

Equality Outcomes 2013 -2017



How we developed our equality outcomes

We looked at all of the information we keep and use regarding equality. We considered how well we achieve our equality responsibilities and what more we can do. We have published this information in our report Towards Equality (2013) which highlights action for progressing the public sector equality duty over the next two years.

To better understand people's needs and expectations of us we listened to messages from equality groups representing age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

We will use the actions highlighted in our report Towards Equality (2013) to measure progress towards our equality outcomes and therefore this report must be seen as a follow up on the information evaluated in that report.

Equality and Human Rights Commission guidance encourages statements on outcome to be aspirational and linked to corporate objectives and outcomes.

Each outcome we have developed is linked to at least one of our corporate plan outcomes.

- Outcome 1: The quality of services in Scotland is improving.
- Outcome 2: People understand the quality of service they should expect and have a good experience of services centred on their needs, rights and risks.
- Outcome 3: The Care Inspectorate performs effectively and efficiently as an independent scrutiny body and works well in partnership with other bodies.

Consultation on the views of people with protected characteristics was carried out through web based research and direct contact with a range of equality groups and organisations in Scotland. We made sure that these groups and organisations were representative of all nine protected characteristics.

Care Inspectorate staff from across all of our areas of work, and from all over Scotland, have been involved in identifying evidence and gaps in our equality work.

We have engaged with the Scottish Social Services Council and Healthcare Improvement Scotland to develop statements which are understandable to people reading them and which can make a bigger difference to the lives of people affected by inequality and discrimination.

In carrying out this work we have had direct contact with Audit Scotland, Education Scotland, Healthcare Improvement Scotland, Her Majesty's Inspectorate of Constabulary for Scotland and the Scottish Social Services Council.

Equality Outcomes

1. **We take effective action to protect and promote the rights of people of all ages, sex including transgender, sexual orientation, those with disabilities, of all races and people of any or no faith or belief.**

Corporate Plan Outcome 2

2. **People of all ages and sex including transgender, sexual orientation, those with disabilities, of all races and people of any or no faith or belief, receive good and improving care and social work services.**

Corporate Plan Outcome 1

Corporate Plan Outcome 2

Corporate Plan Outcome 3

3. **More people of all ages and sex including transgender, sexual orientation, those with disabilities, of all races and people of any or no faith or belief tell us about the care and social work services they experience and want.**

Corporate Plan Outcome 1

4. **Our workforce, across all grades and occupations, best reflects and supports the needs of the people we serve.**

Corporate Plan Outcome 1

Corporate Plan Outcome 2

Corporate Plan Outcome 3

Towards equality outcomes: action plan

General duty	Equality outcome	Inequality	Action
<p>Eliminate discrimination harassment and victimisation</p>	<p>We take effective action to protect and promote the rights of people of all ages and sex including transgender, sexual orientation, those with disabilities, of all races and people of any or no faith or belief.</p>	<p>Groups including the Scottish Transgender Alliance and Lesbian Gay Bisexual Transgender Youth Scotland, highlight the devastating effects of discrimination, victimisation and harassment on people's lives, including those of young people. Leading to house moves, homelessness, abuse in domestic relationships, abuse from strangers, physical and sexual assault.</p> <p>These groups also campaign for equal rights in marriage and civil partnerships and for the elimination of discrimination and harassment in education, training and work.</p>	<p>We will gather, assess and use equality information relevant to registration, inspection, complaints, enforcement and serious incidents in 2013/15.</p> <p>We will monitor how our practice guides take account of equalities and the difference they make in addressing inequalities. 2013/15.</p> <p>We will publish information on the extent to which community planning partners are successfully tackling inequalities and closing outcome gaps through effective prevention and early intervention.</p> <p>We will focus on tangible results in improving the life chances of vulnerable children and young people.</p> <p>We will monitor records of staff incidents for people with protected characteristics and use this information to reduce discrimination, victimisation harassment or any other conduct prohibited by the Equality Act 2010 against our staff.</p> <p>We will raise awareness of our whistleblowing statement among our staff so that discrimination, victimisation and harassment experienced in the workplace can be quickly raised and addressed.2013-15</p> <p>To progress the equality duty we plan to gather, assess and use equality information about grievance and disciplinary incidents and whistleblowing in 2013/15.</p>

