

Equality Mainstreaming and Outcomes Progress Report 2016 - 2018



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scotland

The Children's Panel – life changing.



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FOREWORD

Welcome to Children's Hearings Scotland's (CHS) Mainstreaming and Outcomes Progress report 2016-2018. We have produced this report not only in line with our legal equality duties but also as a statement of our commitment to continue to fully embed equality as a key component of our business and the services that we provide to children, young people and their families.

Equality has been a core value of the Children's Hearings System since its inception in 1971 where the focus has always been on the needs of the individual whatever their background and circumstances. The creation of CHS, which went live in 2013, embodied the philosophy of the system together with other values of quality, access and partnership. Our commitment to equality is enshrined in our general duty to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people who share a [protected characteristic](#) and those who do not.

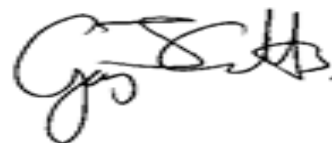
Public bodies, ourselves included, have an important role to play in the tackling of all kinds of inequality and discrimination due to the proximity we have to the everyday lives of people, through the delivery of our services, policies and practices. In this context, the challenge with our CHS Community (workforce and volunteers) along with our partners is to continue to deliver appropriate responsive services in a way that gives due regard to our [general equality duties](#) of eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations.

Since the publication of our first mainstreaming report, further legislative changes have been introduced to include the requirement of organisations with 20 or more employees to publish gender pay gap information and equal pay statements. CHS is now duty bound to also publish this information which it has done in March 2018. Mainstreaming gender in public sector employment policy and practice, and service delivery will help to address gender inequality in wider society through the shifting of gender norms and the challenging of stereotypical assumptions about men and women.

We look forward to reporting our progress in our next Mainstreaming report in April 2020.



Boyd McAdam
Chief Executive/National Convener



Garry Coutts
Chair of CHS Board

A reminder about Us

We were established in July 2011 by the Children's Hearings (Scotland) Act 2011 and became fully operational on 24 June 2013. The Children's Hearings (Scotland) Act 2011 aims to improve the lives, outcomes and opportunities of Scotland's most vulnerable children and young people.

In relation to CHS, the Act:

- created the role of National Convener, to establish a national Children's Panel and to ensure panel members are consistently supported
- created CHS as a dedicated national body, to support the National Convener in the delivery of functions related to the recruitment, selection, appointment, training, retention and support of panel members
- empowered the National Convener to establish Area Support Teams, with the consent of each local authority, to be responsible for managing and supporting the national panel at local level

Under the Children's Hearings (Scotland) Act 2011, the National Convener of CHS has a number of duties. These include:

- recruitment, appointment and reappointment of panel members
- making arrangements for the training of panel members
- supporting 22 Area Support Teams
- appointment and reappointment of Area Support Team members
- providing advice to children's hearings
- publishing annually a report about the implementation of compulsory supervision orders (the feedback loop)

Our functions relate to recruitment, selection, training, retention and support of volunteers who deliver a tribunal system which is designed to address inequalities in our society by deciding on appropriate compulsory measures to improve the lives of Scotland's most vulnerable children and young people. For more information please visit: <http://www.chscotland.gov.uk/about-chs/>

We are a non-departmental public body, accountable through Scottish Ministers to the Scottish Parliament.

Our Vision, Mission and Values

Our **Vision** is of a Children's Hearings System where everyone works together, making sure that all children and young people are cared for and protected, and their views are heard, respected and valued.

Our **Mission** is to improve outcomes and experiences for children and young people in Scotland who may be at risk. We will do this by supporting the national Children's Panel and working with partners and using our influence to drive improvements across the Children's Hearings System.

Our **Values** support our Vision and Mission as follows:

As an organisation we are:-

Child centred – making sure everything we do is in the best interests of children and young people.

Respectful – treating children, young people, their families, partners and each other with care and consideration.

Fair – making sure that everyone is treated with dignity and according to their individual needs; that our information and services are accessible to all; that we provide a consistent level of service to all.

Creative – considering innovative and imaginative ways of approaching the issues we face in the work we do.

Challenging – not being complacent, but questioning ourselves and others to help us improve.

Open – listening, responding to and learning from feedback; acting honestly; ensuring processes are transparent; sharing information and being accountable for our actions and decisions.

Children's Hearings Scotland's role helps to protect and support some of the most vulnerable children and young people in our society. We do this by supporting the Children's Panel, working with partners and using our influence to drive improvements across the Children's Hearings System.

Legislative Context

The Equality Act 2010 became law on 1 October 2010 and replaced previous anti-discrimination laws with a single Act. It simplified the law into a single source and ensures that everyone who is protected under law from discrimination, harassment or victimisation is afforded the same level of protection.

The Equality Act introduced the concept of nine protected characteristics, namely:

- Age
- Disability
- Gender Reassignment
- Pregnancy and Maternity
- Race
- Religion and Belief
- Sex
- Sexual Orientation.
- Marriage and civil partnership but only in respect of the requirement to have due regard to the need to eliminate discrimination.

On 5 April 2011, the Equality Act 2010 introduced a new public sector equality duty (also known as the General Equality Duty) which requires public authorities, in the exercise of their functions, to have due regard to the need to:

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

On 27 May 2012, the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force.

The purpose of the specific duties in Scotland is to help public bodies in their performance of the general equality duty.

The Specific Duties place a statutory duty on listed authorities to:

- report progress on mainstreaming the equality duty;
- publish equality outcomes and report progress;
- assess and review policies and practices;
- gather and use employment information;
- publish gender pay gap information;
- publish statements on equal pay;
- consider award criteria and conditions in relation to public procurement; and
- publish in a manner that is accessible.

The majority of authorities have been reporting since 2013. Children's Hearings Scotland (CHS) became a listed authority in 2015 further to the introduction of the Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2015 and reported for the first time in 2016.

This accordingly, is the first Equality Mainstreaming and Outcomes Progress report produced by Children's Hearings Scotland covering the period 2016-2018.

Scope of Report

The report is divided into two sections: - [Section One](#) is our Equality Mainstreaming Progress report and gives comment on how successful we have been in mainstreaming the general equality duties into our general operations. The report also gives a breakdown on the employee composition by protected characteristic, recruitment data for our employees, and also information on the development and retention of our employees.

The Appendices show a year on year detailed breakdown of our employee composition by protected characteristic, our employment recruitment equality data reported by protected characteristic and also new for this report, a comprehensive equality breakdown of our most recent recruitment activity from 1 January to 31 December 2017.

Section Two reports on the progress we have made in achieving the Equality Outcomes as identified in our 2016-2018 report. These outcomes were designed to help us deliver our operations in a positive way for those with protected characteristics and thus would help us to meet our general equality duties. In Section Two, we include a narrative under each outcome on how well we have achieved meeting the targets we set ourselves for each outcome. Outcomes that we have not yet fully progressed will carry forward into our next Equality Outcomes report 2018-2022 which we will be publishing shortly.

CHS Facts and Figures (as of 31 March 2018)

- CHS Budget: £3.7m in (2017/18)
- Number of children's hearings held in 2016/17: 34106
- Number of Pre-hearing Panels (PHPs) held 4/2017 to 2/2018: 29,7503859
- Number of children's hearings¹ held 4/2017 to 2/2018: 29,750
- Number of Pre-hearing Panels (PHPs) held 4/2017 to 2/2018: 29,750
- Number of panel members: 2379
- Number of panel member trainees: 490
- Number of Area Support Teams (ASTs): 22
- Number of AST members: 387
- Number of employees: 20
- Number of Board members: 6

¹ if three siblings attend a one hour slot with the same panel members, that is counted as three hearings

Part One

Equality Mainstreaming Progress Report

Introduction to Mainstreaming

Publishing a mainstreaming report is one of the specific duties that is required from all Scottish listed authorities are under The Equality Act (2010) (Specific Duties) (Scotland) Regulations 2012. Once published, progress on how mainstreaming has helped to meet the general duties of the Act (i.e. eliminate unlawful discrimination, advance equality and foster good relations) should be reported every 2 years thereafter.

