



## Mainstreaming Equality Report 2015

### Including Progress Report on Equality Outcomes



*"Supreme Courts" by Stewart Goodall,  
Garvald (Edinburgh)*



## Foreword from SCTS Chief Executive Eric McQueen



Providing the infrastructure and administrative support to members of the judiciary, the courts and tribunals, places our staff at the heart of the Scottish justice system. In so doing, we perform a key role in promoting equality in Scottish society by providing high quality services which are continuously improving and responsive to people's needs.

This Mainstreaming Report shows the great strides we have taken over the past two years in realising the values promoted by the Equality Act 2010, working closely with partners and key stakeholders to promote a positive attitude to equality and diversity. This is down to the passion and commitment of our staff and the support and challenge from our Equality Advisory Group, making sure we to deliver the best possible service at all times.

While have come some way since our first Outcomes were published in 2011 we know there is still work to be done. Future Equality Outcomes for 2015 – 2017, for our newly merged Scottish Courts and Tribunals Service, are published on the SCTS website. They clearly set out our commitment to improve the support we provide to our staff and to those attending courts and tribunals. We will also take measures to improve the quality of information we currently hold which will enable us to better understand the needs of our workforce and our customers.

There are many challenges ahead but I am confident that SCTS will be in a position to report favourably on those Outcomes in due course.

Eric McQueen  
Chief Executive  
April 2015

## Foreword from Chair of EAG Colin Lee



As Chair of the Equality Advisory Group (EAG) I am pleased to provide a foreword for this Mainstreaming Report.

The EAG has gone through some changes over the past year in terms of its membership and I take this opportunity to welcome the new members onto the group. Despite these changes, the EAG has managed to continue its role as a critical friend to the Scottish Courts and Tribunals Service (SCTS), and has provided much guidance and support to the organisation.

A lot of credit has to go to the SCTS in engaging positively with the EAG in addressing equality issues, and in being totally committed to improving its equality policies and practices. This is very much down to SCTS senior management, which has shown a great deal of leadership and commitment in ensuring positive changes are made to address equality both internally, and to the public that it serves.

Recent EAG work has focused on supporting SCTS to review its Equality Outcomes to reflect the changing equality landscape, and to make the Outcomes more meaningful and a working document. Similarly, I see this Mainstreaming report as very much a working document and work in progress in reporting on the organisation's journey (i.e. actions) towards achieving its Equality Outcomes.

I am sure that I speak for others on the EAG in stating that we look forward to our continued working relationship with SCTS.

Colin Lee

Chief Executive

Council of Ethnic Minority Voluntary Sector Organisations (CEMVO) Scotland

2015

## **Purpose**

Section 3 of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 states that public authorities require to publish a report on the progress that it has made to make equality duty integral to the exercise of its functions. Mainstreaming reports must be published at intervals of no more than 2 years since the previous report was published.

Section 4(4) of the Regulations state that listed authorities must report on the progress to achieve their equality outcomes previously published. The report must be published no later than 30 April 2015.

## **Scottish Courts and Scottish Tribunals Service**

The Scottish Court Service (SCS) and the Scottish Tribunal Service merged on 1 April 2015, becoming the Scottish Courts and Tribunals Service (SCTS). For the purpose of this mainstream report, it is solely based on work carried out by the Scottish Court Service. There is mention of SCTS within the report where it references present and future work.

## Index

	Page
<b>1. Our Approach to Equality</b>	
<b>2. Embedding Equality within SCS</b>	5
i. Equality Advisory Group	
ii. Equality Steering Group	
iii. Internal Networking Group(s) – Protected Characteristic Staff Group	
iv. Dignity at Work Contact Team	
<b>3. Embedding Equality within Criminal Justice System</b>	7
i. Justice Equality and Diversity Sub-Group	
ii. Criminal Justice Disability Project Team	
iii. Justice and Safety Human Rights Action Group	
iv. Equality Duty Implementation Group	
v. Working Group on Interpretation and Translation (WGIT)	
<b>4. Going forward</b>	10
<b>5. Involving Others</b>	10
<b>Equality Outcomes Progress 1 May 2013 – 30 April 2015</b>	
<b>Equality Outcome 1:</b>	11
<i>Our people respond appropriately, knowledgeably and confidently to the needs of colleagues and court users within specific protected characteristics.</i>	
Progress to date	12
<b>Equality Outcome 2:</b>	17
<i>Our services are accessible to all court users including those with specific protected characteristics.</i>	
Progress to date	18
<b>Equality Outcome 3:</b>	19
<i>People who have specific protected characteristics feel confident about using SCS services because we have tackled prejudice and promoted understanding of needs.</i>	
Progress to date	20

