



Inverclyde Health and Social Care Partnership

Equality Mainstream and  
Outcomes Report  
2016-2024

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**This document can be made available in other languages, large print, and audio format upon request.**

Arabic

هذه الوثيقة متاحة أيضا بلغات أخرى والأحرف الطباعية الكبيرة وبطريقة سمعية عند الطلب.

Cantonese

本文件也可應要求，製作成其他語文或特大字體版本，也可製作成錄音帶。

Gaelic

Tha an sgrìobhainn seo cuideachd ri fhaotainn ann an cànanan eile, clò nas motha agus air teip ma tha sibh ga iarraidh.

Hindi

अनुरोध पर यह दस्तावेज़ अन्य भाषाओं में, बड़े अक्षरों की छपाई और सुनने वाले माध्यम पर भी उपलब्ध है

Kurdisch

Li ser daxwazê ev belge dikare bi zimanên din, çapa mezin, û formata dengî peyda bibe.

Mandarin

本文件也可應要求，製作成其它語文或特大字體版本，也可製作成錄音帶。

Polish

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku lub w formie audio.

Punjabi

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਭਾਸ਼ਾਵਾਂ ਵਿਚ, ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ ਅਤੇ ਆਡੀਓ ਟੇਪ 'ਤੇ ਰਿਕਾਰਡ ਹੋਇਆ ਵੀ ਮੰਗ ਕੇ ਲਿਆ ਜਾ ਸਕਦਾ ਹੈ।

Soraini

ئەم بەلگەنامەیە دەتوانرێت بە زمانەکانی تر و چاپی گەورە و فۆرماتیکی دەنگی لەسەر داواکاری بەر دەست بکەیت.

Tigrinya



እዚ ሰነድ እዚ ብኸልእ ቋንቋታት፡ ብዓቢ ፊደላትን ብድምጺ ቅርጽን ምስ ከሌተት ክቕርብ ይኽእል።

Urdu

درخواست پر یہ دستاویز دیگر زبانوں میں، بڑے حروف کی چھپائی اور سننے والے ذرائع پر بھی میسر ہے۔

Ukrainian

За запитом цей документ може бути доступний іншими мовами, великим шрифтом та аудіоформатом.

 Inverclyde HSCP, Clyde Square, Greenock, PA15 1NB  01475 715365

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## SECTION 1: Introduction

As a listed authority as set out in the Equality Act 2010, Inverclyde Integration Joint Board (IJB) is obligated to comply with the Public Sector Equality Duty (PSED). As part of this duty, the IJB and the Health and Social Care Partnership (HSCP) must ensure in its day-to-day practice that it considers the needs and experiences of people with protected characteristics. By doing so the IJB and HSCP can help reduce discrimination and victimisation, and improve the overall experience of people with protected characteristics.

As part of this duty, the IJB must demonstrate how it mainstreams equalities work into daily practice and publish a set of equality outcomes highlighting how it will improve the lived experiences of those with protected characteristics.

Inverclyde IJB published its Equality Outcomes in 2016. These outcomes are:

- Outcome 1: People, including individuals from the above protected characteristic groups, can access HSCP services.
- Outcome 2: Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.
- Outcome 3: People with protected characteristics feel safe within their communities.
- Outcome 4: People with protected characteristics feel included in the planning and developing of services.
- Outcome 5: HSCP staff understand the needs of people with different protected characteristic and promotes diversity in the work we do.
- Outcome 6: Maximise opportunities to support Learning Disability service users experiencing gender-based violence.
- Outcome 7: Promote positive attitudes towards the resettled refugee community in Inverclyde.

This mainstreaming and outcomes report will demonstrate the progress made towards these outcomes and describe how equalities practice has been mainstreamed across the HSCP.

In publishing this report, the 2016 Equality Outcomes will expire. Inverclyde IJB has published a new set of Equality Outcomes. More information on those is available in [Section 5](#).

### Inverclyde Health and Social Care Partnership

The IJB directs local health and social care services through its operational mechanism, the Health and Social Care Partnership (HSCP). The HSCP are responsible for overseeing local Primary Care Services (including Health Centres, Allied Health Professionals, and Pharmacies) and Social Care Services (including Social Work Services and Care at home).

The HSCP is an integrated body, bringing together services from Inverclyde Council (Social Work and Social Care) and NHS Greater Glasgow and Clyde (Primary Care Services).

