



Equality Outcomes and Action Plan Review 2015-17

Introduction

This report provides an update on progress made in relation to delivering our Equality Outcomes 2015 – 2017 and accompanying action plan. It also provides information on the actions we have taken to support the mainstreaming of equality across all of our functions during the same period.

Who we are and what we do

- We are a scrutiny body that supports improvement in care and are developing world-class approaches to rights-based scrutiny.
- We make sure every local authority, integrated joint board and community planning partnership meets the highest care standards.
- We are on a journey moving from compliance to collaboration, building effective relationships to better support high quality care for everyone.
- We work with 14,000 care services across early learning and childcare, integrated health and social care, social work and community justice.
- We're changing how we work, to focus on evidencing outcomes for people who experience care, their families and carers, detailed within the new National Care Standards
- Last year we carried out over 7,000 inspections and published all our reports online. Our findings help people choose care and provide public assurance.
- We also checked that 1,000 new care services were fit to operate and looked at 4,000 complaints about care and formally investigated half of them.
- We spend thousands of hours supporting improvement, but if people are at risk of harm, we have tough powers to require change or take enforcement action.
- Our evidence and experience informs national and local care policy.
- In everything we do, we put the views, choices and rights of people who use care and their carers, first.
- We must be confident in how we add public value.

Equality Legislation – Our Specific Equality Duties

In April 2011, the Equality Act (2010) introduced a positive general duty on public bodies 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.

Our Approach to Meeting the Equality Duties

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. As a result of their feedback, we decided to develop and work towards six new equality outcomes that were specific, focussed and achievable. These were published in April 2015 in our 'Equality Outcomes and Mainstreaming Report 2015-17'¹.

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.

¹ http://www.careinspectorate.com/images/documents/2796/Equalities_report_2015_to_17.pdf

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.

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 two years to promote the work of the Care Inspectorate with our diverse communities. We attended the MELA - Scotland's biggest multicultural festival ~~in~~ in both Glasgow and Edinburgh in 2015. We also attended Pride (LGBT festival) in Glasgow and Edinburgh in 2015 and 2016. These events were very successful and we spoke to hundreds of people, gave away lots of information and recruited to our volunteer schemes. To ensure people were interested in speaking to us, we developed specific leaflets and promotional items with our audiences in mind. These gave information around specific protected characteristic groups using care services.



Our stalls at Glasgow Mela 2015 (Right) and Pride Edinburgh 2016 (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, jointly. The first meeting of the group was held in June 2016 and provided 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 also met in January 2017 to contribute to the development of our new Equality Outcomes for 2017-19.

❖ **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 and meets quarterly 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 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. All of our involvement events, conferences and projects are detailed within our Involve Newsletter, available on our website.



"People Like Us" Involvement Conference – 5 November 2015

❖ Inspection Volunteer Schemes

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. This adds value to our inspection process by giving us valuable information on the care service and allowing the voices of people using the care service and their relatives to be heard. Inspection Volunteers gather the views of around 5000 people using care services and relatives every year in addition to inspectors.

Inspection Volunteer Dementia Pilot

A twelve month pilot was held between Sept 2015 and Sept 2016 to explore the benefits of having people with dementia as inspection volunteers and explore any potential barriers or risks. We have had very positive feedback from Inspectors, Service Providers and the Inspection Volunteers themselves in terms of the value they brought to the inspection process. We are now considering ways of mainstreaming the project into our existing Inspection Volunteer Scheme.



Inspection Volunteers and support worker from our IV dementia pilot

Young Inspection Volunteers

We have a specific volunteer scheme for young people aged 18 – 26 who have used or are using care services. The Young Inspection Volunteers have an extensive training programme over a month which will give them the skills required to be part of the strategic inspection teams (children & young people). These teams carry out inspections of local authority social work services and the young inspection volunteers carry out focus groups, interviews and discussions with young people using the services as well as senior managers and support workers.

❖ **Accreditations and awards**

Over the past two years, the Care Inspectorate has developed good practice in a number of areas and has received accreditation in the following awards; Investors in Volunteers, Investors in Young People, Carers Engaged Award, Healthy Working Lives (Silver). We are also currently working on achieving the foundations award of the LGBT Charter and should be ready to apply for this by summer 2017.

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 was 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 15 completed equality impact assessments, using the new guidance and template, available for the public to access on the website.

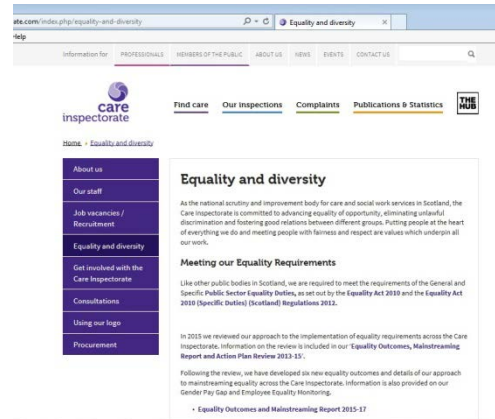
❖ **Consultation on our strategies, plans and policies**

We carry out regular consultation with people who use care services and their informal carers about our policies and procedures. In the past two years, the Involving People Group has given us feedback, advice and suggestions around our new methodologies, involvement strategy and action plan, the new Professional Development Award for inspectors, new National Care Standards and our Corporate Plan. In addition, we also seek advice and guidance from external equality networks and our Equality Advisory Group on our equality impact assessment process and other relevant areas of work.

