

Scottish Courts
and Tribunals Service



Scottish Courts and Tribunals Service (SCTS) Equality Outcomes 2015



*"Supreme Courts" by Stewart Goodall,
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Scottish Courts and Tribunals Service (SCTS) Aim

The aim of the Scottish Courts and Tribunals Service is to meet the requirements of the Equalities Act 2010 and to carry out the equalities duties specified within the Act:

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

The protected characteristics covered are:

Age

Marriage or civil partnership

Disability

Gender reassignment

Race

Religion and belief

Sex

Sexual orientation

Pregnancy, maternity, breastfeeding

On 1 April 2015 the Scottish Tribunals Service merged with the Scottish Court Service; becoming the Scottish Courts and Tribunals Service (SCTS). Once fully integrated, the SCTS will look at applying best practice of equality and diversity from each organisation.

We will produce our mainstreaming equality report biennially detailing how we have met our outcomes and the improvements we have made within that period.

We will produce an equalities outcome strategy report biennially specifying our new outcomes with specific, measurable and realistic actions.

We aim to carry out equality impact assessments on any new or amended policies and practices which will ensure that protected characteristics are taken into consideration.

We will strive to make the SCTS a diverse place to work by empowering staff to take responsibility for the development of equality and inclusion in the workplace.

We aim to play an integral part in promoting equality in Scottish society by providing services which are of high quality, continuously improving and are efficient and responsive to people's needs.

Our Approach to Equality

The SCTS vision is to build a stronger service. The underpinning of this is our core values and behaviours which are:

- commitment and professionalism
- providing a high quality service
- integrity and impartiality
- working to improve the justice system
- using resources effectively

The foundation for equality within our organisation is embedded within the SCTS corporate business plan 2014-2017 strategic priorities and in particular:

Strategic Priority 2: Satisfied Court Users

Strategic Priority 3: Skilled, engaged and motivated people

Strategic Priority 4: A well managed estate

Strategic Priority 7: Purposeful collaboration with justice bodies

We have set six specific outcomes to drive forward over the course of the next two years. We identified them based on feedback received from staff and customers, complaints, HR records and guidance from the Equality Advisory Group. The six outcomes are:

- LGBT employees will have confidence in the SCTS as an employer.
- The SCTS workforce will be more reflective of the Scottish population particularly in relation to black and minority ethnic members.
- We will increase the confidence of our staff to declare their protected characteristics.
- We will aim to make the SCTS workforce more reflective of the Scottish population particularly in relation to young people (age 16-24).
- We will strive to increase civic participation for people with protected characteristics.
- We will improve the quality of information held by the SCTS in relation to services provided to child and other vulnerable witnesses.

Each of these is supported by relevant supporting outcomes and actions as indicated in the tables below. We have also set challenging timelines within which we aim to progress these actions.

They were developed in close liaison with the SCTS Equality Advisory Group (EAG), chaired by Colin Lee, Chief Executive of CEMVO Scotland. The Group provides the SCTS with invaluable support by sharing their experiences of the needs of people with specific protected characteristics. The aim of the group is to access objective advice about mainstreaming equality from people who are committed to understanding our role within the SCTS and the challenges we face in delivering our purpose and outcomes.

The EAG currently comprises of representatives from seven equality organisations:

- Council of Ethnic Minority Voluntary Sector Organisations (CEMVO) Scotland
- MECOPP
- Trust Housing Association Ltd
- Stonewall Scotland
- Engender Scotland
- Scottish Women's Aid
- Scottish Transgender Alliance

In examining the future outcomes the EAG working closely with the SCTS internal Equality Steering Group and participated at a facilitated workshop.

EAG members helped the SCTS to build on those outcomes previously set in 2013, by creating clear and well focussed workstreams aimed at improving the experience of staff members and service users alike.

The new challenging outcomes, and related actions are set out below.

Equalities Outcome 1

LGBT employees will have confidence in SCTS as an employer

We submitted our first workplace equality outcome index application to Stonewall in September 2014. The results were received in January 2015 in which we scored 20 out of a possible 200 in the index score and were rated 360 out of 397 employers. Whilst Stonewall focus solely on LGBT, we are using the results and feedback to consider every protected characteristic. It is our intention to submit an application yearly with an aim to improving the ratings and ultimately, improve the services offered to customers whilst making the SCTS a better, more inclusive place to work.

	Action	Timescale
1.1	Undertake an annual workplace index around September each year. We aim to continually increase our ratings year on year. Responsibility: Court Services Branch (CSB)	Sept 2015 Sept 2016
1.2	Make adjustments to the organisations practices following review of the workplace index analysis. We aim to produce an action plan and complete some of the recommendations made by Stonewall such as: <ul style="list-style-type: none"> • Conduct unconscious bias training for senior managers. • Raise awareness of LGBT amongst staff. • Sign up to the “no bystander” campaign. • Include protected characteristics when promoting DAW at corporate induction. Responsibility: CSB/Human Resources Unit (HRU)	Dec 2015

Evidence base:

Stonewall Workplace Equality Index 2015

Protected characteristics covered:

Age, Disability, Gender Reassignment, Pregnancy and Maternity, Race, Religion or Belief, Sexual Orientation, Sex, Marriage and Civil Partnerships

Equalities Outcome 2

The SCTS workforce will be more reflective of those in the Scottish population particularly in relation to BME members.

