

**Equality Outcomes and  
Mainstreaming Report**  
How we will mainstream equality  
Our outcomes for 2015–17



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You can find more information about equality and diversity within the Care Inspectorate on our website [www.careinspectorate.com](http://www.careinspectorate.com). You can also get information from our Involvement and Equalities Team by emailing [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com) or calling **0345 600 9527**.

# Introduction and background

This report sets out our revised equality outcomes for 2015-17 and how we intend to mainstream equality throughout the organisation as required by the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The report also includes:

- our new equality outcomes action plan 2015-17 which sets out the actions being proposed to fulfil both the general and specific duties in the next two years
- Care Inspectorate employment information including gender pay reporting (Appendix 1) – a breakdown of the structure of our organisation by protected characteristic (equality group)
- a summary of the consultation we did to inform our approach for the new outcomes and actions (Appendix 2).

We have also given some background information on equality legislation and the national breakdown by equality group, along with the steps we propose to take to fulfil the general and specific equality duties in the next two years.

## About the Care Inspectorate

Established in April 2011 under the Public Services Reform (Scotland) Act 2010, we are the official body responsible for inspecting standards of care in Scotland. That means we regulate and inspect care services to make sure they meet the right standards. We also carry out joint inspections with other regulators to check how well different organisations in local areas are working to support adults and children. We help ensure social work, including criminal justice social work, meets high standards.

Everyone is entitled to safe, high quality, compassionate care that meets their needs. It is against the law for care services to operate unless they register with us.

We inspect and grade around 14,000 regulated care services used by people of all ages and carry out around thousands of inspections of social care and health services every year. These include care homes for older people, adults and children; care at home services; child-minders and children's nurseries and housing support.

We believe that every person in Scotland should receive high quality, safe and compassionate care that reflects their rights, choices and individual needs through their whole care experience. We will contribute to this vision by:

- providing assurance and protection for people who use services and their carers
- delivering efficient and effective regulation and inspection that meaningfully involves people who use services and their carers
- supporting improvement and signposting good practice
- acting as a catalyst for change and innovation
- Working in partnership with people who use services and their carers, scrutiny, delivery and policy partners.

The Act also sets out specific duties for partnership working:

- **Duty of Co-operation**  
This duty requires us to collaborate closely with other scrutiny and improvement bodies like Healthcare Improvement Scotland, Education Scotland, Audit Scotland and Her Majesty's Inspectorate of Constabulary Scotland to co-ordinate our scrutiny activities so that regulation, inspection and audit across Scotland are efficient, effective and duplication is reduced. . We also play a key role in improving the quality of care across Community planning partnerships and in collaboration with other scrutiny bodies.
- **Duty of User Focus**  
This duty requires us to put people who use services and their carers at the heart of our work. This is critical to improving the quality, design and delivery of care across Scotland as well as making a significant impact in shaping our business activities and national policy developments.

## **Equality legislation**

The Equality Act 2010 harmonised over 100 pieces of existing equality legislation in an effort to reduce confusion, give equal protection to each group and introduce measures to help tackle these levels of discrimination. Particular elements of the Act have been brought into force gradually since 2010. In April 2011, the Public Sector General Duty was introduced, which is about the measures public sector organisations must take to:

- eliminate discrimination, harassment victimisation or any other prohibited conduct
- advance equality of opportunity
- foster good relations, by tackling prejudice and promoting understanding.

To underpin and support better performance of the General Duty, Scottish Ministers introduced further Specific Duties in 2013 which require us to:

- publish a report on the progress made on mainstreaming equality every two years
- publish equality outcomes report on their progress every four years based on evidence and involvement of equality groups and communities;
- equality impact assess all new and existing policies (including decisions, for example financial) taken by public authorities;
- gather and publish employment data on the structure of the organisation by protected characteristic
- publish statements on equal pay between equality groups and on occupational segregation from equality groups in particular grades and particular occupations
- consider award criteria and conditions in relation to public procurement
- publish information in a manner that is accessible.

The Equality and Human Rights Commission (EHRC), scrutinises how the equality duties are implemented. It is a Non-Departmental Public Body working across Great Britain with the responsibility to uphold and promote equality and human rights law. The Commission has significant powers to enforce the equality duties, including launching official inquiries and formal investigations.

## Protected characteristics

The Equality Act 2010 introduced nine protected characteristics outlined below.

Protected characteristic	Definition
Age	Where this is referred to, it refers to a person belonging to a particular age (for example, 32 year olds) or range of ages (for example 18 - 30 year olds).
Disability	A person has a disability if they have a “physical or mental impairment which has a substantial and long-term adverse effect on that person’s ability to carry out normal day-to-day activities.”
Gender reassignment	The process of transitioning from one gender to another.
Marriage and civil partnership	In Scotland, marriage is no longer restricted to a union between a man and a woman but now includes a marriage between two men or two women. Same-sex couples can also have their relationships legally recognised as civil partnerships. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).

Protected characteristic	Definition
Pregnancy and maternity	Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth, and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.
Race	Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and/or nationality (including citizenship) ethnic or national origins. This includes Scottish Gypsy/Travellers.
Religion and belief	Religion has the meaning usually given to it but belief includes religious and philosophical beliefs including lack of belief (for example atheism). Generally, a belief should affect your life choices or the way you live for it to be included in the definition.
Sex	A man or a woman.
Sexual orientation	Where a person's sexual attraction is towards their own sex, the opposite sex or to both sexes ie Heterosexual/Straight, Lesbian, Gay or Bisexual.

### Scotland's population

In 2011, the Scottish Government surveyed all households in Scotland which asked a number of questions in relation to equality. This information provided a benchmark for equality work including employee monitoring. However, the 2011 Census survey did not ask questions relevant to all protected characteristics - most notably sexual orientation, gender reassignment and pregnancy/maternity. Below, we give information from the Census along with some key facts about the levels of inequality, discrimination and harassment faced by particular groups of people in Scotland today.

<b>Age</b>		
<ul style="list-style-type: none"> <li>The UK has one of the worst records in Europe on age discrimination, with nearly two out of five people claiming they have been shown a lack of respect because of how old they are<sup>1</sup>.</li> </ul>		
The mean age was 40.1 years in Scotland on the day of the Census (27th March 2011). Trends show that Scotland has an ageing population with 43.3% of the population aged over 45 years.	All people	100
	% 0 to 4 years old	5.5
	% 5 to 15 years old	11.8
	% 16 to 29 years old	18.5
	% 30 to 44 years old	20
	% 45 to 59 years old	21.1
	% 60 to 74 years old	15.5
	% 75 years old and over	7.7
<b>Disability<sup>2</sup></b>		
<ul style="list-style-type: none"> <li>Only about half of disabled people of working age are in work (50%), compared with 80% of non-disabled people of working age.</li> <li>Employment rates vary greatly according to the type of impairment a person has. Disabled people with mental health problems have the lowest employment rates of all impairment categories at only 21%. The employment rate for people with learning disabilities is 26%.</li> <li>Disabled people are more than twice as likely as non-disabled people to have no qualifications (26% as opposed to 10%).</li> </ul>		
The majority of the population (82%) stated their health was good or very good. This ranged across the country from 77% in Glasgow City to 87% in Aberdeenshire. The proportion of people in Scotland with a long-term, activity-limiting health problem or disability was 20%.	All people	100
	% With no condition	70.1
	% With one or more long-term health conditions	29.9
	% With deafness or partial hearing loss	6.6
	% With blindness or partial sight loss	2.4
	% With learning disability (for example, Down's Syndrome)	0.5
	% With learning difficulty (for example, dyslexia)	2.0
	% With developmental disorder (for example, Autistic Spectrum Disorder, Asperger's Syndrome)	0.6
	% With physical disability	6.7
	% With mental health condition	4.4
% With other condition	18.7	

<sup>1</sup> <http://www.theguardian.com/society/2011/oct/30/ageism-european-social-survey>

<sup>2</sup> <http://www.gov.scot./Topics/People/Equality/>



<b>Gender reassignment<sup>3</sup></b>		
<ul style="list-style-type: none"> <li>No questions relevant to gender reassignment were asked in the Census questionnaire. However, Stonewall Scotland estimates that there are over 10,000 transgender people in Scotland, with 1,000 having undergone a gender reassignment process.</li> </ul>		
<b>Marriage and civil partnership</b>		
<p>The proportion of adults (people aged 16 and over) in Scotland who are married is 45%, a five percentage point decrease since 2001.</p> <p>There were 7,000 people (0.2% of adults) who reported that they were in registered, same-sex civil partnerships.</p>	All people aged 16 and over	100
	% Single (never married or never registered a same-sex civil partnership)	35.4
	% Married or in a registered same-sex civil partnership	45.4
	% Separated (but still legally married or still legally in a same-sex civil partnership)	3.2
	% Divorced or formerly in a same-sex civil partnership which is now legally dissolved	8.2
	% Widowed or surviving partner from a same-sex civil partnership	7.8
<b>Pregnancy and maternity</b>		
<ul style="list-style-type: none"> <li>Evidence suggests that in 2013 the annual number of pregnancy related workplace dismissals in the UK had doubled since 2005 at over 60000 dismissals<sup>4</sup>.</li> </ul>		
<p>No information is available on pregnancy and maternity from the Census. However, 14,772 births were registered in Scotland in 2012, so this gives an indication of the number of pregnancies and women in the maternity period.</p>		
<b>Race and ethnicity</b>		
<ul style="list-style-type: none"> <li>Racial crime remains the most commonly reported hate crime, with 4,148 charges in 2013-14, more than twice the number for the other four categories of hate crime combined.</li> </ul>		
<b>Gypsy/Travellers<sup>5</sup>:</b>		
<ul style="list-style-type: none"> <li>Life expectancy for Gypsy/Traveller men and women is 10 years lower than the national average.</li> <li>Gypsy/Traveller mothers are 20 times more likely than the rest of the population to have experienced the death of a child.</li> </ul>		

<sup>3</sup> Hate Crime in Scotland 2013-14, <http://www.copfs.gov.uk/publications/equality-and-diversity>

<sup>4</sup> <http://www.maternityaction.org.uk>

<sup>5</sup> <http://www.scotland.gov.uk/Resource/0041/00417010.pdf>

<p>The Census revealed that Scotland became a more ethnically diverse country in the decade to 2011. Scotland's minority ethnic population doubled, from 2% to 4% of the total population (from around 102,000 to 211,000 people).</p> <p>White non-British groups also increased, from 3% to 4% of the population (127,000 to 222,000 people). Together, minority ethnic and white non-British groups made up 8% of Scotland's population in 2011.</p> <p>Although there are no official figures on the number of Gypsy Travellers in Scotland, numbers are estimated at between 15- 20,000 people, or less than 0.5% of the Scottish population. This estimate includes those living on Council/Registered Social Landlord Sites (RSL), private sites and unauthorised encampments as well as those who live in ordinary housing<sup>6</sup>.</p>	All people	100
	White: total	96.02
	% White - Scottish	83.95
	% White - British	7.88
	% White - Irish	1.02
	% White - Polish	1.16
	White - other	1.93
	Mixed or multiple ethnic groups	0.37
	Asian, Asian Scottish or Asian British: total	2.66
	Indian, Indian Scottish or Indian British	0.62
	Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0.07
	Chinese, Chinese Scottish or Chinese British	0.64
	Other Asian	0.40
	African: Total	0.56
	African, African Scottish or African British	0.55
	Other African	0.01
	Caribbean or Black: Total	0.12
	Caribbean, Caribbean Scottish or Caribbean British	0.06
	Black, Black Scottish or Black British	0.04
	Other Caribbean or Black	0.01
Other ethnic groups: Total	0.27	
Arab, Arab Scottish or Arab	0.18	
Other ethnic group	0.09	