Our delegated services are delivered through our four service areas:

- Children, Families and Justice
- Mental Health, Homelessness and Addictions
- Health and Community Care
- Finance, Planning and Resources

It is the role of the HSCP to improve and maintain the health and wellbeing of all people in Inverclyde. In undertaking this duty, we endeavour to work towards the Nine National Health and Wellbeing Outcomes set out by the Scottish Government. More information on the health and wellbeing outcomes can be found [here](#).

## Our Strategic Direction

The HSCP published its five-year Strategic Commissioning Plan in 2019. It set out how the organisation and partners would seek to deliver effective health and care services to the people of Inverclyde and improve health and wellbeing outcomes. This plan set out the HSCP strategic vision, and Six-Big Actions to deliver.

This Strategic Plan can be found in here: [Strategic Commissioning Plan \(2019-24\)](#)

## Our Vision

In 2019, the HSCP identified its vision for the people of Inverclyde was that:

Inverclyde is a caring and compassionate, community working together to address inequalities and assist everyone to live active, healthy and fulfilling lives”

## Our Priority 6 Big Actions

To help achieve this vision, the HSCP identified Six Big Actions that would support focus and service planning over the life of the plan. These actions are:

- Big Action 1: Reducing Inequalities by Building Stronger Communities and Improving Physical and Mental Health
- Big Action 2: A Nurturing Inverclyde will give our Children and Young People the Best Start in Life
- Big Action 3: Together we will Protect Our Population
- Big Action 4: We will Support more People to fulfil their right to live at home or within a homely setting and Promote Independent Living
- Big Action 5: Together we will reduce the use of, and harm from alcohol, tobacco and drugs
- Big Action 6: We will build on the strengths of our people and our community.

How the HSCP performed against the Six-Big Actions can be found in the Annual Performance Reports available on the Inverclyde HSCP website, [here](#).

**Commented [PR1]:** These will change by the time you to publish the report but good to have them in to see how they will fit in to the report.

**Commented [SB2R1]:** Need to do a balancing act here. As the mainstreaming element of the report will cover the time period when the 6 actions were in place. But the future outcomes and plan will be against the new priorities

## SECTION 2: Mainstreaming Responsibilities

The [Equality Act 2010 and Equality Act 2010 \(Specific Duties\) \(Scotland\) Regulations 2012](#) placed an obligation on all public bodies in Scotland to advance equality and protect people with protected characteristics. Integration Joint Boards were added to the public bodies listed in the Equality Act (general and specific duties) in June 2015.

There are [9 protected characteristics](#) identified within the act. In our day-to-day work, we must consider the impact on the following protected groups:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race or Ethnicity
- Religion or Belief
- Sex
- Sexual orientation

A definition of each of the protected characteristics can be found in [Appendix C](#).

### General Equality Duty

The Act 2010 sets out the requirements of the public sector equality duty (general duty). It states that requires public bodies, in the exercise of their functions, must give due regard to the need to:

- a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act,
- b) advance equality of opportunity between people who share a relevant protected characteristic and those who do not, and
- c) foster good relations between people who share a relevant protected characteristic and those who do not.

### Specific Equality Duties

In addition to the general duties as listed above, the Act also places specific duties on public bodies.

- Publish a set of equality outcomes which it considers would enable it to better perform the general equality duty. These must be reviewed within four years of initial publication.
- Publish a report on how it has mainstreamed equality into the day-to-day operations of the organisation.
- Publish a report on progress towards these outcomes.
- Make any reports published and fully accessible to all.
- Assess relevant policies, procedures, and practices through Equality Impact Assessment In terms of our current reporting obligations.

IJBs need not:

- Gather and use employee information.

[The Fairer Scotland Duty](#) requires Integration Joint Boards to actively consider (pay due regard) how they can reduce inequalities of outcome caused by socio-economic disadvantage.

### Learning from the Equality and Human Rights Commission

In 2022, the Equality and Human Rights Commission (EHRC), undertook an audit of IJBs across Scotland, assessing their compliance with the Public Sector Equality Duty.

Following this audit, the EHRC provided an offering of advice, support and learning sessions to all IJBs to help them better meet their obligations under the Equality Act.

Following EHRC Support, Inverclyde HSCP put in place an Equality Improvement Action Plan to ensure that we are prepared to meet its obligations to:

1. Produce and publish an equalities mainstreaming report every two years.
2. Develop and publish Equality Outcomes every four years.
3. Produce and report on these Equality Outcomes every two years.
4. Undertake and publish EIAs of all new and / or changes to policies and practices, including one for the Strategic Plan; and
5. Develop and implement a functioning EIA system which includes a quality assurance process.

