



# **Equality Outcomes, Mainstreaming Report and Action Plan**

**How we will mainstream equality  
Our outcomes for 2019–21**



# Contents

<b>Section One: Equality outcomes and action plan review 2017-19</b>	<b>5</b>
• Introduction	6
• Equalities outcomes action plan review 2017-19	22
<b>Section Two: Equality outcomes, mainstreaming report and action plan 2019-21</b>	<b>27</b>
• Introduction and background	28
• Mainstreaming equality in the Care Inspectorate	30
• Employee information	36
• Equality outcomes 2017-21	37
<b>Section Three: Care Inspectorate monitoring information</b>	<b>43</b>

You can find more information about equality and diversity within the Care Inspectorate on our website [www.careinspectorate.com](http://www.careinspectorate.com). You can also get information from our Involvement and Equalities Team by emailing [enquiries@careinspectorate.gov.scot](mailto:enquiries@careinspectorate.gov.scot) or calling [0345 600 9527](tel:03456009527).



## **Section One:**

# **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 7,000 inspections of care services. These included care homes for older people, adults and children, care at home services, childminders, 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.

The Care Inspectorate is subject to the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. These duties came into force on 27 May 2012 and aim to assist authorities in meeting their general duty obligations.

We have a duty to:

- Report progress on mainstreaming the equality duty.

We are required to report the progress we have made to make the equality duty integral to the exercise of our work. The first equality mainstreaming report was published on 30 April 2013, and we are required to publish a report every two years following this date.

- Publish equality outcomes and report progress.

The specific duties also require us to publish a set of equality outcomes that will guide us in meeting our obligations under the general equality duty. We were required to publish our first outcomes no later than 30 April 2013 and must publish a new set every four years following this date.

The duties require us, where reasonable, to involve representatives of protected characteristic groups in the development of our outcomes, and to gather relevant evidence relating to people sharing protected characteristics.

As required, we developed four new outcomes in 2017. These outcomes have been developed further in 2019 with an increase in actions to assist with our goals. We will continue to work towards our outcomes and review our outcomes in line with our equality duty in 2021.

- Assess and review policies and practices.

We are required under the specific duties to review the affect in relation to the needs of the general equality duty of applying proposed new or revised policies and practices. At the Care Inspectorate, policies undergo regular review and equality impact assessments are completed.

- Gather and use employee information.

We are required to gather information on the composition, recruitment, development and retention of Care Inspectorate employees with respect to, in each year, the number of relevant protected

characteristics. We are required to publish an annual breakdown of information gathered every two years and detail our progress to enable us to better perform the equality duty.

- Publish gender pay gap information.

The specific duties require us to publish the percentage difference between male and female average hourly pay every two years as part of our equality mainstreaming report. In this report we have also published gender pay percentage differences by both pay level and occupational segregation.

- Publish statements on equal pay.

We are required to publish an equal pay statement every four years thereafter. At the Care Inspectorate, a new equal pay statement is due no later than October 2019. Our statement must specify our policy on equal pay and the occupational segregation between male and female employees, employees who are disabled and employees who are not and employees who fall into a minority racial group and employees who do not.

- Consider award criteria and conditions in relation to public procurement.

Our 2016-2019 Procurement Strategy sets out our priorities and proposals for procurement over the planning period, identifies those factors that will influence the way in which we manage the procurement process and describes the arrangements for monitoring and evaluating the strategy. Our progress towards achieving our strategic procurement goals are published every two years.

We fully support the Scottish Business Pledge, sharing the Scottish Government's ambition of boosting productivity, competitiveness, sustainable employment, and workforce engagement and development.

- Publish in a manner that is accessible.

The Care Inspectorate makes all our public information, including equality information as required by the specific duties, accessible. Our equality reports are published on our website, <http://www.careinspectorate.com/>, under 'Equality and Diversity'.

## **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 one. 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 and 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 four times a year 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's progress over the past two years 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.

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 5,000 people experiencing care services and others every year in addition to inspectors.

In 2017-18 we completed two induction programmes for 14 new inspection volunteers, following a rolling programme of recruitment which had a focus on broadening our 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 and 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 six 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 the '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 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](http://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 eight 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](http://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 across some of the daycare 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 consideration 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](http://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

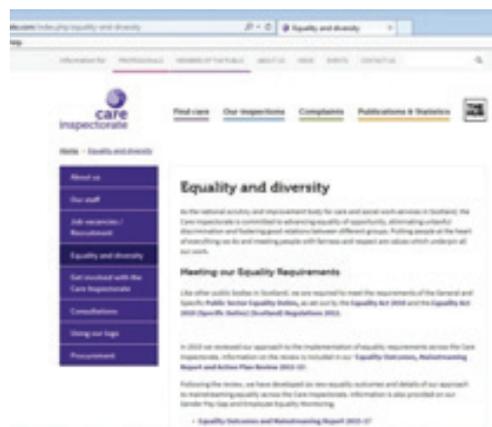
We regularly update our equality and diversity page which provides an overview of our approach to equality and diversity. It also has links to our equality publications, equality outcomes, mainstreaming

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 and the 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 Charter group achieved the foundation level charter accreditation in January 2018. Following this, the group decided to continue their journey and an action plan has been created to assist the group 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 several 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 non-local authority corporate parents which includes, Police Scotland, Scottish Fire and Rescue, SQA, SCRA, CYPSC, 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 physical 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 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 arises. 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 processes

In all 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 considers 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 now available as a monthly e-newsletter.. To register for our new monthly updates, go to <http://bit.ly/CI-subscribe>

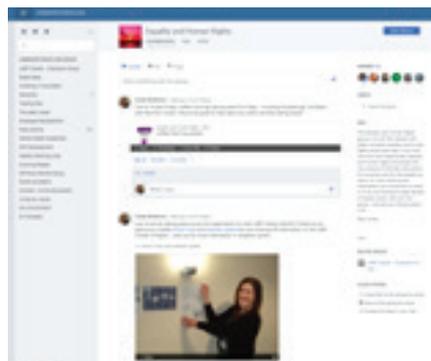
Our annual Improving Care Magazine celebrated the successes of 'The Year of the Young People 2018', promoting our young inspection volunteer scheme as well as Health and Social Care Standards: My Support, My Life.

## 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, for example, 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 reviewing

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](http://www.careinspectorate.com). Further information is also available from our Involvement and Equalities Team: email [enquires@careinspectorate.gov.scot](mailto:enquires@careinspectorate.gov.scot) or call 0345 600 9527.

# Equality outcomes action plan review 2017-19

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.

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

Actions	Progress
<p>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.</p>	<p>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 &amp; 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, Scottish Council for Voluntary Organisations (SCVO), 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.</p>
<p>Ensure our new approach to collecting views from people experiencing care is built into digital systems and accessible for people with all protected characteristics.</p>	<p>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.</p>
<p>Further engage the Involving People Group in advising on key policies and plans.</p>	<p>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>
<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>

Actions	Progress
Develop a plan for equality briefing sessions at stakeholder events.	Our Annual Involvement Conference was held on 7 March 2019 and there was a workshop around LGBT issues offered to all participants as part of the seminar selection.
Report annually on what people who use care services are telling us in relation to equality issues.	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.
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	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.

**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 Organisational Development 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 continue 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 Organisational Development strategy. Plan for more specific and targeted equalities training on particular protected characteristics for example, LGBT	Training on equalities has been made available to staff through induction, online learning platforms and 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 communication channels	We record world equality dates in our organisational calendar available to all staff through our intranet. 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, for example 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 considers equalities issues.	This is reflected in the new Organisational Development structure which has combined the wider Organisational Development team and Involvement and 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 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 care services, for example by working with LGBT Age to deliver awareness raising seminar on issues specific to LGBT older people.	We will continue to work in this area through our LGBT charter group and include other organisations where appropriate such as LGBT Age, the Commissioner of Children and Young People, LGBT Youth Scotland, Scottish Council of Deafness and more.
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.	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.
We will identify and work with organisations who engage with particular community groups, including Scottish Gypsy/ Travellers, to develop information guides for staff.	This action has not yet been progressed and will be discussed and developed if still appropriate in 2019-21.
Work with the SSSC to consider equalities issues in the care sector more widely.	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.
We will undertake actions to meet the requirements of the LGBT Charter mark in conjunction with LGBT Youth Scotland	This has now been achieved and in 2018 celebrated our success and maintain good practice. We are now working towards our bronze level accreditation.

## **Section Two:**

**Equality outcomes,  
mainstreaming report  
and action plan  
2019-21**

# Introduction and background

This report sets out our agreed Equality Outcomes for 2017-2021, our renewed commitment to meeting our equality obligations and an updated action plan for the next two years, 2019-21. It explains how we continue to progress our approach to mainstreaming equality throughout the organisation as required by the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. We believe that demonstrating our actions is more important than words in terms of meeting our equality duties, so this is an overarching report for the following;

**Equality Outcomes and Action Plan review 2017-19** which sets out the progress we have made in meeting our equality action plan in the past two years. The report is available to view [here](#) and lists all of the actions we have taken over the past two years. As a result of the review, we have amended and added to our 2019-21 action plan to reflect how we plan to achieve our outcomes in the next two years.

**Care Inspectorate employment monitoring information** including gender pay reporting and a breakdown of our workforce by protected characteristic. You can view the report [here](#). Our new action plan 2019-21 includes workstreams that have been highlighted for attention as a result of statistical analysis for example, considering how we use new and existing recruitment methods to best effect in terms of ethnicity and gender balance.

## About the Care Inspectorate

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 7,000 inspections of care services. These included care homes for older people, adults and children, care at home services, childminders, 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** 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.

All our values take equality and human rights issues into account and through the implementation of our Corporate Plan, we will continue to ensure that equality and diversity issues are given priority and mainstreamed across the organisation. In this report, we outline examples of how we are and will continue to actively mainstream and improve our work in equalities in the organisation:

# Mainstreaming equality in the Care Inspectorate

## Equality legislation

**The Equality Act 2010** harmonised over 100 pieces of existing equality legislation in an effort to reduce confusion, give equal protection to each group and introduce measures to help tackle these levels of discrimination. Particular elements of the Act have been brought into force gradually since 2010. In April 2011, the Public Sector General Duty was introduced which related to the measures required of public sector organisations to:

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

To underpin and support better performance of the General Duty, Scottish Ministers introduced further specific duties in 2013 which require us to:

- publish a report on the progress made on mainstreaming equality every two years
- publish equality outcomes 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, for example. financial) taken by public authorities
- gather and publish employment data on the structure 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 information in a manner that is accessible.

The implementation of the equality duties is scrutinised by the Equality and Human Rights Commission (EHRC), a Non-Departmental Public Body working across Great Britain with the responsibility to uphold and promote equality and human rights law. The Commission has significant powers to enforce the equality duties including, ultimately, launching official inquiries and formal investigations.

## Mainstreaming equality in the Care Inspectorate

Mainstreaming the equality duty simply means integrating equality into the day to-day work of a public body. This means taking equality into account in the way the organisation exercises its functions. In other words, equality should be an integral part of everything an organisation does. The Equality and Human Rights Commission provides further information for public bodies on mainstreaming equality at [www.equalityhumanright.com](http://www.equalityhumanright.com)

Mainstreaming the equality duty in our organisation has a number of benefits including:

- equality becomes part of the structures, behaviours and culture
- we are informed and can demonstrate how, in carrying out our functions, we are mindful of equality issues
- mainstreaming equality and its impact contribute to continuous improvement and better performance.

## Our other duties

Along with the responsibilities under the public sector equality duty, we also have other duties which work in parallel and complement each other:

- **Duty of co-operation**

This duty requires us to collaborate closely with other scrutiny and improvement bodies like Healthcare Improvement Scotland, Education Scotland, Audit Scotland and Her Majesty's Inspectorate of Constabulary Scotland to co-ordinate our scrutiny activities so that regulation, inspection and audit across Scotland are efficient, effective and duplication is reduced. We also play a key role in improving the quality of care across community planning partnerships and in collaboration with other scrutiny bodies.

- **Duty of user focus**

This duty requires us to put people who use services and their carers at the heart of our work. This is critical to improving the quality, design and delivery of care across Scotland as well as making a significant impact in shaping our business activities and national policy developments.

## Raising awareness of our equalities work

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 is provided internally.

- Briefing notes are provided for staff groups on particular issues, including staff policies which affect people with protected characteristics.
- Online training modules are used to train and raise awareness to all employees on equality and diversity issues and regulations.
- Regular updates to employees via the social media platform 'yammer'.
- Articles on equality within the employee intranet.
- Information on national equality dates and commemorations are shared on our intranet along with suggestions on how staff can get involved, for example, 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 within Care News (now updated as an online monthly e-newsletter).
- A dedicated equality page on the Care Inspectorate website.
- Involve newsletter for people experiencing care.
- The HUB website (resources, research materials) for professionals.

There are also a variety of policies in place to support all employees which are accessible in a variety of formats and available on our intranet which highlight a variety of equality issues including but not limited to dignity at work, flexible working, homeworking, career break, equal pay policy statement, fostering leave, ordinary parental leave, carers leave, maternity leave, shared parental leave, maximising attendance and menopause.

## Involving people with protected characteristics in our work

We are committed to involving people from all equality groups and our work. In particular we involve people who experience care many of whom live with disabilities. We believe we can make care services in Scotland better by working with people who have personal experience of those services. To ensure we are involving people meaningfully, we have clear outcomes and actions that we are progressing. We use a range of different involvement activities, both externally and internally, to get as many people from different protected characteristic groups involved in the work we do. These include:

### Internally:

#### LGBT Charter group

Our LGBT equality working group get together on a quarterly basis to work towards achieving the LGBT Charter accreditations. Having achieved foundation level in January 2018, they are now working towards bronze level. The group also lead on representing the organisation at annual Pride events all over Scotland as well as other LGBT conferences and training.

#### Interfaith group

As group of employees started the interfaith group for all based upon their own religious beliefs. This group is for people of any faith to get together and share experiences and learning. After a small amount of funding from the organisation to get started, the group is self-organised and works from our Edinburgh office.