Children’s Hearings Scotland’s Mainstreaming report 2016-2018 set out how equalities were to be mainstreamed into the functions and activities of our organisation. It illustrated the ways in which we planned to meet the general and specific duties as set out in the Equality Act 2010. Now we outline the progress we have made in the mainstreaming of the Public Sector Equality Duty both as an employer and a service provider.

The following section includes a progress update on the activities we have engaged in since we first published our Mainstreaming report in 2016.

Engagement with all Employees

We made a commitment in our Business Plans to continue to improve the way we engage and support our national team employees, including our active consultation with our employees on operational and strategic initiatives as well as our investment in employees training and development. During 2017, CHS embarked on a significant organisational change process that from the outset gathered feedback and ideas from our employee group and our volunteer AST members. During individual consultation sessions, we asked employees about how they felt their roles contributed to the overall work of CHS, had their role changed since they started, and how they felt their role would contribute to the work of CHS in 2020. We then consulted with each individual over their job descriptions to ensure that they were fit for purpose, meeting the current and future needs and aspirations of CHS. This provided the ideal opportunity for employees to raise in confidence, any concerns that they might have had about how they were able to go about doing their job, including any discriminatory practices or barriers to their full inclusion and participation. No issues of this nature were raised during these consultation sessions.

A further consultation exercise has specifically helped to shape our workforce plan and also our equality commitments. During February 2017 we conducted our annual staff survey and this time we launched a more enhanced and detailed survey that in particular had a ‘stand-alone’ theme covering Inclusion Diversity and Fair treatment. A set of statements (see below) were listed for survey participants to agree or disagree to using a 5 point scale. Due to an effective promotional campaign, for the first time we had a 100% participation rate in our staff survey.

- CHS respects individual differences among staff (including cultures and working styles) and promotes equality, diversity, inclusion and fair treatment in the workplace

- All staff are treated fairly and equally by CHS irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, sexual orientation (i.e. their protected characteristics)
- I have received Equal Opportunities and Diversity training at work in the past 18 months
- My current level of knowledge and understanding of equality and diversity in the workplace is up to speed with legal and social developments
- I am treated fairly at work
- CHS has a culture where discriminatory, harassing and/or bullying behaviour is not tolerated
- I am able to report discriminatory, harassing or bullying behaviour without fear of any negative impact on me (i.e. being victimised)

The results indicated that we don't have a culture of bullying or harassment within CHS, however there is a need to refresh and increase everyone's general awareness on equality and diversity matters and help individuals understand how equality is everyone's responsibility. In particular as some of our front line employees may also be required to give equality related guidance to our volunteer community. As a result we have incorporated a number of actions into our annual 2017/18 workforce plan, including improving our disclosure rates in our employee equality monitoring and introducing mental health and wellbeing initiatives into the workplace.

Equality Awareness raising and training

Feedback from our Staff Survey strengthened the need for us to follow through on the action that we set out in our Equality Outcome 1.1 for *all employees to undertake refresher diversity training*.

During March and April 2018, all Board members, Senior Management team members and National Team members will take part in Equality and Diversity refresher training, provided by the Employer Network for Equality and Inclusion (ENNU). The participation of the Board in particular, signals the commitment from the top of the organisation to embedding equality and diversity in CHS. Follow up awareness raising sessions on each of the nine protected characteristics will be undertaken on a regular rolling basis, thus ensuring that everyone's levels of knowledge on equality and diversity matters are current, that they know their personal responsibilities and can mainstream these into everyday working practices. This awareness raising will also be a key feature of a revised induction programme for our new starts.

Our Volunteer Community also need to be fully aware of and undertake their functions with equality in mind. Our CHS Training Unit (West Lothian College) incorporate Equality and Diversity learning and assessment into essential training for our panel members before they are appointed. All new panel members complete a qualification awarded by the Scottish Qualifications Authority (SQA) – the Professional Development Award (PDA) Children's Hearings in Scotland – Panel Members. Equality and Diversity are key components in this Award. This requirement will remain an essential element our new training contract which will come into operation during 2018.

The training delivered by our CHS Training Unit focuses on the 2010 Equality Act. In particular the qualification focuses on the acquisition of skills and knowledge that demonstrate awareness of the equality and diversity needs of children and young people and how to address them. This includes attention to diversity in family structures, cultural awareness, and additional support needs in education.

Our Area Support Teams receive training in the recruitment and selection of new panel members. This includes input on key principles of equality and diversity and an emphasis on understanding the importance of diversity when assessing and supporting candidates.

Procurement

When we procure services for our organisation we make use of equality related award criteria and contract performance conditions where they are relevant to and are proportionate to, the subject matter of a contract. (These specific duties apply to 'above threshold' contracts covered by the Public Contracts (Scotland) Regulation 2012). Procurements requiring the consideration of equality clearly state our expectations for organisations tendering to provide services on our behalf.

Under the terms of procured services our training contract service provider must comply with the Equality Act 2010 in relation to both employment and the provision of services. In particular they must ensure that the recruitment and support of any employees delivering the contract is carried out in full compliance with equality legislation and practice. In addition, when delivering the PDA and other core and mandatory learning the provider is required to ensure that there are no unnecessary barriers to volunteers in their learning or assessment. For this reason the individual needs of learners must be taken into account when planning learning experiences, selecting assessment methods or considering alternative evidence towards achievement of the required outcomes.

Board composition

As a non-departmental public body Board members are appointed by the Minister for Early Years and Childcare and are subject to the Commissioner for Ethical Standards in Public Life in Scotland. CHS currently has 5 members (3 male and 2 female) with 1 current vacancy. Two new Board members were appointed in July 2017. Our gender composition prior to these most recent appointments was 5 male and 1 female. Our progress on achieving a balanced gender composition on our Board demonstrates where we are mainstreaming equality at the most senior level in our organisation as is now a statutory requirement.

Employee composition

We remain committed to ensuring employees or job applicants are treated with dignity and respect and that they are not unlawfully discriminated against on the grounds of any of the protected characteristics.

The specific duties require us to take steps to gather information on the composition of our employees and information on the recruitment, development and retention of people as employees of CHS with respect to, in each year, the number and relevant protected characteristics of such people. We have gathered data on recruitment, training and development, promotions, and performance and leavers since 2013 enabling us to examine trends in the make-up of our workforce.

In mid 2017 we made a concerted effort to increase the number of employees disclosing their equality information through an awareness raising campaign. We referred to promotional material from the Scottish Transgender Alliance [Getting Equalities Monitoring Right](#) and Stonewell's [What's it got to do with you?](#) to help promote the message to our employee group. This was followed with a separate online diversity survey that was issued to all employees during August 2017. While participation was voluntary it was not an anonymous survey as the intention was to populate our HR employee records system (iTrent) with this information, linking any new equality data to existing individual records on iTrent. 70% of the employee group took up the opportunity to complete the survey and a more complete breakdown of our employee composition can now be found in [Appendix 2](#).

Going forward, employees would be encouraged on an annual basis at the same snap-shot time, to update their equality information using their 'self-service' access to iTrent.