## 1. Our Approach to Equality

Section 149 of the Equality Act 2010 sets out the general duties that public authorities must have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Our outcomes reflect our core purpose of supporting the courts and the Judiciary. In April 2011 we published our first set of equality outcomes:

- Our people respond appropriately, knowledgeably and confidently to the needs of colleagues and court users with specific protected characteristics.
- Our services are accessible to all court users including those with specific protected characteristics.
- People who have specific protected characteristics feel confident about using SCS services because we have tackled prejudice and promoted understanding of their needs.

Each of the three outcomes is supported by relevant “supporting outcomes”. An equality action plan was created to describe how we meet the supporting outcomes and in turn our equality outcomes.



## 2. Embedding Equality within SCS

### i. Equality Advisory Group

The SCS established our Equality Advisory Group (EAG) in 2011 as we wanted to learn from those with experience of the needs of people with specific protected characteristics who were willing to support us in delivering our equality outcomes. The aim of establishing the group was to access objective advice about mainstreaming equality from people who are committed to understanding the role of the SCS and the challenges we face in delivering our purpose and outcomes. The main purpose of the EAG is to act as a “critical friend” to the organisation by giving advice on new and existing policies, procedures and providing fresh insight about developments in the equality sector.

During the period of the report, the group comprised 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

The group meets at least four times per year and is chaired by Colin Lee, Country Director of CEMVO Scotland.

### ii. Equality Steering Group

The Equality Steering Group (ESG) is an internal equality group chaired by the Chief Executive, Eric McQueen. The group is comprised of approximately five members of staff. The group monitor the equality work being undertaken by the organisation. The group aim to meet at least four times per year.

### iii. Internal Networking Group(s)

The SCS currently has one internal networking group namely the Protected Characteristics Staff Group (PCSG). The group is aimed at staff members with protected characteristics, those who wish to be allies and those who have a general interest in equality work.

The PCSG was established in August 2014 to provide an in-house staff group which can advise the organisation and its staff on issues concerning staff and court users with protected characteristics. It is comprised of seven members of staff and meets

four times per year (November, February, May and August). The inaugural meeting took place on 27 November 2014. The remit of the group is:

- Monitoring organisational and staff attitudes to equality issues and highlight trends.
- Helping the organisation share best employment practice for staff with protected characteristics.
- Providing support by commenting on equality impact assessments (EQIAs) on selected SCS policies and procedures.
- Providing SCTS staff with protected characteristics, a signposting and support service.
- Acting as a sounding board in relation to significant organisational proposals which may impact on staff or court users with protected characteristics.
- Promoting educational and learning activities related to staff and court users with protected characteristics.

The group is also promoting the use of video-conferencing to enable potential members from remoter locations to join the group. It also allows members who are not able to attend the meetings to still participate. SCTS will also encourage the group to arrange for some of the meetings to be held outwith the central belt.

#### **iv. Dignity at Work (DAW) Contact Team**

The Dignity at Work Contact Team was re-launched in May 2013 following a successful recruitment campaign. There are now 11 contact team members based throughout Scotland who received external training in diversity, equality and dignity at work. The DAW Contact Team members provides an opportunity for SCTS employees (whether complainant or respondent) to discuss at an early stage, in an informal and confidential manner, issues regarding unacceptable behaviour and Dignity at Work.

#### **v. Carers Contact Team**

The SCTS carer's contact team is comprised of seven members of staff and is an additional support mechanism for staff who have caring responsibilities within the SCTS.



### 3. Embedding Equality within Criminal Justice System

#### i. 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. The Justice Board which comprises of Scottish Government Directors and heads of partner justice organisations. Our Chief Executive, Eric McQueen is a member of the Justice Board.

The sub-group meets bi-monthly and is chaired by Ruth McQuaid, Crown Office and Procurator Fiscal Service. The remit of the group is:

- Reporting to the Justice Board on the strategic promotion of equality across the criminal justice sector.
- Working in partnership to deliver a yearly shared equality objective.
- Seeking opportunities to develop joint staff training on equality issues.
- Seeking opportunities to develop joint community and staff engagement initiatives.