<sup>6</sup> <http://www.equalityhumanrights.com/about-us/devolved-authorities/the-commission-in-scotland/scottish-news/gypsy-travellers-in-about-us/devolved-authorities/the-commission-in-scotland-a-resource-for-the-media>

<b>Religion and belief</b>		
<ul style="list-style-type: none"> <li>There were 587 charges with a religious aggravation reported to the Crown Office and Procurator Fiscal Service in 2013-14<sup>7</sup>.</li> </ul>		
<p>Scotland became a less religious country in the decade to 2011. Almost 40% (2 million people) of the population stated they had no religion in 2011, an increase of over half a million people from 2001. There were increases in the number of people recording non-Christian denominations, with the next largest religious group, Muslim, increasing by 80% to 77,000 people.</p>	All people	5,295,403
	% Church of Scotland	32.44
	% Roman Catholic	15.88
	% Other Christian	5.50
	% Buddhist	0.24
	% Hindu	0.31
	% Jewish	0.11
	% Muslim	1.45
	% Sikh	0.17
	% Other religions	0.29
	% Other religions	36.66
% Not stated	6.95	
<b>Sex</b>		
<ul style="list-style-type: none"> <li>Violence against women persists with 36,552 domestic abuse charges reported to the Crown Office and Procurator Fiscal Service in 2013-14. These include 10 homicides and 554 serious assault and attempted murder charges<sup>8</sup>.</li> <li>Scotland's gender pay gap - the difference in pay between women and men - remains high at 11.5%(2014)</li> <li>Women working part-time still earn 32.4% less than men working full-time, as part-time work continues to be concentrated in low-pay, low-skill jobs.</li> </ul>		
<p>The results of the Census showed that there were more women than men living in Scotland. This was also the case for all council areas except for Shetland Islands.</p>	All people	100
	Males	48.5
	Females	51.5

<sup>7</sup> Hate Crime in Scotland 2013-14 , <http://www.copfs.gov.uk/publications/equality-and-diversity>

<sup>8</sup> [http://www.copfs.gov.uk/publications/statistics\\_domesticabusechargesreported2013-14.pdf](http://www.copfs.gov.uk/publications/statistics_domesticabusechargesreported2013-14.pdf)

### Sexual orientation<sup>9</sup>

- Two in five (41%) LGBT people would expect to be discriminated against by staff at a residential home for older people if they were a resident.
- A third (33%) of LGBT people would be uncomfortable being open about their sexual orientation or gender identity with adult social care staff.
- One in six (16%) LGBT people say they have experienced poor treatment because of their sexual orientation or gender identity when accessing a public service in the last three years.
- Of Lesbian, Gay or Bisexual pupils, 52 % experience homophobic bullying and 99% hear homophobic language such as “you’re so gay” and “that’s so gay” on a regular basis.
- Sexual orientation aggravated crime is the second most common type of hate crime. The number of charges reported has risen each year since the legislation was introduced, to stand at 890 in 2013-14<sup>10</sup>.

Questions around sexual orientation were not asked in the Census. The organisation Stonewall Scotland estimates that the number of Lesbian, Gay, Bisexual and Transgender people in Scotland is around 300,000 – 5% to 7% of the population.

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<sup>9</sup> [http://www.stonewall.org.uk/documents/gay\\_in\\_britain.pdf](http://www.stonewall.org.uk/documents/gay_in_britain.pdf)

<sup>10</sup> Hate Crime in Scotland 2013-14, <http://www.copfs.gov.uk/publications/equality-and-diversity>

# Mainstreaming equality in the Care Inspectorate

## Background to mainstreaming equality

Mainstreaming the Equality Duty simply means integrating equality into our day-to-day work. This means taking equality into account in the way we exercise our functions. In other words, equality should be an integral part of everything we do. The Equality and Human Rights Commission gives this further information on mainstreaming equality for public bodies.

“Mainstreaming the equality duty has a number of benefits including:

- equality becomes part of the structures, behaviours and culture of an organisation
- an organisation knows and can demonstrate how, in carrying out its functions, it is advancing equality
- mainstreaming equality contributes to continuous improvement and better performance.”

Our Corporate Plan 2014–18 acknowledges our equality obligations and commits to meeting our equality goals and publishing our progress in this area. Through the implementation of our Corporate Plan we will continue to ensure that equality and diversity issues are given priority and mainstreamed across the organisation.

We have outlined below some examples of how we are mainstreaming, and will continue to mainstream, equality in the organisation.

### **Involving People with protected characteristics in our work**

We are committed to involving people from all equality groups in our work. In particular we involve people who use care services and their informal carers (family members / friends), many of whom live with disabilities. Our Involving People, Improving Services Plan outlines our Involvement Charter and the actions we are taking to achieve these aims. We believe we can make care services in Scotland better by working with people who have personal experience of those services. To ensure we are involving people meaningfully, we created the Involvement and Equalities team in September 2013 to progress the actions within our Involvement Plan. We use a range of different involvement activities to get as many people from different protected characteristic groups involved in the work we do.

These include:

### Inspection volunteers

We currently have around 70 inspection volunteers who accompany our inspectors on inspections of care and social work services. We also involve young people aged 18 – 26 years with experience of using care services in our inspection process. We receive support from Move On, a charity organisation to allow young people to be fully involved in the inspection process, from running focus groups with young people using services to seeking information and views from senior managers. We support our volunteers to work with us by offering training, paying expenses and meeting any support needs they may have.

### Involving People Group

This group meets regularly to help us develop and improve the work we do. Members also help us train and recruit staff; consult on project groups; make presentations at external events and services; recruit new involved people and take part in internal working groups. We currently have around 30 core members of the Involving People Group, with an additional 40 who receive information about our work and contribute in different ways.

### Equality consultations

To enhance our policy work and inform us better of the barriers faced by people from different protected characteristic groups, we ask for the views, opinions and feedback of these groups and their representative organisations.

We gather these views by holding equality consultation events, promoting our equality surveys and inviting feedback, comments and input into any area of our work.

We also use the information we receive to inform our equality impact assessment processes and ensure that we are producing policies that are fit for purpose and are inclusive regardless of protected characteristic groups.

You can find more information on our involvement opportunities on our website [www.careinspectorate.com](http://www.careinspectorate.com) or by emailing us at [getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com)

### **Equality Implementation Group**

The Equality Implementation Group was set up in 2013 to help support the delivery of the equality outcomes and mainstreaming report published in April 2013. The group is chaired by our Head of Quality and Improvement and involves staff members from each service across the organisation. The purpose of the group is to:

- monitor progress (within the Care Inspectorate) on meeting the duties of the Equality Act 2010 including the Public Sector Equality Duties
- discuss, debate and make recommendations to the Executive Team on equality issues;
- progress, review and report on annual equality outcomes and report to Executive Team and Board;
- support the mainstreaming of equality issues and information across the organisation.

### **Awareness raising of equality issues**

It is important that our Board members and employees are aware of equality requirements and issues so that they can be considered in decision making and the delivery of our functions. As such, a range of equality information is made available on our website or provided directly to our employees and Board Members. The following list highlights the main ways that information on equality issues is shared internally.

- Briefing notes are provided for staff groups on particular issues, including on staff policies which affect people with protected characteristics.
- Regular updates to employees on the social networking platform 'Yammer'
- Articles on equality in the employee magazine, Connect.
- Information on national equality dates and commemorations on our intranet, along with suggestions on how staff can get involved (for example LGBT History Month, Holocaust Memorial Day, International Women's Day).

We also provide information externally through the following channels:

- regular articles on equality in our magazine, Care News
- a dedicated equality page on the Care Inspectorate website.

### **Equality impact assessments**

All new policies that are considered by our Executive Team should have an equality impact assessment carried out, or a statement from a senior manager confirming that the policy has no negative impact on people with protected characteristics. We are in the process of revising our Equality Impact Assessment Toolkit to ensure that it can help managers and policy authors achieve the aims in our Action Plan 2015 – 17 by undertaking more comprehensive and robust equality impact assessments of policies, procedures and practices.

The Toolkit will be used to better assess whether the policies that guide our work, the procedures we operate and the day-to-day working practices, are likely to have a positive or negative impact on different groups within our diverse communities.

This will have a direct impact on preventing direct and indirect discrimination, advance equality of opportunity and help foster good relations between communities, all of which are required to ensure the design and delivery of good public services for all.

We are currently reviewing our processes for publication of completed equality impact assessment reports.

### **Equality and diversity training for care inspectorate employees**

All Care Inspectorate employees are required to undertake mandatory equality and diversity training. The current equality and diversity training is delivered in group settings and gives an overview of equality legislation, case studies and examples of good practice. The training also includes a group discussion exercise, which encourages participants to question their own bias, stereotypes and preconceptions of different equality groups.

We are currently investigating online options for how we can deliver ongoing equality and diversity training and include aspects of it in our corporate induction process. Over the next two years, we will also be developing training on specific equality issues such as awareness of LGBT issues following feedback from staff.

Employees are also encouraged to seek advice from the Involvement and Equalities Team on particular equality issues they may encounter.

### **Reporting, monitoring and review**

We consider mainstreaming of equality to be a journey of continuous improvement. As such, we will work with our colleagues in other organisations to identify and consider additional projects that will help mainstream equality.

We will publish a review of progress of our approach to mainstreaming equality in the Care Inspectorate in April 2017. This will be evidence based, and use the same kinds of data and methods that we have used for this stage of the work.

The Equality Implementation Group, supported by the Involvement and Equalities Team, will be responsible for driving progress on mainstreaming equality.

We will publish updates on progress on our website, provided in alternative formats on request.



# Employee information

This section provides information on the make-up of our organisation in terms of the protected characteristics. You can find full details on other aspects required, including gender pay gap and equal pay statement, at Appendix 2.

## How we collate employment information

We currently ask our employees to provide information on their equality protected characteristics through our online payroll system. All employees have access to this system and use it to request annual leave, view pay slips and submit expenses where appropriate. The information is stored securely and can only be viewed by the person to whom the information relates and by a small group of staff from the Organisational Development team. Statistical information is shared with the Involvement and Equalities Team.

In 2014/15 we conducted an exercise to encourage staff to disclose their equality information through the payroll system. We communicated with staff through the intranet and our internal online social networking site Yammer, to encourage them to input the information. We also gave information to allay any fears about how we would use this information and included the Stonewall publication, 'What's it Got To Do With You'<sup>11</sup>.

We then reported the information staff gave, to provide a snapshot of the organisation and its make-up as at February 2015. At this time, we had 611 members of staff.

## Who are our employees?

Of the employees who gave information before 30 January 2015:

- 81% are female
- 76% are aged between 40-59 years
- 1.3% have a disability
- 34.9% are married or in a civil partnership
- 1% are of Black or Minority Ethnic (BME) ethnicity
- 19.5% say they have no religion/belief
- 2.2 % are Lesbian, Gay or Bisexual

You can find more information on our employee data at Appendix 2. We are aware however, that this information does not provide a full picture of our employees. More work is needed to encourage employees to provide this information and we have set out actions to try to improve disclosure rates and confidence in how we will use these statistics.

