



Equality Outcomes and Action Plan Review 2017-19

Introduction

This report provides an update on progress made in relation to delivering our Equality Outcomes 2017 – 2019 and accompanying action plan. It also provides information on the actions we have taken to support the mainstreaming of equality across all our functions during the same period.

We believe that people in Scotland should experience a better quality of life as a result of accessible, excellent services that are designed and delivered to reflect their individual needs and promote their rights. We are the scrutiny and improvement support body for social care and social work in Scotland. This means we regulate, inspect and support improvement in care services across Scotland focusing on positive outcomes for people which help them to live life well. We use the health and social care standards to help us inspect, drive improvement, promote flexibility and encourage innovation in how people are cared for and supported.

Our work stretches across areas such as integrated health and social care, social care that is not integrated, social work, public protection, early learning and childcare, criminal justice social work, youth justice, community justice, and public service reform. We work across all 32 local authorities, and all health and social care partnerships, community planning partnerships, and community justice partners in Scotland.

We register around 14,000 care and support services used by people of all ages. We check to ensure they reach high standards, and support them to improve where necessary. Last year we carried out around 7000 inspections of care services. These included care homes for older people, adults and children; care at home services; child minders, children's nurseries and housing support. We also carried out some large-scale inspections of strategic provision in local areas. We registered almost 1,000 new care services, and we investigated over 500 complaints about care.

Our Values

Our values underpin how we work together with people and communities to achieve common goals, how we influence others and how we interact with our colleagues and customers:

Person-centred – we will put people at the heart of everything we do.

Fairness – we will act fairly, be transparent and treat people equally.

Respect – we will be respectful in all that we do.

Integrity– we will be impartial and act to improve care for the people of Scotland.

Efficiency– we will provide the best possible quality and public value from our work.

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 keeping with the reporting cycles above, we have worked towards our equalities outcomes on a four year cycle. However, we changed our outcomes in 2017 to be more specific, measurable and achievable in the timescales set. We are still working towards meeting these outcomes and as such, have made the decision to continue working on these in order to be able to demonstrate our public sector general equality duties of:

- Eliminate discrimination, harassment, victimisation and any conduct prohibited under the Act.
- Advance equality of opportunity.
- Foster good relations across all protected characteristics.

Our outcomes are as follows:

Care Inspectorate Equality Outcomes 2017 - 21

1. People from and across all protected characteristics find us accessible, have opportunities to get involved and influence our work by telling us about the care and social work services they experience and want in the future.
2. We work with the care service providers we register and regulate to improve awareness and understanding of equality issues for people using care services.
3. Our workforce is well informed and engaged around equality issues and are representative of Scotland's diverse population.
4. We will work in collaboration with external networks and equality organisations to promote awareness of equality issues in care and social work services and raise awareness in these areas.

Progress Made on delivering our Equality Outcomes

A detailed action plan to support the delivery of our equality outcomes was developed and published in 2017. This has been reviewed and updated on a regular basis by the Involvement and Equalities Team. 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 find us accessible, have opportunities to get involved and influence our work by telling us about the care and social work services they experience and want in the future

❖ **Care Inspectorate Board**

At least two of our members are required to be people who experience care or carers themselves. This brings a different range of experience and perspectives to the Board which is invaluable in moving our work forward. These public appointments are full and equal members. In addition, all our Board members are fully committed to realising the principles of involvement and the commitments made within our Charter. One of their responsibilities is to promote involvement in the organisation through the way decisions are made.

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

We participated in six LGBT Pride events nationwide during 2017 & 2018, including Dundee's first Pride festival.