Observations on our Employee equality figures

General

The employee equality statistics highlight a continuing trend of 'not declaring' in *some* of the protected characteristic categories, particularly around sexual orientation and religion. As was the case in our last report, due to the very small number of employees the challenge remains of how to meaningfully report and monitor trends in our workforce without identifying any individuals and we could reasonably surmise that it is perhaps due to our low employee numbers that we have a general reluctance to disclose for fear of being easily identified.

There may also be concern as to how the monitoring information is used or a lack of awareness of the employer's legal duty to protect employees in equality groups from discriminatory conduct. That said, a 70% rate is commendable and we will hope to see an increase year on year of disclosure rates from our employee group. Promoting the benefits of declaring will be a continued focus each year when gathering our annual equality data from employees.

Age

At the snapshot period of 31 August 2017 we remained a small team, now with 19 employees, supporting a Volunteer community of almost 3000 people. We were however in the middle of a recruitment campaign to fill 3 vacancies which will account for our slight drop in headcount figure from the same point the year before. The majority of employees each year fall within the 35-54 age band with the average age of employee being 44 years.

Disability

Of our employee group, <5 have disclosed that they have a disability. A further commentary on this is included under our disability figures in the appendix. We have revised the disability question in our employee diversity survey and our recruitment Equal Opportunities form to now include additional disability categories that reflect the newly implemented BSL legislation.

Ethnicity

63% of employees are White/White Other (an increase of 18% on the previous year) with 31.5% having not disclosed (a *decrease* of 23.5% on the previous year), and 5.2% preferring not to say. We see the decline in the number of individuals either preferring not to say or simply not disclosing their ethnicity as positive.

Gender

60% of employees at this time are female, static vs 2016. We have now published our Gender Pay Gap report and Equal Pay Statement. As of 1/2/18, our female employee rate had increased to 65%. We report a gender pay gap of 23.3% using the mean average, but we see an increase in the number of females on our senior management team, now at 40%. Female employees also dominate the middle two salary quartiles within the organisation.

Pregnancy and Maternity

During 2016/17 < 5 employees were on maternity leave. 66% of those on maternity leave returned to their substantive posts within CHS. Those who did not return, did go back to work, but took up opportunities closer to their home locations. All those who returned to CHS did request a change to working pattern through the organisation's Flexible Working policy and 100% of those applications were accepted. This enables CHS to retain the skills and knowledge of these individuals while enabling the individual to benefit from a better balance between their work and their caring responsibilities.

Religion

Progress has been made in the decline of non-disclosure rates from 75% now to a combined 57.8% of those who either simply didn't disclose or preferred not to say. This is a decrease of non-disclosure by 17.2% and while the rates are still relatively high, again this is positive.

Sexual Orientation

A high percentage of employees (47.32%) did not declare any sexual orientation or preferred not to say, however this is significantly lower than the 70% non-disclosure rate from the previous year.

We have more work to do in promoting the benefits of disclosing sensitive equality information, such as sexual orientation. We will continue to promote to employees the benefits of completing all elements of equalities reporting in the workplace using guidance from Stonewall and the Scottish Transgender Alliance.

Part Two

Equality Outcomes Progress Report

Introduction

What is an equality outcome?

The EHRC (Equality and Human Rights Commission) states that an equality outcome is a result which an authority aims to achieve in order to further one or more of the three needs of the general equality duty, i.e. to *eliminate discrimination, advance equality of opportunity and foster good relations*.

By focusing on outcomes rather than objectives, this specific duty aims to achieve practical improvements for those who experience discrimination and disadvantage. In practice therefore, it is helpful to think of equality outcomes as results intended to achieve specific and identifiable improvements in people's life chances.

CHS' equality outcomes

CHS published a set of equality outcomes, as detailed in the following section of this report, that were designed to enable the organisation to meet the general equality duties for all protected characteristic groups.

As this was our first Equality Outcomes report, we were keen to ensure that the outcomes we had developed were practical and proportionate to the size of our organisation, reflective of our functions and services as well as being achievable within the timeframes we had set.

Our equality outcomes had been thoughtfully constructed and have the following key elements:-

- **Transparency** over whom we consulted for our evidence, how each activity (output) will contribute to an outcome, who it affects, who is accountable for each output and the timescale for this output
- **Proportionality** over what we can achieve
- **Relevance** to children, young people, families, employees and volunteers
- **Measurability** (outputs are specific and we have detailed how we will measure them)
- **Clarity** over how the equality outcomes will further the needs of the general duty

We set out three over-arching equality outcomes that we worked towards achieving within the timeframes we had set for ourselves. In this report we clearly state below each outcome how we have progressed in achieving it. We have also identified suggested actions where we believe more work can be done, which we will refer to when creating our next set of Equality Outcomes 2018-2022.

OUTCOME 1

We are an employer of choice who promotes equality of opportunity for all and supports employees to achieve their full potential.

The first outcome focuses on employee disclosure of protected characteristics information and employee wellbeing.

General Equality Duty Link

Outcome 1 was specifically focused on the general duty of **advancing the equality of opportunity** for those who have relevant protected characteristics. We did this through gathering employee data on protected characteristics, analysing of the data for any detrimental trends for groups with protected characteristics and supporting these groups of employees. It also focused on how we could make sure all our employees are engaged in all we do, feel valued for their role and contribution and that their health and wellbeing are paramount.

The other general duty links for this equality outcome were **eliminating unlawful discrimination, harassment and victimisation** and any other conduct that is prohibited under this Act and **fostering good relations between people who share a protected characteristic and those who do not** through better awareness and training of its employees.

Equality Outcome II

This equality outcome is also focused on CHS eliminating unlawful discrimination, harassment and victimisation and any other conduct that is prohibited under this Act as well as fostering good relations between people who share a protected characteristic and those who do not through better awareness and training of its employees.

Outcome II	Increased employee declaration in responding to the range of protected characteristics in CHS equality monitoring form, specifically focusing on disability and sexual orientation.
Action(s)	<ul style="list-style-type: none"> • Increase protected characteristic information held about employees through the following actions:- <ul style="list-style-type: none"> ○ Equal Opportunities monitoring form is included in the annual employee survey ○ Employees are briefed prior to survey on the importance and benefits of responding appropriately to protected characteristic questions based on advice and guidance on equality groups, such as LGBT Scotland and Inclusion Scotland ○ Review the Valuing Diversity training module for employees to ensure that it reflects current employment best practice and includes an increased emphasis on the importance of disclosure ○ All existing employees undertake refresher Valuing Diversity training ○ New employees undertake Valuing Diversity training as part of their induction programme
Timescale	Ongoing from January 2017 (employee survey) to April 2018
Success Measures	<ul style="list-style-type: none"> • Greater employee awareness and understanding of the benefits of declaring increased protected characteristic information for the employee group measured through diversity training responses • Increased protected characteristic disclosure rates in the 2016 People Survey • New employees to CHS complete the Valuing Diversity module within four weeks of starting, with individual training records updated on the organisation's HR system
Protected Characteristics	Disability, Sexual Orientation
Responsibility	HR/OD Lead

