

Towards Equality: Fairer Care, Support and Social Work Services in Scotland

Progressing the Public Sector Equality
Duty 2011 - 2013



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Who we are and what we do

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

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

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

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

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

Our Duties

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

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

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

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

Our values

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

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

The Equality Act 2010

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

The Public Sector Equality Duty says we must:

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

Protected characteristics are:

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

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

- report progress on mainstreaming the Public Sector Equality Duty by April 30 2013 and again within every two years after that
- publish equality outcomes by April 2013 (and at four year intervals thereafter) and report progress on achieving the equality outcomes by April 2015 and again within every two years after that
- assess and review policies and practices. Equality Impact Assess (EIA) all new and revised policies and practices. Publish EIAs and demonstrate monitoring of impacts
- gather and use employee information to better perform the equality duty. Yearly breakdowns on this information must be reported in this report
- publish gender pay gap information by 30 April 2013 and within every two years after that
- publish statements on equal pay and occupational segregation by April 30 April and within every four years after that
- consider award criteria and conditions in relation to public procurement
- publish in a manner that is accessible to the public.

Evaluating our equality work

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

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

Consultation on this report and our equality outcomes was carried out with staff, Care Inspectorate involved people (who work with us regularly on a voluntary basis), and equality groups across Scotland. Draft reports were published on our website, comments were invited and taken into account.

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

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

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

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

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

Most of our current policies and procedures were adopted from the three predecessor bodies from which the Care Inspectorate was formed in April 2011. A full range of Care Inspectorate policies and

procedures is now being developed. The employment information we have used in this report was collected during the year January 2012 – January 2013.

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

We used this information to consider how we can improve so that people with protected characteristics experience equality as users or providers of care services and as staff members with us. Specific improvements have been highlighted in this report and used to form the action plan towards our equality outcomes.

How we eliminate discrimination, victimisation and harassment

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

What equality groups tell us about the need to eliminate discrimination

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

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

Groups including Stonewall Scotland, the Scottish Transgender Alliance and Lesbian Gay Bisexual Transgender Youth Scotland, highlight the devastating effects of discrimination, victimisation and harassment on people's lives, including those of young and older lesbian, gay, bisexual and transgender (LGBT) people. House moves, homelessness, abuse in domestic relationships, abuse from strangers and physical and sexual assault are shown to be more prevalent for LGBT people. These groups also campaign for equal rights in marriage and civil partnerships and for the elimination of discrimination and harassment in health, education, training and work.

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

Eliminating discrimination for people who use services and their carers

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

Registering services

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

Inspection

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

Complaints

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

Enforcement

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

Serious Incidents

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

Significant Case Reviews

Scottish Ministers asked the Care Inspectorate to become the central collation point and undertake qualitative evaluation on all Significant Case Reviews from 01 April 2012. We are required to report publicly on these findings to provide independent public assurance on the quality of care for children and young people; to share any learning and signpost good practice; and to support improvements to child protection practices and policy across Scotland.

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

Scottish Social Services Council

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

Practice guides

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

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

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

Strategic inspections

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

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

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

Eliminating discrimination for our staff

Staff policies and procedures

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

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

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

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

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

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

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

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

Partnership forum

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

Equality in Procurement

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

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

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

How we advance equality of opportunity

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

What equality groups tell us about equality of opportunity

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

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

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

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

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

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

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

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

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

Equality of opportunity for people who use services and their carers

Access

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

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

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

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

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

Equality Impact Assessments

The Equality Impact Assessment (EIA) is a way of assessing the potential and actual impact of our policies and practice on people who have protected characteristics. This means that when developing or reviewing ways of working, we consult with people who have protected characteristics to make sure any changes will not adversely affect people with protected characteristics.

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

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

Equality of opportunity for our staff

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

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

Equal pay

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

We operate a single job evaluation scheme to measure the relative value of all jobs in our pay and grading structure within an overall framework that is consistent, transparent and fair.

Occupational segregation

We are committed to ensuring equal pay and to removing barriers in terms of occupational segregation. We believe that all staff should have the same opportunity for employment development and promotion irrespective of gender, disability, race or ethnicity, part time or fixed term status.

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

Monitoring employee information

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

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

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

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

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

being paid 2% more than women. Taking all roles and salaries into account men are paid 13.1% more than women across the organisation as a whole. This measure is influenced by compositional differences in the workforce including the larger proportion of women who work in part time positions compared with men.