This group set up the Criminal Justice Disability Advisory Group which is comprised of representatives of external support organisations who provide the sub-group with feedback and advice on equality matters.

#### ii. Criminal Justice Disability Project Team

The SCTS are members of this group which reports to the Justice Equality and Diversity Sub-Group. The group is comprised of representatives from organisations across the justice sector and aim to meet 8 times per year. The remit of the group is:

- Considering the recommendations contained within the reports “Hidden in Plain Sight” and “Out in the Open” and the “Justice Steering Group Report 2009” and considers how these can be implemented across Criminal Justice organisations.
- Preparing progress reports for Justice Equality and Diversity Sub-Group as Project Board for this work.
- Prioritising actions and following consultation with representative groups, prepare and implement an action plan.
- Where appropriate, preparing business cases for additional funding for consideration by respective Criminal Justice organisations for the Justice Board.

- Implementing actions, where appropriate, and evaluate the effect of these.
- Preparing a report which captures progress for project closure.

The group also reflects Scotland's international obligations under the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD).

### **iii. Justice and Safety Human Rights Action Group**

This group is co-convened by the Scottish Government, the Scottish Human Rights Commission and Amnesty International. Membership of the group includes representatives of a wide range of public, private and voluntary organisations. The group aim to meet 8 times per year. The group reports to Scotland's National Action Plan (SNAP) Leadership Group and compile 6 monthly progress reports which contribute to the development of SNAP Annual Reports. The remit of the group is:

- Working 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.
- Agreeing an organisation for their work which is appropriate and effective in ensuring co-ordination of action while avoiding duplication of existing processes.
- Enabling the members of the Human Rights Action Group to identify actions to deliver the relevant SNAP Outcome/Priority they shall work together to:
  - i. Identify existing relevant processes and agree a form of engagement with them to promote SNAP implementation.
  - ii. Agree periodic progress reports to the SNAP Leadership Panel.
  - iii. Liaise with the SNAP Monitoring Group to agree appropriate indicators to measure progress.
  - iv. Contribute effectively to Annual Reports on SNAP implementation and to National Interactions on SNAP.
  - v. Engage with people directly affected to ensure actions are informed by lived experiences.

### **iv. Equality Duty Implementation Group**

This group was created by Scottish Government in response to The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The group is comprised of representatives from organisations across the justice sector. The group provides Scottish Ministers with feedback on progress, implementing the public sector equality duties.

## v. Working Group on Interpretation and Translation

The SCTS is a member of this group which meets bi-annually. The group's members come from organisations serving the justice sector. The remit of the group is:

- To aim to establish common standards for interpreting and translation throughout the Scottish Criminal Justice System and across other areas of the justice sector where appropriate.
- To consider the implications for the criminal justice system of local and European legislation in regards to interpretation and translation and make recommendations to the WGIT governing body.
- To work collaboratively to influence and promote good practice in working with interpreters and translators.
- To share resource and develop joint initiatives in delivery of the WGIT's action plan where appropriate.

The group meet quarterly and report to the Working Group on Interpretation and Translation's (WGIT) governance group every 6 months.

## 4. Going forward

The SCS published its first set of Equality Outcomes in 2011, with the second set published in 2013. It was recognised that we would require to revise and publish a further set of outcomes by 30 April 2015 as required by regulation 4(b) of the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

In autumn 2014, we held a facilitated workshop between members of our internal Equality Steering Group and our external Equality Advisory Group to review our outcomes and to scope future developments.

The 2015 set of equality outcomes have been agreed through consultation and advice from the Equality Advisory Group and Equality Steering Group. Each of the outcomes is supported by relevant “supporting outcomes” and actions. These are detailed in the 2015 SCTS Outcomes Report published on our website.