<p>Progress Report – March 2018</p>	<p>We did not include an Equal Opportunities form as part of the annual staff survey but instead carried out a distinct equality data gathering exercise through an online staff Diversity Survey during August 2017. We had a 70% completion rate to this survey. When we combined this new information with the existing equality data held on individual records within our HR Management system (iTrent) we were able to get the most comprehensive and up to date picture of the equality composition of our employee group.</p> <p>A robust equality monitoring process was introduced during our 2017 recruitment campaigns with a 95% return rate. It can be suggested that applicants for jobs are more likely to complete equal opportunity forms than employees already in post, so we expected a high rate of return. With permission, HR transfer the equality data from appointed candidates onto our HR Management System/central storage place so that these records are complete. Where new starts have not previously completed an Equal Opportunities form, they are encouraged to do so.</p> <p>All of these initiatives over the past year have therefore helped with our overall staff equality disclosure rates. With regards to raising employees' general awareness and understanding of equality and diversity we have engaged with an external training provider, the Employers Network for Equality and Inclusion (ENEI) to run comprehensive training sessions for our Board, Senior Management team and National team between March to May 2018.</p>
<p>Future action (if required)</p>	<p>Continue to promote the business case and benefits to individuals of equality monitoring while giving reassurances on protecting confidentiality through ongoing programme of bite-sized training sessions focusing on one protected characteristic at a time will be delivered to the National Team through the HR/OD Lead.</p>

Outcome 1.2	CHS is recognised as an employer of choice by disabled people and disability organisations due to its commitment to equality of opportunity and accessibility for disabled people.
Action(s)	<ul style="list-style-type: none"> • CHS engages with Inclusion Scotland and other national disability organisations to seek advice and guidance on how to be an inclusive and accessible employer • Ensure that all our communications and publications can be presented on request in accessible formats to our employees and service users • As part of our inclusive recruitment processes, we make necessary reasonable adjustments for disabled applicants applying for roles at CHS and for candidates attending interview/assessment events • Support employees who are or who become disabled to continue to work effectively in the workplace by making reasonable adjustments and also by supporting them in progressing claims to Access to Work for assistive technology, transport or equipment as appropriate.
Timescale	March 2018
Success Measures	<ul style="list-style-type: none"> • CHS becomes a Disability Confident employer.
Protected Characteristics	Disability
Responsibility	SMT and HR/OD Lead
Progress Report – March 2018	<p>We now have more robust monitoring processes in place we can also demonstrate where we have made significant reasonable adjustments in the workplace for employees with disabilities, which has included engaging Access to Work.</p> <p>We have had limited opportunity to progress working towards being a Disability Confident employer as far as formal recognition goes but we remain committed to accommodating the needs of our disabled applicants and can demonstrate how we have actively supported our disabled employees.</p> <p>To ensure that we remain abreast of current best practice and can strive to achieve beyond this, the HR/OD Lead volunteered to be part of SCRA’s Equality Network Disability Sub-group and is a regular and active participant on this specialist group.</p>

Further action (if required)	<p>We plan to incorporate the same outcome in our next set of Equality Outcomes 2018-2022.</p> <p>We will add in a focus on how we would support our volunteer community who have disabilities and also be regarded by potential applicants as an inclusive organisation to volunteer with.</p> <p>Finally, we will explore how we can support our employer who have caring responsibilities and will look to review and/or create employment policies to facilitate this, linking into the advice and guidance from relevant campaign groups such as Carers UK. https://www.carersuk.org/</p>
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<i>Outcome 1.3</i>	<i>LHS as an employer, promotes employee wellbeing with helpful employee initiatives and support</i>
Action(s)	<ul style="list-style-type: none"> • Include questions regarding employee wellbeing in the annual employee People Survey and analyse trends or concerns in health and/or wellbeing • Provide advice and guidance on promoting employee wellbeing in the workplace • Consult with employees to address any working practices or conditions that may impact negatively on an individual's wellbeing • Run employee awareness sessions on Health, Wellbeing and Dignity at Work
Timescale	By December 2017
Success Measures	<ul style="list-style-type: none"> • Majority of employees give positive feedback in evaluation forms from these awareness raising sessions • Follow up evidence in the annual staff survey demonstrates an improved understanding/awareness of and reduction in stress concerns that are noted in the survey next time • Reduction in long and short term absences caused by work-related stress or anxiety
Protected Characteristics	Disability, Gender.
Responsibility	SMT/ HR/OD Lead
Progress Report – March 2018	The staff survey, carried out over February 2017 had for the first time included a specific theme on Health, Safety and Wellbeing. There was a 59% positive scoring on this theme which was just below the target threshold of 60% as set by the senior management team. An action was also recorded in the annual Workforce Plan to implement Health and

	<p>Wellbeing initiatives into the organisation, including awareness raising. In particular, a focus on resilience.</p> <p>CHS achieved this Outcome in the given timeframe. During December 2017 two Health and Wellbeing sessions were run in-house for the National Team by the mental health organisation Scottish Association for Mental Health (SAMH). https://www.samh.org.uk/</p> <p>The programme delivered over 2 half days focused on mental health awareness, personal responsibility and self-help, wellbeing including WRAP (Wellness Recovery Action Planning) and resilience. Separate sessions for CHS Management will be organised during 2018, with an additional focus on their roles as managers to not only look after their own mental health but to also support their staff appropriately.</p> <p>During this time and since, mental health in particular was given profile during team discussions and 1:1 supervisory sessions. The Employee Assistance Programme was promoted again to all staff, with new wallet cards with contact details etc., reissued to all existing staff and to new starts during their induction programme. CHS understands its duty of care and actively supports all employees who are suffering from mental health or wellbeing issues regardless of whether these are linked to the workplace or not.</p> <p>Employees on their own initiative, have set up informal lunchtime clubs, including the Mindfulness and the Pizza club and everyone is invited to participate. Management will continue to fully support everyone's participation in these clubs and any other relevant initiatives that may help to improve the health and wellbeing of their employees.</p>
<p>Future action (if required)</p>	<p>Due to the importance of this area, continue to incorporate specific Health and Wellbeing initiatives into annual workforce planning so that it is given high profile within the organisation.</p> <p>Review, in consultation with employees the Health and Wellbeing questions for the next staff survey that is due to go out in September 2018.</p>

Outcome 1.4	Equality Impact Assessments (EIAs) are carried out in a timely manner in relation to new policies and services and existing policies at the point of review/renewal
Action(s)	<ul style="list-style-type: none"> • Develop clear and consistent Equality Impact Assessment rules and processes • Create an Equality Impact Assessment template • Provide appropriate training for staff in order to ensure that all staff are aware when and how Equality Impact Assessments should be conducted • Create a central register of all the organisation's policies and procedures, to record key information such as noting the date of policy implementation and date of review and the date of Equality Impact Assessment • All EIAs are accessibly published in order to meet the specific duties under the Equality Act 2010
Timescale	Ongoing to June 2018
Success Measures	<ul style="list-style-type: none"> • All EIAs along with a central policy register are accessibly published in order to meet the specific duties under the Equality Act 2010.
Protected Characteristics	Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Religion and Belief, Race, Sex, Sexual Orientation.
Responsibility	Senior Management Team
Progress Report – March 2018	While we have developed an Equality Impact Assessment template, limited progress has been made as yet on this outcome as we have not yet had the opportunity to begin our programme of intensive policy review. We do have plans to integrate Equality Impact Assessments into the project life cycles at the earliest opportunity and the programme of assessing new and reviewing previous CHS policies and procedures will start in summer 2018. EIAs will be published thereafter on our website, in line with legislative requirement.
Further action (if required)	We would consider incorporating this same or similarly worded outcome in our next set of Equality Outcomes 2018-2022 in order to give sufficient time to implement this outcome and evidence sustained progress.

