



## **Equality Outcomes and Mainstreaming Report 2015-17**

**Annual Progress Report 2016**

## **1. Introduction**

This report provides an update on progress made in relation to delivering our Equality Outcomes 2015-17. The report also provides information on the actions we have taken to support the mainstreaming of equality across all of our functions since April 2015.

## **2. 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.

Our 624 employees work nationally across Scotland. Specialist inspectors visit thousands of care services every year. We evaluate their quality, require them to improve if necessary, and investigate complaints. Teams of our inspectors work with colleagues from health, education and justice services to carry our joint inspections across community planning partnership areas.

We regulate around 14,000 individual care services. The main types are:

- Childminders
- Children's nurseries
- Care homes for older people, adults and children
- Care at home
- Housing support
- Playgroups and out of school clubs.

We also regulate specialist services like day care, adoption and fostering agencies, childcare agencies, nurse agencies, school accommodation, secure accommodation and respite care.

There are also a number of ways for people to get involved in the work we do on a voluntary basis. We see the value of putting people who use care services and informal carers at the heart of what we do and ensure we have ways in which anyone who wants to can get involved. Currently we have around 100 volunteers who are involved in different areas such as inspection activity, focus groups, project work and complaints. We know that those who use care services are "experts by experience" and that involving them ultimately leads to high quality, safe and compassionate care which reflects the rights, choices and individual needs of people.

We also work with other scrutiny bodies like Education Scotland and Health Improvement Scotland on joint inspections. To support this work, we have an

Associate Assessor Scheme. There are currently around 60 members of staff from collaborating organisations involved who join our inspection teams, giving an insight into the inspection process, sharing individual expertise and encouraging joint learning to enhance their respective roles.

### **3. Equality Legislation – Our Specific Equality Duties**

In April 2011, the Equality Act 2010 introduced a positive general duty on public authorities in Scotland, in the exercise of their functions to give due regard to the need to:

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

Scottish Ministers introduced specific duties to support the better performance of the general duty. The specific duties require public bodies in Scotland, including the Care Inspectorate to:

- publish a report on the progress made on mainstreaming equality across all functions of the organisation by 30 April 2013 and then every 2 years thereafter;
- set and publish equality outcomes by 30 April 2013 and 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 e.g. financial) taken by public authorities; (from 27 May 2012)
- gather and publish employment data on the make-up 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 equality documents (impact assessments, equality outcomes etc.) in a manner that is accessible.

### **4. Our Approach to Meeting the Equality Duties**

In April 2013, we, like all other public bodies in Scotland published documents detailing how we would meet the specific duties. Both publications “Towards Equality: Fairer Care, support and Social Work Services in Scotland” and “Equality Outcomes 2013-2017” are available on our website<sup>1</sup>.

In 2015 we carried out a review of our existing equality outcomes and after a period of evidence gathering, research and engagement with equality organisations and other stakeholders, we decided to develop and work towards six new equality outcomes. These were published in April 2015 in our ‘Equality Outcomes and Mainstreaming Report 2015-17’<sup>2</sup>.

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<sup>1</sup> [http://www.careinspectorate.com/index.php?option=com\\_content&view=article&id=8581&Itemid=100222](http://www.careinspectorate.com/index.php?option=com_content&view=article&id=8581&Itemid=100222)

<sup>2</sup> [http://www.careinspectorate.com/images/documents/2796/Equalities\\_report\\_2015\\_to\\_17.pdf](http://www.careinspectorate.com/images/documents/2796/Equalities_report_2015_to_17.pdf)

**Care Inspectorate Equality Outcomes 2105-17**

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.

The Equality Outcomes and Mainstreaming Report also provided details on our approach to mainstreaming equality as well as information on our employee equality information.

## 5. Progress Made on delivering our Equality Outcomes

A detailed action plan to support the delivery of our Equality Outcomes was developed and published in 2015. This has been reviewed and updated on a regular basis by the Involvement and Equalities Team, supported by the Equality Implementation Group. The detailed review of progress made on the action plan is set out at appendix 1. Here we have highlighted some of the main areas of progress on each of our outcomes.