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

Of our 591 staff members, 2 staff identify as African, 2 as Indian, 12 as White Other, 5 as mixed ethnicity, 10 as Irish, 65 as British and 424 as Scottish.

71 of our employees have preferred not to identify themselves in terms of race or ethnic origin.

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

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

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

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

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

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

We will monitor the ethnic diversity of our staff against other organisations to consider how well we achieve a workforce that best represents the equality interests of all people living in Scotland. 2013 -15.

How we foster good relations between people who have a protected characteristic and people who do not

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

What equality groups tell us about fostering good relations

Interfaith Scotland is an interfaith dialogue organisation which supports equality by raising awareness of different faith communities and building good relations between persons of different religious faiths. They draw our attention to the faith communities in Scotland today and support understanding of the links between health and well being with spirituality and faith for all ages. They support dialogue with the seven named faiths and their dialogue with other religious and belief groups including:

- Baha'i
- Brahma Kumaris
- Buddhist
- Christian
- Hindu
- Jewish
- Muslim
- Sikh.

The Council of Ethnic Minority and Voluntary Organisations highlighted a literature review in 2004 by the Ethnic Minority Foundation (EMF) and Glasgow University that reported:

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

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

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

Fostering good relations for people who use services and their carers

Involvement

We involve people who use services and their carers in our work. We see the people we involve as experts through experience. Over 170 people from across Scotland currently support our work, they

represent a variety of age, ability and disability, marriage and civil partnership, pregnancy, maternity and paternity, race, religion or belief, sex and sexual orientation.

Lay assessors are recruited and trained to support our inspectors during inspection visits. They spend time with the people using the service to find out about their experience. The information they gather gives us greater understanding of the quality of care being provided.

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

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

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

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

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

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

The actions identified in the involvement plan commit us to

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

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

Promoting Innovative practice

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

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

Fostering good relations for our staff

Equality and diversity training

A common theme in the staff survey we carried out in December 2012 - January 2013 was the request for more training on equality issues. Staff wanted to know more about how they could challenge discrimination and inequality. They said:

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

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

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

Signposting to good practice

Recent updates to our staff intranet are supporting staff to more easily access information about equality issues and the protected characteristics groups. As our staff have contact with significant numbers of people every day, we recognise the potential for us to promote understanding with and between different groups.

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

Conclusion – improving the way we mainstream equalities

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

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

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

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

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

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

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

Appendix: Employment and employee information

Introduction to equal pay and occupational segregation statements

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

Equal Pay – Policy Statement

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

We operate a single job evaluation scheme to measure the relative value of all jobs in our pay and grading structure within an overall framework that is consistent, transparent and fair.

Occupational Segregation – Policy Statement

We are committed to ensuring equal pay and to removing barriers in terms of occupational segregation. We believe that all staff should have the same opportunity for employment development and promotion irrespective of gender, disability race or ethnicity, part time or fixed term status.

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

Percentage difference between men and women's average hourly pay

The figures in tables A and D below show that the average salary between most men and women compare favourably. Most of our staff are employed as Inspectors and our figures show a 2% difference in the average salary for that role, with men being paid 2% more than women. Taking all roles and salaries into account men are paid 13.1% more than women across the organisation as a whole. This measure is influenced by compositional differences in the workforce including the larger proportion of women who work in part time positions compared with men. Of our 591 staff members, 81% are female and 19% are male. 80% of full time jobs are occupied by women and 20% by men. Of the 78 people we employ in part time work 96% are female.

All payments are made on a salary basis and the percentages shown can equally be applied to an hourly rate.

We follow Pay Policy Guidance of the Scottish government which aims to ensure that pay is fair and non discriminatory.

The Pay Policy unit have advised that there are a higher proportion of women, those with disability and younger and older people earning under £21,000. We have put into place low pay measures from 2011 to protect these individuals. This will also reduce the gender pay gap through increasing the overall base levels of pay where women are overly concentrated.

Across the public sector women are significantly under represented among senior appointments. Table D shows this is clearly not the case within the Care inspectorate.

Our objectives in relation to promoting equal pay and removing occupational segregation are to:

- operate a reward system that is transparent, based on objective criteria and free from bias or discrimination
- regularly review our pay and reward system to eliminate any discrimination including taking appropriate measures to ensure fair promotion, and development opportunities
- work with our recognised trade unions to ensure equality within our reward system.
- conduct an annual equal pay audit.
- all human resources policies and procedures are subject to an equality impact assessment where appropriate
- develop an equality and diversity in employment action plan
- attract and retain employees who are committed to delivering excellent public service through supporting equality of opportunity and by valuing diversity within the workforce.

