

East Dunbartonshire
Health & Social Care Partnership
Equality & Diversity
Mainstreaming Position Statement
2016/17



Commitment

East Dunbartonshire Health and Social Care Partnership (HSCP) is fully committed to delivering services that are fair for all and uphold our responsibilities as detailed in the Equality Act 2010 and the Equality Act (Specific Duties) (Scotland) Regulations 2012. The HSCP takes these responsibilities seriously and over the next three years will seek to identify and deliver improvements in integrated services to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity between different groups of people and work in a way that fosters good relations within the communities of East Dunbartonshire.

The HSCP has developed a set of specific outcomes for protected characteristic groups with an appreciation that added investment in targeted areas will bring positive change to patients and carers at greatest risk of poorer health and social care outcomes. However, to be truly inclusive and responsive to the diverse needs of the people of East Dunbartonshire, equality and diversity considerations must be woven into the fabric of everyday health and social care planning within the HSCP.

The HSCP Strategic Plan reflects this mainstreaming aspiration, setting out not only key delivery areas, but also the organisational culture required to achieve them.

An informed workforce that appreciates understanding of inequality is directly linked to better health and social care outcomes will make East Dunbartonshire a safe, secure and healthy place for all.

This document (the first of its kind for our HSCP) explains how the HSCP aspirations will become a reality. It details how the HSCP will evolve as an inequalities sensitive public body and the mechanisms in place to ensure this is seen as everyday business for everyone.

Mainstreaming Responsibilities

Equality Act (Specific Duties) (Scotland) Regulations 2012. Requirements of the Specific Duties relating to the publishing of gender pay gap information, publishing statements on equal pay, gathering and using employee information and considerations relating to public procurement remain the responsibility of both East Dunbartonshire Council and NHS Greater Glasgow and Clyde.

The two organisations continue to act as employers of HSCP staff and their respective policies and protocols governing how goods and services are purchased are also retained by the HSCP.





Leadership & Accountability

The HSCP Chief Officer is ultimately accountable for ensuring equality legislation is upheld and services are designed and delivered in a way that meets the general duty and those specific duties that have become the responsibility of the HSCP. This responsibility is delegated in part to the HSCP Strategic Development Team (SDT) who will collectively ensure service planning and delivery can evidence compliance with legislation. The SDT will approve equality outcomes and the annual performance monitoring reports associated with them and the wider mainstreaming aspirations of the HSCP. The lead for equality and diversity issues within the SDT is the Head of Strategy, Planning and Health Improvement.

Embedding the Act

The HSCP is directly accountable for developing a set of measurable equality outcomes with associated performance reports. This ensures all new policies and practices are reviewed and are mainstreaming the Equality Act General Duty in order to evidence that we:

- ✚ Eliminate unlawful discrimination, harassment and victimisation
- ✚ Advance equality of opportunity between different groups
- ✚ Foster good relations between different groups.

Listening to Service Users

The HSCP will build on a strong track record of public engagement to ensure planning is inclusive of diverse groups of people. Listening to seldom heard groups and acting on what they say will help shape services that understand the breadth and potential complexity of service user needs.

The primary public engagement mechanism for the HSCP will be the Public Service User and Carer Forum. The forum will involve a cross section of people and will be subject to review to ensure removal of any potential barriers to participation. Members will engage in an ongoing learning programme covering each of the protected characteristics and wider inequality issues to ensure Forum business is inclusive of equality and diversity issues.

In addition to evidencing local voices are listened to and acted upon, the HSCP will also benefit from engagement undertaken by wider partners to gain insight into the needs of groups that may not be prominent or accessible within East Dunbartonshire. For example, the significant engagement undertaken by NHS Greater Glasgow & Clyde with asylum seeker and refugee groups provides valuable intelligence that can be used locally to help shape appropriate service responses. Furthermore the local third sector interface 'EDVA' will also be share engagement information with the HSCP on an ongoing basis.

The HSCP will enlist the support of service users to identify perceived or real service barriers, including Better Access to Help Group which will deliver a series of accessibility audits across HSCP services to identify appropriate reasonable adjustments required.

Being pro-active in public engagement is the key to delivering services that are fit for purpose and fit for all. However, at times services users may feel their needs have not been met and would like to tell us about experiences. The HSCP will ensure fair and equitable access to our formal complaints process and will review all complaints to determine if the cause was in any way related to barriers associated with a protected characteristic.