We engaged with over a thousand members of the public in Glasgow, Edinburgh, Aberdeen and Dundee, promoting our organisation, the health and social care standards, and how to get involved with us including our Inspection Volunteer

scheme. Our leaflets are published in a variety of formats, catering to a variety of audiences over specific protected characteristic groups. We have also produced a Care Inspectorate leaflet with information relating specifically to the LGBT community which we take to all events. After these successes, we will continue to review and increase our presence at more local PRIDE events. We have rebooked our promotion stand for 2019 and will continue to engage the LGBT community in conversations about the Care Inspectorate and how we can continue to focus on being inclusive.



❖ Involvement opportunities

Our Involving People group meet as a national group around 4 times and is open to anyone who experiences care. Individuals on the group get involved in our strategic and policy work, giving feedback and suggestions from the perspective of someone experiencing a care service. In April 2018 we discussed our new involvement strategy for 2018-21 and asked how they would like to be involved in our work over the next three years. Successes of the group includes; workshops and consultations on self-directed support, strategic inspections, business and digital transformation, national health and care standards development and changes to our inspection methodologies and frameworks.

Staff members at LGBT Pride Dundee, September 2018

Our sta

All of our involvement events, conferences and projects are detailed within our Involve Newsletter, available on our website as well as our internal intranet.



❖ Inspection Volunteer Schemes

Adult Inspection Volunteers

During the inspection process, our inspectors will speak to people experiencing care, relatives and carers about personal outcomes. To ensure that we are engaging and reaching as many people as possible experiencing care, 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 from the perspective of someone experiencing care and allowing the voices of people using the care service, their relatives and carers to be heard. Inspection volunteers gather the views of around 5000 people experiencing care services and others every year in addition to inspectors.

In 2017/8 we completed two induction programmes for 14 new inspection volunteers, following a rolling programme of recruitment which had a focus on broadening out geographic reach and spread of skills and experience. Our induction process includes a two day residential training course which incorporates a session on equality legislation and what this means in the care sector.

In addition, inspection volunteers participate in regular development meetings with Inspection Volunteer Coordinators to increase their skills, benefit from peer support and keep in regular contact with the Involvement and Equalities Team. One to one support is also offered as required.

Young Inspection Volunteers

We have a specific volunteer scheme for young people aged 18 – 26 who have experienced or are experiencing care services and represent a variety of the protected characteristic groups. The Young Inspection Volunteers have an extensive training programme set out over a month which will give them the skills required to be part of our strategic inspection teams (children & young people). Those 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 experiencing the services as well as senior managers and support workers.

During 2018, our team of 10 young inspection volunteers took part in 6 strategic inspections as well as 29 regulated service inspections and a range of conferences and events where they shared learning from their experiences of involvement. This includes attending and participating in:

- Scottish Institute Residential Child Care Conference
- Scottish Care Leavers Covenant
- 1000 Voices Care Review
- Scottish Throughcare and Aftercare Corporate Parenting training.

Members of our Young Inspection Volunteer scheme also met with a delegation of care regulation professionals from Malta as part of a visit to the Care Inspectorate and co-produced learning logs to record their experiences and personal/professional development while participating in our work. Learning logs have also been used as evidence of their learning and achievements when moving on in further education and employment.

Two of our Young Inspection Volunteers have been selected for roles through the First Minister's mentorship initiative, both reaching the final 10 out of over 100 applicants. One volunteer was appointed as the First Minister's Mentee of the Year where they will have the opportunity to shadow and get involved with projects alongside the First Minister.

We were able to provide employment for a former Young Inspection Volunteer as a Modern Apprentice, via an open recruitment process. In 2018/19 we met with care professionals in Sweden and participated in an international social care conference in Seville to showcase our successful and inclusive programme internationally.

❖ **National Improvement Programmes**

We actively encourage people to get involved in influencing and shaping our improvement programmes. Improvement, by the very nature of the process, requires us and all our partners to work differently and to be united and optimistic in our approach. In order to see success, the experience, knowledge and input of everyone involved must be valued and respected while working on the principles of co-production and collaboration such as **'we all teach and all learn'**.