**Equality Outcome 1:** People from and across all protected characteristics can and do tell us about the care and social work services they experience they want.

### ❖ Promoting our work at Cultural and Community Events

Lots of work has taken place over the past year to promote the work of the Care Inspectorate with our diverse communities. In June we attended the Glasgow Mela, (Scotland's biggest multicultural festival), followed by Pride Glasgow (LGBT festival) and Edinburgh Mela in August. We spoke with hundreds of people at each of the events and gave away lots of information, including information on our Inspection Volunteer programme. We will be promoting our work and engaging with communities again at similar events in 2016.



Our stalls at Glasgow Mela 2015 (Right) and Pride Glasgow 2015 (left)

### ❖ Establishment of Care and Social Services Equality Advisory Group

In 2015, we committed to considering the development of an 'Equality Advisory Group' to enhance our approach to engagement on equality issues. The action was developed in response to consultation on the development of new equality outcomes held in the early part of 2015. Respondents were in agreement of the need to develop a specific approach to engagement with seldom heard and minority groups on equality issues which could extend to an Equality Advisory Group.

Following discussion with the Care Inspectorate Executive Team and colleagues in the Scottish Social Services Council (SSSC) it was agreed that a 'Care and Social Services Equality Advisory Group' be established. The first meeting of the group has

been scheduled for May 2016 and it is hoped that meetings of the group will provide an opportunity for equality organisations and interested individuals to share information on key equality issues which have an impact on the provision of social care in Scotland. The group will also influence and contribute to the development of new Equality Outcomes for the Care Inspectorate and SSSC in 2017.

❖ **Involvement opportunities**

We held a number of involvement activities where people across all protected characteristics have been able to tell us about their experiences of using care services. Our Involving People Group which is open to anyone who uses care services or has relatives who use care services met in June 2015 and March 2016 to discuss a number of relevant areas. In addition, we held our largest involvement event to date “People Like Us” conference on 5 November 2015 which was attended by around 80 people using care services and informal carers. We had a number of different workshops and speakers and gathered lots of views and suggestions in important areas like the National Care Standards Review, changes to our inspection methodology and protection of vulnerable adults.

❖ **Inspections**

During the inspection process, our inspectors will speak to people using the care service about their experiences. To ensure that we are reaching as many people as possible in care services, we also have Inspection Volunteers who concentrate solely on gathering the views and experiences of people using the services we inspect. Last year, Inspection Volunteers spoke to around 5000 people who use care services and their relatives in addition to inspectors.

**Equality Outcome 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.

❖ **New approach to Equality Impact Assessment developed**

Like all public bodies in Scotland, the Care Inspectorate is required to meet certain obligations under the Equality Act 2010 and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. This includes assessing and reviewing our policies and practices to consider how they will impact on our duty to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between different groups. We refer to this process as ‘Equality Impact Assessment’.

New guidance has been developed to enable policy authors and managers to undertake effective equality impact assessments of new or significantly changing policies and practices. The guidance provides detailed information and a template to enable completion of effective equality impact assessments. The appendices provide answers to some frequently asked questions in relation to equality impact assessments and details of where you can find additional information and evidence that may support the assessment process.

We have around 10 completed equality impact assessments, using the new guidance and template, available for the public to access on the website.

**Equality Outcome 3:** Care Inspectorate services including offices and information can be accessed and utilised by people from and across the nine protected characteristics.

### **Equality Section on our website**

Work was undertaken on our website in 2015 and a new page developed which highlights information on our approach to equality and diversity. This collates information and important publications in relation to equality such as our Equality Outcomes and Mainstreaming Report 2015, details of completed equality impact assessments, and links to organisations who can provide support on particular issues, such as Age Scotland, Interfaith Scotland, Engender and LGBT Youth Scotland. The webpage can be found at

<http://www.careinspectorate.com/index.php/equality-and-diversity>.



**Equality Outcome 4:** The care service providers we register and regulate demonstrate an awareness and understanding of equality issues for people using their care services.

