed themselves and approved.

EVALUATION

The evaluation of the Jury Process will be carried out by SHS. At the conclusion of the project, the jurors will complete a questionnaire. The communications with the partner organisations, participation by jurors, range of evidence from witnesses and the ways that the jury arrives at its conclusions will be assessed. The evaluation will review the relevance of the Citizens' Jury model as one approach to drawing conclusions on a complex subject of public concern.

PUBLICATION

The Jury's Report and the Evaluation Report will be made available in the languages of the participant organisations and it will be posted on a website in portable document format.

Citizens' Juries

Citizens' Juries have been promoted as an innovative approach to public participation in the decision making processes that establish policies that affect their communities. A jury of ordinary members of the community considers a complex question of public policy through a process of hearing evidence from a number of experts in the field who present a cross section of background facts and opinions on the topic. The jury sits for several days and through the presentation of information and the questioning of witnesses they become informed on the subject and then arrive at conclusions by discussing the issues amongst themselves.



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Deliberate Diversity is being supported by a grant from the European Commission

THE PARTNERS

SCOTLAND

SCOTTISH BORDERS Better Government for Older People Borders - A group that improves public services for older people in the Scottish Borders by better meeting their needs, listening to their views and encouraging and recognising their contribution.

SOUTH LANARKSHIRE Better Government for Older People South Lanarkshire - A project which works in partnership with older people to improve services and information provision and to enhance their skills.

(Better Government for Older People is a nationwide initiative in the UK by the Cabinet Office to promote projects that celebrate later life and empower older people to determine their own priorities and influence decisions which affect them and their local communities.)

FIFE Fife Independent Disability Network (FIDN) - A charity that promotes the inclusion of disabled people into society. FIDN works with other local organisations to reduce discrimination in access to buildings and to services.

ITALY

GENOA Centro Studi ASL3 - A public body which works with employers and employees in the workplace to enable people with disabilities to participate fully in the labour market and to develop the skills which employers need.

BOLOGNA AECA - A not-for-profit body that runs 23 vocational training centres helping marginalised groups to acquire skills that they need to take up integrated employment.

THE NETHERLANDS

Zuidwester - An institute that supports people with learning disabilities by providing residential services and supported employment. Zuidwester provides the support needed by employers and disabled people to promote work integration.

FINLAND

FDUV - A non governmental body that provides training, educational and leisure activities to encourage the integration of people with learning disabilities as full members of society.



Deliberate Diversity is an inquiry designed and managed by Scottish Human Services Trust to look into the challenge of creating a more inclusive workforce.

The inquiry will address the question: What measures make the most difference in achieving inclusion of older people and disabled people in employment?

DAY 1

THEME

How attitudes to older people and disabled people affect their employment prospects

DAY 2

THEME

Legislative and fiscal measures that act as incentives and disincentives to employing older people and disabled people

DAY 3

THEME

Good practice amongst businesses and services

DAY 4

**THE JURY
DELIBERATES**

What measures make the most difference in the inclusion of older people and disabled people in employment?

DELIBERATE DIVERSITY will be organised as a Citizen's Jury that will be held in Dynamic Earth in Edinburgh from 20th to 23rd November 2000. It will conduct the debate in a courtroom style of hearing at which 18 older people and disabled people form a jury and hear the evidence of a number of expert witnesses. After the witnesses have given their evidence the Jury will deliberate on the question and make recommendations about the way forward.

We know that older people and disabled people are under-represented in the workforce, and that this is both unfair and costly - for individuals, for employers and for society. DELIBERATE DIVERSITY is designed do some fresh thinking about what practical measures would help to change this situation in the short and long term.

Together, older people and disabled people represent a huge and increasing resource for business at a time when the population of younger workers is falling across Europe. Some businesses have already woken up to the potential of a mixed age, mixed ability workforce. A team of employees that better reflects the markets businesses serve can become a dynamic that increases competitiveness.

DELIBERATE DIVERSITY is a way of sharing experience on this important issue with three other European countries - Finland, Italy and the Netherlands. Jurors and witnesses from these countries will participate and help us to see where we can learn from other national cultures. It is also a way of sharing the experience and the Jury's findings with others interested in promoting diversity in employment.

Turn to the back page for contact details if you would like to be an observer for a part of the inquiry, visit our website or receive a copy of the final report.

This leaflet can be made available in Braille, on tape, on disc and in large print. See back page for contact information.

