

The law

2.4

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What the law means for you

Service design and delivery

There are a number of laws which place particular responsibilities on service providers, to ensure local services are open and accessible to all. In particular:

- The [Scotland Act \(1998\)](#) placed responsibility for encouraging equal opportunities with the Scottish Parliament. This means that the Parliament has an important role in preventing discrimination and supporting equality.
- Under the [Local Government \(Scotland\) Act 2003](#) local authorities and their partners must encourage equal opportunities through their [community planning](#) activities.
- The Local Government (Scotland) Act also introduced a duty of '[Best Value](#)' for all local authorities. The Scottish Government's [Guidance on Best Value](#) sets out how local authorities should engage all communities – they are responsible for ensuring they are responsive to the needs of their communities and citizens; have ongoing dialogue with local partners; consult in a way that is open fair and inclusive. They also should have cultures that encourage both equal opportunities and the observance of the equal opportunities requirements.

Click here to download the section on equality laws in service design and delivery as a factsheet – which you can print and save.



Find out more...

To find out more detail about the laws and policies that relates to service delivery and your duties as a CLD organisation you should look at the Scottish Government's [Same Difference?](#) resource.

To find out more about how community planning partners should mainstream equalities in their work, look at the Scottish Government [Statutory Guidance on Community Planning](#).

The Scottish Government's [Guidance on Best Value](#) is also useful as it sets out the local authority responsibilities in relation to equalities and best value.

COSLA has also produced [Guidance on Equalities, Best Value, Community Planning and Power of Well Being](#) which can be accessed online. It makes a number of recommendations about service planning, monitoring and reporting.