## 5. Involving Others

With thanks to the following organisations who were invited to comment on the draft mainstreaming report:

- CEMVO Scotland
- MECOPP
- Engender
- Stonewall Scotland
- Trust Housing Association Ltd
- Scottish Women’s Aid
- Scottish Transgender Alliance

## Equality Outcome 1

**Our people respond appropriately, knowledgeably and confidently to the needs of colleagues and court users with specific protected characteristics.**

**There are four supporting outcomes and five subsequent action points:**

- 1. Staff have awareness of protected characteristics and appreciate the diverse needs of people who have them.**
  - Enhance as required “One Service” to support the equality statement, outcomes and guidance. Monitor completion rates to ensure staff are completing it (Owner: Human Resources Unit)
- 2. Key staff policies are fully aligned with the SCS Equalities Guidance**
  - Policy to streamline recruitment policies will be developed (Owner: Human Resources Unit)
- 3. Staff with caring responsibilities are well supported and can provide consistent service and attendance**
  - Hold carer conference on a biennial basis to support the SCS carers and allow for ongoing feedback from carers (Owner: Human Resources Unit)
  - Line managers guidance on the management of maternity cases to be created (Owner: Human Resources Unit)
- 4. Forums exist to enable staff with protected characteristics to identify issues of interest or concern specific to them and appropriate influence on SCS policy and actions.**
  - Support Protected Characteristics Staff Group (PCSG) (Owner: Human Resources Unit/ Operations Development Directorate)

## Progress Report on Equality Outcomes

## Equality Outcome 1

## Equality Outcome 1

Our people respond appropriately, knowledgeably and confidently to the needs of colleagues and court users with specific protected characteristics.

*Progress to date*

## Equality E-Learning Package



The SCS created and rolled out a bespoke e-learning package called, “One Service” in 2012. This is a mandatory e-learning package that all staff must undertake and successfully pass annually. This package aims to

embed equality throughout the organisation by creating scenarios involving persons with protected characteristics and posing different solutions to each scenario for staff to consider and answer.

In 2014, filming began on a new range of scenarios, including four which relate to protected characteristics, to be integrated into a Dignity at Work e-learning package. The new scenarios incorporate the work that has already been done re-launching our Dignity at Work policy. These new scenarios were subject to quality assurance by members of our EAG. The DAW e-learning launched in February 2015 and is mandatory for all staff.

The completion and pass rates for both e-learning packages are monitored locally by management as with other mandatory e-learning packages.

## Dignity at Work Policy



The SCTS is committed to having a work environment free of unacceptable behaviour where everyone is treated with courtesy and consideration. Unacceptable behaviour can be constituted through harassment, victimisation, discrimination, bullying and failing to treat people with the appropriate courtesy.

The Dignity at Work policy was re-launched on 30 October 2013 which was designated as Dignity at Work (DAW) Awareness Day. A poster campaign was launched to coincide with the re-launch of the policy with the strapline “Challenge It: Change It”. All staff had to undertake a briefing session on the policy.

The purpose of the DAW policy is to set out the responsibilities of both manager and staff in helping to ensure that the SCTS is free from any form of unacceptable behaviour. It also details the range of support options available to staff who find themselves subject to unacceptable behaviour and the procedures that should be followed in the event that any complaint of this nature is made. It is the goal of the SCTS to:



## Progress Report on Equality Outcomes

## Equality Outcome 1

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- Create an environment where people feel valued and respected.
- Raise the profile of the judicial process (and the role that the SCTS plays) within the local community.
- Engage with court users and partners and to ensure their needs are met;
- Ensure all new policies and developments take into account the needs of employees and courts users.
- Encourage all staff to challenge unacceptable behaviour and language proactively and sensitively.
- Ensure employees value peoples' differences and treat all with courtesy and consideration.
- Learn and develop from our experiences.

We aim to always respect difference and respond to individual needs. All external contacts, partners and members of the public are required to treat all SCTS employees with courtesy and consideration. The 2014 staff survey indicated a decreased proportion of staff reporting issues related to Dignity at Work.

### The Unacceptable Actions Policy

The unacceptable actions policy was introduced in December 2014. Its purpose is to formalise procedures for staff experiencing or dealing with incidents of unacceptable behaviour by customers. The Policy sets out how we will interact with the relatively few people we deal with whose actions or behaviour we consider to be unacceptable.

### Recruitment Policies and Procedures



Consultation was undertaken with recruiting managers within the organisation together with analysis of recruitment data and data on the number of queries being raised with the recruitment team within HRU. As a result, we made several changes in June 2013 to our recruitment policy and procedures.

In the main these changes resulted from employment market conditions which generated very high volumes of applications which imposed significant and unreasonable demands on our recruiting managers, particularly at the point of sifting applications.