All Employees

Table A

	Total employees	Employees (FTE)	Female (FTE)	Male (FTE)	% Female	% Male	Average FT salary (£)	Average salary female (£)	Average salary male (£)	Female salary as a % of male salary	Average age	Average female age	Average male age
All employees	591	565.8	460.7	105.1	81%	19%	33,200.29	32,311.79	37,173.88	86.9%	48.0	47.9	48.8
Full-time employees	513	513	410.0	103.0	80%	20%	34,000.12	33,128.41	37,470.04	88.4%	47.9	47.8	48.6
Part-time employees	78	52.8	50.7	2.1	96%	4%	27,939.89	27,725.29	31,073.00	89.2%	48.7	48.5	51.6

Table B: Salary Scales for Care Inspectorate 2012-2013

	Range Minimum	Range Maximum
Chief Executive (14)	£110,000	£110,000
11	£64,389	£73,995
10/C2	£55,584	£64,389
9	£45,192	£51,309
8	£40,929	£47,019
7	£35,721	£41,751
6	£31,719	£36,435
5/6	£27,570	£36,435
5	£27,570	£31,719
4/B1	£22,401	£25,737
3/B1	£19,544	£22,457
2/A3	£17,078	£19,544
1	£14,600	£16,742

Table C: Job titles

Grade 14

Chief Executive

Grade 11

Director of Corporate Services
Director of Strategic Development

Grade 10

Head of Legal Services
Head of Quality & Improvement
Inspection Programme Manager
Inspection Programme Manager
Inspection Programme Manager
Nurse Consultant - CAMHS
Nurse Consultant Infection Control
Nurse Consultant - Dementia Champion
Registration Manager
Rehab Consultant for Older People
Senior Inspector

Grade 9

Complaints & Quality Assurance Manager
Employee Development Manager
Head of Finance & Corp Governance
Head of ICT
Human Resources Manager
Intelligence & Methodologies Manage
Projects Adviser

Grade 8

Inspector Manager
Senior Solicitor - SCRC
Technical Services Manager
Communications Manager
Development Officer

Grade 7

Senior HR Adviser
Corporate Admin Manager
P A Infection Prevention & Control
Policy and Research Officer
Prof Adviser - Equalities & Involve
Prof Adviser - Palliative Care
Prof Adviser - Tissue Viability
Prof Adviser, Info Governance
Professional Adviser - Finance
Professional Adviser - IHD
Professional Adviser - Medicine
Professional Adviser - Mental Health
Professional Adviser - Nutrition
Professional Adviser - Pharmacy
Professional Adviser - Pharmacy
Professional Adviser - RSDI
ROCA Programme Co-ordinator
Senior Accountant

Senior Communications Adviser
Senior Employee Development Advisor
Senior Human Resources Adviser
Solicitor

Grade 6

Comments and Complaints Co-ordinator

Grade 5/6

ROCA PLA
Employee Development Adviser
Inspectors

Grade 5

Administrative Officer
Communications Co-ordinator
Facilities Adviser
HR Adviser - Health & Safety
Human Resources Adviser
Income Control Officer
Information Analyst
Lead Developer - Online Services
Network Support Administrator
Office Manager
Participation Development Officer
Payment Control officer
Policy Analyst
Senior Accountant Technician
User Support Co-ordinator

Grade 4

Desktop Support Analyst
Inspection Support Manager
Involvement Co-ordinator
Executive Assistant

Grade 3

Administrative Officer
Graphic Designer
Helpdesk Administrator
Finance Assistant
Lotus Notes & PMS Support Analyst
Web & Database Administrator
Inspection Support Administrator
HR Assistant
Corporate Services Administrator
Information Governance Co-ordinator

