

## SUBMISSION FROM THE EQUALITY AND HUMAN RIGHTS COMMISSION

*Copy correspondence to the Committee from the Equality and Human Rights Commission to Rachel Clark, Director, Government Equalities Office*

### **Scotland's Equal Opportunities Committee concerns about EASS service**

In my role as Chief Operating Officer for the Commission, I along with colleagues from Scotland appeared before the Equal Opportunities Committee of the Scottish Parliament on 28<sup>th</sup> February.

Their examination centred on a number of issues, primarily focusing on the Commission's continued ability to deliver in Scotland in light of the widespread changes to both our organisation design and budget. I have attached a copy of the report that was produced following the session, for your information.

You will note that at 1083 and 1084 of the official report the Committee raised specific concerns about the performance of the contractor, Sitel, in delivering the outsourced equality advice helpline service to Scottish citizens. This appeared to be based on performance information supplied to them by a third party. In response to the Committee's queries, I undertook to raise their concerns with you, as GEO is now responsible for contract management of the service.

I would be grateful if you would reply direct to the committee.

Ian Acheson  
Chief Operating Officer  
Equality and Human Rights Commission  
12 March 2103