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. We keep the page updated regularly and it can be found at <http://www.careinspectorate.com/index.php/equality-and-diversity>.



❖ **Office moves**

A full review of all of our offices was carried out in 2015/16. As a result of this, a number of our offices (Inverness, Musselburgh, Aberdeen, Paisley) are moving to more efficient and accessible buildings in early 2017.

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 two years, 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, Alzheimers Scotland Conference, Who Cares? Scotland National Conferences, Chat for Change Conference, Internal Family Daycare Organisation Conference (IDFCO), National Care Leavers Week and The Gathering.

❖ **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. The new National Care Standards will soon be introduced which are centred around the care received by each individual and retain a focus on equalities and human rights.

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 2015/16 we received around 4,000 complaints about care services in Scotland. We formally investigated half of these complaints and as people have become more familiar with our work, the number of complaints continues to increase. 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. In addition to the general equality & diversity training, we have also held some specific Mental Health Awareness sessions, LGBT awareness sessions and produced a Health & Safety Report in relation to this.

❖ LGBT AGE Awareness Seminars –2015/16

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.

In addition to this, we have also held five LGBT awareness sessions for our staff to familiarise themselves with this protected characteristic and how this relates to the role of the Care Inspectorate. Our sessions have been held in Dundee, Aberdeen, Paisley, Musselburgh and Hamilton and around 100 staff have attended.

❖ 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. The group is also instrumental in attending equality related events (Pride / MELA) to promote

the Care Inspectorate and ask people what we could be doing to improve our service.



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 in Summer 2017.

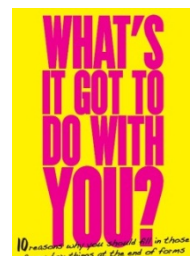
Equality Outcome 6: Our workforce is more representative of the diverse population of Scotland and employees from and across all protected characteristics feel valued and can maximise their potential to deliver an effective service.

❖ **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 and 2017 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'². We then produced an internal 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.

As part of our reporting process for April 2017, we have produced a full employee equality monitoring report in line with our equality duties.

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);

² http://www.stonewall.org.uk/at_home/3460.asp

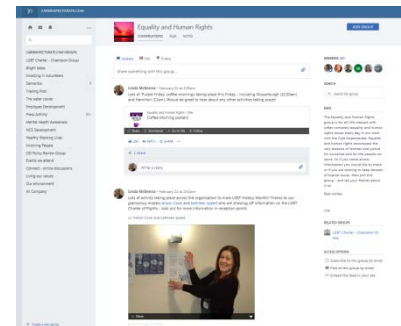
- To act as an equality champion within their service (assist in promotion of equality events/notable dates as appropriate); and
- To take steps to make services aware of their requirements in relation to equality particularly in relation to equality impact assessment

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.

Reporting, Monitoring and Review

We have been providing our executive team and Board with a progress update on our equalities work on an annual basis. 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.

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. Further information is also available from our Involvement and Equalities Team: email enquires@careinspectorate.com or call 0345 600 9527.

Equality Outcomes Action Plan Review 2015-17

This paper lists the equality outcomes set for 2013 – 15, the agreed actions, and the progress we have made towards meeting them.

Appendix 1

Equality Outcomes Action Plan Progress Review

Outcome	Action(s)	Timescale	Progress
<p>1 People from and across all protected characteristics can and do tell us about the care and social work services they experience and want.</p>	<p>Undertake equality monitoring exercise via National Enquiry Line and Complaints</p>	<p>June 2016</p>	<p>Although we continue to monitor equality information through our customer service questionnaires and other feedback, due to changes in the involvement & equalities team and to our contact centre, we have not yet undertaken this equality monitoring exercise. We are currently giving thought to the purpose of this exercise and what we will do with the information.</p>
	<p>Better link with community groups and organisations to provide information on the role of the Care Inspectorate and on how people can contact us</p>	<p>June 2015 and then ongoing</p>	<p>A wide range of engagement has taken place over the past two years, promoting the work of the care Inspectorate and volunteer opportunities including the following:</p> <ul style="list-style-type: none"> • Promotional stall at Older People in Care conference – May 2015 • Presentation to and discussion with National Violence Against Women Forum June 2015 • Promotional Stall at Glasgow Mela –June 2015 • Presentation to and discussion with Perth MEAD – July 2015 • Presentation to and discussion with CEARTAS Advocacy - July and September 2015 • Meetings with LGBT Youth Scotland -
	<p>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</p>	<p>May 2015 and then ongoing</p>	