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<sup>11</sup> [http://www.stonewall.org.uk/documents/gay\\_in\\_britain.pdf](http://www.stonewall.org.uk/documents/gay_in_britain.pdf)

# Equality outcomes 2015–2017

## Setting the scene

Outcomes are the changes that happen for individuals, communities, organisations as a result of action we have taken. Outcomes can include short-term benefits, such as changes in awareness; knowledge; skills; and attitudes as well as longer-term benefits, such as changes in behaviours; decision making; or social and environmental conditions.

By focusing on outcomes rather than objectives, the Care Inspectorate aims to bring practical improvements in the life chances of those who may experience discrimination and disadvantage.

In 2013, we identified four equality outcomes we wanted to achieve.

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.
2. People of all ages and sex, including transgender, sexual orientation, those with disabilities, all races and people of any or no faith or belief, receive good and improving care and social work services.
3. More people of all ages and sex including transgender, sexual orientation, those with disabilities, all races and people of any or no faith or belief tell us about the care and social work services they experience and want.
4. Our workforce, across all grades and occupations, best reflects and supports the needs of the people we serve.

The Equality Duties require us to review progress in meeting equality outcomes every two years. They also allow us to develop new equality outcomes. Following our experience of implementing actions to meet the outcomes, together with research, feedback and consultation we have decided to replace our existing outcomes with eight new equality outcomes refocused on what we want to achieve in 2015 – 17. The equality outcomes are not the only things we will be doing to support equality, but they do show priority areas for improvement in the next two years.

The equality outcomes we have identified cover all protected characteristics. However, we recognise through our research, evidence gathering and engagement that some groups still face high levels of discrimination and disadvantage. As such, we have also developed specific actions for the following groups:

- people with disabilities
- older and younger LGBT people
- Gypsy/Travellers.

## **Consultation and engagement around new outcomes**

We held a consultation event on Monday 16 February 2015 in Glasgow, to look at the development of new equality outcomes. The event had representation from around 30 organisations and individuals who work in the area of equality.

We also held an online consultation from 16 February - 6 March 2015. We received over 60 responses, from a mixture of equality organisations, charities, public services and Care Inspectorate employees. You can find full details at Appendix 3.

Feedback from both equality consultations showed that people were in favour of the proposed new equality outcomes and we incorporated many suggestions for actions and improvements in our new action plan.

We also want to strengthen our approach to engagement on equality issues and we raised this at our consultation event and in the online consultation. Respondents agreed the need to develop a specific approach which could extend to an equality advisory group. We will be considering how we can develop our equality engagement mechanisms over 2015 and this is included in our new action plan for 2015 -17.

## **Equality outcomes: information and evidence base**

The duties require that we identify equality outcomes based on evidence. We have drawn on our experiences progressing our equality actions over the past two years and what our consultation respondents told us. We have also carried out extensive research on national and local equality information and statistics to develop our equality outcomes.

- Scotland's Census data 2011 and 2001.
- Scottish attitudes survey data.
- Analysis of issues raised at equality and diversity training for Care Inspectorate staff.
- Hate Crime in Scotland 2013-14, Crown Office and Procurator Fiscal statistics.
- Data from the Scottish Governments Equality Evidence website.
- Employment monitoring data (see section on employment).
- Significant Inequalities in Scotland – Research Report 61 – EHRC.
- Maternity Action: Overdue- a plan of action to tackle pregnancy discrimination now.

- A range of information on discrimination cases from journal Equal Opportunities Review.
- Being the gay one: Experiences of lesbian, gay and bisexual people working in the health and social care sector, Stonewall.
- Measuring Up? Monitoring public authorities' performance against the Scottish Specific Equality Duties, June 2013, EHRC.
- Measuring Up? Report 2: Monitoring public authorities' performance of the employment duties, September 2013, EHRC.
- Measuring Up? Report 3: Monitoring public authorities' performance of the Scottish Specific Duties, November 2013, EHRC.
- Your services, your say – LGBT People's Experiences of Public Services in Scotland, Stonewall Scotland 2014.

## Our equality outcomes 2015-2017

We have developed six new equality outcomes based on evidence gathering, research, consultation and engagement.

1. People from and across all protected characteristics can and do tell us about the care and social work services they experience and want.
2. Plans and policies developed by the Care Inspectorate are informed by the needs and issues identified by equality groups and people who use and provide care services.
3. Care Inspectorate services including offices and information can be accessed and utilised by people from and across the nine protected characteristics.
4. The care service providers we register and regulate demonstrate an awareness and understanding of equality issues for people using their care services.
5. There is an increased awareness of equality issues across the Care Inspectorate workforce and this awareness is used to enhance and improve our work with protected groups.
6. Our workforce is more representative of the diverse population of Scotland and employees from and across all protected characteristics feel valued and can maximise their potential to deliver an effective service.

## **Reporting, monitoring and reviewing our equality outcomes**

We will publish a review of the progress we have made in meeting our equality outcomes in April 2016 and April 2017. The Equality Implementation Group, supported by the Involvement and Equalities Team, will be responsible for driving progress on meeting our equality outcomes.

We will publish updates on progress on the Care Inspectorate website and provide them in alternative formats on request.

## **Further information**

You can find more information about equality and diversity within the Care Inspectorate on our website [www.careinspectorate.com](http://www.careinspectorate.com). You can also get information from our Involvement and Equalities Team by emailing [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com) or calling 0345 600 9527.

# Equality outcomes action plan 2015–2017

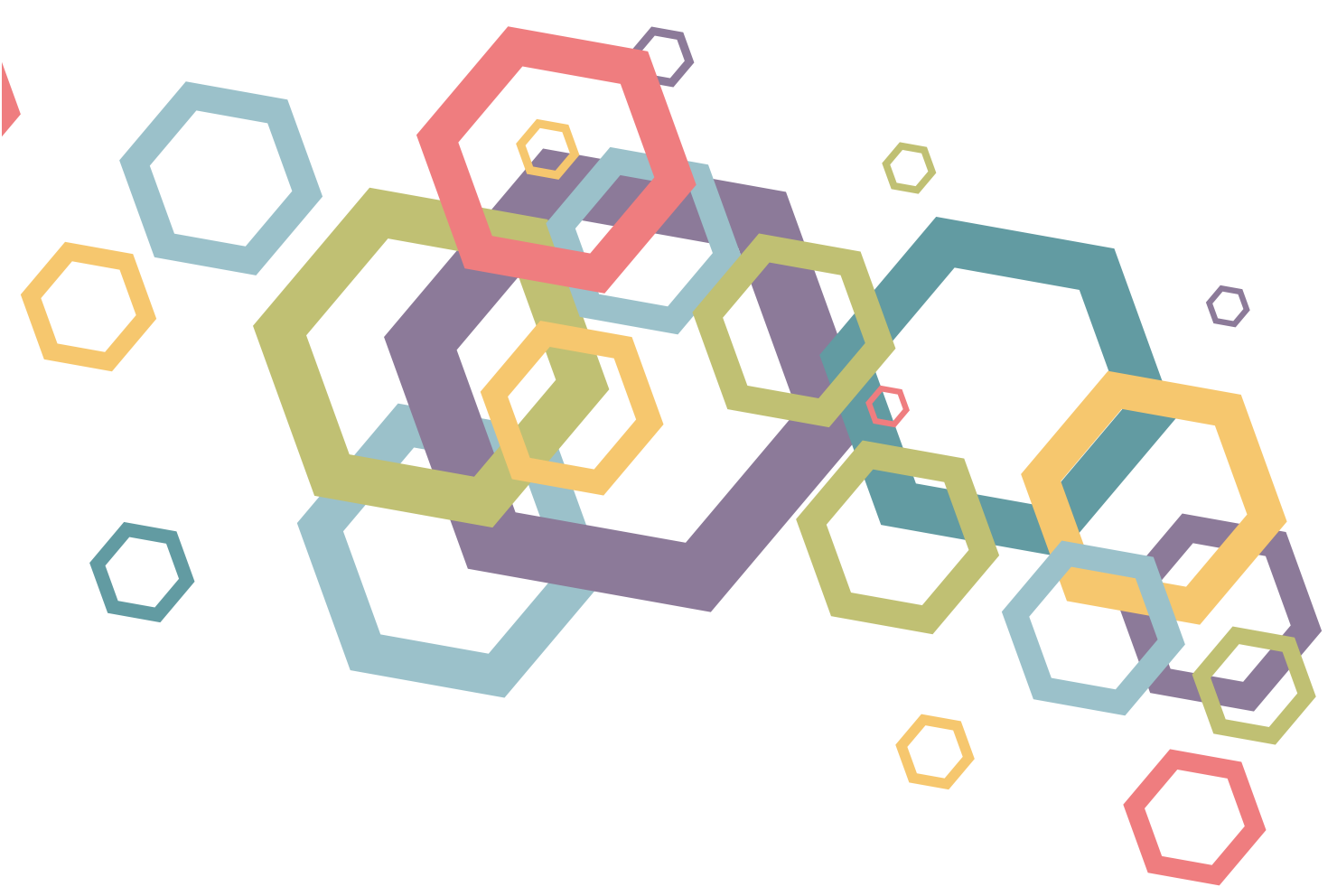
	Outcome	Action(s)	Timescale	Link to general duty	Link to CI strategic objective
1	People from and across all protected characteristics can and do tell us about the care and social work services they experience and want.	Undertake equality monitoring exercise through our National Enquiry Line and Complaints.	June 2016	Eliminate Discrimination	To support peoples' understanding of high quality, safe and compassionate care by promoting standards and quality of service they should expect and make sure their voices are heard.
		Better link with community groups and organisations to provide information on the role of the Care Inspectorate and on how people can contact us.	June 2015 and then ongoing	Advance Equality of Opportunity	
		Link with community groups and equality organisations to provide information on our inspection volunteer programme and Involving People Group, and encourage wider and deeper involvement for a range of people.	May 2015 and then ongoing		
		Consider development of Equality Advisory Group or similar to enhance our approach to engagement on equality issues.	October 2015		
		Ensure that equality issues are fully considered and incorporated as part of our on-going review of Scrutiny and Improvement.	April 2017		
2	Plans and policies developed by the Care Inspectorate are informed by the needs and issues presented by equality groups and people who use and provide care services.	Roll out and provide information the new Equality Impact Assessment Toolkit to all teams across the organisation.	To be completed by September 2015	Eliminate Discrimination	To build capacity within care to make sure there is high quality development and improvement of rights based care across Scotland.  To support and inform local and national policy development by providing high quality, evidence based advice and information.
		Create a process for publication of results of equality impact assessments on the website.	June 2015	Advance Equality of Opportunity	
		Develop regular briefings on equality issues as they arise and share with all services to help inform equality impact assessments.	August 2015	Foster good relations	
		Further engage the Involving People Group in advising on key policies and plans.	April 2016		

