

# Equality Diversity and Inclusion Statement 2016/17

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**This document is available in the following formats**

- easy read
- large print documents
- audio.

This documents is available on our website [www.pharmacyregulation.org](http://www.pharmacyregulation.org)

or by contacting our Communications Team:

[communications@pharmacyregulation.org](mailto:communications@pharmacyregulation.org)

## About us

The General Pharmaceutical Council (GPhC) is the regulator for pharmacists, pharmacy technicians and pharmacy premises.

It is our job to protect, promote and maintain the health, safety and well being of all members of the public, and in particular those members of the public who use or need the services of pharmacy professionals or the services provided at a registered pharmacy.

Our principal functions include:

- Setting standards for conduct, ethics, and performance, owners and superintendents, education and training and continuing professional development (CPD);
- Establishing and promoting standards for the safe and effective practice of pharmacy at registered pharmacies;
- Establishing fitness to practise requirements, monitoring pharmacy professionals' fitness to practise and dealing fairly with complaints;
- Approving qualifications for pharmacists and pharmacy technicians;
- Maintaining a register of pharmacists, pharmacy technicians and pharmacy premises.
- We aim to ensure that regulation is fair and proportionate – that is, in line with the level of risk posed to public health, safety and well being – and not over-burdensome. We want it to be flexible enough to respond to the changing demands made on the profession and to allow for innovation at the same time as maintaining high quality practice

# Equality Diversity and Inclusion Statement

The General Pharmaceutical Council (GPhC) is committed to promoting equality, valuing diversity; being fair and inclusive in all our work as a health professions regulator, a public service provider and as an employer; treating our stakeholders, service users and staff with dignity and respect, and therefore ensuring that the equality duties are being met. Our clear aim is to build equality, diversity and inclusion (EDI) into everything we do.

The GPhC believes that the promotion of EDI is important in combating injustice against those who share any of the protected characteristics under the Equality Act 2010. It is illegal, and unfair, for a person to experience disadvantage on the basis of a protected characteristic; all our staff and stakeholders are entitled to expect that they will be treated fairly. The GPhC aims to be a more inclusive workplace because organisations free from discrimination can work more efficiently and achieve the greatest benefits. We are taking a broad view of equality by using our regulatory role, particularly in the development of Standards and Codes, to influence the promotion and development of equity action more widely.

As a public body the GPhC has a number of general legal equality duties arising from the Equality Act 2010.<sup>1</sup>

The GPhC has ambitions to be an exemplar in EDI by going beyond what is required by equalities legislation. As well as continuing with our programme of tackling discrimination in all its forms, training and improving access to services we will:

- Use our regulatory role to influence EDI promotion, prioritisation and change
- Work to promote desired behaviours in terms of EDI for the individual, business, registrants and the public
- Learn from best practice in EDI through engaging with the local community and networks and embed feedback on an on-going basis
- Ensure that our published equality action plans link directly with our corporate planning strategies and focus on embedding EDI in the work of the GPhC, as we believe that EDI should be an integral part of everything we do
- Enhance our EDI data collection across the organisation to support the analysis of equality impact and make changes to our policies and services where appropriate
- Consider the health, wellbeing and vulnerability of our staff and service users, ensuring that fairness, care and transparency are high on our agenda
- Promote inclusion through a programme of activities for our staff
- Work with our disability partner to carry out a gap analysis and develop disability awareness as a start to becoming a disability champion

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<sup>1</sup> <http://www.equalityhumanrights.com/private-and-public-sector-guidance/public-sector-providers/public-sector-equality-duty/what-equality-duty>

The GPhC's corporate plan is the organisation's main planning document. The EDI plan at appendix 1 is an extract of the EDI objectives within the corporate plan, not a separate document and therefore reflects the EDI objectives embedded within the GPhC's main planning cycle. The EDI plan outlines our key areas of work for the coming year. This document and the EDI plan are available to download at: XXXXX.

Details of the work we undertake to improve EDI are contained in our annual EDI report.

## Monitoring and Reporting

Our equality and diversity work is led by our equality leadership group. The group is key to our planning for EDI. Its role is to:

- advise on and help to progress matters affecting equality, diversity and inclusion relating to our role as a regulator, public service provider and employer
- support initiatives and suggest flexible ways of working to ensure that EDI is embedded across the organisation
- ensure the effective monitoring of GPhC EDI planning objectives, equality policies and plans and reporting progress to the planning/executive teams
- work to support teams across the office in developing policy and action plans on equality and diversity and to assist with managing their implementation
- work with teams to help them collect relevant EDI data
- support the EDI Manager in developing a report annually of all EDI activity at the GPhC and provide extracts for the GPhC annual report and PSA submission
- help to ensure organisational compliance with relevant equalities legislation such as the Equality Act 2010
- consider resources and priorities required for achieving, implementing and maintaining EDI
- maintain oversight of all GPhC EDI matters in order to provide assurance and challenge to the Senior Leadership Group