### ❖ **External promotion of our equality work**

Over the past year, we have attended a number of external meetings, conferences and events with service providers to ensure that they are taking equalities into account when caring for people using services. This has included the Older People in Care Conference, National Violence Against Women Forum (and other local forums), CEARTAS (advocacy service for people with dementia), Capability Scotland and NHS Greater Glasgow and Clyde Inequalities Team.

### ❖ **Our Inspection process**

In all of our inspection work, we consider how the specific needs of people using care services in relation to the different protected characteristics are fulfilled. One of the principles of the National Care Standards, which we use to inspect services, is “Equality & Diversity”. This means that our inspection staff are aware of these issues and will consider the care providers’ approach to equality and the provisions it makes for people in their care with specific needs due to a protected characteristic.

In strategic joint inspections of services for children and young people in local authority areas, we consider the theme “Equality and Inclusion”. This takes into

account how well they are valued in terms of their contribution to the communities in which they live and learn, how strong is their sense of identity and do they feel they belong and can acquire the strengths and resilience they need to overcome any inequalities they experience.

The equality theme focuses on how effective the vision, values and aims of a partnership area are in promoting equality and inclusion. There are clear expectations about the promotion of these areas and we expect this to be reflected in their policies and plans and by staff undertaking their roles. We also consider how well the local authority addresses the needs of specific equality groups with variations of emphasis depending on the demographic profile of the area. Some recent inspections have considered impacts on LGBT, minority ethnic and young carers groups.

❖ **Investigating Complaints**

In 2014/15 we received around 4,500 complaints about care services in Scotland. This has continued to increase on an annual basis as people become more familiar with the work we do. We receive a number of complaints related to equalities issues and will investigate using the National Care Standard principle of “Equality & Diversity” and our theme of “Quality of Care and Support”. As an organisation, we are clear that care providers need to be considering and meeting the specific needs of different protected characteristic groups in the provision of their service.

To help our work with complaint investigations, we have trained a group of experienced Inspection Volunteers to assist with gathering the views of people in the service. This will apply to more general complaints and will allow us to gather more evidence to resolve and complaints or concerns.

❖ **Quality Conversations with care service providers**

We hold quarterly meetings for representatives of large care service providers and umbrella organisations to discuss strategic policy and direction across the sector. The purpose of the meeting is to listen, learn, share, inform and shape continuously improving care and scrutiny that benefits people using care services. Providers will also give us information around their area of care provision and influence how we work with them in our regulatory capacity. This group will also consider equality issues and changes to legislation that impact upon their service provision. We will share our learning and progress in relation to mainstreaming equality work in the Care Inspectorate.



❖ **Equality articles in Care News**



Regular articles on equality issues have featured in Care News, a quarterly publication for people who use care services, carers, care providers and all those who share an interest in care provision in Scotland. It carries news, advice, best practice and special features on care sectors and the work of the Care Inspectorate so that people can be kept up-to-date on issues affecting the care industry in Scotland. Care news is developed by the Care Inspectorate and distributed to all care providers in Scotland.

In recent editions we have published information on equality including LGBT Age resources, including information on LGBT Age resources. We will continue to share information on equality in the next year of the action plan.

**Equality Outcome 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.

❖ **Equality Training for Care Inspectorate Staff and Volunteers**

All Care Inspectorate employees are required to undertake mandatory equality and diversity training. The current equality 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 biases, stereotypes and preconceptions of equality groups and issues.

Our corporate induction process was updated in 2015 to allow for a session on equality and diversity. This helps to ensure that all new staff are aware of our legal obligations and expectations of them in relation to equality. We also introduced an online training package to employees who were unable to take part in the training due to location or time constraints. All employees in the Care Inspectorate have now undertaken of equality and diversity training.