Throughout 2023, the Equality Improvement Action Plan has been delivered, resulting in several local successes, including:

- ✓ The establishment of a local HSCP Equalities Steering Group.
- ✓ The establishment of an Equality Peer Network who have received enhanced equalities training and can offer advice in their own service areas.
- ✓ Developed an equalities training programme for IJB members.
- ✓ Equalities E-Learning Training is part of the HSCP induction for new members of staff.
- ✓ Completion of an Audit of EIA compliance across the HSCP, culminating in a new local EIA process and guidance for all staff.
- ✓ Enhanced joint working on equalities with local third sector partners and networks.

Overall, the plan focussed on three-key actions:

1. Ensure Leadership and organisational commitment to Equalities, Diversity and Inclusion.
2. Develop and publish Equality Outcomes every four years.
3. Develop and implement a functioning EIA system which includes a quality assurance process and ensure EIAs of all policies and practices are published.

These key actions are supported by a set of local actions. This improvement plan is overseen by the established HSCP Equality Group. To date the plan is progressing well, with many local actions now complete. A copy of the improvement plan and the most recent status is available in [Appendix B](#).

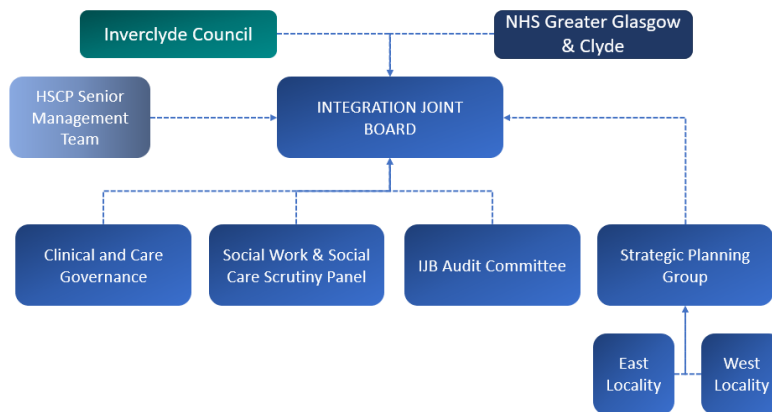


## Leadership and Governance

Equality is at the heart of our governance and decisions taken by our leadership will consider the impact on those with protected characteristics and the most vulnerable groups in our local community.

The image below shows the governance structure of Inverclyde IJB, highlighting its relationship with the parent organisations of Inverclyde Council and NHS Greater Glasgow and Clyde and identifies some of the key governance and strategic groups that support it.

### INVERCLYDE HEALTH AND SOCIAL CARE PARTNERSHIP – GOVERNANCE STRUCTURE



#### Integration Joint Board (IJB)

Inverclyde Integration Joint Board (IJB) is the Governing body of Inverclyde HSCP. It is made up of voting members, who are either Councillors of Inverclyde Council or non-executive Directors of NHS Greater Glasgow and Clyde, and non-voting members made up of persons nominated by the Council, the NHS Board, third sector bodies, service users, carers and other key stakeholders.

The IJB is a separate legal entity from Inverclyde Council and NHS Greater Glasgow and Clyde and has full autonomy and capacity to act on its own behalf. Health and Social Care functions have been delegated to the Integration Joint Board from the Council and NHS Greater Glasgow and Clyde.

Further information on the roles and responsibilities of IJB can be found [here](#).

#### Strategic Planning Group

As part of the requirements laid down in the Public Bodies (Joint Working) (Scotland) Act 2014, the Integration Joint Board must produce a Strategic Plan that lays out how we will

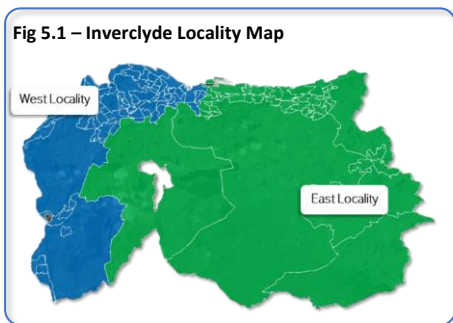
plan and deliver our services and in turn how we will meet the National Health and Wellbeing Outcomes.