Some of our recent improvement projects include:

- Focus on Dementia – an improvement programme for specialist dementia units in collaboration with Health Improvement Scotland, NHS Education for Scotland and Scottish Care.
- Implementation of the SOFI 2 (short observational framework for inspection) in early years.
- Care About Physical Activity (CAPA) improvement programme which promotes moving more with care professionals and those experiencing care.
- Development of a model policy that will work as an infection prevention and control tool setting out minimum standards in care homes for care professionals and inspection staff.

❖ **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;

- LGBT Charter Foundations (currently working towards Bronze status)
- Healthy working Lives Gold
- Investing in Volunteers
- Disability Confident Committed

- Carer Positive Engaged
- Investors in Young People Good Practice
- Plain English Campaign

In addition, the work completed by our Young Inspection Volunteers resulted in us being shortlisted for 'Improving Children's Lives' Award' at the 2018 Herald Society Awards.

Community Achievement Award

The young inspection volunteer scheme has established links with Glasgow Kelvin College, offering young inspection volunteers who are involved an accreditation in Community Achievement. Five Young Inspection Volunteers have completed SCQF Level 6 and are starting either a SCQF Level 7 (equivalent to an HNC Qualification) or a PDA in Youth Work in 2019. It has been an exciting experience for some who have left school with no formal qualifications and has supported their confidence and personal development for prospects.

Equality Outcome 2: We work with the care service providers we register and regulate to improve awareness and understanding of equality issues for people using care services.

❖ Our scrutiny and improvement support work

There has been a shift in our scrutiny approaches to focus on outcomes for people with the assessment of quality in services being based upon people's personal experiences. Inspectors will not only ask specific open questions of people experiencing care services but will observe the quality and nature of interactions between care staff and people experiencing care. This allows the opportunity for people experiencing care to be involved in our inspection and complaints process meaningfully, ensuring a balanced evidence base which allows inspectors to make professional judgements on the quality of the service and provide improvement support in a variety of ways.

❖ Health and Social Care Standards: My Support, My Life

We worked with partners to develop the standards which explicitly reference principles of equality including:

- I am accepted and valued whatever my needs, ability, gender, age, faith mental health status, race, background or sexual orientation.
- My human rights are protected and promoted, and I experience no discrimination.
- My human rights are central to the organisations that support and care for me.
- I experience care and support where all people are respected and valued.
- My privacy is respected.

These standards were published by the Scottish Government and implemented from April 2018. They underpin the developing frameworks for the Care Inspectorate's scrutiny and improvement work.

Further to this, we have produced several films which are designed to support care service providers to increase engagement and understanding of equalities and human rights. These are available to view at www.newcarestandards.scot.

The films show people speaking about their care experiences and include the contributions of people who have experience with:

- the criminal justice system, homelessness and addictions services,
- being looked after
- those who identify as transgender
- those who are living with dementia.

❖ **Care about Physical Activity**

Care about Physical Activity (CAPA) is an improvement programme led by the Care Inspectorate to help older people in care to move more often. This ranges from little things like encouraging older people to post their own letters or walk up the stairs instead of using a lift. It's about staff, people experiencing care and their friends and family working together to increase health, wellbeing and mobility for all. The initial phase of CAPA which focused on older people experiencing care, involved 8 partnerships across Scotland and, over 140 care services. It realised many positive outcomes which can be read in the [report](#). Further funding has become available from the Scottish Government for a second phase where the CAPA improvement programme will work with an additional 11 partnerships. Engagement events are currently taking place with a view to the improvement programme beginning in April for one year. Throughout the CAPA improvement work, people experiencing care, staff and other have been involved in sharing the improvements based on people's needs, choices, hopes and ambitions. CAPA has its own website at www.capa.scot which brings together resources, case studies and new updates about the programme and its outcomes.