East Dunbartonshire HSCP Equality Outcomes & Proposed Performance Measures				
Public Sector Equality Duty			Performance Measure	
1. Eliminate unlawful discrimination, harassment victimisation and other prohibited conduct by the Act				
HSCP Outcome 1 Barriers to HSCP services are removed for people with relevant protected characteristics	1.1	Meet and deliver the HSCP requirements for communication support, utilising the EDC Accessible Information Policy and NHS GGC Clear to All interpreting and communication support policy guidelines.	1.1a	Update and disseminate the two constituent policies to the workforce and measure compliance through planned audits of service user and employee feedback on: systems. <ul style="list-style-type: none"> ▪ Website ▪ Outward facing documents ▪ Patient/service user information.
			1.1b	Monitor of NHSGGC & EDC reports to HSCP about Interpretation Services to gauge service user satisfaction.
	1.2	Engage with HSCP service users and particularly those with a disability to assess accessibility and work with EDC and NHSGGC to make all reasonable adjustments to Health and Social Care services.	1.2a	Complete: <ul style="list-style-type: none"> ▪ one facilities ▪ one service review per year and deliver associated improvement plans.
HSCP Outcome 2 Age discrimination in services is removed	2.1	Review services to ensure that they are based on biological rather than chronological access unless objectively justified.	2.1a	Audit services where there is existing chronological inclusion/exclusion criteria and apply objective justification assessment for each.

HSCP Outcome 3 The risk of homelessness amongst vulnerable individuals is reduced	3.1	EDC and NHSGGC employees are trained to use homelessness risk assessment tools and address need more effectively.	3.1a	Determine baseline of staff equipped to use the Homelessness Risk Assessment Tool to determine improvements on baseline.
HSCP Outcome 4 A service users public engagement group which is inclusive of people with protected characteristics coproduces and works collaboratively with the HSCP to shape service development	4.1	Further develop methods to meaningfully engage with people with protected characteristic and those socially and economically disadvantaged.	4.1a	Audit representation of service users in involvement of HSCP strategic planning.
			4.1b	Monitor participation of service users in equalities learning.
			4.1c	Establish systematic process to demonstrate involvement of people living in areas of multiple deprivation.
	4.2	Engage service users and carers to implement the engagement model as approved by the HSCP.	4.2a	Model is implemented and participation standards complied with.

Public Sector Equality Duty 2. Advance equal opportunity between people who share a relevant protected characteristic and those who do not share it			Performance Measure	
HSCP Outcome 5 East Dunbartonshire Council and NHSGGC employees understand the needs of people with different protected characteristics and promote diversity in the work that they do	5.1	Workforce learning and development plans reflect staff needs in terms of increased knowledge and understanding.	5.1a	Respective corporate inductions (with equality learning components) are undertaken by all HSCP staff.
			5.1b	Increased opportunities for shared learning where appropriate for HSCP staff.
			5.1c	Audit staff self-reported equality L&E need (via staff surveys) and uptake of learning.
	5.2	Equality Impact Assessment is further developed as an online tool,	5.2a	HSCP Lead Reviewers embed and quality assure EQIAs of policies, plans and service

		training delivered to managers/lead reviewers and process is embedded in practice.		developments (recording on GGC e-system).
HSCP Outcome 6 The likelihood of people with different protected characteristics accessing service appointments is maximized	6.1	Review attendance and waiting times to identify barriers to access and develop improvement plans.	6.1a	Attendance data analysed to identify patterns of service uptake and corresponding action plans put in place in forthcoming years to address deficits if applicable.
	6.2	Set out mechanisms that enable service users and carers to have a voice in service planning and development.	6.2a	HSCP services have robust equality proofed service user engagement process in place for service planning and development..
HSCP Outcome 7 Protected characteristics and wider circumstances that affect health and wellbeing are effectively addressed in HSCP services	7.1	Prioritised employee groups are trained and supported to carry out routine sensitive enquiry.	7.1a	Establish baseline in HSCP for staff numbers trained in routine sensitive enquiry.
			7.1b	Identify and prioritise frontline staff to undertake training.
			7.1c	Introduce sample audit to determine compliance.
	7.2	Work with Community Planning Partners through multi-agency groups to increase understanding and address poor health outcomes relating to gender-based violence, unemployment/underemployment and low levels of resilience.	7.2a	Evidence of health improvement policy, plans and interventions within the Local Outcome Improvement Plan as a result of multi-agency working.
	7.3	Develop and deliver health & wellbeing interventions through PLACE approach.	7.3a	Evidence of contributions to the delivery of targetted interventions/services to meet the needs of areas experiencing higher levels of inequality (PLACE).

	7.4	Strengthen pathways and referrals to financial inclusion services and employability opportunities.	7.4a	Provide multi-agency training to raise awareness of referral pathways and collate and analyse uptake to determine gaps and improvement plan.
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Public Sector Equality Duty			Performance Measure	
3. Foster Good relations between people who share a protected characteristic and those who do not				
HSCP Outcome 8 Positive attitudes and interactions with everyone, regardless of their characteristics, are increased among employees, service users and communities	8.1	Through our commissioned services monitor participation levels for people with different characteristics.	8.1a	All third sector community engagement contracts will be equality proofed to ensure explicit reference to the need to engage with protected characteristic groups.
			8.1b	Volunteers reflect the population profile/service user profile
	8.2	Increase the understanding of the Public Service User & Carer Group members about enhancing good relations between people who share a protected characteristic and those who do not.	8.2a	Participants in HSCP PSUCG participate in equality training and increase their understanding of their responsibilities.
			8.2b	Monitoring of disaggregated data in relation to community participation.