



Equality for All People; Fairer Care, Support and Social Work Services In Scotland

Progressing the Public Sector Equality Duty 2011 - 2013

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1.0 WHO WE ARE AND WHAT WE DO

The Care Inspectorate was established in April 2011 under the Public Services Reform (Scotland) Act 2010. We are the independent scrutiny and improvement body for the whole range of care and social work services for people of all ages. We believe that people in Scotland should experience a better quality of life as a result of accessible, excellent services that are designed and delivered to reflect their individual needs and promote their rights. We will achieve this by:

- providing assurance and protection for people who use services and their carers
- delivering efficient and effective regulation and inspection
- acting as a catalyst for change and innovation
- supporting improvement and signposting good practice

People who use care, support or social work services are of all ages and backgrounds. In the year April 2011 to March 2012 we regulated over 14,328 care service providers offering 243,000 care service places.

We see our equality duties as an opportunity to develop our organisation in a way that embraces and represents the diversity of modern Scotland.

This report takes a close look at the progress we have made in achieving the Public Sector Equality Duty and the impact we make on addressing inequality in people's lives.

1.1 Our Duties

The Public Services Reform (Scotland) Act 2010 tells us how the we must operate and says we have a duty of:

- user focus
- co – operation and to
- share effective practice

1.2 Our corporate plan 2011 – 2014 sets out 3 outcomes for our work:

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

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1.3 Our values

In all our work we strive to ensure that these values underpin our actions:

- Person – centred, we will put people at the heart of everything we do
- Fairness, we will act fairly, be transparent and treat people equally
- Respect, we will be respectful in all that we do
- Integrity, we will be impartial and act to improve care for the people of Scotland
- Efficiency, we will provide the best possible quality and public value from our work

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2.0 THE EQUALITY ACT 2010

The Equality Act 2010 sets out duties for listed public authorities, including the Care Inspectorate, in relation to equalities. Section 149(1) defines the Public Sector Equality duty (PSED) and Chapter 1, Part 2, section 4 defines protected characteristics.

2.1 The Public Sector Equality Duty says we must:

- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by this Act
- advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it
- foster good relations between people who share a relevant protected characteristic and people who do not share it

2.2 Protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex and
- sexual orientation.

2.3 The Equality Act 2010 (Specific Duties) (Scotland) Regulations (the regulations) came into force on 27 May 2012 and say we must:

- regulation 3 - report progress on mainstreaming the Equality Duty by April 30 2013 and again within every two years after that

subject of this report

- regulation 4 - publish equality outcomes and report progress by April 2013 and again within every two years after that

see Care Inspectorate Equality Outcomes 2013 (appendix 3 to this report)

- regulation 5 - assess and review policies and practices. Equality Impact Assess (EIA) all new and revised policies and practices. Publish EIAs and demonstrate monitoring of impacts

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see section 5.2

- regulation 6 - gather and use employee information to better perform the equality duty. Yearly breakdowns on this information must be reported in the mainstreaming report

see section 5.2 and Employment Information (appendix 1 to this report)

- regulation 7 – publish gender pay gap information by 30 April 2013 and within every two years after that

see section 5.2 and Employment Information (appendix 1 to this report)

- regulation 8- publish statements on equal pay and occupational segregation by April 30 April and within every 4 years after that

see section 5.2

- regulation 9- consider award criteria and conditions in relation to public procurement

see section 4.4

Regulation 10- publish in a manner that is accessible to the public

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3.0 EVALUATING OUR EQUALITY WORK

In this report we show how we impact on equality in care, social work and children's services through our scrutiny and improvement work. We took account of the Equality and Human Rights Commission Guidance on mainstreaming the equality duty and have considered all of the protected characteristic groups in this report.

All of our staff had opportunities to share views and get involved in this work. We used a staff survey based on the protected characteristics and public sector equality duty to evaluate equality in the work we do and to ask the question "How can we improve?".

Together with a range of scrutiny bodies, we shared ideas about making a bigger impact on equalities through shared action. Some of the recommendations in this report and the action points in our equality outcome statements have been aligned with those of the Scottish Social Services Council and Health Improvement Scotland.

At regular meetings with a range of other public authorities we shared the way we gathered information about our equality work and how we should publish this.