❖ **4th National Dementia Ambassadors Conference**

Members of our involvement and improvement support teams along with an inspection volunteer, who has had a diagnosis of dementia, were invited to present at the National Dementia Ambassadors Conference in February 2018. This conference is for people working in the provision of care services and those who have taken on the role of Dementia Ambassadors within their workplace.

One of our inspection volunteers talked to a group of around 40 people attending the conference about how he is involved in our inspections and the unique contribution that people with a diagnosis of dementia can make to the process.

We encourage and support our colleagues to deliver key messages about our commitment to equalities in all their interactions with services and people experiencing care.

Short Observational Framework for Inspection (SOFI)

The Care Inspectorate piloted the use of a standardised tool known as SOFI which had been used successfully with adult services for some time in across some of the day care of children's services including nurseries and playgroups during 2017/18. Designed for inspectors to record their observations of the impact of staff interactions on the quality of outcomes for young children. The tool was developed by the University of Bradford to be used to observe the interactions of care staff with people with a diagnosis of dementia or severe learning disabilities and may lack the capacity to communicate their views, but this tool has now been adapted to support the evaluations of quality interactions in children's settings.

As well as learning from our experience with services for older people, the tool takes into considerations the Scottish Government's 'Getting it Right for Every Child' framework as it puts children's experiences at the centre and serves to improve outcomes for children. SOFI is an opportunity for the Care Inspectorate to help people experiencing care services to have their experiences of care represented. SOFI sits within the value base of person-centred approaches, echoing that of the new Health and Social Care Standards: My Support, My Life.

❖ Equality Impact Assessment

Like all public bodies in Scotland, the Care Inspectorate is required to meet their 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'.

Guidance and templates were reviewed in 2016 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.

All our completed equality impact assessments are available on our website at www.careinspectorate.com

❖ Consultation on our strategies, plans and policies

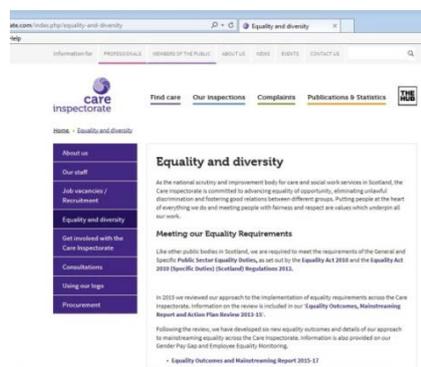
We carry out regular consultation with people who use care services and their informal carers about our policies and procedures. In the past two years, the Involving People Group has given us feedback, advice and suggestions around our new methodologies, involvement strategy and action plan, the new professional development award for inspectors, national health and social care standards and our corporate plan. In addition, we also seek advice and guidance from external equality

networks and our LGBT equality group on our equality impact assessment process and other relevant areas of work. This has resulted in our organisation being able to respond to changes quickly and positively, ensuring we provide the best service for our carers and care service users.

Equality Outcome 3: Our workforce is well informed and engaged around equality issues and are representative of Scotland's diverse population.

❖ Equality Section on our website

We regularly update our equality and diversity page which provides an overview of our approach to equality and diversity. It also has links to our equality publications, equality outcomes, mainstreaming reports and equality impact assessments. There are also links to equality organisations who provide support on particular issues across all protected characteristics such as Age Scotland, Mermaids, Interfaith Scotland, Scottish Government Equality Unit. Further details can be found at: <http://www.careinspectorate.com/index.php/equality-and-diversity>. Our website link is distributed by inspectors to highlight our work around equalities to carers and care service users.



❖ Our Equality Groups

LGBT Charter Group



Our LGBT equality working group achieved the foundation level charter accreditation in January 2018. Following this, the group decided to continue on their journey and an action plan has been created to achieve the bronze level award by the end of 2019.

There are a number of different projects and workstreams involved in achieving the accreditation and we are the first regulator to do so. As part of the foundation level,

our Board and Executive Group took part in an LGBT awareness training session. We also held a number of sessions, facilitated by LGBT Youth Scotland for staff. We will continue to roll these out over the next year in line with our objectives to achieve the bronze level.