#### Culture representative group

We have around 20 self-nominated culture reps from a variety of backgrounds, disciplines and locations throughout Scotland. All our culture reps feel strongly about working towards an empowering culture and making our organisation the best organisation it can be in terms of culture.

#### Corporate Parenting group

Our Corporate Parenting group considers the practical implementation of our legal responsibilities in this area. As well as employees, two of our young inspection volunteers are full members of this group.

Externally:

### Inspection volunteers

We currently have around 70 inspection volunteers who accompany our inspectors whilst carrying out inspections of care and social work services and on our strategic inspections of local authority areas. We support our volunteers to work with us, offering training, paying expenses and meeting any support needs they may have.

### Young inspection volunteers

We also involve young people aged 18-26 years with experience of using care services in our inspection processes. We receive support from Move On, a charity organisation to allow young people to be fully involved in the inspection process, from running focus groups with young people using services to seeking information and views from senior managers. Young inspection Volunteers receive extensive training which gives them the skills and knowledge to feel confident in their role.

### Involving people group

Members of this group are made up of people who experience care services. They meet quarterly to help us develop and improve the work we do. Members also help us train and recruit staff; consult on project groups; make presentations at external events and services; recruit new involved people and take part in internal working groups. There are currently around 30 core members with an additional 40 who receive information about our work and contribute in different ways.

### Project and focus group

In addition to our more traditional involvement methods, we also ensure we have representation from our involved people on project groups (including; high level scrutiny group, Envision project, Duty of Candour project, Tobacco Prevention Strategy Group, Professional Development Award). Our involved people are also part of our recruitment and assessment centre processes.

Further information on our involvement opportunities can be found on our website [www.careinspectorate.com](http://www.careinspectorate.com) or by contacting [getinvolved@careinspectorate.com](mailto:getinvolved@careinspectorate.com)

### Equality consultations

To enhance our policy work and inform us better of the barriers faced by people from different protected characteristic groups, we ask for the views, opinions and feedback of these groups and their representative organisations. We do this through the activities outlined above, one off equality events and online surveys.

We also use the information we receive to inform our equality impact assessment processes and ensure that we are producing policies that are fit for purpose and are inclusive regardless of protected characteristic groups.

Through working groups such as the LGBT Charter Group, we regularly participate in LGBT Pride events throughout Scotland. We engage with hundreds of members of the public at the events, promoting our Inspection Volunteer scheme and providing additional information on our services. Our leaflets are published in a variety of formats, catering to a variety of audiences over specific protected characteristic groups.

**Equality Impact Assessments (EIA):**

Our EIA tool and guidance were developed and approved 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 to view on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

**Equality and diversity training for Care Inspectorate employees:**

All Care Inspectorate employees are required to undertake equality and diversity training as part of their induction. The current equality training is delivered as an online learning package and gives an overview of equality legislation, raises awareness, promotion of inclusion, case studies and examples of good practice.

In addition, our corporate induction process was updated in 2018 which continues to have a dedicated session on equality and diversity. We also include an equality session within our inspection volunteer training programme. As well as this, we hold optional bitesize equality sessions for staff, for example LGBT awareness sessions.

## Protected characteristics

The Equality Act 2010 introduced nine protected characteristics outlined below.

Protected characteristic	Definition
Age	Where this is referred to, it refers to a person belonging to a particular age (for example, 32 year olds) or range of ages (for example, 18-30 year olds).
Disability	A person has a disability if they have a “physical or mental impairment which has a substantial and long-term adverse effect on that person’s ability to carry out normal day-to-day activities.”
Gender reassignment	The process of transitioning from one gender to another.
Marriage and civil partnership	In Scotland marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same-sex couple. Same-sex couples can also have their relationships legally recognised as ‘civil partnerships’. Civil partners must not be treated less favourably than married couples (except where permitted by the Equality Act).
Pregnancy and maternity	Pregnancy is the condition of being pregnant or expecting a baby. Maternity refers to the period after the birth and is linked to maternity leave in the employment context. In the non-work context, protection against maternity discrimination is for 26 weeks after giving birth, and this includes treating a woman unfavourably because she is breastfeeding.
Race	Refers to the protected characteristic of race. It refers to a group of people defined by their race, colour, and/or nationality (including citizenship) ethnic or national origins. This includes Scottish Gypsy/ Travellers.
Religion and belief	Religion has the meaning usually given to it, but belief includes religious and philosophical beliefs including lack of belief for example,atheism. Generally, a belief should affect your life choices or the way you live for it to be included in the definition.
Sex	A man or a woman.
Sexual orientation	Where a person’s sexual attraction is towards their own sex, the opposite sex or to both sexes, such as heterosexual/straight, lesbian, gay or bisexual.

## Reporting, monitoring and review

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

Updates on progress are published annually on the Care Inspectorate website and provided in alternative formats on request.

# Employee Information

## Employee information

This section provides a short summary on the make-up of our organisation in terms of the protected characteristics. Full details on other aspects required including gender pay gap and equal pay statement can be found in our full employee monitoring report on our website at [www.careinspectorate.com/index.php/equality-and-diversity](http://www.careinspectorate.com/index.php/equality-and-diversity).

## How we collate employment information

We currently ask our employees to provide information on their equality protected characteristics via our online payroll system. All employees are asked to use this system to request annual leave, view pay slips and submit expenses where appropriate. Prospective employees are also asked to fill in an equal opportunity form upon application for a position with us. All employees in the organisation have access to this system. The information is stored securely and can only be viewed by the individual to whom the information relates and by a small group of staff from the Human Resources team. Statistical information is shared with the Involvement and Equalities Team for reporting purposes only.

As per our reporting responsibilities, we have produced a report based on the information that staff have provided on the payroll system to develop a snapshot of the organisation, its diversity and complexity as at 31 January 2019. Currently there are 608 members of staff in the Care Inspectorate.

Of the employees who provided information before 31 January 2019:

- 79.6% are female
- 75.5% are aged between 45-64 years
- 2.8% have a disability
- 38.3% are married or in a civil partnership
- 23% say they have no religion/belief

# Equality outcomes 2017–21

Outcomes are the changes that result for individuals, communities and organisations as a consequence of the action the organisation has taken. Outcomes can include short-term benefits such as changes in awareness, knowledge, skills and attitudes, and longer-term benefits such as changes in behaviours, decision making, or social and environmental conditions.

By focusing on outcomes rather than objectives, the Care Inspectorate aims to bring practical improvements in the life chances of those who may experience discrimination and disadvantage. We complete our equality outcomes every four years to allow progress to be embedded within our culture.

We have held a large consultation exercise in January 2017 which led to new outcomes being introduced with a streamlined approach for 2017-21. Over the past two years, we have progressed our action plan and are aware of what we need to focus on to achieve our set outcomes by 2021. It is important to note that our equality outcomes are not the only things the Care Inspectorate will be doing to support equality but show priority areas for improvement in the next two years.

We will continue to meet with people who are involved with us, external equality organisations and employees over the next two years to discuss equality issues, seek advice and update members on progress. Towards the end of the outcomes deadline in April 2021, we will review our journey and put outcomes and actions in place for 2021-2025.

## Our equality outcomes 2017-2021

We have developed four equality outcomes based on evidence gathering, research, consultation and engagement. These are:

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

## Reporting, monitoring and reviewing our equality outcomes

We will continue to publish an annual review of progress in meeting our equality outcomes and hold a full-scale consultation exercise in 2020 to inform new outcomes for the four-year period from 2021-25.

Updates on progress will be published on the Care Inspectorate website and can be provided in alternative formats on request.

## Further information

Further information in relation to equality and diversity within the Care Inspectorate can be found on our website [www.careinspectorate.com](http://www.careinspectorate.com). Information can also be obtained from our Involvement and Equalities Team by emailing [enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com) or calling **0345 600 9527**.



## Equality Outcomes Action Plan 2019-2021

We want our equality actions to be achievable, measurable and transparent. We are committed to fulfilling our public sector duties and exceeding the expectations of us as Scotland's national social care regulator. The following action plan sets out high level actions and will be further strengthened by a using a traffic light status system (red, amber, green) .

### Outcome 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.**

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.

Uphold our existing relationships with equality organisations and expand further to encompass other protected characteristic and minority groups.

Ensure our new approach to collecting views from people experiencing care is built into digital systems and accessible for people with all protected characteristics.

Review the website, printed materials, and communication channels and consult with our stakeholders to ensure that all members of the community can access information.

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.

## 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.**

Use the HUB to develop regular briefings for care providers on equality issues as they arise and share with all services.

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.

Use quality conversations and other proactive ways of engaging with care providers to highlight any areas of concern, discuss equality issues and feedback what people who use care services are telling us about their experiences.

## Outcome 3

### **Our workforce is well informed and engaged around equality issues and are representative of Scotland's diverse population.**

Ensure that equality issues are fully considered and incorporated as part of our on-going review of Scrutiny and Improvement Support.

Ensure that equalities issues are linked into the overarching Strategic Workforce Plan, for example cultural change; workforce planning, with a blend of learning and awareness opportunities for staff and emphasis on the internal and external customer experience.

Identify training opportunities for staff in relation to particular equality issues and provide on a regular basis. Plan for more specific and targeted equalities training on particular protected characteristics, for example disability awareness and LGBT issues.

Progress actions within the British Sign Language (BSL) plan and work internally to raise awareness of our responsibilities regarding BSL with all colleagues.

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.

Develop and work with internal protected characteristic support groups and promote other equality initiatives to make staff aware and engaged in our equality agenda.

### **Outcome 3**

## **Our workforce is well informed and engaged around equality issues and are representative of Scotland's diverse population.**

Review progression opportunities, ensuring that there is a fair, equal and positive experience for all employees.

Continue to work within Close the Gap frameworks to identify any actions to help reduce the Gender Pay Gap

Review findings from staff survey primarily focussing on employment experience of female staff.

Review policies for: dignity at work, flexible working, homeworking, careers breaks, equal pay statement, equality and diversity, fostering leave, ordinary parental leave, carers leave, maternity leave, shared parental leave, attendance & absenteeism and the menopause.

Review recruitment and selection strategy to attract a more gender and ethnically diverse applicant pool across all roles including reviewing how we offer, promote and publicise the full range of flexible working options open to our staff to identify any barriers to their take up for particular levels of our workforce.

### **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.**

Establish stronger links with community groups and organisations to provide information on the role of the Care Inspectorate and on how people can contact us.

We will identify and work with external equality organisations and networks where appropriate to develop information guides and training opportunities for staff, ensuring staff are confident about their improvement role around equalities in the workplace.

Develop our partnership with the SSSC to consider equalities issues in the care sector more widely and undertake a scoping exercise on a joint equality network.

We will undertake actions to meet the requirements of the LGBT Charter mark in conjunction with LGBT Youth Scotland.



## Section Three:

# Care Inspectorate employee monitoring information

Introduction	44
1. Care Inspectorate whole workforce information	45
2. Care Inspectorate comparison between part-time and full-time workforce profile information	55
3. Flexible workforce – successful applications	65
4. Recruitment and selection analysis (including internal promotions)	70
5. Learning and development analysis	83
6. Return to work of women on maternity leave	90
7. Return to work of disabled employees following sick leave relating to their disability	91
8. Case work (disciplinary action, grievance, capability and dignity at work)	92
9. Dismissals and other reasons for leaving	93
10. Gender pay gap	98
11. Equal pay statement	105
12. Board members gender profile	106
13. Actions	107

# Introduction

At the time of analysis in February 2019, the Care Inspectorate has 608 employees. Our establishment has not changed significantly since the last report.

The Care Inspectorate does not have a default retirement age, and this is reflected in our age profile. We currently have eight employees aged 65 or over, six of whom work part-time who have chosen to flexibly retire and have reduced their hours.

Since our last equality mainstreaming report, we have launched and continue to develop systems to ensure we have effective data collection. Our new payroll and Learning Management Systems which launched in late 2018 and early 2019 respectively, will improve our data collection and analysis in future reports.

We wish to continue to improve data collection in the following areas.

- **Training:** The information in this report pre-dates the introduction of our new learning management system. The information available from our previous recording system is based on training requested rather than training attended. For future reports, our new learning management system will enable us to report on training requested, approved, not approved and attended.
- **Appraisal:** Our new appraisal process was launched in January 2019 and is supported by online records in our new learning management system. For future reports, we will be able to report on all aspects of our appraisal, performance and development review system.
- **Response rate:** there is a year on year increase in the proportion of staff who have 'not stated' their personal information. We launched a new HR and payroll system in November 2018 and are continually reviewing recruitment processes which is supporting us to encourage people to provide personal information. Our existing data has a similar response rate to other public sector bodies and is optional to disclose for both existing and perspective employees and we will continue to identify and take steps to encourage higher levels of full disclosure.

In most parts of our report, there are high responses in 'not stated' categories. This is where the employee has not completed the appropriate section or has declined to answer a specific equalities question. There is also an option of 'prefer not to say' for those who wish to complete the section but do not want to disclose their answer.

Ethnicity and disability are frequently under reported across most comparable organisations. We participate in working groups along with other public sector organisations to improve performance of the public sector equality duty with the Scottish Government. We continue to actively encourage all employees to update their equalities profile on our HR payroll system and we hope this will help us build a more detailed picture of diversity in the future. We remind employees regularly through internal communications to ensure that their equalities profile is correct and up to date.

The information detail in this report refers to all employees of the Care Inspectorate.

Information is expressed as a percentage of employees with each protected characteristic and has been rounded up or down to the nearest 0.1%. Therefore, there may be slight variances in totals. Please note where there is an asterisk \* this denotes that there are 1% or fewer employees within this category and we have chosen not to publish results as this may lead to the identification of individuals. The following information provides data on the nine protected characteristics of our employees based upon self-disclosed entries in our payroll and HR systems.