The changes imposed were designed to minimise the recruitment pressures managers faced whilst ensuring recruitment and selection processes remained compliant with the Civil Service Commission's key principles of selection on merit following open and fair recruitment as well as other legislative considerations.

## Progress Report on Equality Outcomes

## Equality Outcome 1

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Three of the main changes are detailed below:

The launch of a Youth employment strategy in 2012 which highlights the current and future plans of the organisation to improve the number of employees in the age range of 16-24.

An organisational pledge to offer a minimum of five work experience placements for young employed persons each year.

As part of the June 2013 changes, we introduced and coordinated an annual arrangement within a selected number of courts for advertised “summer placements” aimed at 16- 24 year olds. This involved planning and promoting placements in advance and creating development programmes for these individuals which would last between one and three months. The primary aim of the placement scheme is to attract and train a pool of staff which would provide a more proactive and transparent solution for resourcing peak periods of staff shortages i.e. school holidays and annual leave peaks.

In January 2014, as part of our on-going commitment to develop staff (and working in line with our youth employment strategy), we launched modern apprenticeships for court staff wishing to develop their skills. The apprenticeships are aimed at court based staff of all ages and levels. They offer work-related development and training towards a nationally recognised qualification.

The apprenticeship combines a Scottish Vocational Qualification (SVQ) with a range of core skills including:

- Good communication
- Working with others
- Problem solving
- IT skills
- Numeracy

The apprenticeships were developed by Vocational Qualifications (VQ) centre team and our justice partners including Skills for Justice and colleagues in the then Scottish Tribunal Service. They are part of our on-going commitment to develop staff and links in with our youth employment strategy.

Currently there are three different levels of modern apprenticeships available to staff:

- Court Operations Level 3
- Court Operations Level 2
- Court and Prosecution Administration Level 2

In January 2015 we introduced a new online entry test for external recruitment campaigns. Applicants will undergo and pass the test prior to gaining access to the application form. This test replaces the existing minimum qualification framework which may be discriminatory to some of our potential employees. The test sets scenarios or situations for the applicant where they are scored on their response.

## Progress Report on Equality Outcomes

## Equality Outcome 1

Further to the work being undertaken within the youth employment strategy, on 20 September 2014, the SCS took part in a future workforce event held at Tulliallan Police College for high school students from North Lanarkshire. A representative from SCS gave the pupils a talk on the role of a clerk of court and what it is like working for the organisation.

We are currently looking at rolling out regionalised recruitment campaigns covering:

- West of Scotland
- East of Scotland
- North of Scotland

These campaigns would concentrate on recruitment of our entry level grades, Administrative Assistants/ Support Grade Band 2 and Administrative Officers. Senior managers and HR staff will use workforce planning data to develop these regional recruitment campaigns. This campaign approach should enable the organisation to be more active in reaching out to minority communities with its recruitment activity.

Along with our workforce planning data, senior managers and HR staff can consider our data monitoring in regards to protected characteristics and produce a strategy for advertising the posts to these targeted communities.

On 24 October 2014, the SCS hosted a recruitment table at the Equality Impact Awards hosted by CEMVO Scotland at the Crowne Plaza Hotel, Glasgow.

In 2015 the SCS were listed in Stonewall's "Starting Out" guide. It is the UK's first national directory of gay friendly employers. The guide is targeted at the 150,000 lesbian, gay and bisexual students in Britain as well as jobseekers and graduates.

### Maternity Guidance

In 2013 our Human Resources Unit (HRU) undertook a survey of 50 members of staff who were either on maternity leave or had recently returned to work after a period of maternity leave. 79% of the staff who were contacted undertook the survey.

The output from the survey and consultation with staff and managers' were used to compile the revised maternity guidance which was launched in January 2014.

The guidance is aimed at line managers and provides them with advice and guidance for every pregnancy or period of maternity leave as well as more unusual situations that may arise as a result of an employee's pregnancy or maternity leave.

The guidance is supported by the SCTS Parent's Guide which explains in detail the rights and obligations of members of staff with regard to pregnancy, adoption and paternity.