We took account of current information and messages from equality groups representing all of the protected characteristics including from:

- The Council of Ethnic Minority and Voluntary Organisations
- Scottish Transgender Alliance
- Inclusion Scotland
- Lesbian Gay Bisexual Transgender Youth Scotland
- Close the Gap
- Engender
- Scottish Women's Aid
- Interfaith Scotland
- Age Concern
- National Children Trust
- Scottish Refugee Council

We compared the ethnic diversity of our staff against other organisations to consider how well we achieve a workforce that best represents the equality interests of all people living in Scotland.

Most of our current policies and procedures were adopted from the three predecessor bodies which came together to form the Care Inspectorate in April 2011. A full range of Care Inspectorate policies and procedures is now being developed. The employment information we have used in this report was collected during the year January 2012 – January 2013.

The information we have used about our scrutiny activity in this report is based on information gathered during our first year of operation as the Care Inspectorate during the period April 2011 March 2012.

We used this information to consider how we can improve so that people with

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protected characteristics experience equality as users or providers of care services and as staff members with us. Points for future action have been highlighted in this report and used to form an action plan in our report on equality outcome statements.

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4.0 HOW WE ELIMINATE DISCRIMINATION, VICTIMISATION AND HARASSMENT

All people have the right to live free from discrimination, victimisation and harassment.

4.1 What equality groups tell us about the need to eliminate discrimination

Engender are an equality organisation which raises awareness of the impact of sexism on women. Together with Rape Crisis Scotland, Scottish Womens' Aid, White Ribbon Scotland and Zero Tolerance, they have worked to focus public attention on the protection of women and children from physical and sexual assault.

The Scottish Refugee Council reminds us that "Many of the people seeking sanctuary in Scotland have fled torture, terror and other human rights violations. Often they are unable to return to their home countries as their lives, and the lives of their children and families, remain in grave danger" Gary Christie, Head of Policy – Scottish Refugee Council.

Groups including the Scottish Transgender Alliance and Lesbian Gay Bisexual Transgender Youth Scotland, highlight the devastating effects of discrimination, victimisation and harassment on people's lives, including those of young people. Leading to house moves, homelessness, abuse in domestic relationships, abuse from strangers, physical and sexual assault. These groups also campaign for equal rights in marriage and civil partnerships and for the elimination of discrimination and harassment in education, training and work.

We take these views into account in our scrutiny and improvement work. On a day to day basis, Inspectors and support staff are provided with news items, high media profile information, current research and up to date publications relevant to discrimination for people who use and work in care and social work services. Listening to equality groups supports our staff to develop expertise in identifying and tackling discrimination.

4.2 Eliminating discrimination for people who use services and their carers

We work to eliminate discrimination for people who use services and their carers through our regulation and scrutiny of care services and community planning partnerships.

Registering services

As at March 2012 we had registered 14,328 services provided by voluntary or not for profit, private, local authority and health board providers. We register all care services to make sure they meet all legal requirements including and the national care standards, which tell us what good care looks like. The national care standards promote the principals of dignity, privacy, choice, safety, realising potential and equality and diversity. Providers must tell us how they will meet the standards for equality and diversity before we will register them.

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Inspection

We inspect care services to ensure they meet legal requirements and the national care standards. We publish all inspection reports on our website to provide information to the public about the quality of care services in Scotland. Inspections are a crucial part of our work to protect people who use care services. During inspections we identify poor practice and discrimination and demand that service providers take action to improve.

Complaints

In the year April 2011 to March 2012 we received 2,801 complaints about registered services. Of the complaints we completed, 70% were upheld or partially upheld. We identify many complaints as being about protecting people, meeting cultural and religious and faith needs and communication needs. Effectively protecting people who use care services from harm and abuse relies on swift action being taken to actively listen to and address complaints. Our new complaints procedure will mean we can take more expedient action against discrimination, harassment or victimisation in care services.

Enforcement

To protect people who use care services we can enforce improvements in care services. Inspectors make recommendations and requirements in inspection reports to tell a provider what they should or must improve. If a provider does not take action to improve we can take formal legal action to make them improve. Where we have significant concerns about the welfare or safety of people using a service, we can apply to a court to close the service down. In the year April 2011 to March 2012 we issued 76 enforcement notices.

Serious Incidents

We receive notices of serious incidents in care and social work services from local authorities. Notifications in 2012 included 10 incidents including murder, attempted murder, sexual offenses and suicide. We plan to publish an annual report of our work regarding serious incident reviews in 2012/13.