Grade 2

Secretary
Helpdesk Administrator - eForms

Grade 1

Administrative Assistant
Receptionist

Table D: All employees by grade

Grade	Total employees	Employees (FTE)	Female (FTE)	Male (FTE)	% Female	% Male	Average FT salary (£)	Average salary female (£)	Average salary male (£)	Female salary as a % of male salary	Average age	Average female age	Average male age	Count of female employee	Count of male employee
14	1	1.0	1.0		100%	0%	110,000.00	110,000.00			57	57		1	
11	2	2.0	1.0	1.0	50%	50%	83,500.00	85,000.00	82,000.00	104%	45	43	46	1	1
10/C2	29	24.6	16.6	8.0	67%	33%	53,333.55	52,106.25	56,060.89	93%	53	53	54	20	9
9	7	7.0	5.0	2.0	71%	29%	51,351.86	50,514.00	53,446.50	95%	49	50	47	5	2
8	40	39.6	25.6	14.0	65%	35%	46,165.30	46,156.66	46,181.36	100%	51	51	50	26	14
7	24	23.2	20.9	2.3	90%	10%	42,041.79	41,878.14	43,187.33	97%	48	47	49	21	3
6	1	1.0		1.0	0%	100%	36,435.00		36,435.00	0%	60		60		1
5/6	308	297.5	242.7	54.8	82%	18%	35,283.87	35,153.12	35,872.20	98%	50	49	52	252	56
5	31	30.3	23.3	7.0	77%	23%	30,530.32	30,479.13	30,705.86	99%	39	41	35	24	7
4/B1	6	5.5	4.5	1.0	82%	18%	25,226.67	25,124.60	25,737.00	98%	42	43	37	5	1
3/B1	35	33.9	28.9	5.0	85%	15%	22,016.51	22,084.33	21,609.60	102%	45	46	40	30	5
2/A3	11	11.0	10.0	1.0	91%	9%	19,578.36	19,581.80	19,544.00	100%	45	47	27	10	1
1	96	89.2	81.2	8.0	91%	9%	16,614.75	16,628.71	16,461.13	101%	44	45	36	88	8

Table E: Full-time employees by grade

Grade	Total employees	Employees (FTE)	Female (FTE)	Male (FTE)	% Female	% Male	Average FT salary (£)	Average salary female (£)	Average salary male (£)	Female salary as a % of male salary	Average age	Average female age	Average male age	Count of female employee	Count of male employee
14	1	1.0	1.0	1.0	100%	0%	110,000.00	110,000.00			57	57		1	
11	2	2.0	1.0	1.0	50%	50%	83,500.00	85,000.00	82,000.00	104%	45	43	46	1	1
10/C2	23	23.0	15.0	8.0	65%	35%	61,994.61	61,421.87	63,068.50	97%	53	53	55	15	8
9	7	7.0	5.0	2.0	71%	29%	51,351.86	50,514.00	53,446.50	95%	49	50	47	5	2
8	39	39.0	25.0	14.0	64%	36%	46,143.41	46,122.17	46,181.36	100%	51	52	50	25	14
7	22	22.0	20.0	2.0	91%	9%	41,872.36	41,884.50	41,751.00	100%	48	48	48	20	2
6	1	1.0		1.0	0%	100%	36,435.00		36,435.00	0%	60		60		1
5/6	271	271.0	218.0	53.0	80%	20%	35,317.37	35,190.22	35,840.35	98%	50	49	52	218	53
5	28	28.0	21.0	7.0	75%	25%	30,402.96	30,302.00	30,705.86	99%	39	41	35	21	7
4/B1	5	5.0	4.0	1.0	80%	20%	25,325.00	25,222.00	25,737.00	98%	40	40	37	4	1
3/B1	28	28.0	23.0	5.0	82%	18%	21,996.71	22,080.87	21,609.60	102%	46	47	40	23	5
2/A3	11	11.0	10.0	1.0	91%	9%	19,578.36	19,581.80	19,544.00	100%	45	47	27	10	1
1	75	75.0	67.0	8.0	89%	11%	16,564.24	16,576.55	16,461.13	101%	42	43	36	67	8

Table F: Part-time employees by grade

Grade	Total employees	Employees (FTE)	Female (FTE)	Male (FTE)	% Female	% Male	Average salary (£)	Average FT salary (£)	Average salary female (£)	Average salary male (£)	Average salary as a % of male salary	Average age	Average female age	Average male age	Count of female employee	Count of male employee
10/C2	6	1.6	1.6	0.0	100%	0%	20,132.83		24,159.40			52	53	46	5	1
8	1	0.6	0.6		100%	0%	47,019.00		47,019.00			43	43		1	
7	2	1.2	0.9	0.3	74%	26%	43,905.50		41,751.00	46,060.00	91%	43	35	51	1	1
5/6	37	26.5	24.7	1.8	93%	7%	35,038.50		34,915.28	36,435.00	96%	50	50	54	34	3
5	3	2.3	2.3		100%	0%	31,719.00		31,719.00			42	42		3	
4/B1	1	0.5	0.5		100%	0%	24,735.00		24,735.00			52	52		1	
3/B1	7	5.9	5.9		100%	0%	22,095.71		22,095.71			42	42		7	
1	21	14.2	14.2		100%	0%	16,795.14		16,795.14			49	49		21	