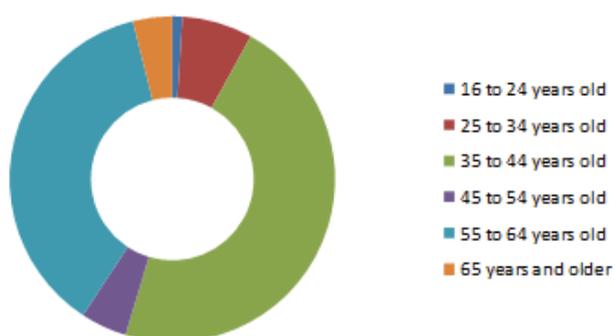
## 1. Care Inspectorate whole workforce information

### Age

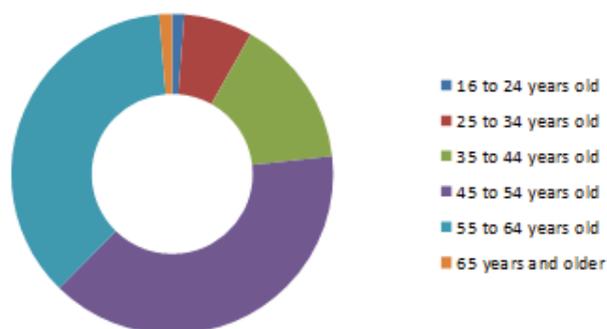
Age	Whole organisation	
	Numbers 2017-18	Numbers 2018-19
All people	611	608
16 to 24 year old	6	7
25 to 34 years old	43	42
35 to 44 years old	285	92
44 to 54 years old	28	238
55 to 64 years old	225	221
65 years and over	24	8

Age	Whole organisation	
	% 2017-18	% 2018-19
All people	100%	100%
16 to 24 year old	1%	1.2%
25 to 34 years old	7%	6.9%
35 to 44 years old	46.6%	15.1%
44 to 54 years old	4.6%	39.1%
55 to 64 years old	36.8%	36.3%
65 years and over	3.9%	1.3%

**Age % 2017-2018**



**Age % 2018-2019**



75% of our workforce is aged between 45 and 64 years old, with nearly 40% aged between 45 to 54 years of age. 15% of the Scottish population in 2017 was aged between 45 and 54 years of age, the largest group between 16-64 years old. This is due to the nature of our work where the recruitment needs for inspectors requires a more experienced workforce. While this brings opportunities to share deep knowledge and experience it does also present challenges in making sure we capitalise on this knowledge as staff leave the workforce. Research has also shown that an older demographic can lead to longer term sickness absences but less shorter term absence.

We have seen a large decrease in those aged between 35 and 44 years old. This is because our workforce shifts age category over time. Less than five employees in this age category left the Care Inspectorate during the time of data collection (March 2017–Feb 2019). Our age profile reflects the specialist nature of our workforce, which includes a high proportion of skilled roles requiring significant levels of experience. The Care Inspectorate is currently piloting two new entry level roles which will potentially establish new career pathways in our organisation. Subject to the outcome of the pilot, these roles could potentially create new opportunities to increase the diversity our workforce.

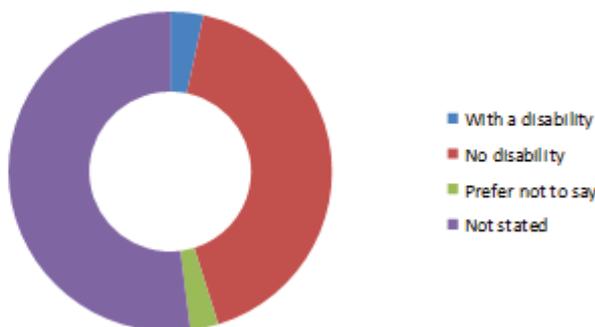
The age demographic in our workforce is also in line with the UK. Government research shows that half of all UK adults will be over 50 years of age by the mid-2030s, while the number of over 50s either working or available to work will grow by around one million by 2025. At the same time, declining UK birth rates and an anticipated reduction in inward migration following the UK's exit from the EU is likely to reduce the number of younger workers.

### Disability

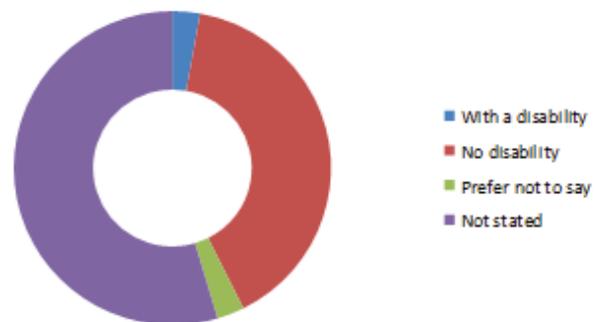
Disability	Whole organisation	
	Numbers 2017-18	Numbers 2018-19
All people	611	608
With a disability	20	17
No disability	256	242
Prefer not to say	17	17
Not stated	318	332

Disability	Whole organisation	
	% 2017-18	% 2018-19
All people	100%	100%
With a disability	3.3%	2.8%
No disability	41.9%	39.8%
Prefer not to say	2.8%	2.8%
Not stated	52%	54.6%

**% Disability 2017-2018**



**% Disability 2018-2019**



The percentage of employees who consider themselves to have a disability has stayed within a 0.7% variance since 2015 with the lowest percentage being 2.6% in 2016-2017 and the highest being 3.3% in 2017-2018. We are working with the government's Access to Work scheme which supports staff who are disabled or have a physical or mental health condition to support employees within their roles.

2.8% of our employees preferred not to say whether or not they considered themselves to have a disability and 54.6% not stating whether they have a disability or not. This could suggest that there are a greater number of disabled employees in our organisation but wish not to disclose it. Approximately one million Scots of working age consider themselves to have a long-term, activity-limiting health problem or disability. It is also key to note that the prevalence of disability can increase

with age therefore this may be impacting our workforce. In the UK, approximately 6% of children are disabled in comparison to 16% of working age adults and 45% of adults over 65 years of age. There has been no sick leave specifically recorded during this reporting period of absences related to disability.

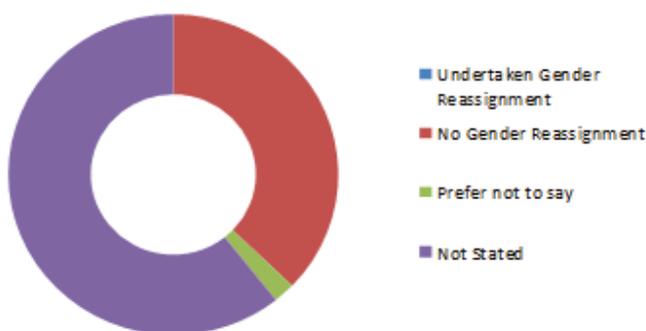
Through our equality outcome actions 2019-2021, we aim to raise awareness of protected characteristic groups such as disability to raise awareness and decrease the numbers 'prefer not to say' and 'not stated'.

### Gender reassignment

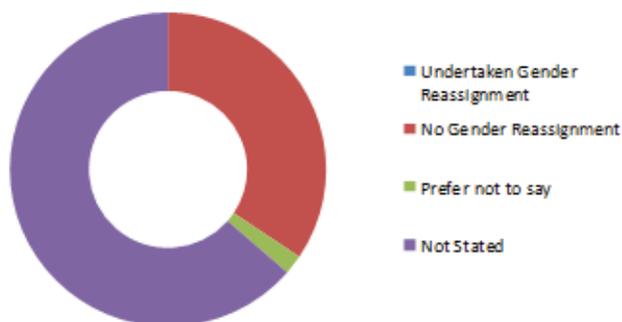
Gender reassignment	Whole organisation	
	Numbers 2017-18	Numbers 2018-19
All people	611	608
Undertaken gender reassignment	0	0
No gender reassignment	227	209
Prefer not to say	13	12
Not stated	371	387

Gender reassignment	Whole organisation	
	% 2017-18	% 2018-19
All people	100%	100%
Undertaken gender reassignment	0%	0%
No gender reassignment	37.2%	34.4%
Prefer not to say	2.1%	2%
Not stated	60.7%	63.6%

**Gender reassignment % 2017-2018**



**Gender reassignment % 2018-2019**



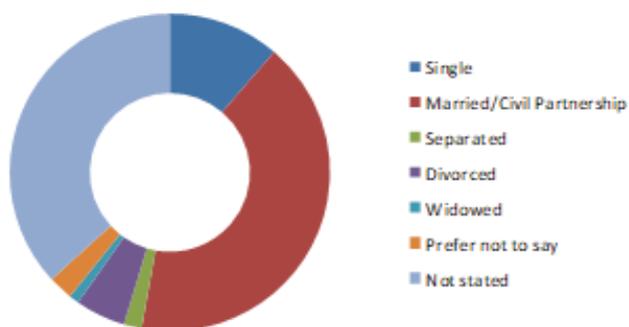
For the fourth consecutive year, none of our employees have disclosed that they have undergone gender reassignment. We continue to see a year on year rise for those who have 'not stated', from 59.7% in 2015-2016 to 63.6% in 2018-2019. We will be actively encouraging our workforce to complete equalities information where possible.

There is no comparator information from the Census as this question was not asked in previous questionnaires.

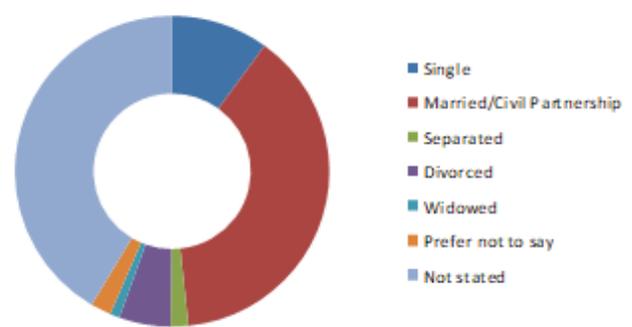
## Marital status

Marital status	Whole organisation			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people aged 16 and over	611	100%	608	100%
% single (never married or never registered a same-sex civil partnership)	69	11.3%	61	10%
% married or in a registered same-sex civil partnership	254	41.6%	233	38.3%
% separated (but still legally married or still legally in a same-sex civil partnership)	11	1.8%	11	1.8%
% divorced or formerly in a same-sex civil partnership	31	5.1%	32	5.3%
% widowed or surviving partners from a same-sex civil partnership	6	1%	6	1%
Prefer not to say	15	2.5%	13	2.1%
Not stated	225	36.8%	252	41.4%

**Marital status % 2017-2018**



**Marital status % 2018-2019**



The largest percentage group for both years is 'married or in a registered same-sex civil partnership'. This is a similar trend from previous reports. Our current profile is comparable with 45.4% of the Scottish population.

We do not have data for existing employees who are currently co-habiting. This change in reporting is in development through our recruitment process and will be an option for existing employees to amend their employee profile in 2019. As a result, we will be able to report on this for new and current employees in our next report.

## Pregnancy/maternity

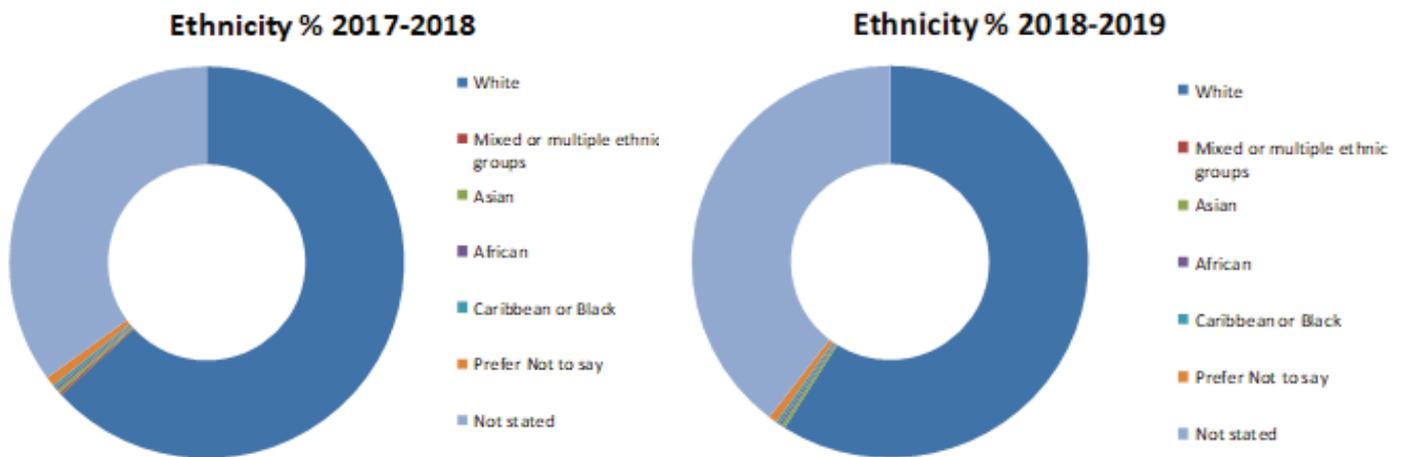
Pregnancy/maternity	Whole organisation	
	Numbers 2017-18	Numbers 2018-19
All women	489	484
Pregnant	*	0
Within maternity period (12 months of birth of child)	6	*
Not pregnant	483	484

Pregnancy/maternity	Whole organisation	
	% 2017-18	% 2018-19
All women	100%	100%
Pregnant	*	0%
Within maternity period (12 months of birth of child)	1.2%	*
Not pregnant	98.8%	100%

There has been a decrease of pregnant employees from 2015-2017. The low numbers of women who are within maternity period are similar to that of previous years. We continue to support all employees during pregnancy and within maternity period through a variety of policies. These include but are not limited to shared paternity leave, dependent leave and the opportunity to apply for part-time work or flexible working arrangements.