Significant Case Reviews

We have published guidance regarding significant case reviews. One significant case review regarding recommendations for a local authority child protection committee has been published on our website.

To progress the equality duty we will gather, assess and use equality information relevant to registration, inspection, complaints, enforcement and serious incidents in 2013/15.

Scottish Social Services Council

We work closely with the Scottish Social Services Council to ensure care and social work providers and staff adhere to professional registration requirements and codes of practice. Together we eliminate discrimination, harassment, victimisation by taking action to ensure staff working in services are appropriately registered and that employers are aware of their responsibilities under the codes of practice.

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Practice guides

We share information we have collected in good practice guides about discriminated against and marginalised groups. Since April 2011 we have published:

- Suicide prevention for looked after children and young people
- End of life care and planning for children and young people with life limiting conditions

To progress the equality duty we will monitor how our practice guides take account of equalities and the difference they make in addressing inequalities. 2013/15.

Strategic inspections

We have developed the way we will carry out strategic inspections of community planning partnerships responsible for the delivery of children and young people's services including child protection services. Pilot strategic inspections began during 2012/13. These inspections measure quality and promote:

- Improving trends through prevention and early intervention
- Improvements in outcomes for children and young people
- Improvements in the life chances of vulnerable children and young people

We will publish information on the extent to which partners are successfully tackling inequalities and closing outcome gaps through effective prevention and early intervention. We will focus on tangible results in improving the life chances of vulnerable children and young people in 2013-15.

4.3 Eliminating discrimination for our staff

Staff policies and procedures

All our policies are designed to provide a safe and positive working culture for our staff. We have a range of progressive policies including health and safety, dignity at work, code of conduct, grievance and a statement about whistleblowing contained within the code of conduct.

All our staff have access to an employee assistance programme which is an independent, confidential advice support service. We carry out individual risk assessments for staff members who require or request additional support. We also make reasonable adjustments for staff who have required support to continue to work in their own role. We use our policies and practices to guard against anyone suffering discrimination directly or indirectly because of their race, disability, gender, age, sexual orientation, gender reassignment, religion or belief.

We check that all staff who are required to register with a professional body do so and that their registration is maintained. This ensures staff are well informed of the expectations we have of them in relation to their professional conduct towards each other, and with providers and people who use services.

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We carry out disclosure or Protection of Vulnerable Groups checks on all staff upon appointment and then periodically to maintain public confidence.

We have not received any grievances from staff relating to issues of discrimination, victimisation or harassment.

We will monitor records of staff incidents for people with protected characteristics and use this information to reduce discrimination, victimisation harassment or any other conduct prohibited by the Equality Act 2010 against our staff. 2013-15

We will raise awareness of our whistleblowing statement with staff so that discrimination, victimisation and harassment experienced in the workplace can be quickly raised and addressed. 2013-15.

To progress the equality duty we plan to gather, assess and use equality information about grievance and disciplinary incidents and whistleblowing in 2013/15.

Partnership forum

We have established a formal Partnership Forum, comprising representatives from all relevant trade unions. Through the forum staff who are union members are informed and consulted about all aspects of their employment. This creates more opportunity to assess and monitor the impact or potential impact of change in the workplace for people with protected characteristics.

4.4 Equality in Procurement

All tender opportunities greater than £10,000 are advertised on the Public Contracts Scotland advertising portal, providing open, transparent equal opportunities for all potential bidders. Evaluation criteria are agreed in advance of the evaluation which is normally undertaken by an evaluation panel providing fair and objective assessments of any bids.

We use the collaborative contracts and frameworks procured by the Scottish Government and the Government Procurement Service wherever possible.

We have a contract with a supported business which is a business whereby 50% plus of workers has a disability. This supports the Scottish Government aims of each public sector body awarding at least one contract to a supported business. We have signed up to the 'suppliers charter' which is a joint statement between public sector procurement and businesses to facilitate fair access to procurement opportunities.

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5.0 HOW WE ADVANCE EQUALITY OF OPPORTUNITY

We must develop a culture whereby people with protected characteristics experience equality of opportunity with people who do not share the same characteristics.

5.1 What equality groups tell us about equality of opportunity

Inclusion Scotland is an umbrella organisation for disability groups who aim to "...draw attention to physical, social, economic, cultural and attitudinal barriers that affect our everyday lives as disabled people in Scotland".