FACT FILE

OLDER PEOPLE

- 20% of the EU population are aged 60 or over.
- This percentage is increasing. By 2050, the proportion of people aged 60 or over is set to reach 35%, due to a combination of increasing life expectancy and decreasing birth rates.

Older people are under-represented in employment in the EU

- Only 36% of people aged 55-64 are in employment, compared to 68% of the total working age population.
- In addition, reports show that the proportion of older people in employment has been falling. In some countries, the percentage of older women (aged 55-64) in employment has been increasing slightly, but this has not compensated for the more dramatic drop in the percentage of older men in employment.
- Once unemployed, older people are more likely to remain unemployed for a long time than younger people are.

DISABLED PEOPLE

- 12% of the EU population are disabled people.
- As life expectancy increases, the percentage of disabled people in the EU is also set to increase.

Disabled people are under-represented in employment in the EU

- Only 28% of all disabled people are in employment in the EU compared to 68% of the total working population. The employment percentages of people with learning difficulties, and people who have been diagnosed with serious mental ill health are even lower.
- In addition, a recent study of several European countries also shows that the numbers of disabled people in employment are falling.
- Once unemployed, disabled people are at greater risk of remaining unemployed for a long time than their non-disabled peers.



EXPERT WITNESSES

Witnesses are an integral part of any inquiry. In this one provide information on the subject and stimulate debate the outcome.

During the first 3 days of the inquiry 19 witnesses from t contributions from many aspects of the topic.

Each witness is invited to provide their evidence in a 10 r one of a panel of 3 witnesses. This panel will then take q

THE JURY PROGRAMME

THE JURORS

The Jurors bring a range of experiences and abilities to the deliberations. They will use their personal experience and discussions, in small groups and as a full jury, to weigh up the evidence they hear.

Jurors will be informed by a briefing note prior to the start of the inquiry. This will give background information. It will also be given to witnesses so they can support or challenge any information in it.

Jurors will hear from 19 witnesses during the four day inquiry. They will have opportunities to question the evidence they hear and explore issues with them.

Jurors will meet at regular points to reflect on the evidence they have heard and to develop their views. The fourth day will be used exclusively for deliberation and preparation of the Jury's findings and recommendations.

LANGUAGE INTERPRETATION

This is the first time we are aware that a people's jury process will have been used to examine a question in more than one language. It presents a new dimension and a challenge for the jurors, the witnesses and the organisers alike. Simultaneous interpretation, arranged by the Integrated Language Services at Heriot Watt University, will mean that jurors and witnesses will be able to listen to what is said around the jury table in their home tongue.

"Work allowed me to relate with other people starting from my worth as a person. This is why employment is even more important for people with disabilities. The jury is a chance to test the evidence on this concept."