### Shared Parental Leave

In March 2013, the "Guide for Parents" policy was updated to include shared parental leave. This element is now available to parents with effect from 5 April 2015, including those involved in adoption. Shared parental leave enables mothers to commit to ending their maternity leave and pay at a future date, and to share the

## Progress Report on Equality Outcomes

## Equality Outcome 1

untaken balance of leave and pay as shared parental leave and pay with their partner, or to return to work early from maternity leave and opt in to shared parental leave and pay at a later date. Shared parental leave and pay is also available to employees who are adopting children. This gives greater flexibility to either partner in order that the maternity leave can be fulfilled by either party.

### Carers' Policy and Conference



The SCTS is committed to helping staff balance demands of work and home life. It is important that all levels of management play their part in creating an environment in which staff can meet their responsibilities at work while being supported in managing their caring responsibilities.

Our definition of a carer is someone who looks after a partner, child, relative or friend who cannot manage without help because they are physically or mentally ill, frail or disabled. The carer may or may not live with the person who they are caring for.

Staff members who are carers can apply to be on the SCTS carer's register. Access to the register offers the following benefits:

- Respite Care Scheme.
- Interest free loans up to a maximum of £5000 for the purchase of specialised equipment.
- Where possible, purchase discounts for specialised equipment if the purchase can be made by the SCTS.
- Access to a mobile phone package to support contact with the individual being cared for.
- Additional relocation support to meet the cost of home adaptations, where appropriate.
- The production of a separate report by the Employee Assistance Provider (EAP) in cases where a compulsory transfer option is being considered.

In addition to these benefits, the SCTS also hosts a biennial carers' conference which is an opportunity for SCTS carers to get together and discuss experiences and issues.

The 2013 the SCS carers' conference, organised by our carers' contact team, took place on 15 November at the Westerwood Hotel, Cumbernauld. Anne Stoneham (St. Andrew's Ambulance), Nessie Hunter and Fiona Dun (Beneden Health) were all invited to speak at the conference.

Invitations were issued to all staff members who were on the SCS carers' register.

## Equality Outcome 2

**Our services are accessible to all court users including those with specific protected characteristics.**

**There are four supporting outcomes and four subsequent action points:**

1. Organisational knowledge and experience about managing court users with protected characteristics is proactively shared across the SCS
  - A strategy for staff engagement and knowledge sharing needs to be developed (Owner: Operations Development Directorate)
2. The needs of people with a learning disability are recognised and consistently managed across the SCS with appropriate provision being made for them
  - Victims and Witnesses (Scotland) Act 2014 (Owner: Operations Development Directorate)
3. Disabled people can access court services and SCS buildings in a manner which respects their personal dignity and is appropriate to their needs
  - Action plan to identify and address access issues is progressed by SCS Property Services Unit (Owner: Property Services Unit)
4. Health & Safety and security management is appropriately balanced with the needs of people with protected characteristics
  - Ensure requirements of disabled staff and court users are fully taken into account, that safety information and instructions are accessible and that suitable safety measures are in place. (Owner: Human Resources Unit)

## Equality Outcome 2

Our services are accessible to all court users including those with specific protected characteristics.

### *Progress to date*

### Equality Intranet Hub and Forum

An intranet hub and forum was created where equality information and reports are readily available and allows staff to share their knowledge and experiences. The Protected Characteristic Staff Group is currently looking at ways to promote the use of the hub and staff forum.

### Accessibility Audits



We have undertaken to carry out accessibility audits of our estate, with completion due in May 2015. As of 1 April 2015, 54 sites have been surveyed. After 1 April 2015 following the merger with the Tribunals Service, a further 88 properties were acquired, however with regards to access requirements some of these will be covered by the NHS. An abridged version of each audit will be available on the SCTS website to enable customers to view the building accessibility prior to attending. We are currently seeking feedback from our Equality Advisory Group prior to publication.

### Doors Open Days



Doors Open Day is a good way for us to engage with local communities and offer the public a glimpse into what we do every day. Seventeen courts took part in Doors Open Day 2014 welcoming over 7000 visitors. There was some really positive feedback with many people paying tribute to the enthusiasm of our staff and the quality of our tours. At Edinburgh Sheriff and JP Court, Kevin Donaghue and Joe Gillespie from the charity 'get2gether' were delighted with their tour. A 'thank you' letter from the organisation - which offers social opportunities for adults with disabilities - read: "The staff could not have been more welcoming and accommodating and our members reported back to us how much they enjoyed the visit. Inclusion is as much about attitude as physical access and you scored 100% on both counts!"