They highlight the links between disability and learning difficulties with reduced literacy, income levels, employment, deprivation and use of the internet. Access to services and online services is a common problem faced by people with disabilities who suffer inequality because they are expected to use systems not designed to meet their needs, or which they do not have.

Close the Gap are a gender equality group who work to address the gender pay gap. They highlight to us that:

"On average women in Scotland earn £89.80 per week less than men...there remains significant inequality between men and women's pay. 11% gap between men and women's hourly rate of pay and 37% gap between women's part time rate and men's hourly rate (taking into account that many more women work part time than men)."

Close the Gap conclude that this contributes to higher rates of poverty for women and children and pensioner poverty for women.

National Children Trust is an organisation which "...delivers engaging, positive and informative services that support parents as they move through the changes and challenges of the transition to parenthood: from early pregnancy, through birth to life with a new person..."

They highlight the need for progressive equalities thinking in policy development to support pregnancy and maternity.

"We are pleased to see that more consideration will be given in the near future to extend paternity leave. We also recognise that tax reform will go some way to help lower earners. However, while flexibility is an excellent principle, we are concerned that families on low incomes will still have fewer choices and children in these situations will remain at a disadvantage. We would like to see longer periods of well paid leave for both parents, enabling a range of realistic options for all families." Elizabeth Duff, Senior Policy Adviser – National Children Trust.

We take these views into account in our scrutiny and improvement work. On a day to day basis, Inspectors and support staff actively seek out and listen to information about inequality. We use this to redress bias by promoting equality of opportunity for people who use and work in care and social work services.

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5.2 Equality of opportunity for people who use services and their carers

Access

We are improving access to our offices, information and services for people with protected characteristics.

Our offices across Scotland are accessible for people with disabilities. We have trained staff for disabled evacuation in place. We also have disabled evacuation procedures to take into account visitors to our premises and if we need to make additional adjustments to meet with people who use care services or their carers, we do so.

Our inspection reports and publications are available in a variety of languages and formats upon request including, easy read, braille, large print, audio and video. We explain this on all of our publications in a variety of 8 languages including English, Scots Gaelic, Arabic, Cantonese, Polish, Urdu, Bengali and Punjabi.

We will improve accessibility of information on our website and microsites further. We will publish all documents translated at the request of individuals on our website. 2013-15

We celebrate positive outcomes for people who use care services or work in them in “Care News”, our quarterly publication. We highlight the achievements of people who have faced challenges and barriers because of their age, disabilities, or personal circumstances.

Equality Impact Assessments

The Equality Impact Assessment (EIA) is a way of assessing the potential impact of our policies and practice on people who have protected characteristics. This means that before we develop or agree on any new ways of working, we should check with people who have protected characteristics to make sure these changes will not adversely affect people with protected characteristics.

We have carried out and published an EIA on our human resources strategy and our corporate health and safety policy. When we carry out EIAs we contact over 200 equality organisations to seek their views to inform our development work. One equality group respondent gave us feedback on the way that we seek equality information for EIAs. We used this feedback to change the equality survey so now people can identify themselves using as many protected characteristics as they wish to. More EIAs are in progress.

We will review how we carry out EIAs so that we consult with more people with protected characteristics who might be adversely affected by our policy development or implementation. 2013-15

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5.3 Equality of opportunity for our staff

The Care Inspectorate is an equal opportunities employer and all staff should be treated equally irrespective of their age, disability, marriage or civil partnership status, pregnancy or maternity status, race, religion or belief, sex or transgender, sexual orientation, working pattern, employment status, caring responsibility, or trade union membership, and receive equal pay for doing equal work or work of equal value. We operate a pay and reward system which is transparent, based on objective criteria and free from discrimination.

Policies which support equality of opportunity for our staff include flexible working, homeworking, maternity pay and special leave.

Equal pay

We are committed to ensuring equal pay. We believe that staff should receive equal pay for work of equal value, for the same or broadly similar work and work rated as equivalent irrespective of gender, disability race or ethnicity, part time or fixed term status.

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.

Occupational segregation

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 irrespective of gender, disability race or ethnicity, part time or fixed term status.

We operate fair selection procedures within an overall recruitment framework that is consistent, transparent and equal.