Eugenio Saltarel, Juror. Genoa, Italy

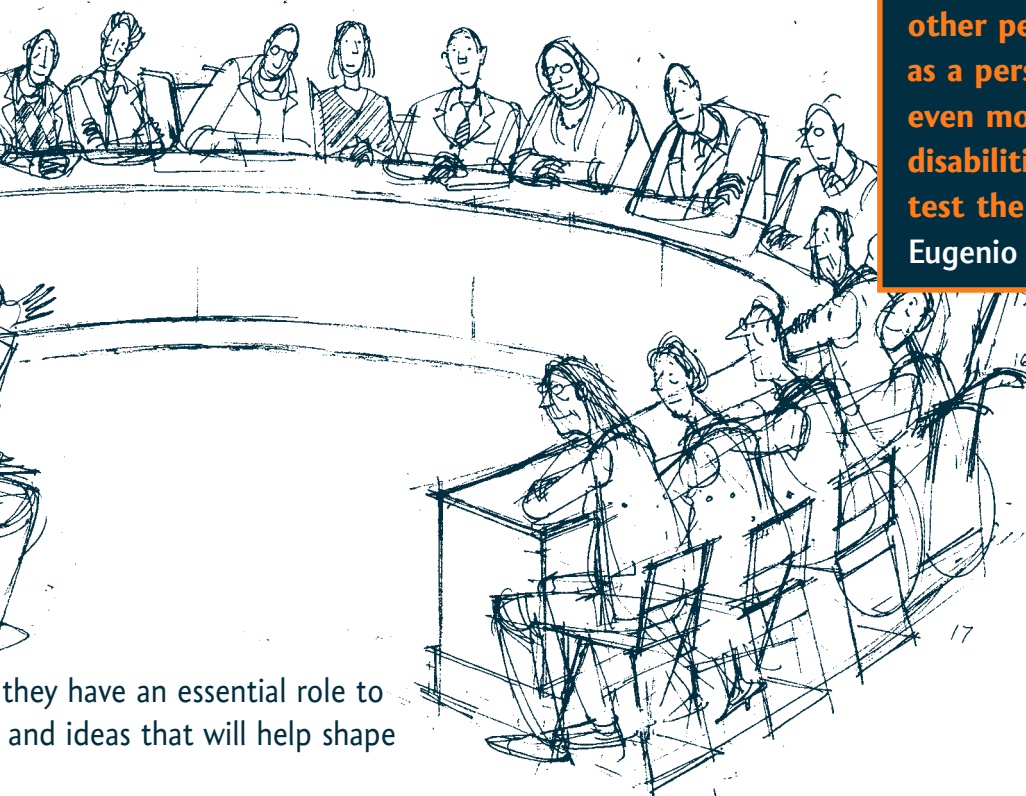
EVALUATING DELIBERATE DIVERSITY

The evaluation will assess the effectiveness of this particular approach to running a Citizens' Jury, and to review the Citizens' Jury model as an approach to civil dialogue. A multi-method approach is being used for the evaluation. The planning meeting has been evaluated by means of a questionnaire, and the actual Jury will be evaluated through a combination of monitoring, observation, jurors' questionnaires and participant interviews.

they have an essential role to and ideas that will help shape

the four participating countries will provide a range of

minute session. They will present their information as questions from the Jurors for 30 to 45 minutes.



OBSERVERS are welcome to attend the Jury proceedings. Like legal juries, we believe that the inquiry should be held in public so that fair decisions are seen to be done. However, it is equally important that the presence of observers does not interfere with the jury process and places will be limited. If you would like to be an observer please contact Robin Burley for a booking form.

Deliberate Diversity has used a participative approach to planning the inquiry by involving both our partner organisations and future jurors. One important step in this process was a two day planning workshop that we held with our partners and jurors in Rotterdam in May to start the detailed planning for the four day jury.



OUR PARTNERS



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about

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or visit us on the Net at:
www.deliberatediversity.org

Our website has information about the project and documents to download. The Jury Report will be published in Swedish, Dutch, Italian and English. You can also visit our chat room and join our deliberations.

AECA - a not-for-profit body based in Bologna that runs vocational training which helps marginalised groups to acquire skills that they need to take up integrated employment.

Centro Studi ASL3 - a public body in Genoa working with employers and employees to help people with disabilities to participate in the labour market and develop skills employers need.

FDUV - one of Finland's Swedish-language organisations working for people with a learning disability as members of the community with rights and obligations just like everyone else.

Fife Independent Disability Network - a charity that promotes inclusion and works with others to improve access to buildings and services.

Scottish Borders Better Government for Older People - a partnership which aims to improve public services for older people by listening to their views and recognising their contribution.

South Lanarkshire Better Government for Older People - a partnership involving older people in ways to improve services, information and their skills.

Zuidwester - a Dutch institute that supports people with learning disabilities by providing services that assists employers to promote work integration.

DELIBERATE DIVERSITY is being held with support from the European Commission and we are also grateful to the following organisations for their support:

- Cruden Foundation • Integrated Language Services
- Dynamic Earth • edNET • Macdonald Hotels Ltd
- Standard Life • Lothian University Hospitals NHS Trust
- Prontaprint, Dundee

Scottish Human Services Trust, 1a Washington Court, Washington Lane, Edinburgh EH11 2HA
Telephone 0131 538 7717 Fax 0131 538 7719 Email dd@shs.sol.co.uk

Deliberate Diversity

A Citizen's Jury to enquire into Employment Discrimination

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The Jury will consider:

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- Innovative thinking and practices.
- Rights issues, legislation and fiscal incentives/disincentives.
- Employment practices and cultures – and do they differ across Europe.

The Charge



Institutionalised employment discrimination of older and disabled people is an injustice in European Society.

What policies and practices should Society adopt to combat employment discrimination against older and disabled people?

Deliberate Diversity is an Inquiry that will answer a charge of employment discrimination. The Inquiry will be heard by an international jury of older and disabled people. The Jury will be held over 4 days in Scotland in the Autumn of 2000. The Inquiry Findings will be published on the Internet in January 2001.

Deliberate Diversity - Participation in Planning

The beneficiaries and key participants are 18 jury members recruited and supported by the 7 partner organisations involved in the project (see back page). These organisations represent and work with groups of people at risk of exclusion and discrimination.