OUTCOME 2: We have a volunteer community which is appropriately drawn from the Scottish population

Evidence base:

Panel and AST Member Recruitment & Selection Equality Questionnaires

Scottish Government's Evidence finder <http://www.gov.scot/Topics/People/Equality/Equalities/DataGrid>

Overview:

The minimum age for panel membership is set at 18. However the average age of applicants for panel membership over the last four years was 45.² : an average of 10% of applicants were under 30.³

The wider CHS Community demographics will not readily correspond to the communities they are drawn from as a volunteers' engagement varies according to capacity, ability (e.g. where relevant, to secure time off from employment to sit on hearings/ undertake training), availability and other commitments, amongst other factors).

CHS had not asked about sexual orientation in recruitment and selection until July 2015. We are explaining to applicants why we are asking for the information and what gathering of the information will lead to.

We will continue to actively seek this information to allow us to identify underrepresented groups within the CHS Community, and to help inform how we might address this underrepresentation.

General Equality Duty Link

As a national body, we need to ensure we advance equality by overcoming any perceived barriers people have that may prevent them from engaging with us, so that we can deliver the best services possible to the vulnerable children and young people we serve across Scotland.

² 47 (2013), 43 (2014), 45 (2015) and 45 (2016)

³ 8% (2013), 12% (2014), 10% (2015) and 11% (2016)

<i>Outcome 2.1</i>	<i>Improved gathering of Equalities Monitoring data to inform volunteer recruitment and retention policy</i>
Action(s)	<ul style="list-style-type: none"> • Equalities Monitoring data is gathered appropriately and sensitively, and data is stored securely and anonymously • Equalities Monitoring data is analysed and reported on according to Equalities guidelines around thresholds for reporting • Equalities Monitoring data is gathered in a format appropriate for comparison to general population data available through the Scottish Census and other sources • Equalities Monitoring data is gathered where appropriate (e.g. at application stage for volunteers, during the CHS Community Survey etc.)
Timescale	Ongoing. Equalities Monitoring data gathering occurs during annual recruitment campaign (August - September), at reappointment (each volunteer is appointed on a three yearly basis) and during annual Community Survey.
Success Measures	<ul style="list-style-type: none"> • Protected characteristic information is appropriately gathered and analysed to help build the case for positive action.
Protected Characteristics	Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Religion and Belief, Race, Sex, Sexual Orientation.
Responsibility	Recruitment Project Lead (for Recruitment) Reappointment Project Lead (for Reappointment) Strategic Planning & Performance Officer (for CHS Community Survey)
Progress Report – March 2018	<p>The responsibility for gathering and monitoring volunteer data now lies with the newly appointed Recruitment and Retention Lead.</p> <p>We continued to gather and monitor equality data for our volunteer applicants during each annual recruitment campaign.</p> <p>The average age of applicant for the 2017 panel member recruitment campaign was 41 years. The number of applicants under the age of 25 years rose from 9.4% in 2016 to 10.6% in 2017. If this figure converts to actual panel member appointments, then we are on track to exceed our 2017/18 Business Plan target to have 8% of panel members being under 25 years.</p> <p>Further, 21% of applicants were under the age of 30 years which is a significant increase from the 11% from 2016. In regards to gender, 27% of applicants were male which was a slight increase from 25% in 2016. Post-recruitment, of</p>

	<p>those applicants who were recommended for appointment (and who commenced the service training programme) 36% were male.</p> <p>We believe that our increase in applicants from males and younger people is a direct result of our targeted campaign during September 2017 towards males and younger people. For example, we introduced for the first time the introduction of recruitment posters into male washrooms.</p> <p>Also, in the Scottish Household Survey 2016 the levels of males volunteering was 26% and in CHS we can show that 36% of our applicants were males which exceeds the Scottish Household rate. Our target as captured in our Business Plan 2017/18 is to have 33% of new panel members recommended for appointment as male.</p> <p>The 2017 Community Survey had a response rate of 55% capturing the age and gender data of those respondents. PanelPal currently captures equality data at the point of application.</p>
<p>Further action (if required)</p>	<p>We will continue to capture equality data for our volunteer applicants during each recruitment campaign but will give consideration as to how we can monitor the equality data for our volunteers once they are operational, taking into consideration all GDPR requirements.</p> <p>We will explore if we can capture ‘snap-shot’ data using tools such as AppTracker and Smart Survey and will consider when the most appropriate time to do this is, in order to achieve as high a return rate as possible.</p>

Outcome 2.2	There is an adequate balance of serving male and female panel members to ensure the ability of Area Support Teams (ASTs) to meet Part 1 Section 6(3)(a) of the Children's Hearings (Scotland) Act 2011 when creating rotas for children's hearings
Action(s)	<ul style="list-style-type: none"> • Produce guidance for ASTs to ensure appropriate decision making is made regarding gender based shortlisting in order to meet the Genuine Occupational requirement for both genders to be present at hearings under Part 1 Section 6 (3)(a) of the Children's Hearings (Scotland) Act 2011 • Provide an appropriate brief to marketing and media buying partners to allow for relevant targeting of gender groups identified as being underrepresented within the existing panel community
Timescale	September – April 2017
Success Measures	<ul style="list-style-type: none"> • There is an appropriate gender pool of volunteer panel members to draw upon for covering Hearings in line with statutory obligations.
Protected Characteristics	Gender
Responsibility	Recruitment Project Lead
Progress Report – March 2018	<p>All volunteers involved in the recruitment of panel members are required to undergo mandatory recruitment and selection training which includes a focus on diversity and equal opportunities.</p> <p>See Outcome 2.1 progress report with regards to media campaign to target relevant gender groups, i.e. males.</p>
Further action (if required)	<p>Consider if we wish to incorporate the same outcome in our next set of Equality Outcomes 2018-2022.</p> <p>See comments from Outcome 2.1</p>

OUTCOME 3: Our volunteer community are fully trained and developed to confidently and fairly address the needs of children, young people and their families

Overview:

Over the past few years, CHS has been working on bringing greater consistency in panel practice and decision making and providing appropriate supports to enable the best decisions to be made. CHS national volunteer training is delivered through our Training Unit (West Lothian College) with support from our National team.

We also have evidence that there are particular challenges for some groups of children and families in engaging with and understanding the Children's Hearings process. For example, the Scottish Parliament's Education Committee has raised concerns about parents with learning difficulties engaging appropriately in the process.

CHS will work in partnership with other organisations to improve experiences and will ensure that those requiring support (e.g. parents with learning difficulties) are supported by panel members as much as possible to engage.

General Equality Duty Link

This equality outcome is focused on CHS eliminating unlawful discrimination, harassment and victimisation and any other conduct that is prohibited under this Act through better awareness and training. We plan to advance equality of opportunity between people who share a relevant protected characteristic and those who do not share it through the materials we provide. Our recruitment, selection and training procedures must ensure that our volunteer community feels appropriately equipped to respond to children, young people, families and partners who have a wide range of protected characteristics. This should lead to more informed and appropriate decisions being made about a child/young person.