The role of our Strategic Planning Group (SPG) is to support the Integration Joint Board in the ongoing development of the Strategic Plan and the continuing review of the progress of our delivery against both national and local outcomes. The SPG will ensure equality considerations and the potential impact on protected groups are considered throughout the Strategic Plan development process.

#### Locality Planning

As part of our overall strategic planning, we must identify and consider the views of our localities. Inverclyde has established two Locality Planning Groups (LPG), East and West localities.

We will continue to deliver our two locality planning groups, having focused conversations in our communities about what matters most to you.



Our East locality covers the communities of Kilmacolm, Port Glasgow and East Greenock.

Our West locality covers Greenock Central, Greenock West, Gourock, Inverkip and Wemyss Bay.

Information on how local people can participate in our locality discussions can be found on our website. [HSCP Locality Planning Groups \(LPGs\) - Inverclyde Council](#)

## Equalities Governance

To support senior leadership, fulfil their Equalities obligations, two Equality Groups were established in 2023.

### HSCP Equality Group

Inverclyde HSCP Equality Group was established in May 2023 to provide direction and oversight of all equalities work across Inverclyde HSCP, in line with the Equality Act 2010 and compliance with the PSED. The group is chaired by the Head of Services for Finance, Planning and Resources and members include senior managers across the four main service areas of Inverclyde HSCP and third sector representation from a senior manager with the Third Sector Interface (TSI)

The group drives forward the agenda of our Equalities Peer Support Network and strives for continuous improvement of all equalities work. The group provides leadership and our organisational commitment to Equalities, Diversity, and Inclusion. The HSCP Equality Group will have oversight of the implementation of the Equality Outcomes Plan and future Mainstreaming Reports. The HSCP Equality Group will report into the IJBs Strategic Planning Group for governance purposes.

### Equalities Peer Support Network

Inverclyde HSCP Equalities Peer Support Network was also established in May 2023 and is a key driver in the delivery of our Improvement Action Plan for Equalities. The Equalities Officer for Inverclyde HSCP chairs the group with team lead roles from across all our HSCP service areas. The group has recently been extended to include our third sector colleagues from our local community, which will allow key partnership working in tandem, to ensure our services are accessible to all our local community. Network members are key contacts for all Equalities work within their service areas. The network is a platform for engagement, sharing good practice, development of robust processes and procedures, including our Equality Impact Assessment (EQIA) process. The network 'champion' Equality, Diversity and Inclusion throughout their service and their teams. Every network member contributes to mainstreaming Equality, Diversity and Inclusion throughout all our services across the HSCP.

### SECTION 3: How we have Mainstreamed our Equality Duty

Inverclyde HSCP is passionate about improving and maintaining the health and wellbeing of local people. Many people living in Inverclyde possess one or more of the identified protected characteristics. In some cases, the characteristics may result in unequal treatment for many people. In turn, this inequity in treatment may result in poorer health and wellbeing outcomes for those affected.

In addition to our Equality Outcomes identified, The HSCP are also taking steps to ensure that good and consistent Equalities practice is embedded in our day to day working and we are ensuring that every decision we make, considers the needs of all people who live in Inverclyde. Steps we are taking to mainstream the Public Sector Equality Duty (PSED) include:

#### Development of our Staff

Inverclyde HSCP Staff have access to large resource of training opportunities. Staff can access the training courses available from both parent organisations. Included are various courses on the Equality Duty, Equalities Awareness and various courses designed to support HSCP staff as they support people with protected characteristics.

Going forward, as part of our mainstreaming reports we will provide updates on the number of staff who have accessed equality-based training. We have created a 'fast facts' document, with all training links detailed and this is shared with all staff so that they have easy access to the online training available. We will continue to ensure all staff have access to the range of training available, and as we develop the Equalities Peer Support network, we will strive to have a programme of people attending and speak to the network, from various organisations and workstreams.

#### Equality Impact Assessments (EQIA)

As part of our Equalities Improvement Plan, we have undertaken a retrospective review of all HSCP policies to ensure they have all been effectively assessed for their impact on equalities. Going forward, processes will be established to ensure any potential impact on equalities are considered at the earliest stage of any policy development. To support this, HSCP officers will develop a new Equality Impact Assessment process including HSCP specific Equality Impact Assessment templates and guidance documents to support staff when carrying out the assessment.