❖ **LGBT AGE Awareness Seminars – May 2015 and January 2016**

Staff and volunteers from the Care Inspectorate and the Scottish Social Services Council took part in workshops looking at issues for older LGBT (Lesbian, Gay, Bisexual, Transgender) people and their concerns about accessing care and support. The seminars, delivered by the organisation LGBT Health and Wellbeing, provided an overview of the issues facing older LGBT people in accessing services and suggested some practical ideas for making services more accessible to LGBT people. Suggestions included:

- Making sure LGBT people are visibly welcomed in the organisation – in our reception areas and promotional materials and by signposting to LGBT organisations on our website.
- Use open questions and gender neutral language –e.g. “do you live with anyone?” instead of “do you live with your husband/wife?”



Volunteers from LGBT Health and Wellbeing also provided very poignant testimonies and stories of their experiences of prejudice throughout their lives and highlighted concerns around accessing care services.

A range of resources including '10 top tips' have been developed by LGBT Health and Wellbeing and have been published on the Hub (<http://hub.careinspectorate.com/>). Information on the resources has also been included in news articles within “Care News” (Summer 2015), our staff magazine “Connect” (Summer 2015) and our volunteer publication “Involve” (August 2015). Inspectors have also

shared the resources with care providers where appropriate.

### ❖ LGBT Charter of Rights Accreditation

Lots of work has taken place towards gaining the LGBT Charter of Rights Accreditation, developed by the organisation LGBT Youth Scotland. It is a self-evaluation process that can help us meet our equality duties, engage effectively with Lesbian, Gay, Bisexual and Transgender communities, and demonstrate our commitment to LGBT equality. It can also help review our policies, practices and steps taken meet legislative obligations in the context of LGBT equality.

A new LGBT Charter Champions Group, open to all staff across the organisation was set up in December 2015. The group meets every 6-8 weeks and considers the actions required to meet the requirements of the accreditation. The group has also helped mark International Human Rights Day and LGBT History Month.



Some of the members of the LGBT Charter Champions Group, and an image of the Charter

Work will continue and it is hoped that we will gain the ‘Foundations’ level of the accreditation before October 2016.

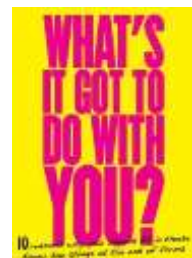
**Equality Outcome 6:** Our workforce is more representative of the diverse population of Scotland and employees from and across all protected characteristics feel valued and can maximise their potential to deliver an effective service.

❖ **Increased Reporting of Employee Equality Information**

Like other public authorities in Scotland, we are required to take steps to gather and use information on the composition of the workforce and use this information to help advance equality, eliminate discrimination and foster good relations between different groups. As such, each year we ask our employees to provide information on their equality protected characteristics via a ‘diversity tab’ our online payroll system. All employees have access to this system and also use it to request annual leave, view pay slips and submit business expenses where appropriate. Personal information is stored securely and can only be viewed by the individual to whom the information relates and by a small number of employees from the Organisational Development team. Anonymous statistical information is shared with the Involvement and Equalities Team for monitoring purposes.

Employees can input and update their information at any time and in early 2016 we conducted an exercise to encourage staff to do so. We sent information to staff via email, intranet news articles and internal online social media site “Yammer” to encourage staff to take time to update their information. Members of the Equality Implementation Group and the LGBT Charter Champions Group were also asked to encourage colleagues to input the information into our systems by discussing this at team meetings.

Following discussion with the LGBT Charter Champions Group we developed and provided further information by way of a ‘Frequently Asked Questions and Answers’ document to help allay any fears as to how the organisation would use this information and also provided staff with the Stonewall publication ‘What’s it Got To Do With You’<sup>3</sup>.



We then produced a report based on the information that staff provided to produce a snapshot of the organisation and its employees as at February 2016. At this time there were 624 members of staff working for the Care Inspectorate.