	Outcome	Action(s)	Timescale	Link to general duty	Link to CI strategic objective
3	Care Inspectorate services, including offices and information, can be accessed and utilised by people from and across the nine protected characteristics.	Develop plan to undertake assessment of accessibility of Care Inspectorate offices.	August 2015	Eliminate Discrimination	To perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others.
		Review the website, printed materials, and communication channels and consult with our stakeholders to ensure that all members of the community are able to access information.	Link with existing timeline to review website	Advance Equality of Opportunity	
		Engage with equality organisations to consider how best to publish our equality information in accessible and engaging formats.	June 2015 onwards		
4	The care service providers we register and regulate demonstrate an awareness and understanding of equality issues for people using their care services.	Develop a regular briefing on equality issues for care providers - highlighting key equality issues and resources.	August 2015 and then ongoing	Eliminate Discrimination	To build capacity within care to make sure there is high quality development and improvement of rights based care across Scotland.  To support and inform local and
		Develop a plan for equality briefing sessions at stakeholder events.		Advance Equality of Opportunity	
		Consider how we can provide equalities improvement support to care services as part our overall improvement strategy for the care sector.	2016/17	Foster good relations	

5	There is an increased awareness of equality issues across the Care Inspectorate workforce and this awareness is used to enhance and improve our work with protected groups.	Agree a series of equality dates and commemorations to be marked and promoted to all staff.	May 2015	Eliminate Discrimination Advance Equality of Opportunity	To perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others.
		Ensure that equalities issues are linked into the Organisational Development strategy, with a blend of learning and awareness opportunities for staff and emphasis on the internal and external customer experience.	April 2016	Foster good relations	
		Provide regular information bulletins to staff and Board members on key equality issues as they emerge.	May 2015 and then ongoing		To build capacity within care to make sure there is high quality development and improvement of rights based care across Scotland.
		Consider establishing an annual 'Equality and Diversity Week' for staff with a series of seminars, and information sessions on offer.  Develop active online discussion forums around equality issues.	August 2015		To support and inform local and national policy development by providing high quality, evidence based advice and information.
		We will identify and work with disability organisations to develop information guides and training opportunities for staff, ensuring staff are confident about their improvement role around equalities in the workplace.  We will identify and work with organisations who engage with particular community groups, including Scottish Gypsy/Travellers, to develop information guides for staff.	August 2015 and then on-going		To perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others.
		We will develop a range of information resources and publish on our website and intranet.	December 2015 for initial information to be published	Eliminate Discrimination	To perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others.



		We will undertake actions to meet the requirements of the LGBT Charter mark in conjunction with LGBT Youth Scotland.	Initial award achieved by May 2016. We will then achieve next level of award by April 2017.	Advance Equality of Opportunity Foster good relations	To perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others.
		We will work with a wide variety of equality groups to raise awareness of key equality issues for people using care services, for example by working with LGBT Age to deliver awareness raising seminar on issues specific to LGBT older people.	May 2015		
6	Our workforce is more representative of the diverse population of Scotland and employees from and across all protected characteristics feel valued and can maximise their potential to deliver an effective service.	Develop an action plan to promote job opportunities to under-represented groups and ensure that the current review of recruitment takes into account equalities issues  Work with the SSSC to consider equalities issues in the care sector more widely	October 2015 with implementation before April 2017.	Advance Equality of Opportunity Foster good relations	To perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others.
		Identify training opportunities for staff in relation to particular equality issues and provide on a regular basis, as part of the agreed OD strategy. Develop support groups and other mechanisms related to specific protected characteristics as appropriate.	Ongoing	Advance Equality of Opportunity Foster good relations	To perform effectively and efficiently as an independent scrutiny and improvement body and work in partnership with others.



# Appendix 1

1. Our employees – workforce profile and our full and part-time workforce
2. Recruitment - people applying for jobs and new starters
3. Employees requesting training and development
4. Employees involved in grievances and disciplinaries
5. Employees leaving the organisation
6. Equal pay – equal pay statement
7. Gender segregation and pay gap
8. Actions

## 1. Our employees – February 2015

The information in this section refers to all employees of the Care Inspectorate. Information is expressed as a percentage of employees with each protected characteristic and has been rounded up or down where it is less than 1%. Therefore, there may be slight variances in totals.

Since our last equality mainstreaming report, we have established systems to make sure we are able to collect more information to carry out a detailed analysis of our employment information in relation to the nine protected characteristics.

Most of the information outlined below has been generated by our new HR and payroll system, which is currently being introduced on a phased basis. Once it is fully functional this new system will help further improve our data capture and reporting.

At this stage, more work is needed to improve our data capture in the following areas.

- **Promotion:** At this stage, we are unable to report on this area. Our new HR and payroll system will enable us to record and monitor internal appointments and promotions in the future.
- **Training:** The information in this report does not include all training available to staff. It is also based on training requested rather than training actually attended. Again, our new HR and payroll system will enable us to record and monitor this more fully and accurately in the future.
- **Appraisal:** At this stage we are unable to report on this area. Again, our new HR and payroll system will enable us to record and monitor participation in our appraisal scheme.

In some parts of our report, there are high responses in the 'prefer not to say' category. There are two reasons for this - the first is where the employee has declined to answer a question, the second is where the employee has filled in the 'prefer not to say' section of the form. Since our last report, we have taken steps to encourage employees to provide as much information as possible to help us to gain a better understanding of our workforce profile. In January and February 2015, we conducted an exercise to encourage staff to disclose their protected characteristic information through our new online HR and payroll system. Although staff have been encouraged to do this for a number of years, there has been some reluctance to do so. Earlier this year we sent information to staff through a number of routes to encourage them to input the information by Friday 30 January. We also provided information to allay any fears as to how we would use this information and included the Stonewall publication 'What's it Got To Do With You '.

The following tables provide information on the protected characteristics of our employees based on the information in our HR and payroll system on 2 February 2015.

Please note that where there is an asterisk\* this denotes that there are less than 10 people within this category and we have chosen not to publish as this may lead to identification of individuals.

## **Our workforce profile**

At the time of analysis, the Care Inspectorate has 611 employees.

### **1. Age**

84.4% of our workforce is aged between 40 and 65 years of age. Over half (53.7%) is between 50 and 65 years of age. We do employ people aged 65 and over but unfortunately, we cannot report on this as the numbers are so low that it may identify the individuals. The majority of our workforce (45.2%) is between 50-59 years old. This is reflective of the ageing population in Scotland, as 43.3% of the Scottish population is over 45 years of age.

### **2. Disability**

1.3% of our workforce consider themselves to have a disability, and 24.2% do not consider themselves to have a disability. In reality, this figure may be higher as 72.5% have not stated whether they have a disability or not and 2% would prefer not to say. We know from the census information that 20% of the population consider themselves to have a long-term, activity-limiting health problem or disability.

### **3. Gender reassignment**

None of our workforce has said they have undertaken gender reassignment. 67.6% of responses were either 'not stated' or 'prefer not to say'.

### **4. Marital status**

Over a third (34.9%) of our workforce is married or in a registered same-sex civil partnership. 50% were 'prefer not to say' or 'not stated'.

### **5. Ethnicity**

From the people who shared this information, just over half of our workforce is white (52.2%). When compared with the census information from 2011 it suggests our workforce is more ethnically diverse than the Scottish population. However, 46.5% did not share this information so the results might not be accurate.

### **6. Pregnancy/maternity**

In the interests of anonymity for individual staff, with such low numbers being reported, we have not broken the information down as it may identify the individual(s).

## 7. Religion/belief

The most common reported religions are Church of Scotland, Roman Catholic and 'other' Christian. This is similar to the census information.

## 8. Sex

81% of our workforce is female and 19% are male. This is a general trend that has not changed in previous years. We know that our workforce is unusual as the Scottish population as a whole is almost half male, half female. We also know that historically, the caring profession, from which we predominantly recruit, has attracted and employed more females than males.

## 9. Sexual orientation

43.2% of our workforce says they are heterosexual. The numbers for gay men, lesbian and bisexual were so low that we cannot share this. Over half were 'not stated' or 'prefer not to say' so the figures may be higher.

Age	Numbers	Percentage of the org as a whole
All people	611	100%
Under 21 year olds	0	0
21 to 29 years old	27	4.4%
30 to 39 years old	64	10.5%
40 to 49 years old	188	30.7%
50 to 59 years old	276	45.2%
60 to 65 years old	52	8.5%
65 years and over	*	*
Prefer not to say	0	0

Disability	Numbers	Percentage of the org as a whole
All people	611	100%
With a disability	*	*
No disability	148	24.2%
Prefer not to say	12	2%
Not stated	443	72.5%

<b>Gender reassignment</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	611	100%
Undertaken gender reassignment	0	0
No gender resassignment	198	32.4%
Prefer not to say	15	2.5%
Not stated	398	65.1%

<b>Marital status</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people aged 16 and over	611	100%
% Single (never married or never registered a same-sex civil partnership)	50	8.2%
% Married or in a registered same-sex civil partnership	213	34.9%
% Separated (but still legally married or still legally in a same-sex civil partnership)	*	1.3%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	28	4.6%
% Widowed or surviving partner from a same-sex civil partnership	*	*
Prefer not to say	15	2.5%
Not stated	291	47.5%

<b>Ethnicity</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	611	100%
White: total	319	52.2%
% White – Scottish	213	34.9%
% White – other British	92	15.1%
% White – Irish	*	*
% White – Polish	0	0
White – other	*	*
Mixed or multiple ethnic groups	*	*
Asia, Asian or Asian British: total	0	0
Indian, Indian Scottish or Indian British	*	*
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	0	0
Other Asian	0	0
African: total	*	*
African, African Scottish or African British	*	*
Other African	0	0
Caribbean or Black: Total	0	0
Caribbean, Caribbean Scottish or Caribbean British	0	0
Black, Black Scottish or Black British	*	*
Other Caribbean or Black	0	0
Other ethnic groups: total	0	0
Arab, Arab Scottish or Arab British	0	0
Other ethnic group	0	0
Prefer Not to say	*	*
Not stated	285	46.5%

<b>Pregnancy/maternity</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All women	495	81%
Pregnant	*	*
Within maternity period (12 months of birth of child)	*	*
Not pregnant	*	*
Prefer not to say	*	*



<b>Religion/belief</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	611	100%
Church of Scotland	92	15.1%
Roman Catholic	42	6.9%
Other Christian	20	3.3%
Buddhist	0	0
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	*	*
Other religions	*	*
No religion	119	19.5%
Not stated	302	49.4%
Prefer not to say	32	5.1%

<b>Sex</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	611	100%
Males	116	19%
Females	495	81%
Prefer not to say	0	0

<b>Sexual Orientation</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	611	100%
Heterosexual (Straight)	264	43.2%
Gay Man	*	*
Lesbian	*	*
Bisexual	*	*
Not stated	312	51%
Prefer not to say	22	3.6%

## Our full time workforce

### Full time

There are 508 employees working full time. Seventy-eight per cent of full time jobs are occupied by women and this is similar when we compare this to previous years. 53% of full time employees are aged between 50 and 65.