### Equality Outcome 3

**People who have specific protected characteristics feel confident about using SCS services because we have tackled prejudice and promoted understanding of needs.**

**There are six supporting outcomes and six subsequent action points:**

1. EQIAs are undertaken at the appropriate times and capture an appropriate level of detail when new policies/ activities are developed or revised

Embedding use of equalities impact assessment (Owner: Operations Development Directorate)

2. The role of the SCS in the justice system and its commitment to mainstreaming equality is recognised and trusted across Scotland by groups representing protected characteristics

Hold events with community groups representing various protected characteristics (Owner: Operations Delivery Directorate)

3. The EAG has a clearly defined role and profile and is recognised throughout the SCS as a source of expertise and advice on issues affecting people with protected characteristics

Maintain and develop the SCS Equalities Advisory Group (Owner: Operations Development Directorate)

4. Applications for vacancies are submitted by applicants from all sections of the community. The SCS increases its proportion of staff members with protected characteristics where they are currently under-represented

Aim to be an “employer of choice” for all sections of the community (Owner: Human Resources Unit)

5. It is the norm that common problems are shared and joined up solutions are found to support the mainstreaming of equality across the justice system

Develop our approach to mainstreaming equalities with other Justice system organisations at national level and local level to share understanding and co-operate where sensible (Owner: Operations Development Directorate)

6. The SCS has a well informed view about the context of mainstreaming equality in Scotland

SCS engages widely with equality groups and equalities experts to ensure it is maintaining its knowledge (Owner: Operations Development Directorate)

### Equality Outcome 3

People who have specific protected characteristics feel confident about using SCS services because we have tackled prejudice and promoted understanding of needs.

#### *Progress to date*

#### **Bridges Project**

In 2014, 15 members of staff volunteered their time to take part in the Bridges programme. This programme assists people living in Glasgow who had originally come from Syria, Afghanistan, Zimbabwe and Italy. The staff arranged mock interviews for the eight delegates then provided feedback on their initial welcome, presentation, structure of answers and general technique. At the end of the day the delegates were all presented with skills certificates from our Chief Executive, Eric McQueen. The delegates were extremely appreciative of the work that our staff members had put into the day.

#### **Council of Ethnic Minority Voluntary Organisations (CEMVO) – Equality Impact Awards**

In 2013 the SCS hosted a table and sponsored the Civic Life Achievement Award at the Equality Impact Awards ceremony organised by CEMVO Scotland. Due to the success of the event at the awards ceremony on Friday 24 October 2014 held at the Crowne Plaza Hotel, Glasgow, we again hosted a table and this time sponsored a recruitment award to raise awareness of best employment practices. Five members of staff were invited to attend the event as recognition for the work that they had undertaken in respect of equality within the organisation.

#### **Stonewall Scotland's Diversity Champions Programme**



In 2014, we signed up to Stonewall Scotland's Diversity Champions Programme which is Britain's good practice forum for workplace sexual orientation issues.

The SCTS will be working with Stonewall to promote diversity and improve our workplace for lesbian, gay, bisexual and transgender staff and customers. As part of this tailored programme we undertook the Equality Workplace Index assessment which is a benchmarking tool to assess each organisation's work on lesbian, gay and bisexual equality against Stonewall's best practice and other organisations in the justice sector.

The results were received in January 2015 and we attended a benchmarking meeting with Stonewall Scotland in February to discuss the assessment. The SCTS is committed to improvement and a second application will be submitted autumn 2015.

### Carers Kite Mark and Award



In February 2015 the SCS was awarded the Level 2 (established) Carer Positive kite mark. The Carer Positive kite mark is awarded to employers in Scotland who have a working environment where carers are valued and supported. We are only the second employer in Scotland to achieve the level 2 status and are now working towards achieving Level 3, exemplary status. Carer Positive is operated by Carers Scotland on behalf of the Scottish Government.

In April 2015 we were joint winners of the “Carers Scotland Best for Carers and Eldercare” award which recognised progressive organisations that are excelling in the field of family friendly ways of working. This was organised by Family Friendly Working Scotland and the Scottish Government.


### 2013/14 HR People Scorecard


Information on pay, recruitment and the SCS workforce may be found [here](#).

2014 Equal Pay Policy Statement may be found [here](#)

## Other languages/ formats

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

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