**General Pharmaceutical Council  
Equality Monitoring Plan – 2016/17**

| Objective 1   |   |                                      |   |   |
|---|---|--------------------------------------|---|---|
| Corporate plan: Embed and continue to refine our new approach to inspection                                 |   |                                      |   |   |
| Strategic theme: <i>Delivering efficient and effective regulatory services</i>                              |   |                                      |   |   |
| Priority  | EDI Outcomes  | Main Protected Characteristics (PCs) | Lead (area)   | Target Date/Updates   |
| Ensuring the engagement on the updated inspection model is accessible to anyone wanting to contribute to it | Communities able to access our reports and services | All (Disability)                     | Inspectorate<br>Communications (consider Equality Strategy)<br>Communications | Section 60 Order due 2017<br>Followed by standards review and consultation on how to inspect and produce inspection reports |
| Ensuring that published inspection reports are accessible to anyone who wants to read them                  | Develop alternate methods of accessibility          |                                      |   |   |

| Objective 2   |  |   |  |                     |
|---|--|---|--|---------------------|
| Corporate plan: Sustain improvements in the quality and timeliness of our fitness to practise (FtP) cases |  |   |  |                     |
| Strategic theme: <i>Delivering efficient and effective regulatory services</i>                            |  |   |  |                     |
| Priority  | EDI Outcomes   | Main Protected Characteristics            | Lead (area)                                  | Target Date/Updates |
| Improvements to the accessibility of the online concerns form via updates and improvements to the website | All sections of the community able to access FtP services; | All Disability, and language specifically | Fitness to Practise<br>Knowledge and Insight |                     |
| Welsh language option available for the submission of concerns  | Welsh language speakers are able to access FtP services    |   |  |                     |
| Use qualitative EDI analysis to better understand FtP outcomes  | We understand and mitigate the effects of unconscious bias |   |  |                     |

| Objective 3  |  |                                |   |                     |
|--|--|--------------------------------|---|---------------------|
| Corporate plan: Continue to develop a model for continuing fitness to practise (CFtP)  |  |                                |   |                     |
| Strategic theme: <i>Ensure that pharmacy team is able to meet the needs of patients now and in the future</i>                        |  |                                |   |                     |
| Priority   | EDI Outcomes   | Main Protected Characteristics | Lead (area)   | Target Date/Updates |
| The CPD model must reflect the needs of diverse registrant populations   | Understand our regulated groups  | All                            | Continuing Fitness to Practise<br>Knowledge and Insight<br>Directors for Scotland and Wales<br>Communications |                     |
| The CPD model must reflect the needs of the countries of GB by being adaptable to the different practice settings in those countries | Engage diverse groups in all countries to include all PCs, where possible, at all relevant stages                |                                |   |                     |
| We will take an inclusive approach to engagement and consultation in the policy development phases                                   | Consult diverse groups to include all PCs, where possible; develop publications in a number of different formats |                                |   |                     |

| Objective 4  |  |                                |  |                     |
|--|--|--------------------------------|--|---------------------|
| Develop standards and guidance that drive improvement and reflect the attitudes, behaviours, knowledge and skills pharmacy professionals will require in the future  |  |                                |  |                     |
| Strategic theme: <i>Ensuring the pharmacy team is able to meet the needs of patients now and in the future</i>   |  |                                |  |                     |
| Priority   | EDI Outcomes   | Main Protected Characteristics | Lead (area)  | Target Date/Updates |
| The content of the revised standards for pharmacy professionals and standards for educating and training pharmacy professionals must deal with relevant issues including, for example, professional duties with respect to EDI | EDI is given due consideration in the delivery of regulatory services i.e. carrying out equality impact to ensure that standards do not discriminate | All                            | Standards Team<br>Education Team<br>Directors for Scotland/Wales<br>Communications |                     |
| The content must reflect the needs of the countries of GB  | Engage diverse groups in all countries to include all PCs, where possible and at all relevant stages   |                                |  |                     |
| We will take an inclusive approach to engagement and consultation while we are developing the standards  | Consult diverse groups to include all PCs, where possible  |                                |  |                     |
| We will undertake equality analysis for standards development work   | Carry out full Equality Impact Analysis; act on findings   |                                |  |                     |

| Objective 5  |   |                                |  |                     |
|--|---|--------------------------------|--|---------------------|
| Corporate plan: Use technology to improve the experience of registrants, patients, the public and other stakeholders and minimise process cost |   |                                |  |                     |
| Strategic theme: Delivering efficient and effective regulatory services  |   |                                |  |                     |
| Priority   | EDI Outcomes  | Main Protected Characteristics | Lead (area)                                | Target Date/Updates |
| Improve accessibility of our online services   | On line services are fully accessible to all our service users  | All                            | Corporate Business Support and Development |                     |
| Ensure we meet Welsh language requirements   | The requirements of the Welsh language scheme are fully met and welsh speakers can access all our services. |                                |  |                     |