



## Involvement and Equalities Update 2012/13

**Report to:** Strategy and Performance Committee  
**Date:** 5 March 2013  
**Report by:** Lisa Kirkbride, Professional Adviser Equalities & Involvement  
Charlene Guild, Professional Adviser Equalities & Involvement  
**Report No:** SP-08-2013  
**Agenda Item:** 11

### PURPOSE OF REPORT

To advise and update members of all Care Inspectorate involvement and equality activities and provide a progress report on our Involvement Action Plan in 2012/13.

### RECOMMENDATIONS

That the Strategy and Performance Committee:

1. Notes progress made on involvement and equalities work in the last twelve months.
2. Agrees the proposed direction of the Involvement Action Plan and future activities.

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**Version Control and Consultation Recording Form**

Version	Consultation	Manager	Brief Description of Changes	Date
2.0	Senior Management	Karen Anderson	Additions to report and format, new appendix	12/02
	Legal Services			
	Resources Directorate			
	Committee Consultation (where appropriate)			
	Partnership Forum Consultation (where appropriate)			

**Equality Impact Assessment**

To be completed when submitting a new or updated policy (guidance, practice or procedure) for approval.

Policy Title:

Date of Initial Assessment:

EIA Carried Out

YES

NO

If yes, please attach the accompanying EIA and briefly outline the equality and diversity implications of this policy.

If no, you are confirming that this policy will have no negative impact on people with a protected characteristic and a full Equality Impact Assessment is not required.

Name: Charlene Guild

Position: Prof Adviser, Equalities & Involvement

Authorised by Director

Name: K Anderson

Date: 22 February 2013

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## **1.0 CORPORATE PLAN REFERENCE**

The information provided in this report link closely with Outcomes 1-3:

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

## **2.0 BACKGROUND OF INVOLVEMENT AND EQUALITIES IN SCOTLAND**

- 2.1** The Public Services Reform (Scotland) Act 2010 (“the Act”) requires the Care Inspectorate to “secure continuous improvement in user focus in the exercise of their scrutiny functions and demonstrate that improvement”. It defines user focus for the Care Inspectorate as the involvement of people who use care services and their carers in the design and delivery of its scrutiny functions and strategic governance.
- 2.2** The Equality Act 2010 (Specific Duties) (Scotland) Regulations are designed to help public authorities develop better policies and practices, improve transparency and accountability, and deliver better outcomes for everyone in Scotland. They came into force on 27 May 2012 and look to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between different groups. The challenges of inequality in Scotland are significant.
- 2.3** To fulfil the Duty of User Focus, the Care Inspectorate Involvement Team worked alongside involved people to produce the Involvement Plan (Involving People, Improving Services). As a result of this co-productive project, a focussed and clear Involvement Action Plan (Appendix 1) was produced and progress and achievements of the past twelve months have been highlighted.
- 2.4** In addition, equalities work has become high priority in 2012/13 as we work towards fulfilling our specific public sector duties which require to be published by end April 2013.

## **3.0 INVOLVEMENT WORK UPDATE**

### **3.1 Involvement Plan:**

Our Involvement Plan (Involving People, Improving Services), produced co-productively with involved people over a number of months from February 2012 was approved by the Board in June 2012. The Plan is a working document including the Involvement Charter which outlines our commitment to involvement and involved people. The Plan also contains the Involvement Action Plan which sets out agreed involvement activities for the next three years. An update of progress on the action plan is attached as Appendix 1.

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**3.2 Involvement Team Structure:**

Proposal papers for a single involvement team within the new structure are being revised following consultation with human resources and finance. The proposals establish the business case and recommendations for expanding the Involvement team in order to meet the objectives of the Involvement Plan.

**3.3 Involvement Events:**

**3.3.1** A number of involvement events have been held in the past twelve months and the team continue to work closely with our Involving People Group (IPG). Two large scale meetings have been held in the past year, the first in Perth on 15 November 2012 which was well attended by 28 service users and carers. Focus was on the Involvement Plan and Charter, the new organisational values and opportunities for involvement.

**3.3.2** On 10 December 60 Carer Inspectors, Young Inspectors, Lay Assessors and IPG members met together for the first time to hear about each others roles and to think about the impact a bigger team of involved people can have for people who use services and carers.

**3.3.3** Excellent feedback was received from Involved People for both events. Planning and co-ordination is underway for local IPG meetings in Inverness and Dumfries as well as a Young People's event in March 2013.