It is our intention to explore training and awareness of the Childrens Rights and Wellbeing Impact Assessment (CRWIA) process. A CRWIA should be used on all new legislation and policy that impacts on children, not just children's services. We currently use Scottish Government templates when completing a CRWIA.

The partnership working with the third sector has kindled the development of an adapted Equality Impact Assessment for use by third sector organisations. Although there is no statutory duty on community-based organisations to complete an EQIA, the TSI recognised an opportunity to build the capacity of the local third sector in relation to equalities. Like the public sector versions, the third sector equality assessment document aims to offer these

organisations a user-friendly tool that facilitates consideration of how all aspects of service design and delivery within Inverclyde's third sector impacts on people with protected characteristics. Likewise, it is anticipated that a cross-sectoral approach to supporting equality will promote more inclusive and better integrated support. The TSI is collaborating with other members of the Equalities Group to produce the adapted EQIA and guidance document, which will be tested in Summer 2024.

#### Engagement Activity

We understand the importance of learning from local people to help improve our services. Inverclyde HSCP has a strong record of public engagement, working with local third sector partners to help facilitate our conversations with local people and communities.

Going forward, we will continue to deliver our two locality planning groups, having focused conversations in our communities about what matters most to you.

Our East locality covers the communities of Kilmacolm, Port Glasgow and East Greenock. Our West locality covers Greenock Central, Greenock West, Gourrock, Inverkip and Wemyss Bay. Information on how you can participate in our locality discussions can be found on our website [HSCP Locality Planning Groups \(LPGs\) - Inverclyde Council](#) and we continue to encourage our community to become involved in these planning groups.

To strengthen our engagement approaches we will seek to identify and engage with local communities for interest, to gather their feedback and views on Inverclyde HSCP activity.

Engagement with our workforce continues, as we strive to ensure Equality and inclusion is part of our culture. We employ various engagement resources to help better understand our workforce, including regular staff surveys, iMatter and Equality Surveys delivered by NHS GGC. Our current Workforce Plan can be found in [here](#).

#### Commissioning and Procurement

Through our Commissioning Plan, we will ensure service users and local people are accessing services that are right for them. Inverclyde HSCP provides services and commission provision from both national and local providers from the third sector and the independent sector.

Our Market Facilitation and Commissioning Plan represents the communication with service providers, service users, carers and other stakeholders about the future shape of our local Health and Social Care market. By implementing this plan, we ensure that we are responsive to the changing needs of Inverclyde service users. The Market Facilitation and Commissioning Plan aims to identify what the future demand for care and support might look like and thereby helps to support and shape the market to meet our future needs.

We are committed to ensuring Inverclyde service users are well cared for and that people who need help to stay safe and well can exercise choice and control over their support. To deliver on this commitment we will work together in partnership with providers, service users

and their families and carers. By working collaboratively, we help to increase choice, improve quality, strength and sustainability in locally commissioned Health and Social Care services.

#### Partnership Working

Inverclyde's vibrant third sector has hundreds of community groups, voluntary organisations, charities and social enterprises, which are made up of both small teams of volunteers and large organisations that employ staff. Inverclyde HSCP and Inverclyde Council consider the third sector part of the local health and care workforce in recognition of the role the third sector plays in supporting the health and wellbeing of Inverclyde's residents.

This partnership has continued with the Equalities work. Presentations about the Fairer Scotland Duty and the local Equalities Improvement Plan were shared with third sector organisations via Resilience Network and the Learning Disabilities Network, hosted by the Third Sector Interface CVS Inverclyde. This engagement provided third sector organisations with a better understanding of the HSCP's Equalities work and an opportunity to explore how the work already happening within communities can align with the Equalities Improvement Plan. Together we will strive for a more equal and equitable Inverclyde.

#### British Sign Language (BSL)

The British Sign Language (BSL) (Scotland) Act 2015 requires public bodies to facilitate the promotion of the use and understanding of British Sign Language (BSL) within their area of responsibility. The Scottish Government's second [BSL national plan for 2023 to 2029](#) was published in October 2023. The key themes of the new national plan are.

