Making services inclusive for all

All public services are responsible for ensuring that the services they deliver are inclusive and cater to the wide range of needs and circumstances of the communities and population they serve.

A public service is usually set up to address a specific need of a community or population.

There are different categories of public services. First and foremost are essential services (such as food and agriculture, water, healthcare and emergency services) which are vital for communities to survive. Other categories include socio-cultural, infrastructural and regulatory services, which complement the essential services in caring for our physical, mental and social health and wellbeing.

In Scotland, public services are not limited to those delivered by public sector bodies. They also include third sector services (delivered by charities, community and voluntary organisations and social enterprises) and private sector services (including transport and other utility services).

Therefore, public services are vital to both the survival and health and well-being outcomes of our communities and population. However, the most significant challenge facing public services is to combat the adverse outcomes for individuals and communities arising from deep-rooted inequalities.

All public services must work towards achieving inclusion for all by ensuring that each service user has the same right to enjoy the best possible outcomes, regardless of their circumstances.