Age	Numbers	Percentage of the org as a whole
All people	508	100%
Under 21 years old	0	0
21 to 29 years old	25	4.9%
30 to 39 years old	50	9.8%
40 to 49 years old	160	31.5%
50 to 59 years old	239	47%
60 to 65 years old	30	5.9%
65 years and older	*	*
Prefer not to say	0	0

Disability	Numbers	Percentage of the org as a whole
All people	508	100%
With a disability	*	*
No disability	126	24.8%
Prefer not to say	10	1.9%
Not stated	363	71.8%

Gender reassignment	Numbers	Percentage of the org as a whole
All people	508	100%
Undertaken gender reassignment	0	0%
No gender reassignment	168	33.1%
Prefer not to say	14	2.8%
Not stated	326	64.1%

<b>Marital status</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people aged 16 and over	508	100%
% Single (never married or never registered a same-sex civil partnership)	46	9.1%
% Married or in a registered same-sex civil partnership	174	34.2%
% Separated (but still legally married or still legally in a same-sex civil partnership)	*	*
% Divorced or formerly in a same-sex civil partnership which is now legally dissolved	25	4.9%
% Widowed or surviving partner from a same-sex civil partnership	*	*
Prefer not to say	13	2.5%
Not stated	239	47%

<b>Pregnancy/maternity</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All women	397	100%
Pregnant	*	*
Within maternity period (12 months of birth of child)	*	*
Not pregnant	*	*
Prefer not to say	*	*

<b>Ethnicity</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	508	100%
White: total	265	52.2%
% White – Scottish	177	34.8%
% White – other British	78	15.4%
% White – Irish	*	*
% White – Polish	0	0
White – other	*	*
Mixed or multiple ethnic groups	*	*
Asia, Asian or Asian British: total	0	0
Indian, Indian Scottish or Indian British	*	*
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	0	0
Other Asian	0	0
African: total	*	*
African, African Scottish or African British	*	*
Other African	0	0
Caribbean or Black: Total	0	0
Caribbean, Caribbean Scottish or Caribbean British	0	0
Black, Black Scottish or Black British	*	*
Other Caribbean or Black	0	0
Other ethnic groups: total	0	0
Arab, Arab Scottish or Arab British	0	0
Other ethnic group	0	0
Prefer Not to say	*	*
Not stated	233	45.9%

<b>Religion/belief</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	508	100%
Church of Scotland	67	13.2%
Roman Catholic	37	7.3%
Other Christian	16	3.1%
Buddhist	0	0
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	*	*
Other religions	*	*
No religion	106	20.9%
Not stated	248	48.8%
Prefer not to say	31	6.1%

<b>Sex</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	508	100%
Males	111	21.9%
Females	397	78.1%
Prefer not to say	0	0

<b>Sexual Orientation</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	508	100%
Heterosexual (straight)	221	43.5%
Gay Man	*	*
Lesbian	*	*
Bisexual	*	*
Not stated	*	*
Prefer not to say	20	3.9%
Not stated	255	50.2%

## Our part time workforce

We offer a range of flexible working arrangements to help our employees balance their working lives with their personal lives. This includes part time working. Of the 103 employees we employ in part time work, 95% are female and well over half (57%) of part time employees are aged between 50 and 65. This shows part time working is popular amongst female employees and employees over the age of 50.

Age	Numbers	Percentage of the org as a whole
All people	103	100%
Under 21 years old	0	0
21 to 29 years old	*	*
30 to 39 years old	15	14.4%
40 to 49 years old	28	27.1%
50 to 59 years old	37	35.9%
60 to 65 years old	22	21.1%
65 years and older	0	0
Prefer not to say	0	0

Disability	Numbers	Percentage of the org as a whole
All people	103	100%
With a disability	*	*
No disability	19	18.4%
Prefer not to say	*	*
Not stated	80	78.6%

Gender reassignment	Numbers	Percentage of the org as a whole
All people	103	100%
Undertaken gender reassignment	0	0
No gender reassignment	30	29.2%
Prefer not to say	*	*
Not stated	72	69.9%

<b>Marital status</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people aged 16 and over	103	100*
% Single (never married or never registered a same-sex civil partnership)	*	*
% Married or in a registered same-sex civil partnership	39	37.9%
% Separated (but still legally married or still legally in a same-sex civil partnership)	*	*
% Divorced or formerly in a same-sex civil partnership which is now legally dissolved	*	*
% Widowed or surviving partner from a same-sex civil partnership	*	*
Prefer not to say	*	*
Not stated	52	51.8%

<b>Pregnancy/maternity</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All women	98	100%
Pregnant		
Within maternity period (12 months of birth of child)		
Not pregnant		
Prefer not to say		

<b>Ethnicity</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	103	100%
White: total	51	48.2%
% White – Scottish	36	34.7%
% White – other British	14	13.4%
% White – Irish	0	0
% White – Polish	0	0
White – other	*	*
Mixed or multiple ethnic groups	0	0
Asia, Asian or Asian British: total	0	0
Indian, Indian Scottish or Indian British	0	0
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	0	0
Other Asian	0	0
African: total	0	0
African, African Scottish or African British	0	0
Other African	0	0
Caribbean or Black: Total	0	0
Caribbean, Caribbean Scottish or Caribbean British	0	0
Black, Black Scottish or Black British	0	0
Other Caribbean or Black	0	0
Other ethnic groups: total	0	0
Arab, Arab Scottish or Arab British	0	0
Other ethnic group	0	0
Prefer Not to say	0	0
Not stated	52	51.8%



Religion/belief	Numbers	Percentage of the org as a whole
All people	103	100%
Church of Scotland	25	24.7%
Roman Catholic	*	*
Other Christian	*	*
Buddhist	0	0
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Other religions	*	*
No religion	13	12.6%
Not stated	54	52.1%
Prefer not to say	*	*

Sex	Numbers	Percentage of the org as a whole
All people	103	100%
Males	*	*
Females	98	95.1%
Prefer not to say	0	0

Sexual Orientation	Numbers	Percentage of the org as a whole
All people	103	100%
Heterosexual (Straight)	43	41.7%
Gay Man	0	0
Lesbian	*	*
Bisexual	0	0
Prefer not to say	*	*
Not stated	57	55.9%

## 2. Recruitment: people applying for jobs and new starters (April 2013– January 2015)

Since our first mainstreaming report, we have improved how we capture and report on our recruitment and selection activities. We recognise equality and diversity is extremely important during recruitment and selection. Our recruitment procedures aim to:

- reach all eligible applicants
- encourage all eligible applicants to apply for a job
- make sure that our selection processes measure the skills, ability and experience of applicants against job requirements.

The information outlined below compares the profile of applicants against candidates appointed.

### Age

The largest age group for applicants is between 40 to 49 years old, with 237 (32.8%) applicants in this age range. Comparison against previous years shows that there are now a larger proportion of applicants from younger age ranges applying for roles with the Care Inspectorate. This provides evidence of progress in attracting and appointing younger people (aged under 21 to 39 years old).

Applying for jobs (April 2014 to January 2015)		
Age	Numbers	Percentage of the org as a whole
All people applying	722	100%
Under 21 years old	*	*
21 to 29 years old	94	13%
30 to 39 years old	142	19.7%
40 to 49 years old	237	32.8%
50 to 59 years old	141	19.5%
60 to 65 years old	13	1.8%
65 years and older	*	*
Prefer not to say	91	12.6%

Those recruited (April 2014 to January 2015)		
Age	Numbers	Percentage of the org as a whole
All people applying	81	100%
Under 21 years old	*	*
21 to 29 years old	11	13.6%
30 to 39 years old	22	27.2%
40 to 49 years old	22	27.2%
50 to 59 years old	23	28.4%
60 to 65 years old	*	*
65 years and older	0	0
Prefer not to say	*	*

### Disability

Out of 722 people who applied for jobs in the Care Inspectorate, the number of people with a disability who applied for vacancies was 28 (3.9%). We operate a guaranteed interview scheme for people with a disability, where they meet the minimum essential criteria for the post. We hope this will encourage people with a disability to apply for jobs at the Care Inspectorate. When we compare the number of applicants against the number of people appointed with a disability, a smaller proportion were successful. This is an area we are reviewing to ensure that our recruitment and selection practices are not inadvertently having an adverse effect on candidates with a disability.

Applying for jobs (April 2014 to January 2015)		
Disability	Numbers	Percentage of the org as a whole
All people	722	100%
With a disability	28	3.9%
No disability	566	78.4%
Prefer not to say	14	1.9%
Not stated	114	15.8%

Those recruited (April 2014 to January 2015)		
Disability	Numbers	Percentage of the org as a whole
All people	81	100%
With a disability	*	*
No disability	50	61.7%
Prefer not to say	0	0
Not stated	29	35.8%

## Gender reassignment

There were no applicants or subsequent appointments who reported having undertaken gender reassignment.

Through the equality outcomes, we will work collaboratively with the Lesbian, Gay, Bisexual and Transgender community to improve how we attract and recruit people who may have undertaken gender reassignment.

Applying for jobs (April 2014 to January 2015)		
Gender reassignment	Numbers	Percentage of the org as a whole
All people	722	100%
Undertaken gender reassignment	0	0
No gender reassignment	521	72.2%
Prefer not to say	17	2.4%
Not stated	184	25.4%

Those recruited (April 2014 to January 2015)		
Gender reassignment	Numbers	Percentage of the org as a whole
All people	81	100%
Undertaken gender reassignment	0	0
No gender reassignment	41	50.6%
Prefer not to say	0	0
Not stated	40	49.4%

### Marital status

The highest percentage of people who applied for jobs were married or in a registered same-sex civil partnership (41.2%). A similar proportion was evident in the profile of people recruited.

Applying for jobs (April 2014 to January 2015)		
Marital status	Numbers	Percentage of the org as a whole
All people aged 16 and over	722	100%
% Single (never married or never registered a same-sex civil partnership)	173	24%
% Married or in a registered same-sex civil partnership	298	41.2%
% Separated (but still legally married or still legally in a same-sex civil partnership)	17	2.4%
% Divorced or formerly in a same-sex civil partnership which is now legally dissolved	42	5.8%
% Widowed or surviving partner from a same-sex civil partnership	*	*
Prefer not to say	18	2.5%
Other	23	3.2%
Not stated	148	20.5%

Those recruited (April 2014 to January 2015)		
Marital status	Numbers	Percentage of the org as a whole
All people aged 16 and over	81	100%
% Single (never married or never registered a same-sex civil partnership)	15	18.6%
% Married or in a registered same-sex civil partnership	40	49.4%
% Separated (but still legally married or still legally in a same-sex civil partnership)	*	*
% Divorced or formerly in a same-sex civil partnership which is now legally dissolved	*	*
% Widowed or surviving partner from a same-sex civil partnership	0	0
Prefer not to say	0	0
Other	*	*
Not stated	22	27.2%

## Sex

A large number of people who applied for jobs at the Care Inspectorate were female: 454 (62.9%) compared with 189 (26.2%) males. Our workforce is largely recruited from the public sector, with many of our employees coming from care sector, which are both female dominated sectors.

Applying for jobs (April 2014 to January 2015)		
Sex	Numbers	Percentage of the org as a whole
All people	722	100%
Males	189	26.2%
Females	454	62.9%
Prefer not to say	79	10.9%

Those recruited (April 2014 to January 2015)		
Sex	Numbers	Percentage of the org as a whole
All people	81	100%
Males	16	19.8%
Females	65	80.2%
Prefer not to say	0	0

## Sexual orientation

The vast majority of applicants (543 or 75.2%) were heterosexual. The remaining 24.8% of applicants (26) were gay men, lesbian or bisexual. These figures were broadly similar to the profile of candidates recruited.