Corporate Parenting Group



In 2017, a Corporate Parenting Group was established to consider the practical implementation of our legal responsibilities as well as the involvement of young people and staff around these areas. Our corporate parenting strategy was developed in consultation with our young inspection volunteers who provided us with the perspective of young people experiencing care services. They were also key to delivering a session to our management “Engage in Change” forum highlighting the importance of corporate parenting and for our responsibilities as an organisation. As a result of this work, two young inspection volunteers have been appointed as members of the ongoing working group on a permanent basis.

Additionally, in September 2018, the young inspection volunteers delivered a presentation to the Corporate Parents Collaborative around the work they have been doing in relation to corporate parenting in the Care Inspectorate. The collaborative is made up of various nonlocal authority corporate parents which includes; Police Scotland, Scottish Fire and Rescue, SQA, SCRA, CYPCS, Creative Scotland and SSSC.

Faith Groups

As a result of funding from our new Innovation Fund, a self-organised faith group has been established in our Edinburgh office. This has a focus on faith issues, faith in the workplace and encourages employees to get together as a community in a social setting.

❖ Policies and Procedures



The organisational workforce development team are responsible for drafting, developing, producing and reviewing all people management policies. We have a three year policy review programme up until 2021.

To ensure our policies are fit for purpose and meet the needs of the employees, a policy review group was established. Made up of employees from all areas of the organisation, the group meets twice a year, discussing what is currently working well and giving suggestions for improvement. This includes discussion around equality issues and inclusion of equality statements where appropriate.

We impact assess all new policies (and policies that have changed significantly) in terms of equalities. This is to ensure that our policies do not disadvantage anyone with a protected characteristic.

❖ **Learning and development events**

Year of the Young People 2018

2018 was the Year of the Young People as designated by the Scottish Government. As an organisation we participated in a programme of events to celebrate the contribution of young people at work (such as young inspection volunteers) and more broadly, to the cultural and social landscape in Scotland. We have collaborated with other organisations including CELCIS, The Children and Young People's Commissioner's Office, Move On and others, to share our experiences and success, and to bring focus to our work with young people under the age of 26.

Induction and ongoing training

In addition to the training provided by LGBT Youth Scotland for our staff, executive group and board members, we also include equalities information and awareness training sessions as part of our induction programmes for new staff and volunteers.

For certain staffing groups, additional targeted training is provided for particular equalities issues which must be considered in the work they do. For example, a session focused on better engagement and interaction with people experiencing care was developed and rolled out in 2017. This covers language, open and closed questions, non-verbal communication, written communication and environmental considerations. It was delivered via a mix of theory, video and group discussion and developed in partnership with the Scottish Commission for Learning Disability (SCLD). Another example is the briefing sessions held for all managers around human rights principles and the new standards, which they went on to cascade to team members.

We have built on this experience including the feedback received by those attending the training session and delivering briefing sessions as part of our revised induction and ongoing training programmes which was rolled out in 2018.

❖ **Health and Safety**

In the event of an evacuation in our offices, we have several evacuation volunteers who assist those who require assistance in reaching the muster point. This includes volunteers being trained in the use of the evacuation chairs on the premises.

We have also been working with the government's Access to Work Scheme in order to support employees who are disabled or have a psychical or mental health condition that can impact upon their role. Support provided has included assisting

employees getting to and from work and special equipment to assist in completing particular tasks.

Equality Outcome 4: We will work in collaboration with external networks and equality organisations to promote awareness of equality issues in care and social work services and raise awareness in these areas.