## Ethnicity

Ethnicity	Whole organisation			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	611	100%	608	100%
% white – Scottish	259	42.4%	242	39.8%
% white – British	105	17.2%	97	16%
% white – British other	9	1.5%	8	1.3%
% white – Polish	6	1%	*	*
White – other	7	1.1%	6	1%
Mixed or multiple ethnic groups	*	*	*	*
Asian, Asian Scottish or Asian British: total	*	*	*	*
Indian, Indian Scottish or Indian British	*	*	*	*
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0%	0	0%
Chinese, Chinese Scottish or Chinese British	0	0%	0	0%
Other Asian	0	0%	0	0%
African: total	*	*	*	*
African, African Scottish or African British	*	*	*	*
Other African	0	0%	0	0%
Caribbean or Black: total	*	*	*	*
Caribbean, Caribbean Scottish or Caribbean British	0	0%	0	0%
Black, Black Scottish or Black British	*	*	*	*
Other Caribbean or Black	0	0%	0	0%
Other ethnic groups: total	0	0%	0	0%
Arab, Arab Scottish or Arab British	0	0%	0	0%
Other ethnic group	0	0%	0	0%
Prefer not to say	*	*	*	*
Not stated	214	35%	241	39.6%



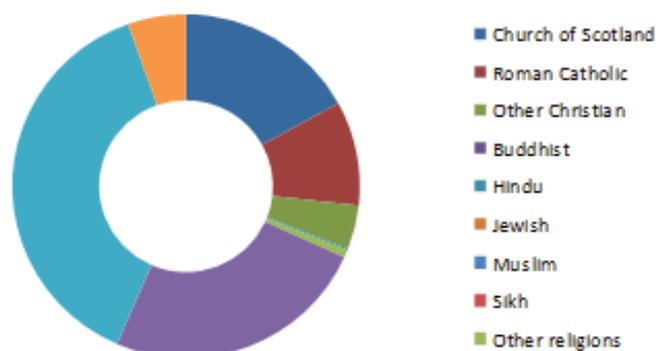
Our workforce predominantly identifies under the White British, Scottish or other British categories. Employee numbers have not changed between 2017-2018 and 2018-2019. There has also been an increase of those who have not stated their ethnicity from 35% in 2017-2018 to 39.6% in 2018-2019. We are working with the workforce to encourage the completion of equalities information as well as putting in place a range of actions that seeks to ensure we are actively encouraging people from all ethnic backgrounds to access employment with the Care Inspectorate.

## Religion/belief

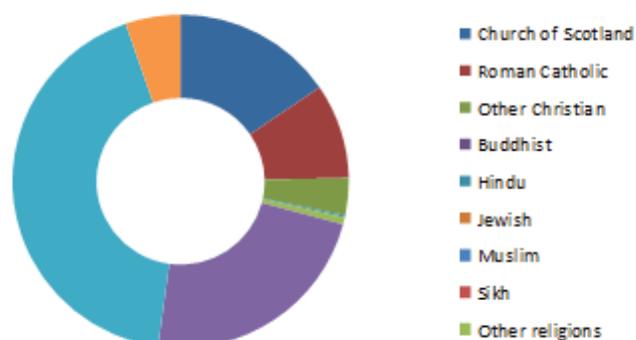
Religion/belief	Whole organisation	
	Numbers 2017-18	Numbers 2018-19
All people	611	608
Church of Scotland	104	94
Roman Catholic	60	56
Other Christian	25	22
Buddhist	0	0
Hindu	*	*
Jewish	0	0
Muslim	0	0
Sikh	0	0
Other religions	*	*
No religion	151	140
Not stated	233	259
Prefer not to say	33	32

Religion/belief	Whole organisation	
	% 2017-18	% 2018-19
All people	100%	100%
Church of Scotland	17%	15.5%
Roman Catholic	9.8%	9.2%
Other Christian	4.1%	3.6%
Buddhist	0%	0%
Hindu	*	*
Jewish	0%	0%
Muslim	0%	0%
Sikh	0%	0%
Other religions	*	*
No religion	24.7%	23%
Not stated	38.1%	42.6%
Prefer not to say	5.4%	5.3%

### Religion/Belief 2017-2018



### Religion/Belief 2018-2019



There is a decrease across the four largest religion and beliefs from 2017-2018 to 2018-2019. However, the results of Church of Scotland, Roman Catholic, no religion and other Christian, our employees are still representative of 2011 census information.

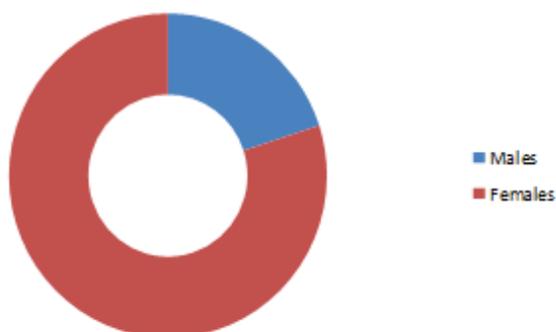
There has been an increase in those who have not stated their religion or belief by 26 employees.

## Gender

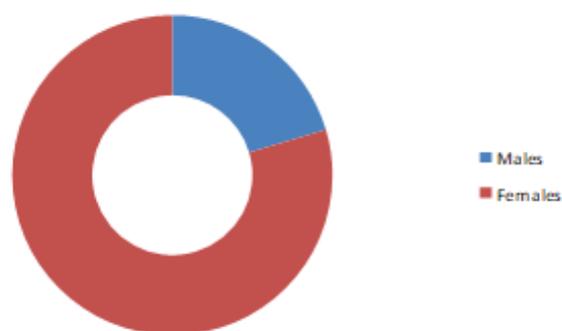
Gender	Whole organisation	
	Numbers 2017-18	Numbers 2018-19
All people	611	608
Males	122	124
Females	489	484

Gender	Whole organisation	
	% 2017-18	% 2018-19
All people	100%	100%
Males	20%	20.4%
Females	80%	79.6%

**Gender % 2017-2018**



**Gender % 2018-2019**



Our gender split has not changed greatly in comparison with previous years, and is still approximately 20% male and 80% female. This is disproportionate to census population information where there is almost an equal ratio of men to women in Scotland. From historic and current recruitment figures, female applicants are considerably higher than male applicants. This is in line with the care profession from which we predominantly recruit, attracts more female than male applicants in general.

## Sexual orientation

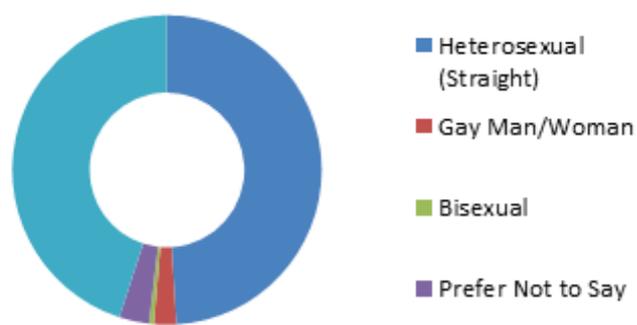
Sexual orientation	Whole organisation	
	Numbers 2017-18	Numbers 2018-19
All people	611	608
Hetrosexual/ straight	324	296
Gay man/woman	15	14
Bisexual	*	*
Prefer not to say	20	19
Not stated	245	272

Sexual orientation	Whole organisation	
	% 2017-18	% 2018-19
All people	100%	100%
Hetrosexual/ straight	53%	48.7%
Gay man/woman	2.5%	2.3%
Bisexual	*	*
Prefer not to say	3.3%	3.1%
Not stated	40.1%	44.7%

**Sexual orientation %  
2017-2018**



**Sexual orientation %  
2018-2019**



There a small but steady year on year decline in employees who identify as heterosexual, from 56.1% in 2015-2016 to 48.7% in 2018-2019. As with other protected characteristic data, there has been an increase in the number of employees who have not stated their sexual orientation.

## 2. Care Inspectorate comparison between part-time and full-time workforce profile information

### Age

#### Part-time workforce 2017 to 2019

Age	Part-time	
	Numbers 2017–18	% 2017–18
All people	137	100%
16 to 24 years old	0	0%
25 to 34 year old	9	6.6%
35 to 44 years old	46	33.6%
45 to 54 years old	*	*
55 to 64 years old	65	47.4%
65 years and older	15	10.9%

Age	Part-time	
	Numbers 2018–19	% 2018–19
All people	126	100%
16 to 24 years old	0	0%
25 to 34 year old	9	7.1%
35 to 44 years old	18	14.3%
45 to 54 years old	29	23%
55 to 64 years old	64	50.8%
65 years and older	6	4.8%

#### Full-time workforce 2017 to 2019

Age	Full-time	
	Numbers 2017–18	% 2017–18
All people	474	100%
16 to 24 years old	6	1.3%
25 to 34 year old	34	7.2%
35 to 44 years old	239	50.4%
45 to 54 years old	26	5.5%
55 to 64 years old	160	33.8%
65 years and older	9	1.9%

Age	Full-time	
	Numbers 2018–19	% 2018–19
All people	482	100%
16 to 24 years old	7	1.5%
25 to 34 year old	33	6.8%
35 to 44 years old	74	15.4%
45 to 54 years old	209	43.4%
55 to 64 years old	157	32.6%
65 years and older	*	*

The most popular age group for those working part-time is between 55 and 64 years old. This is similar numbers to previous reports. As there is no default retirement age, the organisation has retained skills and knowledge within the workforce. The majority of employees who are over 65 work with us on a part-time basis.

Over two fifths (43.4%) of our full-time workforce in 2018-2019 are ages between 45 to 54 years old. This is similar ratio to the age ranges for all staff working in the organisation stated in our workforce overview. As well as the opportunity to work part-time in the organisation, we also provide the opportunity to apply for flexible working arrangements which have been detailed further in the report.

## Disability

### Part-time workforce 2017 to 2019

Disability	Part-time	
	Numbers 2017–18	% 2017–18
All people	137	100%
With a disability	6	4.4%
No disability	57	41.6%
Prefer not to say	*	*
Not stated	72	52.6%

Disability	Part-time	
	Numbers 2018–19	% 2018–19
All people	126	100%
With a disability	*	*
No disability	55	43.7%
Prefer not to say	*	*
Not stated	66	52.4%

### Full-time workforce 2017 to 2019

Disability	Full-time	
	Numbers 2017–18	% 2017–18
All people	474	100%
With a disability	14	3%
No disability	199	42%
Prefer not to say	15	3.2%
Not stated	246	51.9%

Disability	Full-time	
	Numbers 2018–19	% 2018–19
All people	482	100%
With a disability	13	2.7%
No disability	187	38.8%
Prefer not to say	14	2.9%
Not stated	268	55.6%

There is a low number of part-time employees with a disability in 2018-2019. 93.9% of employees in 2017-2018 and 94.4% of employees in 2018-2019 reported they did not have a disability or did not respond to this question.

## Gender reassignment

### Part-time workforce 2017 to 2019

Gender reassignment	Part-time	
	Numbers 2017-18	% 2017-18
All people	137	100%
Undertaken gender reassignment	0	0%
No gender reassignment	47	34.3%
Prefer not to say	*	*
Not stated	87	63.5%

Gender reassignment	Part-time	
	Numbers 2018-19	% 2018-19
All people	126	100%
Undertaken gender reassignment	0	0%
No gender reassignment	45	35.7%
Prefer not to say	*	*
Not stated	78	61.9%

### Full-time workforce 2017 to 2019

Gender reassignment	Full-time	
	Numbers 2017-18	% 2017-18
All people	474	100%
Undertaken gender reassignment	0	0%
No gender reassignment	180	38%
Prefer not to say	10	2.1%
Not stated	87	63.5%

Gender reassignment	Full-time	
	Numbers 2018-19	% 2018-19
All people	482	100%
Undertaken gender reassignment	0	0%
No gender reassignment	164	34%%
Prefer not to say	9	1.9%
Not stated	309	64.1%

Between 30% and 40% of both full-time and part-time staff have responded that they have not undergone gender reassignment over the two-year period. From 2016-2017, there has been a consistently yearly increase in part-time staff in 2018-2019 stating they have not undergone gender reassignment.

## Marital status

### Part-time workforce 2017 to 2019

Marital status	Part-time			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people aged 16 and over	137	100%	126	100%
% single (never married or never registered a same-sex civil partnership)	8	5.8%	9	7.1%
% married or in a registered same-sex civil partnership	67	48.9%	61	48.4%
% separated (but still legally married or still legally in a same-sex civil partnership)	*	*	*	*
% divorced or formerly in a same-sex civil partnership	6	4.4%	*	*
% widowed or surviving partners from a same-sex civil partnership	0	0%	0	0%
Prefer not to say	*	*	*	*
Not stated	49	35.8%	44	34.9%

### Full-time workforce 2017 to 2019

Marital status	Full-time			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people aged 16 and over	474	100%	482	100%
% single (never married or never registered a same-sex civil partnership)	61	12.9%	52	10.8%
% married or in a registered same-sex civil partnership	187	39.4%	172	35.7%
% separated (but still legally married or still legally in a same-sex civil partnership)	8	1.7%	8	1.7%
% divorced or formerly in a same-sex civil partnership	25	5.3%	27	5.6%
% widowed or surviving partners from a same-sex civil partnership	6	1.3%	6	1.2%
Prefer not to say	11	2.3%	9	1.9%
Not stated	176	37.1%	208	43.1%

The highest percentage of the part-time work force is married or in a registered same-sex civil partnership at 48.4%. This has been the second year of declining numbers from 55.7% in 2015-2016. This highest percentage of full-time staff did not state their marital status.

## Pregnancy/maternity

### Part-time workforce 2017 to 2019

Pregnancy/maternity	Part-time		Pregnancy/maternity	Part-time	
	Numbers 2017-18	% 2017-18		Numbers 2018-19	% 2018-19
All women	489	100%	All women	484	100%
Pregnant	*	*	Pregnant	0	0%
Within maternity period (12 months of birth of child)	*	*	Within maternity period (12 months of birth of child)	*	*
Not pregnant	123	25.5%	Not pregnant	115	23.8%

### Full-time workforce 2017 to 2019

Pregnancy/maternity	Full-time		Pregnancy/maternity	Full-time	
	Numbers 2017-18	% 2017-18		Numbers 2018-19	% 2018-19
All women	489	100%	All women	484	100%
Pregnant	*	*	Pregnant	0	0%
Within maternity period (12 months of birth of child)	*	*	Within maternity period (12 months of birth of child)	*	*
Not pregnant	363	74.2%	Not pregnant	369	100%

As outlined in Section 1, we have a low number of pregnant employees and employees who are currently within their maternity period (12 months of birth of child). In the interests of anonymity for individual staff, with such low numbers being reported for those who are pregnant and within maternity period across these two criteria, we have not broken the information down as it may identify individuals.