Table G: Employees - disability

	Total employees	Total employees disabled	Total employees not disabled	Employees (FTE)	Disabled (FTE)	Not disabled (FTE)	% disabled	% not disabled	Average FT salary (£)	Average salary - disabled (£)	Average salary - not disabled (£)	Disabled salary as a % of not disabled salary
All employees inc CE	591	15	576	565.8	14.5	552.4	3%	98%	33,200.29	33,668.00	32,718.39	102.9%
Full-time inc CE	513	12	501	513.0	12.0	502.1	2%	98%	34,000.12	35,782.17	33,417.40	107.1%
Part-time	78	3	75	52.8	2.5	50.3	5%	95%	27,939.89	25,211.33	28,049.03	89.9%

Table H: Employees - ethnicity

	Total employees	Total British employees	Total non British employees	Total unknown employees	Employees (FTE)	British (FTE)	Non British (FTE)	Unknown (FTE)	% British	% non British	% Unknown	Average FT salary (£)	Average salary - British (£)	Average salary - non British (£)	Average salary - unknown (£)
All employees inc CE	591	489	31	71	565.8	468.5	30.5	68.0	83%	5%	12%	33,200.29	31,565.35	33,096.26	40,695.39
Full-time inc CE	513	427	29	57	513.0	427.1	29.0	58.1	83%	6%	11%	34,000.12	32,271.59	33,031.41	42,695.14
Part-time	78	62	2	14	52.8	41.4	1.5	9.9	78%	3%	19%	27,939.89	26,701.43	34,036.50	32,553.57

	Total employees	Total African employees	Total any mixed employees	Total any other white employees	Total Indian employees	Total Irish employees	Total other British employees	Total Scottish employees	Total unknown employees
All employees inc CE	591	2	5	12	2	10	65	424	71
Full-time inc CE	513	2	5	10	2	10	55	372	57
Part-time	78	0	0	2	0	0	10	52	14

	Total (FTE)	Total African (FTE)	Total any mixed (FTE)	Total any other white (FTE)	Total Indian (FTE)	Total Irish (FTE)	Total other British (FTE)	Total Scottish (FTE)	Total unknown (FTE)
All employees inc CE	566.9	2.0	5.0	11.5	2.0	10.0	61.5	406.9	68.0
Full-time inc CE	514.1	2.0	5.0	10.0	2.0	10.0	55.0	372.1	58.1
Part-time	52.8	0.0	0.0	1.5	0.0	0.0	6.5	34.9	9.9

Table H: Employees - ethnicity (continued)

	% employees	% African	% any mixed	% any other white	% Indian	% Irish	% other British	% Scottish	% unknown
All employees inc CE	100%	0.35%	0.88%	2.03%	0.35%	1.76%	10.86%	71.78%	11.99%
Full-time inc CE	100%	0.39%	0.97%	1.94%	0.39%	1.94%	10.70%	72.36%	11.30%
Part-time	100%	0.00%	0.00%	2.81%	0.00%	0.00%	12.40%	66.06%	18.73%

	Average FT salary (£)	Average salary - African (£)	Average salary - any mixed (£)	Average salary - any other white (£)	Average salary - Indian (£)	Average salary - Irish (£)	Average salary - other British (£)	Average salary - Scottish (£)	Average salary - unknown (£)
All employees inc CE	33,200.29	36,078.00	31,150.40	33,972.92	41,727.00	30,694.70	33,604.13	31,252.80	40,695.39
Full-time inc CE	34,000.12	36,078.00	31,150.40	33,960.20	41,727.00	30,694.70	35,094.22	31,854.26	42,695.14
Part-time	27,939.89	-	-	34,036.50	-	-	25,408.64	26,950.04	32,553.57

Tables A - F show numbers of men and women we employ, how many hours they work, what jobs they do and how much we pay them.

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

Of the 78 people we employ in part time work 96% are female. Most of our staff are employed as inspectors and our figures show that the average salary between men and women in that role compared favourably with a 2% difference in favour of men.

Table G shows numbers of disabled people who we employ, how many hours they work, what jobs they do and how much we pay them.

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

Table H shows diversity of race and ethnicity within our workforce, how many hours people work, what jobs they do and how much we pay them.

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

Of our 78 staff members who work part time, 2 identify as White Other, 10 are British Other, 52 are Scottish. 14 employees have preferred not to identify themselves in terms of race or ethnic origin.

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অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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