**Who are our employees?** Of the employees who provided information before 17 February 2016:

February 2016	Compared to last year (2015)
80.1% are female	No change
74.4% are aged between 40-59 years	Decrease of 1.6%
2.5% have a disability	Increase of 1.2%
42.6% are married or in a civil partnership	Increase of 7.7%
1% are of Black or Minority Ethnic (BME) Ethnicity	No change
24.5% say they have no religion/belief	Increase of 5%
1.9 % are Lesbian, Gay or Bisexual	Decrease of 0.3%

<sup>3</sup> [http://www.stonewall.org.uk/at\\_home/3460.asp](http://www.stonewall.org.uk/at_home/3460.asp)

We are aware that this information does not provide a full picture of our employees and some employees have not disclosed information on all of their protected characteristics. However, we have been successful in encouraging more employees to provide information than we did in 2015 and hope to build on this again for 2017. This is reflected in the table below which shows number of employees who disclosed information on protected characteristics in 2015 compared with 2016:

Number of employees who have disclosed information relevant to protected characteristics:

	<b>2015</b>	<b>2016</b>	<b>Difference</b>
<b>Disability</b>	140	279	+139
<b>Ethnicity</b>	303	408	+105
<b>Marital Status</b>	297	395	+98
<b>Religion</b>	285	391	+106
<b>Sexual Orientation</b>	276	374	+98

We hope to build on this achievement in 2017. Full details of how we are meeting our equality duties in relation to “gathering and publishing employment data” will be published in April 2017.

## **6. Mainstreaming the Equality Duty**

As set out in our Equality Outcomes and Mainstreaming Report 2015-17, 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. As well as the information set out above in relation to equality outcomes, we have also attempted to mainstream equality into our work in the following ways:

### **❖ Equality Implementation Group – Review of membership and Terms of Reference**

The Equality Implementation Group was first set up in 2013 to help support the delivery of the Equality Outcomes and mainstreaming report published in April 2013. Further to the revision of our equality outcomes and approach to mainstreaming equality in 2015, the terms of reference and membership of the Equality Implementation Group were examined and reviewed.

All areas of the organisation are now represented on the group, with the following terms of reference strengthened:

#### **Role of the Equality Implementation Group**

- To monitor progress (within the Care Inspectorate) on meeting the duties of the Equality Act 2010 including the Public Sector Equality Duties
- To discuss, debate and make recommendations to the Executive Team on equality issues;
- To progress and review the Equality Outcomes and mainstreaming activities and report to Executive Team and Board on an annual basis;

- To support the mainstreaming of equality issues and information across the organisation.

#### **Remit of Equality Implementation Group Members:**

- To provide information to the group as required on the work of their service/functions relevant to equality and diversity;
- To relay information and decisions taken within the group to their wider teams/services;
- To promote and mainstream best practice in equality as agreed by the group across the Care Inspectorate as appropriate;
- To highlight any particular issues in relation to equality taking place within their service/function (best practice, case studies);
- To act as an equality champion within their service (assist in promotion of equality events/notable dates as appropriate); and
- To take steps to make services aware of their requirements in relation to equality particularly in relation to equality impact assessment

Full terms of reference and minutes of the Equality Implementation Group can be obtained from the Involvement and Equalities Team.

#### **❖ 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 the Care Inspectorate website or provided directly to employees and Board Members. The following list highlights the main ways that information on equality issues has been provided internally over the past 12 months:

- Regular updates to employees via the Social Media Platform 'Yammer' (pictured)
- Articles on equality within the employee magazine 'Connect'
- Information on national equality dates and commemorations are shared on our Intranet along with suggestions on how staff can get involved (e.g. LGBT History Month, Holocaust Memorial Day, International Women's Day.)
- Campaign throughout our offices to promote "Purple Friday" - supporting young LGBT people in Scotland.



We also provide information on our equality work externally via the following mechanisms:

- Regular articles on equality issues and resources within Care News
- A dedicated equality page on the Care Inspectorate website
- Regular engagement and involvement with equality organisations and networks including the Non Departmental Public Body (NDPB) Equality Forum.

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

## **7. Reporting, Monitoring and Review**

We will publish a further review of the progress we have made in meeting our equality outcomes and our approach to mainstreaming equality in April 2017, in line with our legislative obligations. The Equality Implementation Group, supported by the Involvement and Equalities Team will continue to be responsible for driving progress on our equality activity. This report and future reports on progress will be published on the Care Inspectorate website and provided in alternative accessible formats on request.