## Ethnicity

Part-time workforce 2017 to 2019

Ethnicity	Whole organisation			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	115	100%	126	100%
% white – Scottish	54	39.4%	53	41.3%
% white – other British	30	21.9%	24	19%
% white – Irish	*	*	0	0%
% white – Irish and Northern Irish	*	*	*	*
White – other	*	*	*	*
Mixed or multiple ethnic groups	0	0%	0	0%
Asian, Asian Scottish or Asian British: total	*	*	*	*
Indian, Indian Scottish or Indian British	*	*	*	*
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0%	0	0%
Chinese, Chinese Scottish or Chinese British	0	0%	0	0%
Other Asian	0	0%	0	0%
African: total	0	0%	0	0%
African, African Scottish or African British	0	0%	0	0%
Other African	0	0%	0	0%
Caribbean or Black: total	0	0%	0	0%
Caribbean, Caribbean Scottish or Caribbean British	0	0%	0	0%
Black, Black Scottish or Black British	*	*	*	*
Other Caribbean or Black	0	0%	0	0%
Other ethnic groups: total	0	0%	0	0%
Arab, Arab Scottish or Arab British	0	0%	0	0%
Other ethnic group	0	0%	0	0%
Prefer not to say	*	*	*	*
Not stated	45	32.8%	41	32.5%

## Full-time workforce 2017 to 2019

Ethnicity	Whole organisation			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	474	100%	494	100%
% white – Scottish	205	43.2%	190	
% white – other British	75	15.8%	73	
% white – Irish	8	1.7%	8	
% white – Polish	*	*	*	*
White – other	*	*	*	*
Mixed or multiple ethnic groups	*	*	0	0%
Asian, Asian Scottish or Asian British: total	*	*	*	*
Indian, Indian Scottish or Indian British	*	*	*	*
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0%	0	0%
Chinese, Chinese Scottish or Chinese British	0	0%	0	0%
Other Asian	0	0%	0	0%
African, African Scottish or African British	0	0%	0	0%
Other African	*	*	*	*
Caribbean, Caribbean Scottish or Caribbean British	0	0%	0	0%
Black, Black Scottish or Black British	*	*	*	*
Other Caribbean or Black	0	0%	0	0%
Other ethnic groups: total	0	0%	0	0%
Arab, Arab Scottish or Arab British	0	0%	0	0%
Other ethnic group	0	0%	0	0%
Prefer not to say	*	*	*	*
Not stated	169	35.7%	200	41.5%

Across 2017-2019, the most common disclosed ethnic background for part-time and full-time employees is White Scottish.

## Religion/belief

### Part-time workforce 2017 to 2019

Religion/belief	Part-time	
	Numbers 2017-18	% 2017-18
All people	137	100%
Church of Scotland	32	23.4%
Roman Catholic	14	10.2%
Other Christian	7	5.1%
Buddhist	0	0%
Hindu	0	0%
Jewish	0	0%
Muslim	0	0%
Sikh	0	0%
Other religions	*	*
No religion	33	24.1%
Not stated	47	34.3%
Prefer not to say	*	*

Religion/belief	Part-time	
	Numbers 2018-19	% 2018-19
All people	126	100%
Church of Scotland	28	22.2%
Roman Catholic	11	8.7%
Other Christian	9	7.1%
Buddhist	0	0%
Hindu	0	0%
Jewish	0	0%
Muslim	0	0%
Sikh	0	0%
Other religions	*	*
No religion	31	24.6%
Not stated	42	33%
Prefer not to say	*	*

### Full-time workforce 2017 to 2019

Religion/belief	Full-time	
	Numbers 2017-18	% 2017-18
All people	474	100%
Church of Scotland	75	15.2%
Roman Catholic	46	9.7%
Other Christian	18	3.8%
Buddhist	0	0%
Hindu	*	*
Jewish	0	0%
Muslim	0	0%
Sikh	0	0%
Other religions	*	*
No religion	118	24.9%
Not stated	186	39.2%
Prefer not to say	30	6.3%

Religion/belief	Full-time	
	Numbers 2018-19	% 2018-19
All people	482	100%
Church of Scotland	66	13.7%
Roman Catholic	45	9.3%
Other Christian	13	2.7%
Buddhist	0	0%
Hindu	*	*
Jewish	0	0%
Muslim	0	0%
Sikh	0	0%
Other religions	*	*
No religion	109	22.6%
Not stated	217	45%
Prefer not to say	28	5.8%

Similar to our previous report, over a third of our workforce has not stated their religious beliefs. There has been an increase of full-time employees and a decrease in part-time employees who have no religion or belief in 2018-2019.

## Gender

### Part-time workforce 2017 to 2019

Gender	Part-time	
	Numbers 2017-18	% 2017-18
All people	137	100%
Males	13	9.5%
Females	124	90.5%

Gender	Part-time	
	Numbers 2018-19	% 2018-19
All people	126	100%
Males	11	8.7%
Females	115	91.3%

### Full-time workforce 2017 to 2019

Gender	Full-time	
	Numbers 2017-18	% 2017-18
All people	474	100%
Males	109	23%
Females	365	77%

Gender	Full-time	
	Numbers 2018-19	% 2018-19
All people	482	100%
Males	113	23.4%
Females	369	76.6%

The number of males and females in full-time employment is proportionate to our whole workforce profile information. There continues to be a decrease in males who work part-time from previous reports.

## Sexual orientation

### Part-time workforce 2017 to 2019

Sexual orientation	Part-time	
	Numbers 2017-18	% 2017-18
All people	137	100%
Hetrosexual/straight	74	53.7%
Gay man/woman	*	*
Bisexual	*	*
Prefer not to say	*	*
Not stated	55	40.1%

Sexual orientation	Part-time	
	Numbers 2018-19	% 2018-19
All people	126	100%
Hetrosexual/straight	65	51.6%
Gay man/woman	*	*
Bisexual	*	*
Prefer not to say	6	4.8%
Not stated	52	41.3%

### Full-time workforce 2017 to 2019

Sexual orientation	Full-time	
	Numbers 2017-18	% 2017-18
All people	474	100%
Hetrosexual/straight	251	53%
Gay man/woman	12	2%
Bisexual	*	*
Prefer not to say	15	3.2%
Not stated	194	40.9%

Sexual orientation	Full-time	
	Numbers 2018-19	% 2018-19
All people	482	100%
Hetrosexual/straight	231	47.9%
Gay man/woman	12	2%
Bisexual	*	*
Prefer not to say	13	2.7%
Not stated	224	46.5%

The vast majority of both full-time and part-time employees are either heterosexual or did not state their sexual orientation. There has been a decrease in those who preferred not to say for full-time employees between 2017-2019.

### 3. Flexible Workforce – Successful Applications

#### 2017-18

- 34 employees successfully applied for flexible working.
- Two employees have had flexible working applications rejected. Both applications were rejected on grounds of not meeting the needs of the organisation.

#### 2018-19

- 26 flexible working requests were successful.
- Only one employee had their flexible working application rejected. The application was rejected on grounds of not meeting the needs of the organisation.

The Care Inspectorate offers a wide range of flexible working arrangements.

The information in this section is based on the overall number of employees who applied and were successful in gaining a flexible working arrangement. During 2017-2019 a total of 60 successful applications were received covering the following: work patterns, annualised hours, condensed hours, fixed hours, increased hours, reduced hours and term time working. This is an increase in the number of successful applications from 2015-2017.

The majority of successful flexible working applications were from employees who are aged between 55 and 64 years of age. To cater to this age group, our well-established flexible working policy supports our ageing workforce to stay with the organisation whilst achieving a better work life balance during the latter stages of their career.

In our requests from women in 2017-2019 none of these women were pregnant and a small number were within maternity period. The Care Inspectorate maintains its long-established flexible working policy that is open to all employees, not just to those with caring responsibilities.

## Age

Age	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
18 to 24 years old	0	0%	0	0%
25 to 34 years old	*	*	*	*
35 to 44 years old	7	20.6%	*	*
45 to 54 years old	7	20.6%	6	23%
55 to 64 years old	15	44.1%	9	34.6%
65 years and older	*	*	*	*

## Disability

Disability	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
With a disability	0	0%	*	*
No disability	16	47%	12	46.2%
Prefer not to say	0	0%	*	*
Not stated	18	53%	10	38.5%

## Gender reassignment

Gender reassignment	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
Undertaken gender reassignment	0	0%	0	0%
No gender reassignment	10	29.4%	12	46.2%
Prefer not to say	*	*	*	*
Not stated	22	64.7%	13	50%

## Marital status

Marital status	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
% single (never married or never registered a same-sex civil partnership)	*	*	*	*
% married or in a registered same-sex civil partnership	14	41.2%	12	46.2%
% separated (but still legally married or still legally in a same-sex civil partnership)	0	0%		0%
% divorced or formerly in a same-sex civil partnership which is now legally dissolved	*	*	*	*
% widowed or surviving partner from a same-sex civil partnership	0	0%	0	0%
Prefer not to say	*	*	*	*
Not stated	12	35.3%	8	30.8%

## Pregnancy/maternity

Pregnancy/maternity	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
Pregnant	0	0%	0	0%
Within maternity period (12 months from birth of child)	*	*	*	*
Not pregnant	33	97.1%	24	92.3%

## Ethnicity

Ethnicity	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
% white – Scottish	12	35.2%	14	53.8%
% white – other British	8	23.5%	*	*
% white – Irish	0	0%	*	*
% white – Irish and Northern Irish	*	*	0	0%
White – other	0	0%	0	0%
Mixed or multiple ethnic groups	0	0%	0	0%
Asian, Asian Scottish or Asian British: total	0	0%	0	0%
Indian, Indian Scottish or Indian British	0	0%	0	0%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0%	0	0%
Chinese, Chinese Scottish or Chinese British	0	0%	0	0%
Other Asian	0	0%	0	0%
African, African Scottish or African British	0	0%	0	0%
Other African	0	0%	0	0%
Caribbean, Caribbean Scottish or Caribbean British	0	0%	0	0%
Black, Black Scottish or Black British	0	0%	0	0%
Other Caribbean or Black	0	0%	0	0%
Other ethnic groups: total	0	0%	0	0%
Arab, Arab Scottish or Arab British	0	0%	0	0%
Other ethnic group	0	0%	0	0%
Prefer not to say	0	0%	*	*
Not stated	0	35.3%	7	26.9%

## Religion/belief

Religion/belief	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
Church of Scotland	6	17.6%	6	23.1%
Roman Catholic	*	*	*	*
Other Christian	*	*	*	*
Buddhist	0	0%	0	0%
Hindu	0	0%	0	0%
Jewish	0	0%	0	0%
Muslim	0	0%	0	0%
Sikh	0	0%	0	0%
Other religions	0	0%	0	0%
No religion	9	26.5%	*	*
Not stated	12	35.3%	7	27%
Prefer not to say	*	*	*	*

## Gender

Gender	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
Males	*	*	*	*
Females	30	88.2%	22	84.6%

## Sexual orientation

Sexual orientation	Successful flexible working applications			
	Numbers 2017-18	% 2017-18	Numbers 2018-19	% 2018-19
All people	34	100%	26	100%
Hetrosexual (straight)	18	52.9%	16	61.6%
Gay man	0	0%	0	0%
Lesbian	*	*	0	0%
Bisexual	0	0%	0	0%
Prefer not to say	*	*	*	*
Not stated	13	38.2%	10	34.6%

## 4. Recruitment and selection analysis (including internal promotions)

This section includes an equality and diversity breakdown of the three different stages involved in recruitment: those who applied for a position, those who were shortlisted and successful applicants. This information is based on all internal and external recruitment.

Due to the relatively low numbers for internal promotions, we have not broken this data into the same three stages. Instead, we have included a general equalities summary later in Section 4.

### e-Recruiter

It was anticipated in the last report that we would move towards an electronic e-Recruiter system to support our recruitment and selection procedures. However, this system has not been implemented. We will continue to review alternative ways to make improvements to how we gather and collate equality and diversity data from candidates throughout 2019-2021.

### Capturing equality and diversity monitoring data

As outlined above, there are limitations to data we hold due to low return rates of the optional equalities monitoring form in our application pack. This has led to several the categories being blank or 'not stated'. This is an on-going challenge as we have seen a year on year increase in the number of individuals not completing or partially completing the form. We recognise this is an area that we can improve for our next report. We have made modifications since the last report and will continue to encourage all candidates to complete their equality and diversity information. Examples of this includes the addition of 'co-habiting' to the marital status category in line with the UK Supreme Court's amendment to the rights of co-habiting couples in 2017.

Within the equalities monitoring form, we currently do not ask for pregnancy status as it is a recruitment process. Therefore, we have not been able to gather this information unlike the other sections of the report. This is being reviewed and added to the recruitment equality form in 2019.

### Potential future restrictions

As part of the recruitment and selection review which is planned for later in 2019, we will update the equality and diversity form in line with best practice. For example, we will consider how we can expand our reporting on sexual orientation. As terminology and understanding is advancing around sexual orientation and identity, we believe it may be helpful to consider including another reporting category for individuals who identify themselves as queer, intersex or asexual.

## Internal promotions

40% of successful applications in 2017-2018 and 47.8% in 2018-2019 were from internal applicants.

### 2017–2018

- In line with our workforce profile the majority of internally promoted employees were female, aged between 40-49 years of age, no disability, White Scottish, no gender re-assignment, no religion, heterosexual and married or in a registered same-sex civil partnership.

### 2018–2019

- The majority of internally promoted employees were female, aged between 50-59 years of age, heterosexual and married or in a registered same-sex civil partnership.

Since the last report, the average age range of employees and applicants has increased from 40-49 years to 50-59 years of age. However, as it has already been noted that our workforce is ageing, this is not surprising due to the nature of experience required for a majority of our roles and high employee retention rates. We are developing career pathways to broaden the range of roles, which will vary the skills and experience of the workforce including a pilot which allows us to test the sector with aims to diversify our age mix by recruiting staff with less senior management experience within the sector. This will likely lead us to attract and appoint candidates from a broad range of individual backgrounds and may make our workplace more diverse.