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			<p>ongoing</p> <ul style="list-style-type: none"> • Presentation to and discussion with South Lanarkshire Violence Against Women partnership- Doorway – August 2015 • Promotional Stall at Glasgow Pride – August 2015 • Promotional Stall at Edinburgh Mela – August 2015 • Meeting with trainer from Capability Scotland - August 2015 • Meeting with West of Scotland Regional Equality Council – September 2015 • Meeting with NHS GGC Inequalities Team –September 2015 • Presentation to and discussion with Borders LGBT Forum – 3 October • Presentation to and discussion with North Lanarkshire Violence Against Women Forum – October 2015 • Promotional Stall at The Gathering – Feb 2017
		Consider development of Equality Advisory Group or similar to enhance our approach to engagement on equality issues.	<p>October 2015</p> <p>Approved by Executive Team in October 2015. First meeting held in June 2016 and follow up meeting in January 2017. We will continue to meet with this group when equality issues arise and advice is required and for consultation events.</p>
		Ensure that equality issues are fully considered and incorporated as part of our on-going review of Scrutiny and Improvement	<p>April 2017</p> <p>Equalities have been included as part of the new National Care Standards used to inspect care services. In addition, equalities is integrated into the strategic local authority inspection methodology.</p>

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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 on the new Equality Impact Assessment Toolkit to all teams across the organisation	September 2015	New Equality Impact Assessment Guidance and Template developed and approved by Executive Team in February 2016. Guidance is available on our staff 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, links to relevant equality organisations 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 and is used on a regular basis by policy makers.
		Further engage the Involving People Group in advising on key policies and plans	April 2016	Work undertaken in 2015 / 16 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 and March 2016. Some IPG members and IVs will be involved in the Equality Advisory Group in 2016. In addition, all of our volunteers have been

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				invited to get involved in consulting on our new outcomes for 2017-19. 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 in November 2015 and IPG Meetings in June 2016)
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	This action has been superseded by a number of office moves and closures to more accessible premises during 2017/18.
		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 and consultation with our volunteers to ensure understanding and accessibility. We continue to subscribe to Happy to Translate and consider when alternative publications (like easy read versions) will be required.
		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.

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4	The care service providers we register and regulate demonstrate an awareness and understanding of equality issues for people using their care services.	<p>Develop a regular briefing on equality issues for care providers - highlighting key equality issues and resources</p> <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>	<p>August 2015 and then ongoing</p> <p>2016/17</p>	<p>Regular articles on equality issues have featured in Care News, including information on LGBT Age resources. We now also have THE HUB which provides 'one-stop-shop' access to a range of resources aimed at supporting improvement in the social care and social work sectors through the use and sharing of intelligence and research-led practice.</p>
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.	<p>Agree a series of equality dates and commemorations to be marked and promoted to all staff</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> <p>Provide regular information bulletins to staff and Board Members on key equality issues as they emerge</p> <p>Consider establishment of annual 'Equality and Diversity Week' for staff with a series of seminars, and information sessions on offer.</p>	<p>May 2015</p> <p>April 2016</p> <p>May 2015 and then ongoing</p> <p>August 2015</p>	<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>These have been accompanied on our internal communication channels with information about these important dates.</p> <p>This action will continue to be ongoing with relevant articles communicated internally with all staff and Board members being updated formally on all equality work on an annual basis.</p> <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</p>

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		<p>Develop active online discussion forums around equality issues.</p>		<p>SSSC staff on equality issues in May 2015. LGBT Champions Yammer network also set up in October 2015 for internal discussion around equality issues.</p>
		<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. Work on these actions will continue over 2017-19.</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). The HUB has a number of resources for external organisations and individuals to access.</p> <p>All of this work is updated on annually and will continue on an ongoing basis.</p>

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		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.	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 and has continued on a quarterly basis since then. Action plan developed with steady progress made over the past year and an additional 5 LGBT workshops have been held for staff over 2016. A meeting with LGBT Youth was held in Feb 2017 to discuss accreditation. It is hoped that accreditation will be achieved by June 2017.
		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	<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> <p>We have supported work in dementia inequality Issues – including contributing to national research and working group. Equality and Dementia session delivered to the Dementia Action Learning Set in January 2016.</p> <p>National Care Standards – contributed to the process of developing the new national care standards and considering a human rights approach to the equality impact assessment.</p> <p>Six employee sessions have been held to explore LGBT equality issues in 2015/16.</p>
6	Our workforce is more representative of the diverse population of	Develop an action plan to promote job opportunities to under-represented groups and ensure that the current	October 2015 with implementation	Employee monitoring exercise undertaken in early 2016 encouraged the workforce to provide information on their protected

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	Scotland and employees from and across all protected characteristics feel valued and can maximise their potential to deliver an effective service.	review of recruitment takes into account equalities issues Work with the SSSC to consider equalities issues in the care sector more widely	before April 2017.	characteristics, and more did. Work will continue in next year of this action plan.
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