Monitoring employee information

As at January 2013, we employ 591 people. Around 85% are directly concerned with scrutiny, inspection and regulation on a day to day basis. The remainder provide business and support services such as legal advice, finance and information technology. We are developing systems to enable us to monitor information about our staff with protected characteristics so that we can progress the public sector equality duty.

We are committed to employing staff with expertise in the services we scrutinise and improve. This means that we attract applicants from health, local authority, private and voluntary sectors. The Scottish Social Services Council workforce skills report 2011/2012 states

“ historically the social services workforce has been a largely female sector with workers that are older than the average age of workers across all industries”

Of our 591 staff members, 81% are female and 19% are male. 80% of full time jobs are occupied by women and 20% by men.

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Of the 78 people we employ in part time work 96% are female. Most of our staff are employed as Inspectors and our figures show that the average salary between men and women in that role compared favourably. For this group of staff there is a 2% difference in the average salary with men being paid 2% more than women.

Of our 591 staff members, 15 declared themselves disabled. The average salary of those staff is marginally higher than people who have not declared themselves disabled. 12 of the 15 people work full time and 3 work part time. In the interests of maintaining anonymity for individual staff, with such low numbers being reported on, we have not broken the information down in terms of roles.

Of our 591 staff members, 2 staff identify as African, 2 as Indian, 12 as White Other, 5 as mixed ethnicity, 10 as Irish, 65 as British and 424 as Scottish. 71 of our employees have preferred not to identify themselves in terms of race or ethnic origin.

Of our 78 staff members who work part time, 2 identify as White Other, 10 are British Other, 52 are Scottish and we did not know the race or ethnic origin of 14 because people chose not to disclose this information.

Our findings showed we compare well against other organisations for equal pay, and for occupational segregation. However, we have identified gaps in the information we currently hold. For example, some staff have not told us if they do or do not consider themselves to have a disability.

Until now we have relied on staff voluntarily providing information about disabilities and race or ethnicity at the start of their employment with us. Our new human resources system due to be implemented in 2013 will encourage all staff to update their details on a regular basis.

We recently developed our recruitment and selection policy. The EIA showed we may be restricting applications from people with protected characteristics through the ways we advertise.

We collate equalities information through a questionnaire from all potential employees.

To make sure we continue to recruit and promote staff fairly. We will collect more information and carry out a more detailed analysis of our employment information in relation to the protected characteristics groups. We will use this information to inform our human resources strategy for advertising, recruiting, developing and retaining staff. 2013 -15.

We will monitor the ethnic diversity of our staff against other organisations to consider how well we achieve a workforce that best represents the equality interests of all people living in Scotland.

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6.0 HOW WE FOSTER GOOD RELATIONS BETWEEN PEOPLE WHO HAVE A PROTECTED CHARACTERISTIC AND PEOPLE WHO DO NOT.

We have a duty to foster increased understanding of the issues which impact on people's lives so everyone takes responsibility in addressing inequality.

6.1 What equality groups tell us about fostering good relations

Interfaith Scotland is an equality group which raises awareness of different faith communities and builds good relations between persons of different religious faiths. They draw our attention to the 8 faith communities in Scotland today and support understanding of the links between health and well being with spirituality and faith for all ages. The 8 faith communities are:

Baha'i
Brahma Kumaris
Buddist
Christian
Hindu
Jewish
Muslim and
Sikh

A literature review in 2004 by the Ethnic Minority Foundation (EMF) and Glasgow University reported:

"The challenges which impede the sectors effective growth, development and long term sustainability, revolve principally around access to capital both financial and social as well as access to other resources".

The EMF annually updates on evidence of the number of Black and ethnic minority organisations and the funding trends which show very low levels of support. Further studies show significant disadvantages for members of Black Minority Ethnic communities accessing mainstream and respite support services.

We take these views into account in our scrutiny and improvement work. On a day to day basis, Inspectors and support staff are provided with news items, high media profile information, current research and up to date publications relevant to fostering good relations for people who use and work in care and social work services.

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6.2 Fostering good relations for people who use services and their carers

Involvement

We involve people who use services and their carers in our work. We see the people we involve as experts through experience. Over 170 people from across Scotland currently support our work, they represent a variety of age, ability and disability, marriage and civil partnership, pregnancy, maternity and paternity, race, religion or belief, sex and sexual orientation.