Applying for jobs (April 2014 to January 2015)		
Sexual Orientation	Numbers	Percentage of the org as a whole
All people	722	100%
Heterosexual (Straight)	543	75.2%
Gay Man	10	1.4%
Lesbian	*	*
Bisexual	*	*
Prefer not to say	153	21.2%

Those recruited (April 2014 to January 2015)		
Sexual Orientation	Numbers	Percentage of the org as a whole
All people	81	100%
Heterosexual (Straight)	54	66.7%
Gay Man	0	0
Lesbian	*	*
Bisexual	*	*
Prefer not to say	24	29.7%

## Ethnicity

A high proportion of applicants (606 or 84%) were of white ethnicity. There was a significantly lower proportion of applicants from an Asian, African, Caribbean or Black ethnicity.

Applying for jobs (April 2014 to January 2015)		
Ethnicity	Numbers	Percentage of the org as a whole
All people	722	100%
White: total	606	84%
% White – Scottish	474	65.6%
% White – other British	111	15.4%
% White – Irish	110	1.4%
% White – Polish	*	*
White – other	*	*
Mixed or multiple ethnic groups	*	*
Asia, Asian or Asian British: total	*	*
Indian, Indian Scottish or Indian British	*	*
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	*	*
Other Asian	*	*
African: total	*	*
African, African Scottish or African British	*	*
Other African	0	0
Caribbean or Black: Total	*	*
Caribbean, Caribbean Scottish or Caribbean British	*	*
Black, Black Scottish or Black British	*	*
Other Caribbean or Black	0	0
Other ethnic groups: total	0	0
Arab, Arab Scottish or Arab British	0	0
Other ethnic group	0	0
Prefer Not to say	106	14.6%



Those recruited (April 2014 to January 2015)		
Ethnicity	Numbers	Percentage of the org as a whole
All people	81	100%
White: total	60	74%
% White – Scottish	49	60.5%
% White – other British	*	*
% White – Irish	*	*
% White – Polish	0	0
White – other	*	*
Mixed or multiple ethnic groups	0	0
Asia, Asian or Asian British: total	0	0
Indian, Indian Scottish or Indian British	0	0
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	0	0
Other Asian	0	0
African: total	*	*
African, African Scottish or African British	*	*
Other African	0	0
Caribbean or Black: Total	0	0
Caribbean, Caribbean Scottish or Caribbean British	0	0
Black, Black Scottish or Black British	0	0
Other Caribbean or Black	0	0
Other ethnic groups: total	0	0
Arab, Arab Scottish or Arab British	0	0
Other ethnic group	0	0
Prefer Not to say	19	23.6%

## Religion

A proportion of applicants reported they did not have a religion (292 or 40.4%), with 148 applicants (20%) who didn't state their religion, and 135 applicants (18.8%) who stated they are from the Church of Scotland. A similar pattern is evident when looking at the profile of candidates appointed.

Applying for jobs (April 2014 to January 2015)		
Religion/belief	Numbers	Percentage of the org as a whole
All people	722	100%
Church of Scotland	135	18.8%
Roman Catholic	79	10.9%
Other Christian	27	3.9%
Buddhist	*	*
Hindu	*	*
Jewish	0	0
Muslim	*	*
Sikh	0	0
Other religions	*	*
No religion	292	40.4%
Not stated	148	20.5%
Prefer not to say	32	4.4%

Those recruited (April 2014 to January 2015)		
Religion/belief	Numbers	Percentage of the org as a whole
All people	81	100%
Church of Scotland	11	13.6%
Roman Catholic	11	13.6%
Other Christian	*	*
Buddhist	0	0
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Other religions	*	*
No religion	30	37%
Not stated	21	25.9%
Prefer not to say	*	*

### 3. Employees requesting training and development (April 2013 - January 2015)

The Care Inspectorate is committed to supporting the development of our workforce. As a minimum, all employees have access to 10 dedicated development days each year.

In 2014, we began a phased implementation of a new HR and payroll system, which will improve our ability to fully record and monitor training. The information summarised below is based on our previous online booking system, which only captured training requested. Once we fully implement our new HR and payroll system, we will be able to report on training attended.

The tables below give a detailed summary of staff requesting training. Across all areas, the profile of leavers is broadly consistent with the wider workforce profile.

Age	Numbers	Percentage as a whole
All people	466	100%
Under 21 years old	0	0
21 to 29 years old	16	3.43%
30 to 39 years old	38	8.15%
40 to 49 years old	144	30.90%
50 to 59 years old	217	46.57%
60 to 65 years old	45	9.87%
65 years and older	*	*
Prefer not to say	0	0

Disability	Numbers	Percentage as a whole
All people	466	100%
With a disability	*	*
No disability	105	22.53%
Prefer not to say	*	*
Not stated	346	74.25%

<b>Gender reassignment</b>	<b>Numbers</b>	<b>Percentage as a whole</b>
All people	466	100
Undertaken gender reassignment	0	0
No gender reassignment	156	33.48%
Prefer not to say	*	*
Not stated	301	64.59%

<b>Marital status</b>	<b>Numbers</b>	<b>Percentage as a whole</b>
All people aged 16 and over	466	100%
% Single (never married or never registered a same-sex civil partnership)	35	7.51%
% Married or in a registered same-sex civil partnership	157	33.69%
% Separated (but still legally married or still legally in a same-sex civil partnership)	*	*
% Divorced or formerly in a same-sex civil partnership which is now legally dissolved	22	4.72%
% Widowed or surviving partner from a same-sex civil partnership	*	*
Prefer not to say	11	2.36%
Not stated	231	49.57%

<b>Pregnancy/maternity</b>	<b>Numbers</b>	<b>Percentage as a whole</b>
All women	433	100
Pregnant	*	*
Within maternity period (12 months of birth of child)	*	*
Not pregnant	*	*
Prefer not to say	*	*

<b>Ethnicity</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	561	100%
White: total	239	51.27%
% White – Scottish	161	34.55%
% White – other British	66	14.16%
% White – Irish	*	*
% White – Polish	0	0
White – other	*	*
Mixed or multiple ethnic groups	*	*
Asia, Asian or Asian British: total	0	0
Indian, Indian Scottish or Indian British	*	*
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	0	0
Other Asian	0	0
African: total	0	0
African, African Scottish or African British	0	0
Other African	0	0
Caribbean or Black: Total	0	0
Caribbean, Caribbean Scottish or Caribbean British	0	0
Black, Black Scottish or Black British	0	0
Other Caribbean or Black	0	0
Other ethnic groups: total	0	0
Arab, Arab Scottish or Arab British	0	0
Other ethnic group	0	0
Prefer Not to say	*	*
Not stated	223	47.85%

Religion/belief	Numbers	Percentage of the org as a whole
All people	466	100%
Church of Scotland	61	13.09%
Roman Catholic	44	7.30%
Other Christian	14	3%
Buddhist	0	0
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	*	*
Other religions	*	*
No religion	86	18.45%
Not stated	245	52.58%
Prefer not to say	22	4.72%

Sex	Numbers	Percentage of the org as a whole
All people	561	100%
Males	77	16.52%
Females	364	78.11%
Prefer not to say	25	5.36%

Sexual Orientation	Numbers	Percentage of the org as a whole
All people	561	100%
Heterosexual (Straight)	198	42.29%
Gay Man	*	*
Lesbian	*	*
Bisexual	*	*
Prefer not to say	15	3.22%
Not stated	240	51.50%

#### 4. Employees involved in grievances and disciplinaries (April 2013 - January 2015)

The Care Inspectorate strives to ensure that no equality groups are adversely impacted by the application of our disciplinary or grievance procedures. Our aim is to ensure that disciplinary and grievance procedures are applied consistently across the organisation.

Within the Care Inspectorate, we have relatively few disciplinary, grievance or dignity at work cases.

- In 2013/14 there were 2 disciplinary cases and 3 grievances.
- In 2014/15 there were 7 disciplinary cases and 5 grievances.

Due to the low number of cases, we are unable to report on the profile of employees involved.

#### 5. Employees leaving the organisation (April 2013- January 2015)

We monitor the equalities profile of our leavers. We use this information to influence our workforce planning strategies on employee retention as well as identify any potential weaknesses in our approach to encouraging equality.

The tables below give a detailed summary of the profile of our leavers. Across all areas, the profile of leavers is broadly consistent with the wider workforce profile.

One potential area of weakness, which is currently being investigated further, is the slightly higher proportion of younger aged leavers, particularly from the 21-29 age category.

Age	Numbers	Percentage as a whole
All people	28	100%
Under 21 years old	0	0
21 to 29 years old	*	*
30 to 39 years old	*	*
40 to 49 years old	*	*
50 to 59 years old	*	*
60 to 65 years old	*	*
65 years and older	*	*
Prefer not to say	0	0

<b>Disability</b>	<b>Numbers</b>	<b>Percentage as a whole</b>
All people		100%
With a disability		
No disability		
Prefer not to say		
Not stated		

<b>Gender reassignment</b>	<b>Numbers</b>	<b>Percentage as a whole</b>
All people		100
Undertaken gender reassignment		
No gender reassignment		
Prefer not to say		
Not stated		

<b>Marital status</b>	<b>Numbers</b>	<b>Percentage as a whole</b>
All people aged 16 and over	28	100%
% Single (never married or never registered a same-sex civil partnership)	*	*
% Married or in a registered same-sex civil partnership	*	*
% Separated (but still legally married or still legally in a same-sex civil partnership)	0	0
% Divorced or formerly in a same-sex civil partnership which is now legally dissolved	*	*
% Widowed or surviving partner from a same-sex civil partnership	0	0
Prefer not to say	0	0
Not stated	21	75%

<b>Pregnancy/maternity</b>	<b>Numbers</b>	<b>Percentage as a whole</b>
All women	433	100%
Pregnant	0	0
Within maternity period (12 months of birth of child)	0	0
Not pregnant	0	0
Prefer not to say	0	0



<b>Ethnicity</b>	<b>Numbers</b>	<b>Percentage of the org as a whole</b>
All people	28	100%
White: total	*	*
% White – Scottish	*	*
% White – other British	*	*
% White – Irish	0	0
% White – Polish	0	0
White – other	0	0
Mixed or multiple ethnic groups	0	0
Asia, Asian or Asian British: total	0	0
Indian, Indian Scottish or Indian British	0	0
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0
Chinese, Chinese Scottish or Chinese British	0	0
Other Asian	0	0
African: total	0	0
African, African Scottish or African British	0	0
Other African	0	0
Caribbean or Black: Total	0	0
Caribbean, Caribbean Scottish or Caribbean British	0	0
Black, Black Scottish or Black British	0	0
Other Caribbean or Black	0	0
Other ethnic groups: total	0	0
Arab, Arab Scottish or Arab British	0	0
Other ethnic group	0	0
Prefer Not to say	0	0
Not stated	20	71.5%

Religion/belief	Numbers	Percentage of the org as a whole
All people	28	100%
Church of Scotland	*	*
Roman Catholic	*	*
Other Christian	0	0
Buddhist	0	0
Hindu	0	0
Jewish	0	0
Muslim	0	0
Sikh	0	0
Other religions	0	0
No religion	*	*
Not stated	0	0
Prefer not to say	20	71.5%

Sex	Numbers	Percentage of the org as a whole
All people	28	100%
Males	*	*
Females	22	78.6%
Prefer not to say	0	0

Sexual Orientation	Numbers	Percentage of the org as a whole
All people	28	100%
Heterosexual (Straight)	*	*
Gay Man	0	0
Lesbian	*	*
Bisexual	0	0
Prefer not to say	0	0
Not stated	21	71.25%

## 6. Equal pay - equal pay statement

The Care Inspectorate is committed to ensuring equal pay. We believe that staff should receive equal pay for work of equal value. We operate a single job evaluation scheme to measure the relative value of all jobs in our pay and grading structure within an overall framework that is consistent, transparent and fair.