- **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:

- LGBT Youth Scotland
- Local Libraries in Dundee and Edinburgh
- LGBT Health and Wellbeing
- Move On
- Open Secret
- Mermaids
- Zero Tolerance
- Healthcare Improvement Scotland
- The Children and Young People's Commissioners Office
- SSSC Dementia Ambassadors
- Scottish Throughcare and Aftercare (STAF)
- CELCIS
- Who Cares? Scotland
- Fife 2B Heard
- Pride
- Scottish Council on Deafness

- ❖ **Joint working across the sector**

We meet regularly with colleagues as part of joint working groups and on a one to one basis to ensure that we can promote awareness of equality issues in care and social work services, learn from our peers and pool our resources in terms of providing better outcomes for all people in Scotland. We are part of the NDPB (non-departmental public bodies) equality working group and work together in a number of subgroups around achieving timely and high quality work towards our Public Sector Duty as part of the Equality Act (2010). We participate in a national group looking at our Corporate Parenting Duty, hosted by the Children and Young People's Commissioner, and taking any opportunities for collaborative work that arise. We are also engaged in work to develop leadership in inequalities with Health Scotland, which has now extended its remit to look at inequalities on a broader scale. This is partly due to the wide range of diverse organisations, including our own, who have come forward to participate in this work.

Zero Tolerance

In December 2018, we published in partnership with Zero Tolerance 'Gender Equal Play'. This is a practical resource which promotes improvement across early

learning and childcare (ELC) and is part of a number of resources produced including;

- Gender equal play in early learning and childcare (December 2018)
- Food matters; nurturing happy, healthy children (December 2018)
- Our Creative Journey (November 2017)
- My Childminding Experience (September 2017)
- Space to Grow (on behalf of Scottish Government) (June 2017)
- My World Outdoors (March 2016)

'My Childminding Experience' and 'Our Creative Journey' specifically include practice examples of children with additional support needs, looked after children and young people, as well as children from minority ethnic backgrounds and disadvantaged communities.

❖ 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. Equality and human rights underpin the national health and social care standards and our inspection staff 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.

❖ Investigating Complaints

We receive a number of complaints related to equalities issues although they are not always automatically identified as such. 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.

In 2017/18 we received 4,696 complaints about care services in Scotland. Between 1 November 2017 and 31 March 2018, we launched a new complaints procedure which has been designed to be open, transparent, risk-based and focused on people's experiences. Our new approach emphasises frontline resolution which is

where we try to resolve a matter at the first point of contact, without the need for formal investigation. We resolved 826 cases using this method in 2017/18.

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 complaints or concerns.

❖ **Equality articles**

Our provider magazine, Care News ceased paper publication during 2018 and is currently in the process of being developed into a monthly e-newsletter to be released in February 2019. To register for our new monthly updates, go to LINK. Our annual Improving Care Magazine celebrated the successes of 'The Year of the Young People 2018', promoting our young inspection volunteer scheme as well as Health and Social Care Standards, My support, my life.

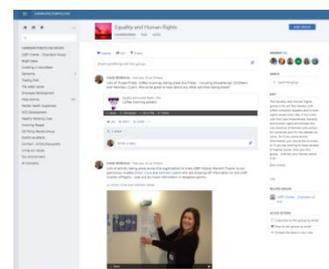
Mainstreaming the Equality Duty

As set out in our Equality Outcomes and Mainstreaming Report 2017-19, 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:

❖ **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 two years:

- Regular updates to employees via the Social Media Platform 'Yammer' (pictured)
- 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.)



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. 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 2017-19

This paper lists the equality outcomes set for 2017 – 21, the actions required to meet them and the progress we have made in the past two years.