Outcome 3.1	<p>(TRAINING & PANEL MEMBER PRACTICE) - Children, and young people report fair hearing experiences and/or report that they were treated fairly and with dignity and respect, regardless of geographical area the child or young person comes from.</p> <p>(i.e. this Outcome is about there being a consistently fair approach by panel members across Scotland as volunteers who are trained in how to conduct hearings appropriately/ without bias, discrimination etc.)</p>
Action(s)	<ul style="list-style-type: none"> • The CHS volunteer training plan (key core and mandatory training for volunteers) includes training on effective communication with children and young people • CHS volunteer training (key core and mandatory training for volunteers) includes training on equality and diversity and its application in Children’s Hearings. • The *Community Survey asks comprehensive questions regarding equality and diversity to gauge panel members’ understanding and implementation of non-discriminatory practice • Actively promote the completion of the Community Survey to volunteers • Children’s hearings across all <u>22 ASTs</u> in Scotland are observed by panel practice advisors in order to assess how consistently panel members apply knowledge and learning from their training to their practice in hearings. Observations of panel member practice are based on the eight National Standards of the Children’s Panel and the seven competencies as detailed in the Competence framework for panel members, namely: - 1. Law and procedures, 2. Equal treatment, 3. Communication and children’s views and participation, 4. Conduct of hearing, 5. Management of information, 6. Decision making, 7. Protecting rights.
Timescale	Ongoing 2016 - 2018
Success Measures	<ul style="list-style-type: none"> • In the Community Survey, to the specific statement, <i>“CHS is ‘Fair’ – making sure that everyone is treated with dignity and according to their individual needs.”</i> 98% of responses are positive from the 2017 survey • Based on evidence from panel practice advisers, no discriminatory conduct has been displayed towards a child, young person or their family on the basis of them belonging to a protected characteristic group which ties in with the panel member competency of ‘Equal Treatment’
Protected Characteristics	Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Religion and Belief, Race, Sex, Sexual Orientation.
Responsibility	Strategic Planning and Performance Officer – Community surveys.

	National Training Officer and Communications and Engagement Officer – Volunteer training on engagement with children and young people.
Progress Report – March 2018	<ul style="list-style-type: none"> • The most recent Community Survey (April 2017) didn't ask comprehensive questions regarding equality and diversity to gauge panel members' understanding and implementation of non-discriminatory practice. • With regards to the measure set as '<i>98% of responses are positive from the 2017 survey</i>' the results from this survey show 86% agreement which is up from 83% in 2015 and 80% in 2014, so we can still report a positive direction of travel. • Panel members are required to participate in training on effective communication with children and young people, and to demonstrate their understanding.
Further action (if required)	<ul style="list-style-type: none"> • Consider if this outcome or a similar is required in the next set of outcomes (2018-2022) in order to continue equality mainstreaming in relation to the experiences that children and young people have in the hearings system. • Consider if we need to still add in specific equality related questions in our next Community Survey (2019).

*Panel Members are observed during children's hearings in accordance with the [Monitoring of Panel Practice and Panel Practice Observation policy](#)

Outcome 3.2	Improved processes for reporting, evaluating and monitoring of complaints and concerns from volunteer community and the public with regards to protected characteristics
Action(s)	<ul style="list-style-type: none"> • Using the Complaints Handling Procedure and Community Concerns Procedure to capture complaints raised by members of the public and concerns raised by volunteers, monitor the protected characteristics of those who are raising the complaints and concerns by including an equality monitoring form in each procedure. • Interrogate and monitor all complaints and concerns raised through this formal process on a quarterly basis to establish if there are any protected characteristic issues to be addressed or trends that may indicate than any one protected group is being treated less favourably than others. • Train our Area Support Team members to appropriately deal with Complaints and Community Concerns and identify any issues relating to protected characteristics, that they can then flag to the Information Governance Officer for more detailed investigation.
Timescale	<ul style="list-style-type: none"> • Quarterly
Success Measures	The number of concerns or complaints that involve issues concerning protected characteristics are addressed and resolved on an ongoing basis.
Protected Characteristics	Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Religion and Belief, Race, Sex, Sexual Orientation.
Responsibility	Information Governance Lead
Progress Report – March 2018	<p>In terms of data minimisation and purpose limitation this needs consideration in relation to data collection and the forthcoming General Data Protection Regulation (GDPR).</p> <p>Our reporting logs do now contain a specific section to record if complaint/concern relates to protected characteristics. Complaints training for our Area Support Team members is provided though it is anticipated that the actual training itself will need to be revised to take into account protected characteristics.</p>
Further action (if required)	Further work around training content and support for our volunteers on equalities in relation to handling complaints and concerns is required. It's also necessary to get our ASTs to report complaints/concerns regularly to the IG Team.

Appendices

Appendix I - Employee Statistics

Notes: on the Employee Data in this report

Employee statistics only include CHS employees; they do not include contractors, shared service employees, secondees working at CHS but retaining employment contracts with existing employer or agency workers. Note: the 2017 headcount at this snap-shot period shows 19 employees. CHS at this time was however in the middle of an organisational restructure which created another 5 new posts (Business Manager, Operations Manager, Recruitment and Retention Lead, Community Support Lead and Support Assistant).

The data is taken from HR self-service data recorded by employees on Midland i-Trent and also the employee diversity survey and is valid as of 31 August 2017. Numbers less than 5 are not disclosed to protect individual confidentiality. Information *not provided* denotes that an employee has omitted to disclose information, / *prefers not to say* denotes that an employees has actively chosen not to disclose information.

Employee monitoring information is not disaggregated by full/part-time, profession and grade due to the small numbers of employees employed by CHS, however a comprehensive breakdown of our employee group by job type, job level and full/part-time status can be found in our Gender Pay Gap report, published March 2018.

1.1 Age

Age Band:	Age Band: 24-34	Age Band: 35-44	Age Band: 45-54	Age Band: 55-64	Age Band: 65+
Total employees August 2017	<5	6	5	<5	0
Total employees June 2016	<5	7	7	<5	0
Total employees June 2015	<5	10	<5	<5	0
% of total employees June 2014	<5	7	<5	<5	0
% of total employees June 2014	<5	7	<5	<5	0

1.2 Disability

< 5 employees have disclosed a disability in the last 3 years. For all those who have, where the normal working environment and arrangements have been a factor to causing the disability or triggering/acerbating symptoms, CHS has sought advice from Occupational Health on what reasonable adjustments could be introduced to support the employee before then introducing adjustment, such as flexible working or a reduced workload. It has also carried out workstation assessments and worked closely with Access to Work to provide the correct assistive technology and equipment.

1.3 Ethnicity

Band:	White (British, Scottish, Irish, Other)	Other	Not disclosed	Preferred not to say
Total employees August 2017	12	0	6	<5
Total employees June 2016	9	0	11	0
Total employees June 2015	9	0	11	0
Total employees June 2014	8	0	9	0
Total employees June 2013	5	<5	<10	0

Looking at our most recent data we can see that CHS' employee group is predominantly White. The following section on [Recruitment](#) shows the composition of those who apply and are appointed to roles within CHS.

1.4 Gender

Band:	Female	Male	Non Binary
Total employees August 2017	12	7	0
Total employees June 2016	12	8	-
Total employees June 2015	11	9	-
Total employees June 2014	12	5	-
Total employees June 2013	13	<5	-

In response to recommendations from Stonewall and the Scottish Transgender Alliance, we have now included a new category, Non Binary, in our Diversity survey.

1.5 Marital status/Pregnancy

Band:	Single	Married/Partnership	Widowed	Other	Preferred Not to Say	Not Disclosed
Total employees August 2017	<5	11	0	1	<5	<5

We did not published data concerning marital status in previous years' reports, but since our 2017 staff diversity survey, we now have up to date information on this protected characteristic further to the diversity survey of 2017.

With regards to Pregnancy, during 2016/17 < 5 employees were pregnant and then on maternity leave. 66% of those on maternity leave returned to their substantive posts within CHS. Those who did not return, did go back to work, but took up opportunities closer to their home in order to accommodate childcare needs. All those who returned to CHS did request a change to working pattern through the organisation's Flexible Working policy and 100% of these applications were accepted which has been a win-win situation, as we have been able to retain the skills and knowledge of these individuals while they have been able to benefit from a better balance between their work and their caring responsibilities.