Applicants	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	902	914	235	276	75	73
External	779	801	152	190	30	35
Internal	123	113	83	86	45	38

Applicants	Percentage					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	100%	100%	100%	100%	100%	100%
External	86.4%	87.6%	64.7%	68.8%	40%	47.9%
Internal	13.6%	12.4%	36.3%	31.2%	60%	52.1%

## Caring responsibilities

Disability	2018-2019					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	Number	%	Number	%	Number	%
All people	914	100%	276	100%	73	100%
Carer	9	1%	*	*	0	0%
Not carer	76	8.3%	36	13%	9	12.3%
Don't know	*	*	0	0%	0	0%
Prefer not to say	*	*	*	*	*	*
Not stated	826	90.4%	235	85.1%	63	86.3%

We do not have data for those with caring responsibilities 2017-2018. This element is a new addition to our recruitment equality monitoring form and will be maintained.

## Age

Age	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017-2018	2018-2019	2017-2018	2018-2019	2017-2018	2018-2019
All people	902	914	235	276	75	73
Under 21 years old	14	9	6	*	*	*
21 to 29 years old	79	43	13	14	*	5
30 to 39 years old	152	133	25	24	8	7
40 to 49 years old	170	217	33	67	7	17
50 to 59 years old	134	181	34	42	6	5
60 to 65 years old	9	12	*	5	*	0
65 years and older	*	0	*	0	0	0
Not stated	337	317	119	120	45	37
Prefer not to say	*	*	0	*	0	*

Age	Percentage					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	100%	100%	100%	100%	100%	100%
Under 21 years old	1.6%	1%	2.6%	*	*	*
21 to 29 years old	8.8%	4.7%	5.5%	5.1%	*	6.8%
30 to 39 years old	16.9%	14.6%	10.6%	8.7%	10.7%	9.6%
40 to 49 years old	18.8%	23.7%	14%	24.3%	9.3%	23.3%
50 to 59 years old	14.9%	19.8%	14.5%	15.2%	8%	6.8%
60 to 65 years old	1%	1.3%	*	1.8%	*	0%
65 years and older	*	0%	*	0%	0%	0%
Not stated	37.4%	34.7%	50.6%	43.5%	60%	50.7%
Prefer not to say	*	*	0%	*	0%	1.4%

The highest percentage of candidates who applied for a position, and who were shortlisted between 2017 and 2019 did not state their age. The highest reported age of applicants in 2017-2018 was 40 to 49 years of age with the highest reported age of successful applicants being between 30 and 39 years of age. 2018-2019 reports that the highest reported age range for each recruitment stage is between 40 and 49 years of age.

## Disability

Disability	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	902	914	235	276	75	73
With a disability	90	48	23	26	*	*
No disability	337	486	66	121	21	29
Prefer not to say	10	29	*	*	*	0
Not stated	465	320	143	136	51	42

Disability	Percentage					
	% those applying for a position		% those who were shortlisted		% all successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	100%	100%	100%	100%	100%	100%
With a disability	10%	5.3%	9.8%	5.8%	*	*
No disability	37.4%	53.2%	28.1%	43.8%	28%	39.7%
Prefer not to say	1.1%	2.1%	*	*	*	0%
Not stated	51.6%	35%	60.9%	49.3%	68%	57.5%

We are a committed member of the Disability Confident scheme which supports us to make the most of the talents disabled people can bring to our workplace. We actively encourage applications from disabled people by offering them an interview, if they meet the minimum criteria required within the job specification.

As part of the recruitment and selection review, we are also working towards gaining the 'double tick' to encourage more disabled people to apply for vacancies within the Care Inspectorate. Our current application process is designed to be accessible to all and we actively make reasonable adjustments for those who require additional support during interviews or assessment centres.

## Gender reassignment

Gender reassignment	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	902	914	235	276	75	73
Undertaken gender reassignment	*	*	*	0	0	0
No gender reassignment	495	542	101	141	25	31
Prefer not to say	*	*	*	*	*	0
Not stated	397	366	103	132	49	41

Gender reassignment	Percentage					
	% those applying for a position		% those who were shortlisted		% all successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	100%	100%	100%	100%	100%	100%
Undertaken gender reassignment	*	*	*	0%	0%	0%
No gender reassignment	54.9%	59.3%	43%	51.1%	33.3%	42.5%
Prefer not to say	*	*	*	*	*	0%
Not stated	44%	40%	55.3%	47.8%	65.3%	56.2%

Less than 1% of applications received from candidates who have undertaken gender reassignment in 2017-2019. These individuals progressed to shortlisting stages in 2017-2018, but they were not successful at interview. Over half of applicants stated that they had not undergone gender reassignment, with 42.5% of successful candidates assigning to this category. The other half elected not to say.

## Marital status

Marital status	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	902	914	235	276	75	73
Single (never married or never registered a same-sex civil partnership)	133	99	31	26	8	6
Co-habiting	62	31	12	21	*	*
Married or in a registered same-sex civil partnership	260	291	46	70	9	17
Separated (but still legally married or still legally in a same-sex civil partnership)	10	63	*	24	*	*
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	53	30	14	7	*	*
Widowed or surviving partner from a same-sex civil partnership	*	18	0	*	0	0
Other	*	0	*	0	0	0
Prefer not to say	13	13	*	*	0	0
Not stated	360	319	125	121	47	38

Marital status	Percentage					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	100%	100%	100%	100%	100%	100%
Single (never married or never registered a same-sex civil partnership)	14.7%	10.8%	13.2%	9.4%	10.7%	8.2%
Co-habiting	6.9%	8.9%	5.1%	7.6%	6.7%	*
Married or in a registered same-sex civil partnership	28.8%	31.8%	24.3%	25.4%	12%	23.3%
Separated (but still legally married or still legally in a same-sex civil partnership)	1.1%	6.9%	*	8.7%	*	*
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	5.9%	3.3%	6%	2.5%	*	*
Widowed or surviving partner from a same-sex civil partnership	*	2%	0%	*	0%	0%
Other	*	0%	*	0%	0%	0%
Prefer not to say	1.4%	1.4%	*	*	0%	0%
Not stated	39.9%	34.9%	53.2%	43.8%	63.7%	52.1%

In line with our workforce profile information and the Census, the majority of candidates who applied were shortlisted and were successful stated their marital status as married or in a registered same-sex civil partnership. This is consistent across both years. We removed the 'Other' option for marital status in 2018-2019 as we cater to all marital status options with the addition of co-habiting in 2017-2018. We will continue to maintain this format for future reporting.

## Ethnicity

Ethnicity	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
All people	902	914	235	276	75	73
% white – Scottish	411	446	81	111	19	26
% white - British	76	99	14	28	*	*
% white – British other	0	0	0	0	0	0
% white – Irish and Northern Irish	17	14	9	*	*	*
White – other	22	9	8	*	*	0
Mixed or multiple ethnic groups	*	*	*	*	0	0
Asian, Asian Scottish or Asian British: total	*	*	0	*	0	*
Indian, Indian Scottish or Indian British	*	*	0	*	0	0
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	*	0	0	0	0	0
Chinese, Chinese Scottish or Chinese British	*	0	0	0	0	0
Other Asian	*	*	0	*	0	*
African: total	*	*	0	0	0	0
African, African Scottish or African British	*	*	0	0	0	0
Other African	0	0	0	0	0	0
Caribbean or Black: total	*	*	0	0	0	0
Caribbean, Caribbean Scottish or Caribbean British	0	0	0	0	0	0
Black, Black Scottish or Black British	*	*	0	0	0	0
Other Caribbean or Black	0	0	0	0	0	0
Other ethnic groups: total	*	*	*	0	*	0
Arab, Arab Scottish or Arab British	0	0	0	0	0	0
Gypsy traveller	*	0	*	0	0	0
Other ethnic group	*	*	*	0	*	0
Prefer not to say	*	*	*	*	0	0
Not stated	345	325	119	123	46	38

Ethnicity	Percentages					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017-18	2018-19	2017-18	2018-19	2017-18	2018-19
All people	100%	100%	100%	100%	100%	100%
% white – Scottish	45.6%	48.8%	34.5%	40.2%	25.3%	35.6%
% white – British	8.4%	10.8%	6%	10.1%	*	*
% white – British other	0%	0%	0%	0%	0%	0%
% white – Irish and Northern Irish	1.9%	1.5%	3.8%	*	*	*
White – other	2.4%	1%	3.4%	*	*	0%
Mixed or multiple ethnic groups	*	*	*	*	0%	0%
Asian, Asian Scottish or Asian British: total	*	*	0%	*	0%	*
Indian, Indian Scottish or Indian British	*	*	0%	*	0%	0%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	*	0%	0%	0%	0%	0%
Chinese, Chinese Scottish or Chinese British	*	0%	0%	0%	0%	0%
Other Asian	*	*	0%	*	0%	*
African: total	*	*	0%	0%	0%	0%
African, African Scottish or African British	*	*	0%	0%	0%	0%
Other African	0%	0%	0%	0%	0%	0%
Caribbean or Black: total	*	*	0%	0%	0%	0%
Caribbean, Caribbean Scottish or Caribbean British	0%	0%	0%	0%	0%	0%
Black, Black Scottish or Black British	*	*	0%	0%	0%	0%
Other Caribbean or Black	0%	0%	0%	0%	0%	0%
Other ethnic groups: total	*	*	*	0%	*	0%
Arab, Arab Scottish or Arab British	0%	0%	0%	0%	0%	0%
Gypsy traveller	*	0%	*	0%	0%	0%
Other ethnic group	*	*	*	0%	*	0%
Prefer not to say	*	*	*	*	0%	0%
Not stated	38.2%	35.6%	50.6%	44.6%	61.3%	52.1%

We continue to receive the largest proportion of applicants who identify as white or do not state their ethnicity. We continue to see a diverse group of applicants although there are low numbers of candidates from other ethnic backgrounds. As part of the recruitment and selection review, we will continue to review how we attract candidates from a range of diverse communities and backgrounds. This will help us to promote our organisation as an employer of choice.

## Religion/belief

Religion/belief	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	902	914	235	276	75	73
Church of Scotland	109	130	25	30	*	6
Roman Catholic	60	89	10	18	*	*
Other Christian	36	47	*	11	*	*
Buddhist	*	*	*	0	0	0
Hindu	*	0	0	0	0	0
Jewish	*	0	*	0	0	0
Muslim	*	*	*	*	*	*
Sikh	0	*	0	*	0	0
Other religions	*	*	*	*	0	*
No religion	313	236	62	72	21	17
Prefer not to say	21	19	*	8	0	*
Not stated	345	324	121	124	46	39

Religion/belief	Percentages					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	100%	100%	100%	100%	100%	100%
Church of Scotland	12.1%	14.2%	10.6%	10.9%	*	8.2%
Roman Catholic	6.7%	9.7%	4.3%	6.5%	*	*
Other Christian	4%	5.1%	*	4%	*	*
Buddhist	*	*	*	0%	0%	0%
Hindu	*	0%	0%	0%	0%	0%
Jewish	*	0%	*	0%	0%	0%
Muslim	*	*	*	*	*	*
Sikh	0%	*	0%	*	0%	0%
Other religions	*	*	*	*	0%	*
No religion	34.7%	25.8%	26.4%	26.1%	28%	23.3%
Prefer not to say	2.3%	2.1%	*	2.9%	0%	*
Not stated	38.2%	35.4%	51.5%	44.9%	61.3%	53.4%

As in previous years, applications received are from candidates who predominantly identify as having no religion or do not state their religion or beliefs.

## Gender

Gender	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	902	914	235	276	75	73
Males	131	119	26	27	*	*
Females	432	474	88	126	22	30
Prefer not to say	*	*	*	0	0	0
Not stated	335	320	120	123	48	38

Gender	Percentages					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2018–2019
All people	100%	100%	100%	100%	100%	100%
Males	14.5%	13%	11.1%	9.8%	*	*
Females	47.9%	51.9%	37.4%	45.7%	29.3%	41.1%
Prefer not to say	*	*	*	0%	0%	0%
Not stated	37.1%	35%	51.1%	44.6%	64%	52.1%

The information tells us that we received more applications from females than males across 2017-2019. This is consistent with the previous reports. As with other reports from this reporting period, there are a high number of applicants who did not state their gender.

### Sexual orientation

Sexual orientation	Numbers					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2016–2019
All people	902	914	235	276	75	73
Hetrosexual (straight)	507	542	97	139	24	29
Gay man	20	25	7	7	*	*
Lesbian	*	*	*	*	0	*
Bisexual	16	17	*	*	*	*
Prefer not to say	*	*	0	0	0	0
Not stated	350	323	125	123	47	39

Sexual orientation	Percentages					
	Those applying for a position		Those who were shortlisted		All successful applicants	
	2017–2018	2018–2019	2017–2018	2018–2019	2017–2018	2016–2019
All people	100%	100%	100%	100%	100%	100%
Hetrosexual (straight)	56.2%	59.3%	41.3%	50.4%	32%	39.7%
Gay man	2.2%	2.7%	3%	2.5%	*	*
Lesbian	*	*	*	*	0%	*
Bisexual	1.8%	1.9%	*	*	*	*
Prefer not to say	*	*	0%	0%	0%	0%
Not stated	38.8%	35.3%	52.8%	44.6%	62.7%	53.4%

There has been a year on year rise in applicants who identify themselves as being heterosexual from 30.3% in 2016-2017 to 59.3% in 2018-2019.

There were successful applicants from all categories within the sexual orientation characteristic with the exception of 'other' in 2018-2019. We have seen a small increase in the number of people identifying as gay men/lesbian women from our last report.

## 5. Learning and development analysis

The Care Inspectorate is committed to developing its workforce. We offer a wide range of learning and development opportunities and self-directed learning resources to all employees. Our workforce development strategy sets out our commitment and priorities for supporting all aspects of employee development, including continuing professional development, skills and personal development. We have recently introduced a new learning management system and online learning portal which support our strategic objective to create more virtual learning opportunities. We are also committed to ensure all employees, regardless of protected characteristic, have access learning which supports them in their role and to meet their personal development goals.