**3.3.4** Involved people supported recent assessment centres for Head of Service posts, attended the strategic Board event in December and Young Inspectors have been active in strategic Inspections in Edinburgh and Orkney.

**3.4 Lay Assessor & User/Carer Inspector Schemes:**

A new Involvement Coordinator for the South area has been recently recruited and a similar appointment in north area is being progressed. In the last year Lay Assessors were involved in 387 inspections, speaking with 3028 people who use care services and 1034 relatives and friends. We have recruited 21 new Lay Assessors who all successfully completed the recruitment, training and shadow process.

**4.0 EQUALITIES WORK UPDATE**

**4.1 Equalities Project 2013:**

**4.1.1** To meet our statutory equality duties we must produce and publish a Mainstreaming Report, a set of Equality Outcome Statements, Equality Impact Assessments (EIAs), and our gender pay gap and occupational segregation information by 30 April 2013. These will require to be reviewed every 2 – 4 years. This will demonstrate how we meet the Public Sector Equality Duty and pay due regard to each of the 9 protected characteristics. This work will be subject to scrutiny by the Equality and Human Rights Commission (EHRC) who have a duty to ensure compliance with equality legislation.

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**4.1.2** A project reference group led by the Professional Adviser Equalities and Involvement was established in September to oversee the delivery of equality reports and statements by 30 April 2013. The group has met four times and will continue to meet monthly until April 2013. Evidence gathering on the way we mainstream equalities across all functions is being progressed. Draft reports and statements will be ready for the Executive Team to consider on 7 March 2013.

**4.2 Equality Impact Assessments:**

In the past year, we have engaged and consulted with over 200 equality groups across Scotland representing all 9 protected characteristic groups to help inform our equality impact assessment process. We have successfully started to publish these EIAs with a further nine currently in progress.

**4.3 Equalities Networking:**

**4.3.1** A number of networking opportunities have been taken in the past year. We attended meetings held by the EHRC on Equality Impact Assessments, Equality Outcome Statements and meeting the General Equality Duties. We attended a seminar hosted by the Crown Office and Scottish Government Equality Unit to hear about progress across the public sector on meeting the Specific Duties and have continued as a regular member of the Non Departmental Public Body Equality Forum.

**4.3.2** We also attended 2 meetings hosted by the Council of Ethnic Minority and Voluntary Organisations for scrutiny bodies, working to foster good relations between ethnic groups.

**4.3.3** We are leading joint work with Education Scotland, Health Improvement Scotland and the Scottish Social Services Council, to develop a shared approach to the way we report our work and progress in this area.

**4.4 Care Inspectorate Equality Evaluation:**

An equality evaluation has been completed by most teams. This was used to raise staff awareness of the Public Sector Duty, protected characteristics, and the specific duties. The strengths and gaps identified by staff will be used to inform our Mainstreaming report and Equality Outcome Statements.

**5.0 RESOURCE IMPLICATIONS**

Work is currently progressing with Finance and Human Resources to identify all the necessary resources to undertake the work highlighted within the Involvement Action Plan on an annual basis. A formal report will be submitted to Finance Committee when the budgets and resources are confirmed.

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**6.0 BENEFITS FOR PEOPLE WHO USE SERVICES AND THEIR CARERS**

**6.1** The Care Inspectorate has a clear duty of user focus and to be credible must be seen as a leader in the field of involving people. Continuing to be committed to involving people who use services and carers in our work will ensure that we are responding to the diverse needs of all communities and fulfilling our legal obligations in this area.

**6.2** In addition, we also have to fulfil the public sector equality duty and ensure that our policies and practices are fair and equitable for all.

**6.3** All of the involvement activities highlighted in this report give people who use care services and carers an opportunity to inform the work we do, help us to develop our practices and lead the way in best practice for care providers. This, in turn, leads to improvements in the quality of Scotland's care and social work services.

**6.4** By improving the way we involve people and ensuring fairness of opportunity we can ensure that the views and needs of people who use services remain central to us and that we are in a position to expect a high standard of involvement of service providers at all levels.

**7.0 CONCLUSION**

Good progress has been made in the past twelve months on our involvement and equalities work. The Involvement Plan and its resultant actions, alongside the Equalities project work will ensure that the Involvement team continue to build on these strong foundations and embark on a number of exciting changes and projects with involved people.

**LIST OF APPENDICES**

**Appendix 1 -** Involvement Action Plan 2012 - 15

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