Our equal pay objectives are set out below.

- We are committed to providing and promoting equal opportunities for all employees regardless of sex, race, religion or belief, age, marriage and civil partnership, pregnancy and maternity, sexual orientation, gender reassignment or disability.
- All employees will receive equal pay for work of equal value.
- Pay and reward systems are transparent, based on objective criteria and free from bias in relation to all aspects of equalities.
- We will work with our recognised trade unions to ensure equality within our reward system.
- We will regularly review our pay and reward system to eliminate any discrimination.
- Details of any complaints regarding equal pay will be retained confidentially for monitoring purposes.

## 7. Gender segregation and pay gap

We are committed to ensuring equal pay and to removing barriers in terms of occupational segregation. We believe that all staff should have the same opportunity for employment development and promotion. We operate fair selection procedures within an overall recruitment framework that is consistent, transparent and equal.

The majority of our workforce, in common with the rest of the public sector, is female. Our gender profile shows that 81% of employees are female and the table below highlights gender dominant roles in the Care Inspectorate.

Job title	Female	%	Male	%	Total
Administrative Assistant	89	94%	*	*	95
Administrative Officer	19	90%	*	*	21
Inspector	255	83%	54	17%	309
Strategic inspector	16	64%	*	*	25
Team manager	25	71%	10	29%	35
Senior manager	16	64	*	*	25

As can be seen, female employees represent the majority group across all roles within the organisation. There is also strong representation at a senior level, with the majority of senior manager roles (64%) held by women.

The table below summarises average salary by gender. Taking all roles and salaries into account, men are paid 12.7% more than women across the organisation as a whole. This measure is influenced by compositional differences in our workforce, including the larger proportion of women who work in part time positions compared to men.

	Total employees	Female	Male	% Female	% Male	Average salary (£)	Average salary female (£)	Average salary male (£)
All employees	611	495	116	81%	19%	33,498.49	32,228.22	39,019.08
Full time employees	508	397	111	78%	22%	35,771.11	34,689.98	29,667.09
Part time employees	103	98	*	95%	*	22,223.68	22,271.64	21,036.69

A detailed summary of our gender pay gap and progress made over the past year is summarised below.

	2013/14	2014/15
Median pay gap	0	0
Mean pay gap	13.2%	12.7%

## 8. Actions

We have used the information contained in this report to develop actions, which will try to increase the amount of disclosure of employee information over the next two years. We have also developed actions that will seek to increase the diversity of our workforce. Please refer to the Equality Outcomes and Mainstreaming Report Action Plan for more details.

Please contact the Organisational Development team to request any further information relating to the information contained in this section of the report.

# Appendix 2

## Care Inspectorate equality outcomes 2015-17 Summary of consultation and engagement activity

We developed our new equality outcomes through a number of consultation exercises:

- a consultation event for our stakeholders
- an online consultation survey open to everyone
- staff equality training feedback
- internal equality implementation group
- equality training for involved people.

This document outlines the feedback we received from these activities.

### Advancing equality in the care inspectorate – consultation event

The event was held on Monday 16 February 2015 at the Scottish Youth Theatre, Brunswick Street, Glasgow, which is a central, accessible venue. We invited a wide range of groups, including members of the Care Inspectorate Equality Panel, equality organisations across Scotland and members of the Care Inspectorate Involving People Group. We also advertised the event on our website as open to all. A number of groups agreed to share information on the event, including the NDPB Equality Advisory Forum and the Scottish Councils Equality Network.

The event had representation from the following groups and organisations:

Age Scotland	Kirkintilloch Seniors Forum
Care Inspectorate Inspection Volunteer	LGBT Youth Scotland
City of Edinburgh Council	National Childbirth Trust
East Dunbartonshire Access Panel	NHS Greater Glasgow and Clyde
East Dunbartonshire Council	Public Partnership Forum
East Dunbartonshire Equality Engagement Group	Saheliya
East Dunbartonshire Voluntary Action	Scottish Council of Jewish Communities
Edinburgh Women's Aid	Scottish Social Services Council
Engender	Scottish Women's Aid
Glasgow City Council	Scottish Personal Assistants Employer's Network
Glasgow Women's Aid	South Lanarkshire Council
Inclusion Scotland	West Dunbartonshire Council
Independent Living in Scotland	

The event began with a presentation on the role of the Care Inspectorate and an overview of equality legislation and information on work undertaken by the Care inspectorate in relation to equality and diversity. We then held group discussions around the following themes:

#### Telling us about the care and services you would like to receive...

- How do you currently engage with the Care Inspectorate if at all? For example, reading inspection reports online about care providers, making a complaint and so on.
- Have you experienced or are aware of any particular issues in contacting the Care Inspectorate. For example, unsure of process, role of CI, more practical issues like using telephone, email or visiting an office?
- What could we do to ensure that anyone who would like to is able to tell us about the care and social services they experience and want? For example, generate better awareness of the Care Inspectorate with particular groups, more practical issues?

#### Feedback

- There is a lack of awareness on how to complain about care services – needs to be improved.
- Need a simpler way to communicate reports.
- Improve accessibility of inspection reports – consider publishing in ‘easy-read’ format.
- Need to consider ‘who is our audience’?
- Redesign the reports – have the gradings first?
- Remember that 30% of people in Scotland can’t use ICT.
- What about people who are illiterate? How can they access information and engage with Care Inspectorate?
- Issue with time it takes to get documents translated – can take weeks.
- Current lack of understanding/engagement on equality issues in care services and would like to see this improved.
- Website could be improved for searching and general usability.
- Inspectorate need to focus on how services take decisions for example policy versus practice, links between strategic and care inspectors.
- Ambition of strategy versus reality.
- Clearer focus on all protected characteristics, not just visible or obvious
  - disability versus LGBT versus religion versus ethnicity and so on.
- LGBT Youth had little contact so far – keen to develop partnership
- Would like to see clear information on procurement of services
- Issues of disclosure:
  - how choices are made and who supports these
  - decisions made by people and not service providers.

- Greater promotion of inspectorate to general population required.
- Service perhaps too fearful of inspections - needs to be a better balance to support improvement:
  - Focus on relation with inspectorate – challenging but supportive role.
- Inspectorate role to get organisations thinking positively and challenging the status quo. Help drive cultural change – move to a focus on learning.
- NCT Childbirth – expecting closer involvement with Care Inspectorate.
- Care Inspectorate should share information with the following groups:
  - advocacy organisations
  - user lead organisations
  - hospitals
  - pharmacies
  - equality organisations
  - community groups.
- Link with existing information services/newsletters – for example Inclusion Scotland, SAMH, GCIL, GDA, Glasgow Your Support Your Way.
- Website needs to be more accessible – PDF reports not accessible to people using screen readers.
- Role for inspection volunteers promoting the work of the Care Inspectorate to groups?
- Equality organisations could offer an intermediary role.
- Is the Care Inspectorate representative of Scottish population? Do the public know about the make-up of the organisation?
- Organisation needs to be more visible to the public – develop a more inclusive image.
- Consider awards of good practice – band like Investors In People?
- More awareness of the 'Hub' - use by professionals and public.

### Care Providers approach to equality and diversity

- We are considering ways of encouraging care providers to demonstrate better awareness of equality and diversity issues.
- Has this been an issue for you or someone you know in the past?
- Any particular issues/protected characteristics we should be working on with providers?

### Feedback:

- You should consider how inspectors gain knowledge about issues around the services they are inspecting.
- Care providers and inspectors need to demonstrate sophisticated knowledge and understanding of Equality and Diversity issues in care standards.
- Issues about faith-specific services - one size doesn't fit all.
- Remember that small providers face specific issues, for example living wage/hours and so on.

- Role for Care inspectorate to remind care providers about their employment regulations – for example share information and best practice?
- Need to be clear about the role of the Care Inspectorate here – not the ‘equality inspectorate’
- Culture shift/change required by care providers, particularly in light of self-directed support.
- Language and understanding of equality required:
- how it underpins work
- How to level the playing field for those who use care services and those that don’t.

### Focus on specific equality issues: disability, sexual orientation, Gypsy/Travellers

We recognise that some groups in Scottish society still face high levels of disadvantage and discrimination. As such, we want to focus on three particular areas over the next two years.

- Informing our workforce on the specific issues relating to **people with disabilities** and using this information across our work.
- Informing our workforce on the specific issues relating to **Gypsy/Travellers** and utilising this information across our work.
- Informing our workforce on the specific issues faced by **older and younger LGBT people in care settings** and utilising this information across our work.
- What do you think about the suggestion that we have focused work around these issues?
- Are these the right issues to focus on?
- Are there any others we should consider (given that we want to demonstrate that we have made a difference in a two-year period).
- Are there any particular issues that we should take into account? Any examples of good practice that we should consider (for example, LGBT Charter Mark).

### Feedback:

- Have conversations with different equality groups.
- Jewish community – lifestyle choices.
- Be aware of the issues, gain the trust, right person from the Care Inspectorate and from those communities.
- Particular organisations are already funded to engage with Gypsy/Travellers – engage with those groups.
- Issues for particular groups are not the same across Scotland ( for example sexual orientation – urban/rural areas).
- Gender reassignment needs to be considered.



- Need to consider different issues about age and gender, different experiences for people with disabilities for example older man versus younger woman.
- Particular issues for older LGBT people - not long ago that their sexuality was illegal.
- Consider people with learning disabilities.
- By focusing on three areas will this have an impact on the other protected characteristics?
- Mental health should have a focus.
- Consider the impact of domestic abuse and violence against women across the protected characteristics.
- Engage with Vocal (Edinburgh), COSLA/PAIH, Edinburgh ERN, third-sector interface groups who already work on these areas and can share information.
- Important to monitor complaints - find out where the issues are – develop an outcome around disaggregating complaint information?
- Role for Care Inspectorate to signpost to other organisations, for example Equality and Human Rights Commission
- Importance of rigorous equality impact assessment processes.

### Future engagement on equality issues

One area we are keen to develop is how we can engage with groups on a regular basis on equality issues in the care sector. One suggestion is that in addition to our existing involvement opportunities, we set up an equality advisory panel or similar. The panel would involve representatives from particular equality groups, equality organisations and recipients of care services.

- Do you have any views on our suggested approach to future engagement on equality issues?
- Would you prefer to see us join up with other organisations and have a shared approach? For example SSSC, other NDPBs.
- Do you have experience of similar where this has worked particularly well/not so well?
- Any other ideas on ongoing engagement on equality issues?