It has been recognised using the results from the Annual SCS People Scorecard that there is a shortage of representation of BME members employed within the SCTS. This is something the SCTS will address to ensure a balanced workforce within the organisation. This is fully supported by the Equality Advisory Group and Equality Steering Group. The SCTS aim to increase the number of BME employees from 1.8% (declared) to 2.5% by 31 March 2017.

	Action	Timescale
2.1	Provide a recruitment stand at the 2015 Equality Impact Awards Ceremony hosted by CEMVO. Responsibility: HRU	By end December 2015
2.2	Hold regional recruitment campaigns with increased targeting of BME communities. Responsibility: HRU	By end March 2016
2.3	Have Courts engaging in community engagement events with a BME focus. Responsibility: Operations	By end March 2016
2.4	Identify the scope for introducing specific learning and development opportunities for BME staff. Responsibility: HRU	By end March 2017

Evidence Base:

Annual SCTS People Scorecard

Protected characteristics covered:

Age, Race, Religion or Belief

Equalities Outcome 3
We will increase the confidence of our staff to declare their protected characteristics.

As part of the current recruitment process, new staff are asked whether they possess any protected characteristics. Historically, this information was not requested at that stage and a subsequent exercise failed to gather accurate relevant information about existing SCTS staff. This information is vital for staff inclusion and for ensuring the proportion of the SCTS staff is reflective of the Scottish population.

	Action	Timescale
3.1	<p>Communication strategy to be created to advise staff to the benefits of declaring their protected characteristics.</p> <p>Responsibility: HRU</p>	By end August 2015
3.2	<p>Once Myview2 goes live during the summer of 2015, review protected characteristic stats. Aim is to have all staff to complete this by end October 2015 and for the data to be published in the 2016 Annual SCTS People Scorecard.</p> <p>Responsibility: HRU</p>	By end July 2016

Evidence base:

Annual SCTS People Scorecard and Myview2 (when live)

Protected characteristics covered:

Age, Disability, Gender Reassignment, Pregnancy & Maternity, Race, Religion or Belief, Sexual Orientation, Sex, Marriage and Civil Partnerships.

Equalities Outcome 4

We will aim to make the SCTS workforce more reflective of those in the Scottish population particularly in relation to young people (age 16-24)

It has been recognised using the SCS People Scorecard that the number of 16-24 year olds employed is disproportionately low. The SCTS are looking at ways to attract young people through recruitment in order to support the protected characteristics and future workforce planning.

	Action	Timescale
4.1	Increased use of social media when recruiting. Responsibility: HRU	By end March 2016
4.2	Hold regional recruitment campaigns with the potential for specific targeting of 16-24 year olds. Responsibility: HRU	
4.3	Have Courts participate in community engagement events with a focus on young people. Responsibility: Operations	By end March 2016

Evidence base:

SCTS People Scorecard and Myview2 (when live)

Protected characteristics covered:

Age, Disability, Gender Reassignment, Pregnancy & Maternity, Race, Religion or Belief, Sexual Orientation, Sex, Marriage and Civil Partnerships

Outcome 5**We will strive to increase civic participation for people with protected characteristics**

We are aware that elements of the SCTS estate may need to be adapted where possible, in order to improve accessibility for potential jurors with protected characteristics, more specifically for those with a disability. There is also a need to manage the expectations of potential jurors through improved communication of the layout of court rooms and legislative requirements, which may have a bearing on jury service.

	Action	Timescale
5.1	Scope the potential for increasing accessibility for Jurors with protected characteristics. Responsibility: CSB/Property Service Unit (PSU)	December 2015
5.2	Incorporate within design specifications for future builds/major renovations provision for improved accessibility for jurors with protected characteristics. Responsibility: PSU	June 2015
5.3	Engage with external support organisations to improve communication of key information for potential jurors with protected characteristics. Responsibility: CSB	August 2015

Evidence base:

Complaints, feedback, open door days, court users' survey

Protected characteristics covered:

Age, Disability, Gender Reassignment, Pregnancy & Maternity, Race, Religion or Belief.

Outcome 6

Improve the quality of information held by the SCTS in relation to services provided to child and other vulnerable witnesses.

The current biennial SCS court user survey collates information relating to services provided to court users. It is recognised this does not encompass certain services provided specifically to vulnerable witnesses e.g. where the witness may have given evidence by live TV link from a location out with the court building. Any feedback currently received is in the form of comment received from support organisations.