<p>1. People from across all protected characteristics find us accessible, have opportunities to get involved and influence our work by telling us about the care and social work services they experience in the future.</p> <p><i>Link to General Duty: Eliminate Discrimination, Advance Equality of Opportunity and Foster Good Relations</i></p>	
ACTIONS	PROGRESS
Develop more links 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.	Employees from across the organisation have met with a wide range of organisations, including but not limited to: LGBT Youth Scotland, SSSC Dementia Ambassadors, Local Libraries in Dundee & Edinburgh, LGBT Health and Wellbeing, Centre for Excellence for Looked After Children in Scotland (CELCIS), Move on, Who Cares? Scotland, Scottish Throughcare and Aftercare (STAF), Open Secret, Fife 2B Heard, <u>Scottish Council for Voluntary Organisations (SCVO)</u> , Mermaids, The Children and Young People’s Commissioners Office, Healthcare Improvement Scotland, Pride Scottish Council on Deafness, Zero Tolerance. All the community links we have acquired encompass all the protected characteristics and we continue to actively seek relationships with new organisations.
Ensure our new approach to collecting views from people experiencing care is built into digital systems and accessible for people with all protected characteristics.	Our Online Care Standards Questionnaire is part of our Digital Transformation plan which we aim to launch in 2019. In 2017-18 we received 43,946 completed written Care Standards Questionnaires (CSQs) from 4,423 different care services.
Further engage the Involving People Group in advising on key policies and plans.	During 2017, we engaged with the Involving People Group on business transformation and the introduction of Health and Social Care Standards: My Support, My life. We also engaged the group in refreshing its own purpose and function, with an aim of being more inclusive.

<p>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.</p>	<p>An updated version of our intranet was launched in May 2018 for our staff. All our articles are written in Plain English. Our new complaints “app” is in development to was launched March 2019. We are also members of ‘Happy to Translate’ which includes providing publications in Braille, audio alternative formats.</p> <p>We are also currently working towards the Web Content Accessibility Guidelines (known as WCAG 2.1) throughout 2019 which is an internationally recognised set of recommendations for improving web accessibility.</p>
<p>Develop a plan for equality briefing sessions at stakeholder events.</p>	<p>Our Annual Involvement Conference was held on 7th March 2019 and there was a workshop around LGBT issues offered to all participants as part of the seminar selection.</p>
<p>Report annually on what people who use care services are telling us in relation to equality issues.</p>	<p>Our equality news articles are reported annually through a variety of formats. We publish documents which are available on our internal and external websites as well as in our ‘Involve’ magazine. We also record equality issues through complaints we receive. We are in the process of launching a complaints “app” in 2019 which will be more user friendly and accessible. We will be able to provide data of the usage and effectiveness of the app in our in 2020’s Equality Mainstreaming progress report.</p>
<p>Continue and expand the use the Short Observational Framework for Inspectors as part of our scrutiny work, which supports inspectors to consider the perspectives of people with limited communication abilities</p>	<p>This is ongoing as part of our goal to make sure that people using services have their experiences of care represented. An update will be supplied in 2020’s Equality Mainstreaming progress report.</p>

2. We work with the care service providers we register and regulate to improve awareness and understanding of equality issues for people using care services.

Link to General Duty: Eliminate Discrimination, Advance Equality of Opportunity and Foster Good Relations

ACTIONS	PROGRESS
Use the HUB to develop regular briefings for care providers on equality issues as they arise and share with all services.	The Hub website continues to provide a wealth of information on equality issues to advise care providers to ensure we are delivering the best for those experiencing care.
Consider how we can provide equalities improvement support to care services as part our overall improvement strategy for the care sector – including signposting, information sharing, and other approaches.	<p>We continue to provide equalities improvement support through signposting and information sharing through tools such as the HUB.</p> <p>There was also a trial in 2017 using the LGBT age tool which was developed further in 2018.</p> <p>There was also work completed on this at the Dementia Ambassadors Conference in February 2018.</p>
Use quality conversations with large care service providers and umbrella bodies to highlight any areas of concern, discuss equality issues and feedback what people who use care services are telling us about their experiences.	How we engage with service providers is currently under review and it is planned to have a formal approach to this over the next reporting period 2019 -21.
Develop proactive ways of engaging with care providers around equality issues for people using their services	The inspection volunteer inductions which are completed as well as the Care Inspectorate corporate induction have been developed to engage both employees and volunteers who represent the Care Inspectorate around equality issues for those using our services.