Flexible working practices

CHS can demonstrate that it is supportive in accommodating the flexible working requests of its employees, including female returners, and believes that taking a broader view of the flexible and agile arrangements that it offers (rather than looking at part-time working as the only go-to solution), gives a truer reflection of its support (see table below). For example, flexible arrangements that have been requested predominantly feature compressed working patterns i.e. working full-time hours of 37 hours over 4 days (@9.25 hours).

Part-time and Flexible working comparisons (as of 1 February 2018)

	Part-time working arrangements (%)	Flexible Working arrangements (inc p-t) (%)
Female	23.07	38.46
Male	14.28	14.28

The table above shows that 23.07% of CHS' female employee group (and 14.28% of our male employees) work on a part-time basis. Once formal contractual flexible arrangements are taken into account the percentage of female employees then increases to 38.46%. The obvious benefit to females who have the option to work compressed hours flexible working patterns is that they may be able to juggle family/childcare commitments while maintaining their full salary, so there is no financial detriment.

CHS has supported 100% of the formal flexible working requests that have been made over the past 12 months. Flexible working requests are limited to those employees who have a statutory right (add in legislation) to request flexible working however CHS takes a wider view and has in the past also supported flexible working for employees who do not have an automatic statutory right to request flexible working. These arrangements tend to be informal in nature.

Also to add, all jobs advertised within CHS give applicants the option to tick if they wish to carry out the role on a job-share basis.

1.6 Religion

	Christian	Hinduism	Atheist	Not Disclosed	Preferred not to say
Total employees August 2017	5	0	<5	7	<5
Total employees June 2016	<5	0	<5	15	-
Total employees June 2015	<5	0	<5	<18	-
Total employees June 2014	<5	0	<5	<15	-
Total employees June 2013	<5	<5	<5	<15	-

We can observe that there is still a relatively high combined non-disclosure and prefer-not-to-say rate when it comes to disclosing religion. It may well be that due to the small staff group, employees are generally reluctant to disclose what some may consider to be very personal and sensitive information.

2.1 Sexual Orientation

	LGBT	Heterosexual	Not disclosed	Preferred not to Say
Total Employees June 2017	0	10	7	<5
Total Employees June 2016	<5	5	14	-
Total Employees June 2015	0	6	14	-
Total employees June 2014	0	5	12	-
Total employees June 2013	0	<5	<5	-

We referred to Stonewall's Workplace Monitoring Guide on [monitoring sexual orientation](#) when developing the 2017 employee Diversity Survey to ensure that we followed best practice and captured all the appropriate sexual orientation categories. The categories are Hetrosexual/Straight, Gay man/Gay woman/Lesbian, Bisexual, Other and Prefer not to say. Due to the small employee number within CHS in order to report more meaningful data without identifying any individuals we have categorised Gay man/Gay woman/Lesbian, Bisexual as LGBT.

Looking at the data it would appear that there is still reluctance for people to disclose their sexual orientation however due to the concerted effort to gather equality data from employees in 2017, the percentage of people who did not disclose/preferred not to say is reducing.

2.1 Employee development/Performance management

Employees receive supervision with their line manager every 6 weeks and an annual appraisal during April when performance objectives are agreed. Personal development is linked into performance management/appraisal system.

CHS does not currently capture the personal development plans in a systematic way and in a central location. A performance management module that includes capturing personal development is currently being developed and tested using the HR Management system iTrent. This will provide a central location for all development records to be stored and reported on, and will mean that employees can update their own records as and when required and management/HR can easily report and extract information from the development records on iTrent.

2.2 Promotions

CHS undertook an organisational restructure in 2017 and this created a further 5 roles and added in a much needed tier of management in what was otherwise a relatively flatly structured organisation. Employees have been encouraged to apply for these roles where they have met the essential criteria. As a result CHS did see some of its existing employees being successfully appointed into promoted positions within the organisation.

Retention

During 2017, 6 employees left CHS for new opportunities elsewhere. CHS introduced an online Exit Survey early in 2017 however only 2 leavers completed the survey. It will continue to promote to any future leavers, the benefit of completing the Exit Survey.

Appendix 2 - Recruitment Statistics

3. Employee Recruitment

In March 2017 CHS senior management team (SMT) took the opportunity to restructure the national team and management structure through an organisational review exercise. The new structure took account of previous feedback from employees and volunteers and is the reason for the creation of two new managerial positions, Business Manager and Operations Manager, in addition to the Recruitment and Retention Lead, Community Projects Lead and an additional Support Assistant role.

A robust process was put in place to capture equality data from applicants. A modified equal opportunities (EO) form was located at the end of the job application form for applicants to complete and return. While CHS does not currently have an electronic recruitment process, applicants were given the option of submitting their equality data through an online form, using our Smart Survey tool. All EO forms were detached from the application forms and held separately. No one who was involved in the interview/decision making process had access to the EO forms at any point during the recruitment process.

We had a total of 131 applicants during 9 recruitment campaigns. When candidates did not initially complete an EO form they were contacted and encouraged to do so. That may account for the fact that 95% of applicants completed the equal opportunities form. We can say that this year our equality figures for our job applicants are as comprehensive as they have ever been and we will work to continue to ensure that we receive such high disclosure rates from our job applicants in the future.

The following pages display data from job applicants for each of the 9 protected characteristics in table format, from 2013 (when CHS first became operational) until end of 2017.

3.1 Age

	Age Band:	Age Band: 16 to 24	Age Band: 25 to 34	Age Band: 35 to 44	Age Band: 45 to 54	Age Band: 55 to 64	Age Band: 65+	Not disclosed
2017	% of total applicants	0.9	23.5	32.2	32.7	10.4	0	0.9
	% of total shortlisted	0	29.0	32.3	35.5	2.2	0	2.2
	% of total appointed	0	0	33.3	66.7	0	0	0
2016	% of total applicants	2%	22%	26%	33%	9%	0%	8%
	% of total shortlisted	0%	29.7%	33.3%	22.2%	3.7%	0%	11.1%
	% of total appointed	0%	50%	16.7%	33.3%	0%	0%	0%
2015	% of total applicants	4.1%	20.5%	16.4%	38.4%	9.6%	0%	11%
	% of total shortlisted	0%	46.7%	6.7%	26.7%	6.7%	0%	13.2%
	% of total appointed	0%	80%	0%	20%	0%	0%	0%
2014	% of total applicants	28%	20%	11.4%	16.6%	8.0%	0%	16%
	% of total shortlisted	13.2%	34.0%	15.1%	17.0%	9.4%	0%	11.3%
	% of total appointed	22.2%	22.2%	11.2%	22.2%	0%	0%	22.3%
2013	% of total applicants	15.1%	26.4%	17.0%	17.9%	8.5%	0%	15.1%
	% of total shortlisted	20%	20%	15%	15%	5%	0%	25%
	% of total appointed	0%	33.3%	33.3%	0%	0%	0%	33.4%

3.2 Disability

		% disabled	Not disabled	% Undisclosed if disabled or not
2017	% of total applicants	3.7%	95.8%	0.8%
	% of total shortlisted	6.3%	90.6%	3.1%
	% of total appointed	0.0%	0.0%	0.0%
2016	% of total applicants	1%	98%	<5%
	% of total shortlisted	0%	100%	0%
	% of total appointed	0%	100%	0%
2015	% of total applicants	<5%	97.3%	<5%
	% of total shortlisted	0%	100%	0%
	% of total appointed	0%	100%	0%
2014	% of total applicants	<5%	87.4%	10-12%
	% of total shortlisted	5.7%	86.8%	7.5%
	% of total appointed	0%	77.8%	22.2%
2013	% of total applicants	<5%	95-99%^	0%
	% of total shortlisted	<5%	95%	0%
	% of total appointed	0%	100%	0%