### Learning Management System (LMS)

Our LMS is the new system for viewing, booking and evaluating training courses. It also provides access to a range of learning resources and maintains personal records of learning for all employees. The system is designed to be user friendly, bringing together functionality which will allow staff to access learning and development opportunities, meet their continuing professional development (CPD) requirements and maintain accurate records of their learning.

It also supports our new appraisal process LEAD (Learn, Experience, Achieve and Develop). The system allows colleagues to share feedback, record their goals and one to one meeting records. The equality breakdown of information below is based on the information from our internal booking system which supersedes the previous Personal Development Review Scheme (PDRS) approach which was in place. Due to the limitations of this system, we are only able to report on training requested. For future reports, our new LMS will allow us to report on training requested, training approved, training not approved, and training completed.

### Snapshot of access to learning and development analysis

**1 April 2017 – 31 March 2018:** 517 employees accessed learning and development (84.6% of the workforce).

**1 April 2018 – 31 January 2019:** 449 employees accessed learning and development (73.8% of the workforce).

With the launch of our new LMS in January 2019, we hope to report an increase in these figures in 2020 with the opportunities to learn increasing.

## Age

Age	Those who applied for training			
	Numbers 2017–18	Numbers 2018–19	% people who accessed learning and development 2017–17	% people who accessed learning and development 2018–19
All people	517	449	100%	100%
16 to 24 years old	*	0	*	0%
25 to 34 years old	33	20	6.4%	4.4%
35 to 44 years old	223	59	43.1%	13.1%
45 to 54 years old	22	178	4.3%	39.6%
55 to 64 years old	187	166	36.2%	37%
65 years and older	21	*	4.1%	*
Not answered	28	21	5.4%	4.7%

76.6% of those who accessed learning and development opportunities were aged between 45 and 64 years of age in 2018-2019. There are very low numbers of employees aged over 65 and no employees aged between the ages of 16 and 24 accessing learning and development. This is reflective of the low workforce numbers of both 16 to 24 year olds and those who are over 65 years of age in the organisation.

## Disability

Disability	Those who applied for training			
	Numbers 2017–18	Numbers 2018–19	% people who accessed learning and development 2017–18	% people who accessed learning and development 2018–19
All people	517	449	100%	100%
With a disability	18	15	3.5%	3.3%
No disability	211	183	40.8%	40.8%
Prefer not to say	12	12	2.3%	2.7%
Not stated	276	239	53.4%	53.2%

The largest percentage of those accessing learning and development have not stated their disability status. 88.2% of the disabled workforce accessed learning and development tools between 2018-2019.

## Gender reassignment

Gender reassignment	Those who applied for training			% people who accessed learning and development 2018–19
	Numbers 2017–18	Numbers 2018–19	% people who accessed learning and development 2017–18	
All people	517	449	100%	100%
Undertaken gender reassignment	0	0	0%	0%
No gender reassignment	188	157	36.4%	35%
Prefer not to say	11	9	2.1%	2%
Not stated	318	283	61.5%	63%

We have a low number of employees who responded 'prefer not to say' in this category who have accessed learning and development. We continually see that over recent reports that more than half of those who did access learning and development did not answer this question.

## Marital status

Marital status	Those who applied for training			% people who accessed learning and development 2018–19
	Numbers 2017–18	Numbers 2018–19	% people who accessed learning and development 2017–18	
All people aged 16 and over	517	449	100%	100%
Single (never married or never registered a same-sex civil partnership)	59	44	11.4%	9.8%
Married or in a registered same-sex civil partnership	198	173	38.3%	38.5%
Separated (but still legally married or still legally in a same-sex civil partnership)	9	9	1.7%	2%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	28	24	5.4%	5.3%
Widowed or surviving partner from a same-sex civil partnership	*	*	*	*
Prefer not to say	12	8	2.3%	18%
Not stated	201	188	38.9%	41.9%

The largest group of employees who reported their marital status are 'married or in a same-sex civil partnership', this is a decline from previous years reporting. Similar to all the data, we have seen an increase in those who have not stated their marital status.

### **Pregnancy/maternity**

Low numbers of pregnant women accessed learning and development which is representative of the low reported numbers of pregnant number of women in our organisation. Our online resources provide support for those who are in their maternity period as they are able to access these facilities easily from home.



## Ethnicity

Ethnicity	Those who applied for training			
	Numbers 2017–18	Numbers 2018–19	% people who accessed learning and development 2017–18	% people who accessed learning and development 2018–19
All people	517	449	100%	100%
% white – Scottish	212	177	41%	39.4%
% white – British	84	7	16.2%	1.6%
% white – British other	9	9	1.7%	2%
% white – Irish and Northern Irish	*	*	*	*
White – other	*	*	*	*
Mixed or multiple ethnic groups	0	0	0%	0%
Asian, Asian Scottish or Asian British: total	*	*	*	*
African: total	*	*	*	*
Caribbean or Black: total	*	*	*	*
Other ethnic groups: total	0	0	0%	0%
Prefer not to say	*	*	*	*
Not stated	194	178	37.5%	40%

The highest number of employees to access learning and development who have disclosed their ethnicity reported themselves as White Scottish. No employees who are of mixed or multiple ethnic groups or other ethnic groups have accessed learning and development tools. We continue to see low numbers of those who identify as other ethnicities which is consistent with other statistics of this nature in the report.

## Religion/belief

Religion/belief	Those who applied for training			
	Numbers 2017–18	Numbers 2018–19	% people who accessed learning and development 2017–18	% people who accessed learning and development 2018–19
All people	517	449	100%	100%
Church of Scotland	83	68	16.1%	15.1%
Roman Catholic	54	47	10.4%	10.5%
Other Christian	15	12	2.9%	2.7%
Buddhist	0	0	0%	0%
Hindu	*	*	*	*
Jewish	0	0	0%	0%
Muslim	0	0	0%	0%
Sikh	0	0	0%	0%
Other religions	*	*	*	*
No religion	123	103	23.8%	22.9%
Prefer not to say	0	22	0%	0%
Not stated	210	193	40.6%	43%

We have a low number of employees who accessed learning and development who reported their religion as 'Hindu', or 'other'. The highest reported categories are 'not stated', 'no religion' and 'Church of Scotland', which is in line with our workforce overview of religion and beliefs.

## Gender

Gender	Those who applied for training			
	Numbers 2017–18	Numbers 2018–19	% people who accessed learning and development 2017–18	% people who accessed learning and development 2018–19
All people	517	449	100%	100%
Males	87	74	16.8%	16.5%
Females	402	345	77.8%	76.8%
Not stated	28	21	5.4%	4.7%

The table above shows that more women attended training than men. This is proportionate to the gender profile of the workforce.

## Sexual orientation

Sexual orientation	Those who applied for training			
	Numbers 2017–18	Numbers 2018–19	% people who accessed learning and development 2017–18	% people who accessed learning and development 2018–19
All people	517	449	100%	100%
Heterosexual (straight)	265	222	51.3%	49.4%
Gay man/woman	11	12	2.1%	2.7%
Bisexual	*	*	*	*
Prefer not to say	16	14	3.1%	3.1%
Not stated	222	199	42.9%	44.3%

Similar to previous reports, approximately half of employees who have accessed learning and development systems identify as heterosexual.

## 6. Return to work of women on maternity leave

As a predominately female workforce, the average level of maternity leave is lower than other organisations, most likely because of our age profile. 75.4% of our female workforce is aged over 45 which may explain the relatively few numbers.

There was a slightly lower level of pregnancy and maternity leave between the two reporting periods.

### 2017–18:

- Two returned to the same job.
- Four returned to a flexible working contract.
- No-one returned to a different/ lower graded post.

### 2018–19:

- One returned to the same job.
- One returned to their current post, on a flexible working contract.
- No-one returned to a different/ lower graded post.

We also have a low up take of Keeping in Touch (KIT) days. Employees are aware of this legal right as it is publicised in all our family friendly policies (adoption, maternity and shared parental leave).

We have publicised our flexible working policy through bitesize briefings with employees and managers. We have approximately 164 employees with flexible working arrangements in place. As the right to request flexible working is open to all employees it is possible that some women might have been working flexibly before they were pregnant and were happy to continue with their existing arrangements.

We have not had any requests for shared parental leave since this was introduced. We know that the uptake of shared parental leave across other organisations is still relatively low and may increase in popularity in the future.

## 7. Return to work of disabled employees following sick leave relating to their disability

### 2017–18

- 20 employees self-report that they have a disability

### 2018–19

- 17 employees self-report that they have a disability

There has been no sick leave specifically recorded as related to disability in this reporting period.

52% of our workforce do not state whether or not they have a disability. As a result, we continue to actively encourage our workforce to share this information. However, some employees might not feel comfortable sharing sensitive personal information and some employees do not recognise or identify themselves as being disabled.

We are unable to report how many absences are related to disability. Many underlying health conditions/disabilities can make people more susceptible to other illnesses or their reaction could be more severe than someone who does not have the same condition/disability.

Where an employee tells us that an absence relates to a disability, we record this, but we do not include them in any short-term trigger level calculations (just like we would discount any pregnancy related absences). During the reporting period we have not had any capability hearings where a disabled employee has been dismissed.

Mental ill health is a common reason for absence in the organisation. This was also one of the most common absences across all public sectors in the UK in 2016. The organisation has an Employee Assistance Programme that offers counselling and signposts employees to sources of support. We actively promote this service and have offered workshops across our 14 office nationwide to raise awareness. We also offer resilience training to help improve mental health. We currently hold the gold Healthy Working Lives award.

## 8. Case work (disciplinary action, grievance, capability and dignity at work)

The Care Inspectorate strives to ensure that no equality groups are adversely impacted by the application of our people management procedures. Our aim is to ensure that they are applied consistently across the organisation.

When we refer to case work, we are referring to the following four policies:

- Capability
- Dignity at Work
- Discipline
- Grievance

Similar to previous years we continue to have very small numbers of formal cases. Due to the low number of cases, we are unable to report on the equalities profile of employees involved in order to protect anonymity of the employees.

We continue to resolve most issues informally. This could be due to the size of our organisation and the positive employee relations we have with trade union colleagues through our Partnership Forum.

We regularly review policies to ensure that they support every employee and show no favourability to a specific protected characteristic.

Gender	Stage	2017–18 Number	2018–19 Number
Dignity at work	Informal	1	3
	Formal	0	3
	<b>Total</b>	<b>1</b>	<b>6</b>
Disciplinaries	Counselled	2	1
	Dismissed	0	2
	<b>Total</b>	<b>2</b>	<b>3</b>
Grievances	Informal	1	1
	Formal	2	1
	<b>Total</b>	<b>3</b>	<b>2</b>
Capability	Informal	5	2
	Formal	0	2
	<b>Total</b>	<b>5</b>	<b>4</b>

## 9. Dismissals and other reasons for leaving

### Turnover rate

We have consistently had a low turnover rate over the years, with 22 employees leaving the organisation in 2017-18 and 25 leavers in 2018-9.

Turnover rate for 2017–18 = 3.7%  
Turnover rate for 2018–19 = 4.1%

### Dismissals

The Care Inspectorate had no dismissals in 2017-2018 and two dismissals in 2018-2019.

### Exit interviews

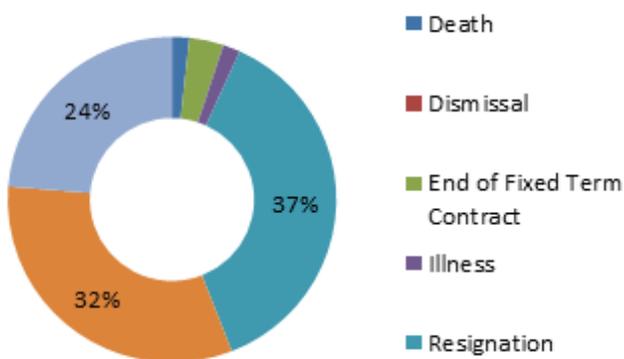
Participation in our exit interview process is low. Only eight exit interviews were completed 2017-2019. Equalities information is not asked at time of exit interview although we have equalities data for all leavers of the organisation. Our exit interview process is being reviewed for our next report in order to capture more information as employees' circumstances can change throughout their employee tenure.

### Reasons why employees left the organisation

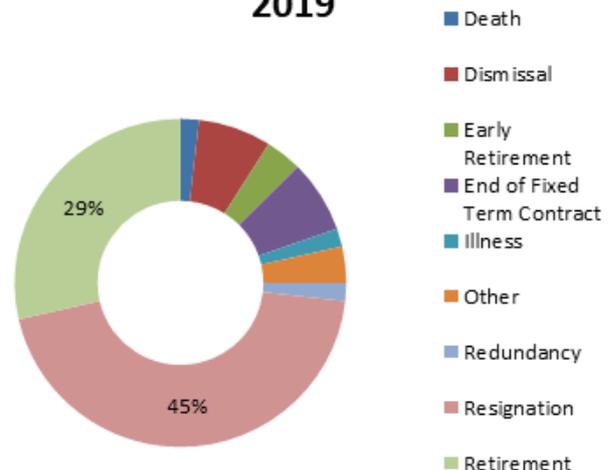
The highest reason for people leaving across both years is due to resignation. Using the information from the exit interviews, this can be explained due to employee's relocation or to seek progression in another organisation.