These 18 people will be closely involved throughout the planning and preparation of the event which will involve:

Developing understanding

- Discussing, by using both personal experience and existing research, the various direct and indirect ways people experience discrimination in employment
- Discussing the reasons why discrimination persists
- Using a simple framework to group the various approaches to combating discrimination - government legislation and quotas, wage subsidies, awareness-raising and efforts to change attitudes, good practice awards, company-wide policies, targeted support to individuals to find and keep work, training and retraining.

Gathering knowledge

- Making contact with organisations within each country to discover in-country examples of good practice or effective policies for combating discrimination, and producing short user-friendly reports

Planning the event

- Learning about citizens juries - how they typically work
- Agreeing the specific way this one will work - eg hours of work, balance between discussion and taking evidence, role of facilitators, handling language barriers, how to record proceedings and produce the report
- Deciding which witnesses to call
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Partner agencies will provide support for jury members to meet and consult with other disabled and/or older people locally during the planning phase.

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A planning meeting will bring the partner organisations together at the start of the process. It will allow the partners to test and adapt methods of facilitation and interpretation. In advance of the citizens' jury meeting, an explicit protocol will be set out how the meeting will be managed so that it is as inclusive and effective as possible. This will include detailed briefings for and liaison with witnesses setting out the issues which are most relevant to the jury's work and providing guidance and assistance as necessary so that witnesses are able to communicate their knowledge clearly to the jury.

The *Deliberate Diversity* Jury Process

Sponsoring Body: The *Deliberate Diversity* initiative was taken by the Scottish Human Services Trust (SHS) who put the original proposal to the European Commission for funding support under the Social and Employment Programme. SHS is responsible for overall management of the process.

Planning Event: The detailed planning of the Jury Process will be carried out by SHS and the partner organisations. An interactive planning event will be held in the Netherlands in Spring 2000 to set up the detailed arrangements for the Jury.

Advisory Group: The Advisory Group is composed of individuals knowledgeable on the topic who represent a range of perspectives. They provide advice concerning the charge, agenda, and witness selection.

Citizen's Jury: The partner organisations will each nominate 3 people to serve on the Jury which will be held in Scotland in the Autumn 2000. The aim is to achieve a mix of people representing different ages, disabilities and genders.

Witness Selection: People who are knowledgeable about employment issues will be selected as witnesses. The expert witnesses will provide background and in-depth information about various aspects of the issues. Witnesses will be selected to represent a variety of perspectives and opinions.



Charge: The charge is the task facing the jury. It is in the form of a question that the jurors address and answer during their deliberations.

Hearings: The hearings will take place over four days during which the expert witnesses address key issues, respond to questions and engage in a dialogue with the jurors.

Juror Deliberation: On the fourth day of the hearings the jurors deliberate together and answer the charge.

Jury's Report: After final deliberations, the jury issues its findings and recommendations in a report. The recommendations will be written in the language that the jurors have developed themselves and approved.

Evaluation: The evaluation of the Jury Process will be carried out by SHS. At the conclusion of the project, the jurors will complete a questionnaire. The communications with the partner organisations, participation by jurors, range of evidence from witnesses and the ways that the jury arrives at its conclusions will be assessed. The evaluation will review the relevance of the Citizen's Jury model as one approach to drawing conclusions on a complex subject of public concern.

Publication: The Jury's Report and the Evaluation Report will be made available in the languages of the participant organisations and it will be posted on a website in portable document format.

Citizen's Juries



Citizen's Juries have been promoted as an innovative approach to public participation in the decision making processes that establish policies that affect their communities. A jury of ordinary members of the community considers a complex question of public policy through a process of hearing evidence from a number of experts in the field who present a cross section of background facts and opinions on the topic. The jury sits for several days and through the presentation of information and the questioning of witnesses they become informed on the subject and then arrive at conclusions by discussing the issues amongst themselves.

The Partners

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Scottish Borders

Better Government for Older People Borders - A group that improves public services for older people in the Scottish Borders by better meeting their needs, listening to their views and encouraging and recognising their contribution.

South Lanarkshire

Better Government for Older People South Lanarkshire - providing information for older people on rights and services and developing the skills of older people.

[Better Government for Older People - a nationwide programme that celebrates later life and empowers older people to determine their own priorities and influence decisions which affect them and their local communities.]

Fife

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ITALY

Genoa

Centro Studi Group

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Bologna

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