- BSL Accessibility
- Children, Young People and their Families
- Access to Employment
- Health and Wellbeing
- Celebrating BSL Culture
- BSL Data
- Transport
- Access to Justice
- Democratic Participation

Following the publishing of the national plan, specific public bodies are required to have in place their own BSL Plan within 6 months of this date, by 6<sup>th</sup> May 2024. Inverclyde IJB is not obligated to produce BSL plans, but will contribute and support the development and implementation of plans produced by Inverclyde Council and NHS Greater Glasgow and Clyde (GGC)

Following approval of both plans, they will be published on the Inverclyde HSCP website. The Inverclyde HSCP Equalities officer sits on both the NHS and Council working groups for development of both board action plans. We will continue to feed into both plans, through improvement of our equalities work and working with sensory team colleagues at the Inverclyde Centre for Independent Living (ICIL). The sensory team strive to improve and ensure communications are effective for local BSL users and deaf community.

#### Communication

We continue to improve communication of Equality, Diversity and Inclusion (EDI) across our workforce sharing information through our email distribution, including training opportunities, surveys and staff forum information including the Staff Disability Forum, BME Staff Network and LGBTQ+ Staff Forum. Staff also have access to the EDI Calendar which provides details of all the main religious festivals, major national and international days of celebration or memorial which reflect the diverse population of our staff and our local community. Notable dates are shared every month within the EDI section of the HSCP staff bulletin.

We participate in the National HSCP Equalities Network where we learn and share best practice with other HSCP areas, across Scotland. There has been continued input to this network from the EHRC, and they are developing tools and resources that we will all be able to access in the future. This also allows us to ensure also, as an HSCP we are responding to and feeding into any national plans and strategies regarding equalities work.

We participate in Inverclyde Council's Corporate Equalities Group, allowing us to share knowledge and work together on relevant national plans and development work. Participating in this groups provides the opportunity to take advantage of training available through our parent organisations.

## SECTION 4: Equality Outcomes and Progress Update

This section provides an update on progress made towards the equality outcomes agreed in 2016.

Seven equality outcomes were agreed, they were:

- Outcome 1: People, including individuals from the above protected characteristic groups, can access HSCP services.
- Outcome 2: Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.
- Outcome 3: People with protected characteristics feel safe within their communities.
- Outcome 4: People with protected characteristics feel included in the planning and developing of services.
- Outcome 5: HSCP staff understand the needs of people with different protected characteristics and promotes diversity in the work we do.
- Outcome 6: Maximise opportunities to support Learning Disability service users experiencing gender-based violence.
- Outcome 7: Promote positive attitudes towards the resettled refugee community in Inverclyde.

How we have progressed against these outcomes is detailed below.



Outcome 1: People, including individuals from the above protected characteristic groups, can access HSCP services.

What needs to change	Action	Progress Update
<p>1.1 Individuals including people from protected characteristics groups, can access health and social care services easily</p>	<p>Ensure that all services record all relevant information relating to individuals with protected characteristics in order that any additional support needs can be identified and provided.</p> <p>Create a baseline by collating and analysing use of services by difference protected characteristics groups, across all health and social care services to be able to ascertain who is using our services and identify and access barriers.</p>	<p>Since the HSCP was established, we have endeavoured to improve access to services for all residents. This has included information for local people to be able to 'Choose the right service' and targeted promotion work on this has been delivered across the community.</p> <p>In addition, work has been undertaken to improve the data collection of protected characteristics of service users on our Care Management System. An audit of this progress will be undertaken in due course, and we will strive to ensure all staff fully understand the importance of capturing this key data when they are working with service users and how we will use this data to improve access to our services.</p> <p>During any engagement with our local community, we have captured as much information as possible with regards to the protected characteristic groups. This will continue to be a focus for us going forward and as part of any service re-design and review.</p>
<p>1.2 Service users and carers, particularly those with a disability can physically access services within the HSCP</p>	<p>Complete three environmental access audits within HSCP sites per year</p> <p>Collect feedback from individuals and groups regarding improvement resulting from access audits</p>	<p>Our LD team and third sector colleagues have engaged regularly with people with disabilities and a number of access audits have been completed from 2019 to 2023. These help to ensure we are continually responding to people's individual needs and eliminating any barriers to their care.</p>
<p>1.3 Ensure information is provided in accessible formats so that local</p>	<p>Develop an inclusive communications strategy which includes a variety of methods to</p>	<p>Inverclyde HSCP Communications Group was temporarily disbanded during Covid. We are in process of re-establishing the group and updating the HSCPs Communication Strategy during 2024.</p>

What needs to change	Action	Progress Update
people can easily access and engage with HSCP services	<p>communicate with all sections of the community.</p> <p>Develop and accessible information policy for staff to adopt in their practice and communications to the public.</p>	<p>We continue to refer to the guidelines within our Accessible Information Policy, and further work will be done on developing knowledge of this as we improve our website pages.</p>

Outcome 2: Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.