	Action	Timescale
6.1	To liaise directly with victim and witness support groups with a view to scoping the potential for improving the quality of feedback from vulnerable witnesses. Responsibility: CSB	July 2015
6.2	Compile an action plan and implement recommendations. Responsibility: CSB	December 2015
6.3	To review the content and quality of returns with support groups. Responsibility: CSB	June 2016

Evidence Base:

Complaints and Feedback

Protected characteristics covered:

Age, Disability, Gender Reassignment, Pregnancy & Maternity, Race, Religion or Belief, Sexual Orientation, Sex, Marriage and Civil Partnerships

Summary of Actions

- 1.1 Undertake an annual workplace Stonewall index around September each year.
- 1.2 Make adjustments to the organisations practices following review of the workplace index analysis.
- 2.1 Provide a recruitment stand at the Equality Impact Awards Ceremony hosted by CEMVO.
- 2.2 Hold regional recruitment campaigns with increased targeting of BME communities.
- 2.3 Have Courts engaging in community engagement events with a BME focus.
- 2.4 Identify the scope for introducing specific learning and development opportunities for BME staff.
- 3.1 Communication strategy to be created to advise staff to the benefits of declaring their protected characteristics.
- 3.2 Once Myview2 goes live during the summer of 2015, review protected characteristic stats.
- 4.1 Increased use of social media when recruiting.
- 4.2 Hold regional recruitment campaigns with the potential for specific targeting of 16-24 year olds.
- 4.3 Have Courts participate in community engagement events with a focus on young people.
- 5.1 Scope the potential for increasing accessibility for Jurors with protected characteristics.
- 5.2 Incorporate within design specifications for future builds/major renovations provision for improved accessibility for jurors with protected characteristics.
- 5.3 Engage with external support organisations to improve communication of key information for potential jurors with protected characteristics.
- 6.1 To liaise directly with victim and witness support groups with a view to scoping the potential for improving the quality of feedback from vulnerable witnesses.
- 6.2 Compile an action plan and implement recommendations.
- 6.3 To review the content and quality of returns with support groups.

Networking Groups

Within the SCTS

Equality Advisory Group

This group was established in 2011 and comprises of representation from seven equality organisations. The purpose of the group is to act as a “critical friend” to SCTS by giving advice on new and existing policies, procedures and providing fresh insight about developments in the equality sector.

Equality Steering Group

This is an internal group led by the SCTS Chief Executive, Eric McQueen. The group’s purpose is to monitor the equality work being undertaken by the organisation.

Protected Characteristic Staff Group (PCSG)

The PCSG was established in 2014 to provide an in-house staff group who can advise the organisation and its staff on issues concerning staff and customers with protected characteristics. This group encompasses the previously formed LGBT and Staff Disability Groups.

Dignity at Work Contact Team

There are eleven contact team members who are available to provide all SCTS employees, whether complainant or respondent, an opportunity to discuss at an early stage in an informal and confidential manner, issues regarding unacceptable behaviour and dignity at work matters.

Carers Contact Team

The SCTS carer’s contact team comprises of seven staff members who provide an additional support mechanism for staff who have caring responsibilities.

Within the Criminal Justice System

Justice Equality and Diversity Sub-Group

The SCTS are members of this group which reports to the Justice Board and is comprised of representatives from across the justice sector. This group reports to the Justice Board on the strategic promotion of equality across the criminal justice sector.

Criminal Justice Disability Project Team

The SCTS are members of this group which reports to the Justice Equality and Diversity Sub- Group. The main purpose of this group is to consider the recommendations contained within the reports “Hidden in Plain Sights”, “Out in the Open” and “Justice Steering Group Report 2009” and how these can be implemented across Criminal Justice organisations. The group implement actions where appropriate and evaluate the effect of these.

Justice and Safety Human Rights Action Group

Membership of this group includes representation from the public, private and voluntary sectors. Part of the group’s remit is to work together to identify, promote and take action to deliver Priority 6 (Justice and Safety) within Outcome 2 (Better Lives) of Scotland’s National Action Plan for Human Rights. The group reports to Scotland’s National Action Plan Leadership Group (SNAP).

Equality Duty Implementation Group

This group is comprised of representatives from organisations across the justice sector. The group was created by the Scottish Government and provides Scottish Ministers with feedback on progress, implementing the public sector equality duties.

Working Group on Interpretation and Translation (WGIT)

The SCTS is a member of this group which is made up from organisations serving the justice sector. The group’s aim is to establish common standards for interpreting and translating throughout the Scottish Criminal Justice System and across other areas of the justice sector where appropriate.

Involving Others

The SCTS would like to thank members of the Equality Advisory Group who provided input to our equalities outcomes. These are:

- Council of Ethnic Minority Voluntary Sector Organisations (CEMVO) Scotland
- MECOPP (Minority Ethnic Carers of Older People Project)
- Trust Housing Association Ltd
- Stonewall Scotland
- Engender Scotland
- Scottish Women's Aid
- Scottish Transgender Alliance

Other Languages/Formats

If you require a copy of this document in another language/format, please contact:

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