Lay assessors support our inspectors during inspection visits. They spend time with the people using the service to find out about their experience. This gives us greater understanding of the quality of care being provided.

Care Inspectorate Involving people group (IPG) members support our strategic work. They regularly share their ideas about how we can improve. They engage with our Board Members and Executive Team, support recruitment, staff training and sit on working groups.

Carer inspectors have direct personal experience of older people's services, including dementia services. They are currently working with us to develop a new scrutiny model. We will use this to check how well community planning partnerships ensure quality in the delivery of older people's services.

Young inspectors are young people between the age of 18 and 26 who have expertise and experience in children and young people's services, including child protection. This year they have worked with us to carry out two pilot inspections so we can evaluate how well community planning partnerships ensure quality in the delivery of children's services.

At a meeting in December 2012, lay assessors, carer inspectors, IPG members and young inspectors told us that they want to see more people from different race and ethnic groups involved in our work.

Our involvement plan was co-produced with involved people. This sets out a plan to increase the numbers of involved people and the ways they can influence our work. The plan contains our involvement charter which is our commitment to excellent involvement work. The plan and the charter promote the diversity of people we involve. One of the ten charter statements says the Care Inspectorate will:

"Welcome people from a wide range of cultures, communities, circumstances backgrounds and ages to be involved."

The actions identified in the involvement plan commit us to

"...develop and implement specific user group strategies – setting out how to involve more young people, harder to reach groups of people (those who experienced homelessness, domestic abuse, drug and alcohol addictions, criminal justice services) and those from ethnic minority communities"

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We will collect equality information from all involved people and use this to ensure there is full representation of people from all of the protected characteristic groups across all our involvement activities.2013-15

Signposting and promoting Innovative practice

We welcome notes of interest from equality groups regarding the sharing of best practice and research information on our website. We are developing microsites specifically for this purpose.

We will actively seek to share good practice findings with equality groups. We will encourage equality groups to highlight examples of good practice so that we can take account of these in all areas of our work .2013-15

6.3 Fostering good relations for our staff

Equality and diversity training

A common theme in the staff survey we carried out in December 2012 - January2013 was the request for more training on equality issues. Staff wanted to know more about how they could challenge discrimination and inequality. They said:

“Staff should be made more aware of the Equality Act 2010 basic principles and what their individual roles and responsibilities are especially line managers therefore training should be provided...”

“We need more training in how to tackle situations where discriminatory practice is seen”.

Our employee development plan includes mandatory training on equality and diversity for all new staff. Our employee development team have developed a training package for all staff and this will be delivered in 2013-15

Signposting to good practice

Recent updates to our staff intranet are supporting staff to more easily access information about equality issues and the protected characteristics groups. As our staff have contact with significant numbers of people every day, we recognise the potential for us to provide more information for people who do not share those characteristics.

We will review our staff intranet so that staff can more easily research and reference information relevant to all of the protected characteristic groups. We will ensure there are many more links from our documents and publications to equality groups to support direct contact for people who do not share protected characteristics with those who do.2013-15

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7.0 CONCLUSION – IMPROVING THE WAY WE MAINSTREAM EQUALITIES

We are committed to the elimination of discrimination, advancing equality of opportunity and to fostering good relations between people who have protected characteristics and people who do not.

This report has outlined many good examples of the way we mainstream each of the three aspects of the public sector equality duty. We have considered how well we do this for the people we serve and for our staff.

This report actively takes into account some views from all protected characteristic groups, highlighting current views and messages. We have taken account of these messages to consider how we can do better to meet the needs of people who use care and social work services.

We believe that publication of this report will raise the profile of equality work with those we serve, providers and our staff. Increased awareness of our equality duties, the nine protected characteristics and the rights of all people to live as equals, will lead us to better challenge the significant inequalities we encounter.

We have prioritised some areas for improvement in our work and have set these out within our equality outcome statements and detailed action plan.

Over the next two years we will develop our methods for gathering information relating to the age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race religion or belief, sex and sexual orientation relevant to the people we serve and our staff. We will use this information to measure our progress in mainstreaming the public sector equality duty.

Within two years we will report on our progress to better perform the public sector equality duty.

LIST OF APPENDICES

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Appendix 1 - Care Inspectorate Employment Information 2013 including Equal Pay and Occupational Segregation Policy Statements

Appendix 2 – Care Inspectorate Equality Outcome Statements 2013

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