This section is a breakdown of employees who left the Care Inspectorate between 2017 to 2019

#### Reasons for Leaving 2017-2018



#### Reasons for Leaving 2018-2019



## Age

Age	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2018–19	% of leavers 2018–19
All people	22	100%	25	100%
Under 25 years old	0	0%	*	*
25 to 34 years old	*	*	12	48%
35 to 44 years old	*	*	*	*
45 to 54 years old	7	31.8%	*	*
55 to 64 years old	7	31.8%	*	*

## Disability

Disability	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2018–19	% of leavers 2018–19
All people	22	100%	25	100%
With a disability	0	0%	*	*
No disability	7	31.8%	8	32%
Prefer not to say	0	0%	0	0%
Not stated	15	68.2%	16	64%

## Gender reassignment

Gender reassignment	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2016–19	% of leavers 2018–19
All people	22	100%	25	100%
Undertaken gender reassignment	0	0%	0	0%
No gender reassignment	7	31.8%	11	44%
Prefer not to say	*	*	0	0%
Not stated	14	63.6%	14	56%

## Marital status

Marital status	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2018–19	% of leavers 2018–19
All people aged 16 and over	22	100%	25	100%
Single (never married or never registered a same-sex civil partnership)	*	*	6	24%
Married or in a registered same-sex civil partnership	7	31.8%	7	28%
Separated (but still legally married or still legally in a same-sex civil partnership)	0	0%	0	0%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	*	*	0	0%
Widowed or surviving partner from a same-sex civil partnership	0	0%	0	0%
Prefer not to say	0	0%	0	0%
Not stated	11	66.7%	12	48%

## Pregnancy/maternity

Pregnancy/maternity	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2018–19	% of leavers 2018–19
All women	22	100%	25	100%
Pregnant	0	0%	0	0%
Within maternity period (12 months of birth of child)	0	0%	*	*
Not pregnant	22	100%	25	100%

## Ethnicity

Ethnicity	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2018–19	% of leavers 2018–19
All people	22	100%	25	100%
% white – Scottish	*	*	9	36%
% white – British	*	*	*	*
% white – British other	*	*	*	*
% white – Irish and Northern Irish	*	*	*	*
White – other	0	0%	*	*
Mixed or multiple ethnic groups	0	0%	*	*
Asian, Asian Scottish or Asian British: total	0	0%	0	0%
African: total	0	0%	0	0%
Caribbean or Black: total	0	0%	0	0%
Other ethnic groups: total	0	0%	0	0%
Prefer not to say	0	0%	0	0%
Not stated	11	50%	12	48%

## Religion/belief

Religion/belief	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2018–19	% of leavers 2018–19
All people	22	100%	25	100%
Church of Scotland	*	*	9	36%
Roman Catholic	*	*	*	*
Other Christian	*	*	*	*
Buddhist	0	0%	0	0%
Hindu	0	0%	0	0%
Jewish	0	0%	0	0%
Muslim	0	0%	0	0%
Sikh	0	0%	0	0%
Other religions	0	0%	0	0%
No religion	*	*	*	*
Not stated	11	50%	0	0%
Prefer not to say	*	*	12	48%

## Gender

Religion/belief	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2018–19	% of leavers 2018–19
All people	11	100%	25	100%
Males	17	77.3%	16	64%
Females	*	*	9	36%
Prefer not to say	0	0%	0	0%

## Sexual orientation

Religion/belief	Leaving the organisation			
	Numbers 2017–18	% of leavers 2017–18	Numbers 2018–19	% of leavers 2018–19
All people	22	100%	25	100%
Heterosexual (straight)	9	40.9%	12	48%
Gay man	0	0%	0	0%
Lesbian	0	0%	*	*
Bisexual	0	0%	0	0%
Prefer not to say	*	*	0	0%
Not stated	12	54.5%	12	48%

## 10. Gender pay gap

### Occupational segregation – whole organisation

The table below shows the Care Inspectorate's gender profile by pay grade for 2018-2019.

Grade	Role type	Headcount of female employee	Headcount of male employee	Total employees	% female	% male	Female salary as a % of male salary
Chief Executive	Leadership	0	*	*	0%	*	*
Directors		*	*	*	*	*	*
CS3		*	*	*	*	*	*
CS2		*	*	*	*	*	*
CS1	Strategic inspectors and managerial	21	11	32	66%	34%	100%
8		29	9	38	76%	24%	99.2%
7		36	13	49	73%	27%	98.6%
6	Professional	6	6	12	50%	50%	95.6%
5/6		229	52	281	81%	19%	99.3%
5		16	10	26	62%	38%	102%
4		26	0	25	100%	0%	0%
3	Admin	27	*	32	84%	*	101%
2		15	*	17	88%	*	103.4%
1		60	*	65	92%	*	103.6%
Other	Various <sup>1</sup>	13	*	17	76%	*	*
<b>Grand total</b>		<b>484</b>	<b>130</b>	<b>608</b>	<b>79.7%</b>	<b>20.3%</b>	<b>87%</b>

<sup>1</sup>Employees in holding position from a variety of grades due to various reasons such as maternity leave and secondment.

## Disability

Disability	2017-2018									
	CS2 and above leadership		8 & CS1 strategic inspectors and managerial		7 Senior professional		4-6 professional		1-3 Admin	
		%		%		%		%		%
With a disability	0	0%	0	0%	*	*	13	2.1%	6	1%
No disability	*	*	29	4.7%	22	3.6%	148	24.2%	52	8.5%
Prefer not to say	*	*	*	*	*	*	10	1.6%	*	*
Not stated	10	1.6%	39	6.4%	18	2.9%	180	29.5%	71	11.6%

Disability	2018-2019									
	CS2 and above leadership		8 & CS1 strategic inspectors and managerial		7 Senior professional		4-6 professional		1-3 Admin	
		%		%		%		%		%
With a disability	0	0%	0	0%	*	*	11	1.8%	*	*
No disability	*	*	29	4.8%	24	3.9%	140	23%	44	7.2%
Prefer not to say	*	*	*	*	*	*	10	1.8%	*	*
Not stated	9	1.6%	43	7.4%	22	3.9%	176	30.9%	61	10.7%

## Ethnicity

Ethnicity	2017-2018									
	CS2 and above leadership		8 & CS1 strategic inspectors and managerial		7 Senior professional		4-6 professional		1-3 Admin	
		%		%		%		%		%
% white - Scottish	*	*	27	4.4%	24	3.9%	142	23.2%	61	10%
% white - British	*	*	9	1.5%	9	1.5%	64	10.5%	16	2.9%
% white - British other	0	0%	0	0%	*	*	7	1.1%	0	0%
% white - Irish or Northern Irish	0	0%	*	*	0	0%	*	*	*	*
White - other	*	*	*	*	*	*	*	*	0	0%
Mixed or multiple ethnic groups	*	*	0	0%	0	0%	0	0%	0	0%
Asian, Asian Scottish or Asian British: total	0	0%	0	0%	0	0%	*	*	*	*
African: total	0	0%	0	0%	0	0%	*	*	0	0%
Caribbean or Black: total	0	0%	*	*	0	0%	*	*	0	0%
Prefer not to say	*	*	0	0%	0	0%	*	*	*	*
Not stated	*	*	30	4.9%	7	1.1%	126	20.6%	48	7.9%

Ethnicity	2018-2019									
	CS2 and above leadership		8 & CS1 strategic inspectors and managerial		7 Senior professional		4-6 professional		1-3 Admin	
		%		%		%		%		%
% white - Scottish	*	*	26	4.3%	27	*	131	21.5%	53	8.7%
% white - British	*	*	9	1.5%	8	1.3%	59	9.7%	16	2.6%
% white - British other	0	0%	0	0%	*	*	6	1%	0	0%
% white - Irish or Northern Irish	0	0%	0	0%	0	0%	*	*	*	*
White - other	*	*	*	*	*	*	*	*	0	0%
Mixed or multiple ethnic groups	0	0%	0	0%	0	0%	0		0	0%
Asian, Asian Scottish or Asian British: total	0	0%	0	0%	0	0%	*	*	*	*
African: total	0	0%	0	0%	0	0%	*	*	0	0%
Caribbean or Black: total	0	0%	*	*	0	0%	*	*	0	0%
Prefer not to say	*	*	0	0%	0	0%	*	*	*	*
Not stated	*	*	38	6.3%	13	2.1%	143	23.5%	43	7.1%

The table below summarises the average salary by gender. Taking all roles and salaries into account, men are paid 15% more than women across the organisation as a whole. This measure is influenced by compositional differences in our workforce, including the larger proportion of women who work in part-time positions compared to men.

	Total employees	Employees (FTE)	Female (FTE)	Male (FTE)	% Female	% Male	Average FT salary (£)	Average FT salary female (£)	Average FT salary male (£)	Female salary as a % of male salary
All employees	608	571	450	121	79.6%	20.4%	£37,516.56	£36,217.32	£42,587.80	85%
Full-time employees	482	482	369	1133	91.3%	8.7%	£38,296.12	£36,937.04	£42,734.18	86.4%
Part-time employees	126	89	81	8	76.6%	23.4%	£34,534.43	£33,907.94	£41,084.10	82.5%

### Median and mean pay gap

We have followed the Close the Gap guidance this year for our reporting of gender pay gap to ensure consistency and good practice. We recognise that in the previous employee monitoring report 2017-18 the mean pay gap was calculated by using the average full-time equivalent female salary and average full-time equivalent male salary which did not take in to account the varied work pattern of our workforce.

In line with best practice, we have used the hourly rates of pay in the following formula.

$$(\text{average female hourly rate} \div \text{average male hourly rate}) \times 100 = \text{TOTAL}$$

$$100 - \text{TOTAL} = \text{PAY GAP}$$

The results below show us that the pay gap has increased slightly this year compared to last year by 2.1%. This is mainly due to a female senior manager leaving the organisation and being replaced by a male. 28.6% of our male workforce currently occupy senior professional positions or higher, in comparison to 19% of women in the same roles. We historically have had a closely balanced representation of women at senior management levels in such roles.

	Based on average full-time equivalent salaries			
	Last report		Current report	
	2015–16	2016–17	2017–18	2018–19
Median pay gap	0%	0%	0%	0%
Mean pay gap	12.4%	11.9%	11.8%	13.4%

	Mean average hourly pay	
	Current report	
	2017–18	2018–19
Males	£21.65	£22.67
Females	£19.08	£19.63

	Median average hourly pay	
	Current report	
	2017–18	2018–19
Males	£21.04	£21.41
Females	£21.04	£21.41

The public sector overall pay gap was last reported in 2017 by [www.closesthegap.org.uk](http://www.closesthegap.org.uk) as 12.1%. The overall (public and private sector) pay gap is considerably higher at 14.9%. The Care Inspectorate is 1.3% higher than the public sector average and 1.5% lower than the overall national gender pay gap.

A large proportion of our workforce perform the same job role and have been performing the role for a long time. As a result, over 35% of our employees are not only on the same grade but also at the highest salary point within the grade. As result, the median salary for both genders is the same and no gender pay gap when comparing median averages.

We have identified some actions to continue to monitor the gender pay gap and to engage with staff to better understand the career pathways they believe are currently available to them and explore how they can be improved. This will include:

- collating additional information about career progression of staff at each pay band to help identify if barriers exist
- continuing to engage with Close the Gap and other organisations which promote equal pay
- improving provision of fair and equal opportunities for development and progression for staff
- creating and increasing flexible working options and other family friendly benefits as well as ensuring men and women have an equally positive experience of working at the Care Inspectorate
- taking into account the findings from our next staff survey to identify any issues that may be impacting on the employment experience of our female staff.

### **Disability pay gap**

The mean pay gap between employees who reported to be disabled and those who reported they were not was 13.2% in 2018-2019. This is lower than the mean gender pay gap average for this period by 0.2%.

### **Ethnicity pay gap**

The largest reported ethnicity is White Scottish. There is a -5% pay gap between those who are White Scottish in comparison to other reported ethnicities. This could be due to 20.5% of White Scottish employees working in Grades 1-3 and 50.6% working in Grades 4-6.

## 11. Equal pay statement

The Care Inspectorate is committed to ensuring equal pay. We believe that staff should receive equal pay for work of equal value. 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.

Our equal pay objectives are set out below.

- We are committed to providing and promoting equal opportunities for all employees, regardless of sex, race, religion or belief, age, marriage and civil partnership, pregnancy and maternity, sexual orientation, gender reassignment or disability.
- All employees will receive equal pay for work of equal value.
- Pay and reward systems are transparent, based on objective criteria and free from bias in relation to all aspects of equalities.
- We will work with our recognised trade unions to ensure equality within our reward system.
- We will regularly review our pay and reward system to eliminate any discrimination.
- Details of any complaints regarding equal pay will be retained confidentially for monitoring purposes.

We will continue to monitor our equal pay statement and will review this late 2019.

## 12. Board members gender profile

The Chair of the Care Inspectorate Board and its members are appointed by Scottish Ministers. They bring a wealth of experience to set the strategic direction of our organisation, taking into account legislation and policy guidance from the Scottish Government.

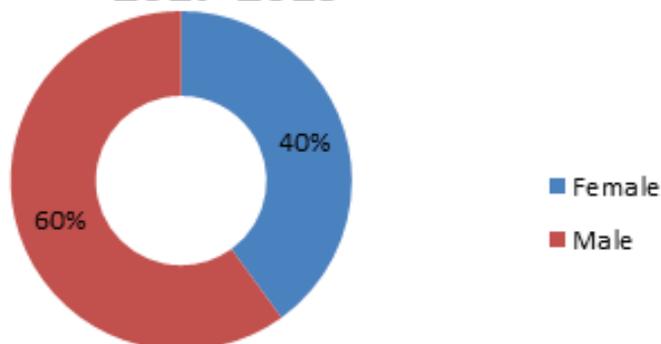
In Scotland from the 2011 census, women represent 52% of the population; however, in 2013 there was only 3.6% female representation on regulated public boards<sup>2</sup>.

Due to a female resignation over this current reporting period, a male Board Member was subsequently appointed in their position. This has changed the Board gender profile and there are more males on the Board than females. This has been a change from the previous two years where there was a greater female presence.

As at 31 January 2019, our Board consists of 40% woman due to some existing contracts expiring.

	Last reporting period		Current reporting period	
	2015–16	2016–17	2017–18	2018–19
Male board members	5	5	5	6
Female board members	6	6	6	4

### Gender % of Board Members 2017-2019



<sup>2</sup> Scottish Government's Public Appointment Centre of Expertise (PACE) – figures which only includes Ministerial appointments.

### 13. Actions

We have used the information contained in this report to develop actions, which aims to increase the amount of disclosure of employee information over the next two years 2019-2021.

We have also developed actions that will seek to increase the diversity of our workforce. Please refer to the equality outcomes and mainstreaming report action plan for more details.

Please contact the Organisation and Workforce Development team to request any further information relating to the information contained in this section of the report.



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