3. Our workforce is well informed and engaged around equality issues and are representative of Scotland’s diverse population.

Link to General Duty: Eliminate Discrimination, Advance Equality of Opportunity and Foster Good Relations

ACTIONS	PROGRESS
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	We have developed a new online learning and development system for staff which includes access to a wealth of online and face to face training courses including equalities training and awareness. This will increase access to many different opportunities as our workforce gains a better understanding of equality and diversity.
Ensure that equality issues are fully considered and incorporated as part of our on-going review of Scrutiny and Improvement	Equalities and human rights continues to be a priority for our scrutiny and improvement directorate in terms of methodologies, frameworks and the development of the health and social care standards.
Identify training opportunities for staff in relation to particular equality issues and provide on a regular basis, as part of the agreed OD strategy. Plan for more specific and targeted equalities training on particular protected characteristics e.g. LGBT	Training on equalities has been made available to staff through induction, online learning platforms and also through bitesize sessions on specific issues such as LGBT.
Develop internal protected characteristic support groups and other mechanisms with staff to allow specific focus and action in the organisation.	Our LGBT Charter Group and Interfaith group provide support and raise awareness to staff.
Promote equalities dates and commemorations to staff through internal communications channels	We record world equality dates in our organisational calendar available to all staff through our intranet site “People Like Us”. We have also used

	our Yammer page to encourage employees to get involved in discussions around topical equality issues.
Encourage staff from all areas of the organisation to get involved in strategic equalities project work e.g. LGBT Charter Champions Group and mainstreaming this in the organisation.	We regularly share updates on our progress with colleagues via a range of mechanisms, and encourage broader membership of the linked working groups, particularly the LGBT Charter group and the Year of Young People work.
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.	This is reflected in the new Organisational Development structure which has combined the wider Organisational Development team and Involvement & Equalities team together to ensure a unified perspective and focus on external and internal customers.

4. We will work in collaboration with external networks and equality organisations to promote awareness of equality issues in care and social work services and raise awareness in these areas.

Link to General Duty: Eliminate Discrimination, Advance Equality of Opportunity and Foster Good Relations

ACTIONS	PROGRESS
Better link with community groups and organisations to provide information on the role of the Care Inspectorate and on how people can contact us.	This is ongoing, Please see the list of organisations mentioned above in Outcome 1.
Engage with equality organisations to consider how best to publish our equality information in accessible and engaging formats.	During 2017 we met with the Equality and Human Rights Commission, Scottish Government, the Non Departmental Bodies Group and engaged in sessions delivered by Scottish Council on Deafness regards access to our work in British Sign Language.
We will work with a wide variety of equality groups to raise awareness of key equality issues for people using	We will continue to work in this area through our LGBT charter group and include other organisations where appropriate such as LGBT Age, the

<p>care services, for example by working with LGBT Age to deliver awareness raising seminar on issues specific to LGBT older people.</p>	<p>Commissioner of Children and Young People, LGBT Youth Scotland, Scottish Council of Deafness and more.</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 have worked with a number of disability organisations to produce guidance for the care sector and we support the 'Access to work' scheme which supports employees with a disability.</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>This action has not yet been progressed and will be discussed and developed if still appropriate in 2019 - 21</p>
<p>Work with the SSSC to consider equalities issues in the care sector more widely.</p>	<p>The Senior Involvement and Equalities Adviser meets regularly with their SSSC counterpart and participates in joint working as part of the Non-departmental public body and independently to identify opportunities for collaboration and support.</p>
<p>We will undertake actions to meet the requirements of the LGBT Charter mark in conjunction with LGBT Youth Scotland</p>	<p>This has now been achieved and in 2018 celebrated our success and maintain good practice. We are now working towards our bronze level accreditation.</p>