3.3 Ethnicity

		Scottish White	English White	White Irish	White Other	Any mixed ethnicity	Asian Indian	Asian Pakistani	Asian Other	Black African	Chinese Asian	Preferred Not to Say
2017	% of total applicants	98.4%				0.8%						0.8%
	% of total shortlisted	100%				0%						0%
	% of total appointed	100%				0%						0%
2016	% of total applicants	77%	13%	<5%	<5%	<5%	0%	0%	0%	0%	0%	<5%
	% of total shortlisted	74%	11.1%	7.4%	0%	<5%	0%	0%	0%	0%	0%	6.7%
	% of total appointed	80%	0%	<5%	0%	0%	0%	0%	0%	0%	0%	20%
2015	% of total applicants	79.5%	12.7%	<5%	<5%	0%	0%	0%	0%	0%	0%	<5%
	% of total shortlisted	73.3%	13.3%	6.7%	0%	0%	0%	0%	0%	0%	0%	6.7%
	% of total appointed	80.0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	20.0%
2014	% of total applicants	64.0%	9.1%	<5%	8%	<5%	<5%	<5%	<5%	<5%	0%	10.9%
	% of total shortlisted	69.8%	7.5%	<5%	9.4%	0%	<5%	0%	0%	0%	0%	<10%
	% of total appointed	44.4%	22.2%	0%	11.1%	0%	0%	0%	0%	0%	0%	22.3%
2013	% of total applicants	66.0%	8.5%	<5%	11.3%	0%	<5%	<5%	<5%	<5%	<5%	<5%
	% of total shortlisted	55%	5%	0%	25%	0%	5%	0%	0%	5%	0%	5%
	% of total appointed	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

3.4 Gender

		Female (including male to female trans women)	Male (including female to male trans men)	Unknown/not disclosed
2017	% of total applicants	55.44	44.6%	0%
	% of total shortlisted	56.3%	43.8%	0%
	% of total appointed	83.3%	16.7%	0%
2016	% of total applicants	66%	33%	1%
	% of total shortlisted	70.4%	29.6%	0%
	% of total appointed	66.7%	33.3%	0%
2015	% of total applicants	63.0%	35.6%	1.4%
	% of total shortlisted	60%	40%	0%
	% of total appointed	40%	60%	0%
2014	% of total applicants	61.1%	33.7%	5.2%
	% of total shortlisted	62.3%	34.0%	3.7%
	% of total appointed	66.7%	33.3%	0%
2013	% of total applicants	64.2%	34.0%	1.8%
	% of total shortlisted	65%	35%	0%
	% of total appointed	66.7%	33.3%	0%

3.5 Marital Status

		Married/Civil Partnership	Single	Partnership	Widowed	Separated/ Divorced	Preferred Not to Say
2017	% of total applicants	52.5%	20.0%	15.0%	0%	8.3%	4.2%
	% of total shortlisted	53.1%	21.9%	9.4%	0%	6.3%	9.9%
	% of total appointed	50.0%	16.7%	0%	0%	33.3%	0.0%
2016	% of total applicants	61%	26%	13%			6%
	% of total shortlisted	40.8%	33.3%	22.2%			3.7%
	% of total appointed	50%	33.3%	10%			16.7%
2015	% of total applicants	56.2%	28.8%	13.7%			1.3%
	% of total shortlisted	40%	40%	20%			0%
	% of total appointed	40%	40%	10%			10%
2014	% of total applicants	30.3%	42.3%	16.6%			10.8%
	% of total shortlisted	41.5%	24.5%	26.4%			7.6%
	% of total appointed	33.3%	22.2%	33.3%			11.2%
2013	% of total applicants	38.7%	35.8%	25.5%			0%
	% of total shortlisted	45%	45%	10%			0%
	% of total appointed	0%	0%	33.3%			66.7%

We have redefined the categories for Marital Status in all our diversity surveys during 2017 in order to bring them in line with current best practice equality monitoring. For example, previous categories excluded reference to individuals who were not married or in civil partnerships but who did consider themselves to be in a partnership. Those separated or divorced were also excluded in previous data captures.

3.6 Religion

		Buddhist	Christian (RC, CofS, other)	Hindu	Muslim	None	Other	Preferred Not to Say
2017	% of total applicants	0%	39.0%	0.8%	0%	53.7%	0%	0.8%
	% of total shortlisted	0%	38.1%	0%	0%	53.1%	0%	9.4%
	% of total appointed	0%	33.3%	0%	0%	66.7%	0%	0%
2016	% of total applicants	0%	44%	0%	1%	41%	2%	12%
	% of total shortlisted	0%	48.2%	0%	3.7%	40.7%	0%	7.4%
	% of total appointed	0%	33.3%	0%	0%	66.7%	0%	0%
2015	% of total applicants	0%	43.8%	0%	0%	43.8%	2.7%	9.7%
	% of total shortlisted	0%	40%	0%	0%	46.7%	0%	13.3%
	% of total appointed	0%	40%	0%	0%	60%	0%	0%
2014	% of total applicants	0%	42.3%	0%	<5%	33.7%	6.9%	12-17%
	% of total shortlisted	0%	43.4%	0%	0%	39.6%	7.5%	9.5%
	% of total appointed	0%	33.3%	0%	0%	44.4%	0%	22.3%
2013	% of total applicants	0%	44.3%	<5%	<5%	44.3%	0%	7-12%
	% of total shortlisted	5%	55%	5%	0%	30%	5%	0%
	% of total appointed	0%	66.7%	0%	0%	0%	0%	33.3%

3.7 Sexual Orientation

	Heterosexual	Bisexual	Gay/Lesbian	Other	Preferred not to say
% of Total applicants	91.45%	0.00%	5.12%	0.00%	3.42%
% of Total applicants shortlisted	87.50%	0.00%	3.13%	0.00%	9.38%
% of Total applicants appointed	83.33%	0.00%	0.00%	0.00%	16.67%

For the first year, we have captured sexual orientation data from our job applicants.

Appendix 3 – Jargon Buster

Volunteers: CHS operates due to the work of our committed and hardworking volunteers. These are both those who are tribunal members attending panels across Scotland and those in our area support teams supporting the tribunal members. None are paid a salary although they may be reimbursed for reasonable expenses incurred in attending hearings e.g. parking costs.

Area Support Teams (ASTs): The ASTs are a team of volunteers who support and manage panel members in their local area supported by a Clerk who is a local authority employee.

CHS Community: The CHS Community encompasses panel members, AST members, board members and national team employees.

Panel Members

Panel members are volunteers from local communities across Scotland who are recruited and trained to make decisions to help the lives of vulnerable children and young people attending children's hearings. Panel members commit to making themselves available at least once a month to prepare for and sit on a three hour hearing session.

Children's Hearings System: The Children's Hearing System is the care and justice system for Scotland's children and young people.

Children's hearing: A hearing consists of three lay tribunal members called panel members, who are trained volunteers from

the local community. The hearing listens to the child or young person's circumstances and views and takes these into account as well as those of the family and all the information that has been provided by, for example, social workers. The hearing then makes a decision about what support and help is needed and whether a compulsory supervision order is required.

Protected characteristics: Age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion and belief; sex (male or female); and sexual orientation.

Equality groups: persons who share a relevant protected characteristic.

Equality Impact Assessments (EIAs): a set of processes for assessing the impact of applying a proposed new or revised policy or practice against the needs of the general equality duty with consideration to relevant evidence relating to persons who share a protected characteristic.



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