General duty	Equality outcome	Inequality	Action
Advance Equality of Opportunity	People of all ages and sex including transgender, sexual orientation, those with disabilities or who are from minority race groups and people of any or no faith or belief, receive good and improving care and social work services.	<p>Inclusion Scotland highlight the links between disability and learning difficulties with reduced literacy, income levels, employment, deprivation and use of the internet.</p> <p>Access to services and online services is a common problem faced by people with disabilities who suffer inequality because they are expected to use systems not designed to meet their needs, or which they do not have.</p> <p>Close the Gap are a gender equality group who work to address the gender pay gap. They highlight that this contributes to higher rates of poverty for women and children and pensioner poverty for women.</p>	<p>We will improve accessibility of information on our website and microsites further. We will publish all documents translated at the request of individuals on our website. 2013-15</p> <p>We will review how we carry out equality impact assessments (EIA) so that we consult with more people with protected characteristics who might be adversely affected by our policy development or implementation. 2013-15</p> <p>To make sure we continue to recruit and promote staff fairly. We will collect more information and carry out a more detailed analysis of our employment information in relation to the protected characteristic groups. We will use this information to inform our human resources strategy.</p> <p>We will monitor the ethnic diversity of our staff against other organisations to consider how well we achieve a workforce that best represents the equality interests of all people living in Scotland.2013 -15</p>

General duty	Equality outcome	Inequality	Action
<p>Fostering good relations between those who share a protected characteristic and those who do not</p>	<p>More people of all ages and sex including transgender, sexual orientation, those with disabilities or who are from minority race groups and people of any or no faith or belief tell us about the care and social work services they experience and want.</p>	<p>The Ethnic Minority Foundation annually updates on evidence of the number of black and ethnic minority organisations and the funding trends which show very low levels of support. Further studies show significant disadvantages for members of Black Minority Ethnic communities accessing mainstream and respite support services.</p> <p>Of the 170 Involved People who support our work, there is an under representation of young people, people with dementia, people from minority race groups, and people who are lesbian, gay bisexual or transgender.</p>	<p>We will develop and implement specific user group strategies – setting out how to involve more young people, harder to reach groups of people (those who experienced homelessness, domestic abuse, drug and alcohol addictions, criminal justice services) and those from ethnic minority communities</p> <p>We will collect equality information from all involved people and use this to ensure there is full representation of people from all of the protected characteristic groups.2013-15</p> <p>We will actively seek to share good practice findings with equality groups. We will encourage equality groups to highlight examples of good practice so that we can take account of these in all areas of our work 2013-15</p> <p>We will share our resources and research expertise in the development of innovative practices in the care and social work sector.2013-15</p>

General duty	Equality outcome	Inequality	Action
<p>All three parts of the general duty as defined above.</p>	<p>Our workforce, across all grades and occupations, best reflects and supports the needs of people with protected characteristics who we serve.</p>	<p>People from minority ethnic groups, people with disabilities, people who are gay, lesbian, bisexual or transgender, women, new parents and young people are disproportionately affected by lower income levels, employment and deprivation.</p>	<p>Our employee development plan includes compulsory training on equality and diversity for all new staff. Our employee development team have developed a training package for all staff and this will be delivered in 2013-15</p> <p>We will review our staff intranet so that staff can more easily research and reference information relevant to all of the protected characteristic groups. We will ensure there are many more links from our documents and publications to equality groups to support direct contact for people who do not share protected characteristics with those who do.2013-15</p>

Measuring Improvements

We see this action plan as a living document which we will amend as we progress. We will measure our progress towards meeting the public sector equality duty as action points identified within this plan are achieved. Further work on the action plan will be carried out to link action with existing quality and key performance indicators.

The action plan and outcome statements may be revised on the basis of new evidence about equality issues. In this way our work will be responsive to and driven by current equalities information.

Review date

We will report on progress not later than 30 April 2015.

We will review the outcome statements not later than 30 April 2017.

Headquarters

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY
Tel: 01382 207100
Fax: 01382 207289

We have offices across Scotland. To find your nearest office, visit our website or call our Care Inspectorate enquiries line.

Website: www.careinspectorate.com

Email: enquiries@careinspectorate.com

Care Inspectorate Enquiries: 0845 600 9527

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یہ اشاعت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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