## **8. Further Information**

Information on the Care Inspectorate's approach to equality and meeting the requirements of the Equality Act 2010 and subsequent regulations can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com). Further information is also available from our Involvement and Equalities Team: email [enquires@careinspectorate.com](mailto:enquires@careinspectorate.com) or call 0345 600 9527.

**Appendix 1**

**Equality Outcomes Action Plan Progress Review**

<b>Outcome</b>		<b>Action(s)</b>	<b>Timescale</b>	<b>Progress</b>
1	<b>People from and across all protected characteristics can and do tell us about the care and social work services they experience and want.</b>	Undertake equality monitoring exercise via National Enquiry Line and Complaints	June 2016	To be continued in line with agreed timescales.
		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	A wide range of engagement has taken place over the past year, promoting the work of the care Inspectorate and volunteer opportunities including the following: <ul style="list-style-type: none"> <li>• Promotional stall at Older People in Care conference – May 2015</li> <li>• Presentation to and discussion with National Violence Against Women Forum June 2015</li> <li>• Promotional Stall at Glasgow Mela –June 2015</li> <li>• Presentation to and discussion with Perth MEAD – July 2015</li> <li>• Presentation to and discussion with CEARTAS Advocacy - July and September 2015</li> <li>• Meetings with LGBT Youth Scotland - ongoing</li> <li>• Presentation to and discussion with South Lanarkshire Violence Against Women partnership- Doorway – August 2015</li> <li>• Promotional Stall at Glasgow Pride – August 2015</li> <li>• Promotional Stall at Edinburgh Mela – August 2015</li> <li>• Meeting with trainer from Capability Scotland - August 2015</li> </ul>
		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	

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				<ul style="list-style-type: none"> <li>• Meeting with West of Scotland Regional Equality Council – September 2015</li> <li>• Meeting with NHS GGC Inequalities Team –September 2015</li> <li>• Presentation to and discussion with Borders LGBT Forum – 3 October</li> <li>• Presentation to and discussion with North Lanarkshire Violence Against Women Forum – October 2015</li> </ul>
		Consider development of Equality Advisory Group or similar to enhance our approach to engagement on equality issues.	October 2015	Approved by Executive Team in October. First meeting of the EAG to take place in Summer 2016.
		Ensure that equality issues are fully considered and incorporated as part of our on-going review of Scrutiny and Improvement	April 2017	To be continued in line with agreed timescales.
2	<b>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.</b>	Roll out and provide information on the new Equality Impact Assessment Toolkit to all teams across the organisation	To be completed by September 2015	New Equality Impact Assessment Guidance and Template developed and approved by Executive Team in February 2016. Guidance available on intranet and shared with teams via 'The Update'.
Create a process for publication of results of Equality Impact Assessments on the website		June 2015	New page set up on the Care Inspectorate website and intranet. Several equality impact assessments, using the new guidance have now been agreed and published on the website and intranet.	
Develop regular briefings on equality issues as they arise and share with all services to help inform equality impact assessments		August 2015	EIA Resources section created on intranet which sets out wide range of information and evidence which can inform the EIA process. Information is set out by protected characteristic as appropriate and updated on a regular basis. This was created in December 2015.	



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		Further engage the Involving People Group in advising on key policies and plans	April 2016	Work undertaken in 205 with Involving People Group (IPG) and Inspection Volunteers (IVs) to enhance capacity, knowledge and understanding of equality issues. This included an Equality Training Session to IPG in June 2015, Hate Crime Awareness Workshop in November 2015 and LGBT Age Awareness Training in January 2016. Specific equality training was developed and delivered to Young Inspection Volunteers in October 2015. Some IPG members and IVs will be involved in the Equality Advisory Group in 2016. IPG and IVs also engaged in number of projects including review of methodologies, Investing in Volunteers accreditation programme, adult protection procedures and review of National Care Standards (via involvement conference)
3	<b>Care Inspectorate services including offices and information can be accessed and utilised by people from and across the nine protected characteristics.</b>	Develop plan to undertake assessment of accessibility of Care Inspectorate offices.	August 2015	To be carried forward to next year of the action plan.
		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	New website launched in September 2015, with enhanced accessibility.
		Engage with equality organisations to consider how best to publish our equality information in accessible and engaging formats.	June 2015 onwards	Engagement with equality organisations as set out above at Outcome 1.
4	<b>The care service providers we register and regulate demonstrate an awareness</b>	Develop a regular briefing on equality issues for care providers - highlighting key equality issues and resources	August 2015 and then ongoing	Regular articles on equality issues have featured in Care News, including information on LGBT Age resources. This will continue in