### Feedback

- Equalities steering group good idea- but needs to go beyond users
  - Strategic Equality Engagement Steering Group.
- Advisory panel is a good idea – involving organisations and individuals is key to driving this work forward.
- Include service users and staff on advisory panel.
- Need to ensure that people on the group/panel have wide enough knowledge - how do you do this?
- Care Inspectorate does well in involving people - use similar model for equality engagement.
- Ensure interfaith communities represented.

- Can sometimes feel like a 'tick-box' exercise.
- Annual conference/meeting to share ideas.
- When holding meetings/events need to consider walking distance, public transport, car parking spaces.
- Small groups often don't have resources to attend meetings/groups.
- Care Inspectorate should get out to meetings and groups rather than ask groups to come to them.

## Advancing equality in the Care Inspectorate – online consultation

We developed the online consultation in order to supplement the information we gathered at the event on 16 February 2015. The consultation launched the same day and was advertised through email invitation to a wide range of groups, including members of the former regulator's (the Care Commission) Equality Panel, equality organisations across Scotland and members of the Care Inspectorate Involving People Group. We advertised the consultation on the Care Inspectorate website.

A number of groups also agreed to promote and share information on the consultation including the NDPB Equality Advisory Forum and the Scottish Councils Equality Network. We also advertised the consultation on the Care Inspectorate website, intranet and through Yammer, the workplace social networking platform.

The consultation provided brief background information on the Care Inspectorate, and links to our current equality outcomes and mainstreaming reports. The survey proposed a series of equality outcomes for the Care Inspectorate and asked respondents to agree or disagree and also to give comments. The consultation also asked questions around the format of future engagement on equality issues.

We received a total of 61 responses to the consultation. The following table suggests that the highest response was from Care Inspectorate employees:

Respondent	Response %	Response count
Care provider – for example care home, early years establishment	13.3%	4
Care recipient	3.3%	1
Care Inspectorate employee	73.3%	22
Charity	10.0%	3
Equality organisation	3.3%	1
Other (please specify)	11%	11
answered question	30%	30
skipped question	31%	31

We are proposing the development of equality outcomes that would see an enhanced approach to engagement with equality groups to ensure we are aware of the experiences and needs of different groups. For example:

“People from and across all protected characteristics tell us about the care and social work services they experience and want.”

Do you agree with this outcome?

Yes	86.21%	No	13.79%
Answered	58	Skipped	3

We are proposing the development of an outcome that would see an enhanced approach to monitoring care providers attempts to deliver on equality and diversity issues. For example:

“The care service providers we register and regulate demonstrate an awareness and understanding of equality issues.”

Do you agree with this outcome?

Yes	90.20%	No	9.80%
Answered	51	Skipped	10

We are proposing a number of actions to lead to equality outcomes related to increasing the awareness of equality issues across the Care Inspectorate workforce and around increasing the diversity of our workforce. For example:

“There is an increased awareness of equality issues across the Care Inspectorate workforce.”

“Our workforce is more representative of the diverse population of Scotland.”

“We have a workforce where people from and across all protected characteristics feel valued and maximise their potential to ensure that an effective service is delivered.”

Do you agree with these outcomes?

Yes	93.62%	No	6.38%
Answered	47	Skipped	14

We recognise that some groups in Scottish society still face high levels of disadvantage and discrimination. As such, we are proposing that over the next two years we look at developing equality outcomes relating to three specific issues in relation to equality. These are:

“Our workforce is more informed on the specific issues relating to people with disabilities and utilise this information across our work.”

“Our workforce is more informed on the specific issues relating to Gypsy/Travellers and utilise this information across our work.”

“Our workforce is more informed on the specific issues faced by older and younger LGBT people in care settings and utilise this information across our work.”

Do you agree with these outcomes?

Yes	88.64%	No	11.36%
Answered	44	Skipped	17

We received a range of individual comments in response to the suggestions, which are difficult to summarise. You can get further details and further analysis of the comments received from the Involvement and Equalities Team by emailing [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com) or calling 0345 600 9527.

### Staff equality training August 2014 – March 2015

Between August 2014 and March 2015, 86% of all Care Inspectorate employees undertook equality and diversity awareness training. The aims of the training were to:

- update staff on the Equality Act 2010
- consider prejudice, bias, stereotyping and discrimination
- discuss how we can support a respectful workplace and challenge discrimination.

We used group exercises, an equality legislation quiz and discussions designed to encourage participants to question their own stereotypes, biases and preconceptions of different protected characteristic groups. We have received a lot of positive feedback and suggestions from the training (and this is listed below).

## Feedback

- We need a culture of openness and transparency of decision making to support culture of challenging discrimination.
- What are we doing to develop accessible CSQs – could this be a new equality objective? Wording of these and visual impairment – do we have an easy read?
- Positive approach to family friendly policies but is there any monitoring of this assessing and reporting? Again, consistency of the application of this policy was raised.
- Need clear access to information – this is about wording of contracts/access issues.
- Is the equalities information from samples done in strategic inspections (for children and young people) the same information gathered about adults strategic inspections?
- It would be really useful to have more training on cultural awareness and different cultures in services we may be inspecting.
- More information on links with EHRC if we see a breach of the Equality Act.
- More transparent and equal access to transfer between teams within the Care Inspectorate.
- More equality in our flexible working processes.
- Develop schemes for Internships/apprenticeships in a supportive employment structure.
- Invest in an accessible website – translation, different options for information without having to request and post.
- Opportunities to hear directly from people with protected characteristics who have experienced discrimination.
- More in-depth equality training for new line managers.
- Make it easier to access information on intranet.
- Consider the gender pay gap when putting staff on a grade when they are new in post.
- I was surprised that people don't often know what protected characteristics are? Perhaps posters or more promotion of this internally?
- Update information on terminology which is acceptable to use for those with protected characteristics.
- Religion in the workplace – holding short prayer meeting during lunch – how would this be looked upon?
- I think staff sometimes struggle with poor practice when race/culture is different to their own. Support for this would be good.

## Equality training for Involving People Group members – September 2013

As part of our Involving People Group development day, we held an equality training session for our members to:

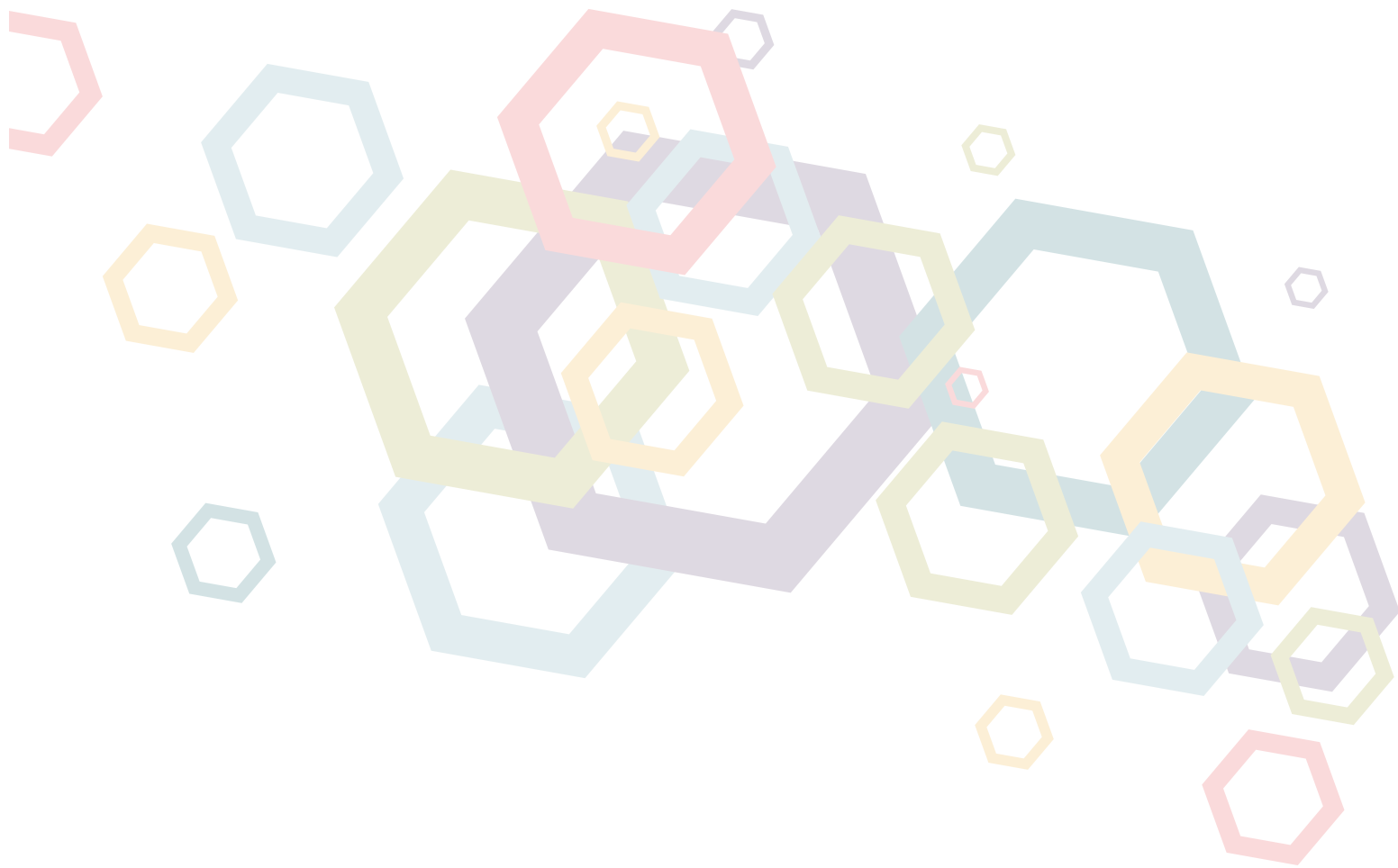
- give an update on the Equality Act 2010 and its implications
- consider the group and personal responsibilities in relation to equality issues
- think through our own behaviours and attitudes about different groups of people
- appreciate and value each other as individuals
- consider prejudice and discrimination.

We talked through the nine protected characteristics and some relevant aspects of the Equality Act. We then carried out a group exercise to think about stereotypes and bias.

At the end of the day, we asked for opinions on the development day, if members felt it worked, would they be happy to have another, what they liked most and what could have worked better. Here are some of the comments they made.

### Feedback

- It was SO informative and interesting.
- I enjoyed hearing about the equality legislation and would like to hear more about this and how it effects our involvement.
- Have learned lots about involved people and what experience and skills they have.
- Really good ideas being discussed – want to take these forward now.
- Taught me not to judge by first impressions.
- We need to develop more strategies for recruiting involved people from different back grounds and cultures.
- It would be good to see more young people getting involved in the Care Inspectorate.
- Continue to make meetings and events, regular, well facilitated, meaningful and as accessible as possible.
- We need to promote involvement more in lots of different ways, easy to read, accessible versions of letters and leaflets (no jargon), social media like Facebook and Twitter.
- Increase membership and better representation form different parts of society (seldom heard groups) and also from rural areas.
- Have more training and explore areas of interest like the dementia training.



## 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](http://www.careinspectorate.com)**

**Email: [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)**

**Care Inspectorate Enquiries: 0345 600 9527**

This publication is available in other formats and other languages on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànanan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

**هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب**

本出版品有其他格式和其他語言備索。

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