	<b>and understanding of equality issues for people using their care services.</b>	<p>Develop a plan for equality briefing sessions at stakeholder events</p> <p>Consider how we can provide equalities improvement support to care services as part our overall improvement strategy for the care sector</p>	2016/17	<p>the next year of the action plan.</p> <p>To be continued in line with agreed timescales.</p>
5	<b>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.</b>	<p>Agree a series of equality dates and commemorations to be marked and promoted to all staff</p>	May 2015	<p>Series of dates agreed in May 2015. These include LGBT History Month, Black History Month, International Women’s Day, Gypsy, Roma Traveller History Month and International Human Rights Day.</p>
		<p>Ensure that equalities issues are linked into the OD strategy, with a blend of learning and awareness opportunities for staff and emphasis on the internal and external customer experience</p>	April 2016	<p>To be continued in line with agreed timescales.</p>
		<p>Provide regular information bulletins to staff and Board Members on key equality issues as they emerge</p>	May 2015 and then ongoing	<p>Ongoing</p>
		<p>Consider establishment of annual ‘Equality and Diversity Week’ for staff with a series of seminars, and information sessions on offer.</p> <p>Develop active online discussion forums around equality issues.</p>	August 2015	<p>Work has been undertaken to look at what goes on in other areas/organisations. This will continue in the next year of the action plan.</p> <p>Yammer Network established for CI and SSSC staff on equality issues in May 2015. LGBT Champions Yammer network also set up in October 2015.</p>

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		<p>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.</p> <p>We will identify and work with organisations who engage with particular community groups, including Scottish Gypsy/Travellers, to develop information guides for staff.</p>	<p>August 2015 and then ongoing</p>	<p>Initial meetings with equality organisations as set out above.</p> <p>Work on this action will continue in the next year of the action plan.</p>
		<p>We will develop a range of information resources and publish on our website and intranet</p>	<p>December 2015 for initial information to be published</p>	<p>List of support organisations now detailed on new equality page of the website and intranet – this has been promoted via Yammer and New Today (May 2015). LGBT Age resources published on the Hub (June 2015). More Information will be added as becomes available.</p> <p>New page with information and resources now available on intranet under EIA section. (December 2015)</p>
		<p>We will undertake actions to meet the requirements of the LGBT Charter mark in conjunction with LGBT Youth Scotland</p>	<p>Initial award achieved by May 2016. We will then achieve next level of award by April 2017.</p>	<p>Work commenced in October 2015 with training for staff on LGBT issues. New LGBT Charter Champions Group created – first meeting took place in December 2015. Action plan developed with steady progress made. Work will continue in next year of this action plan.</p>
		<p>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</p>	<p>May 2015</p>	<p>LGBT Health and Wellbeing delivered a seminar to staff from CI and SSSC in May 2015. This was repeated in January 2016 for CI staff and volunteers.</p>

**Agenda item 20**  
**Appendix 1**

		seminar on issues specific to LGBT older people.		Dementia Inequality Issues – contributed national research and working group. Equality and Dementia session delivered to the Dementia Action Learning Set in January 2016.
6	<b>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.</b>	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.	Employee monitoring exercise undertaken in early 2016 encouraged almost 2/3 <sup>rds</sup> of the workforce to provide information on their protected characteristics.  Work will continue in next year of this action plan.
		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	Work will continue in next year of this action plan.