What needs to change	Action	Progress Update
<p>2.1 All staff need to be aware of the equalities legislation on how that impacts their role and service they provide</p>	<p>Identify all staff who have undertaken Equality and Diversity training in last year.</p> <p>20% of workforce who have not undertaken training in last year to complete Equality and Diversity e-learning module in year one.</p> <p>An EQIA is required to be undertaken where there is a change to service or new policy / procedure</p>	<p>Staff continue to access equalities training as part of their mandatory induction. Staff will access this via NHS or council platforms. There have been significant developments within the learning sites in that NHS now have an equality and diversity zone within turas learn and the council have modules on each of the protected characteristics. With these developments it allows staff to develop and grow their knowledge of equalities and incorporate the learning into their service improvements.</p> <p>We have made significant efforts to improve knowledge and awareness of the EQIA process and how it should aid the process when changes and developments take place within services. There is a clearer understanding of the need to complete the assessment at the start of and throughout the process of the development. Staff have attended training in person and online, however support has been given to services on an individual basis where required. A spreadsheet tracker document of EQIAs is in place now for central overview of the documents.</p> <p>We continue to encourage uptake of Equality and Diversity training. With regards to our statutory and mandatory training on Equality and Diversity we continue to have a high compliance rate. An example of this for our NHS employees; the compliance rate ranges from June 2023 89.9% to December 2023 90.4%. For our council employees a total of 212 members of staff completed the generic equalities online module during 2023. We are now encouraging our employees to expand their knowledge of equalities with further learning on each of the protected characteristics.</p>

2.2 People from protected characteristic groups have their needs recognised and can access the range of choices as people who are not affected	Services will produce evidence through individual support plans that will identify people with protected characteristics have been involved in choosing and planning of support plans	No progress information is available against this action. Going forward we will endeavour to improve the information we hold including improving the quality of information on protected characteristics.
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Outcome 3: People with protected characteristics feel safe within their communities.

What needs to change	Action	Progress Update
3.1 Staff need to understand hate crime, how to report it and the impact on those with protected characteristics	Police Scotland to provide hate crime training to relevant HSCP staff around all protected characteristic groups	<p>Hate Crime training delivered by Police Scotland took place in 2023 and 23 staff attended. The following numbers attended previously.</p> <ul style="list-style-type: none"> <li>• 2019 – 19 attended</li> <li>• 2018 – 59 attended (over three course sessions)</li> <li>• 2017 – 34 attended (over two course sessions)</li> </ul> <p>Inverclyde HSCP staff support victims of hate crime to report the crime, where possible.</p> <p>The Inverclyde Adult Protection Committee, as part of their Multi-Agency Learning and Development Strategy, Standards and Programme 2022-2024 are working towards the Training Equality Standard. This standard embeds the concept that Equality, Diversity and Human rights are the responsibility of all. The Committee aims to provide a positive learning experience for all who participate in training.</p>
3.2 Enable people to feel safe using technological and community-based resources where appropriate	Gather feedback from services and their users about how this equipment has enabled them to feel safe living at home and has had influence in their life	Our digital improvement journey continues as we review how TEC can enable people to live independently in their community for longer. The HSCP has recently been awarded the Gold Level Two Digital Telecare Implementation Award in recognition of the recent progress of analogue to digital telecare transition project. This service goes to 1791 people in the local community, and we have successfully transitioned from analogue to digital across 1148 homes.

Outcome 4: People with protected characteristics feel included in the planning and developing of services.

What needs to change	Action	Progress Update
<p>4.1 Services require to evidence that they are involving individuals with protected characteristics in the planning and delivery of services</p>	<p>All services to identify examples where service users with protected characteristics participate in planning services</p>	<p>We have continued engagement and consultation with our service users. Examples of recent engagement that has taken place.</p> <ul style="list-style-type: none"> <li>• the development of our Community Justice Outcomes Improvement Plan (CJOIP)</li> <li>• Development of work and our programme of maximising independence</li> <li>• Our Primary Care Implementation Plan (PCIP) and services aligned to our local GP practice.</li> </ul> <p>As we continue to learn from our engagement, we will be exploring how we can conduct more targeted engagement with our most vulnerable groups, and this will include our new to Scotland community (newly developed equality outcome aligned to this group)</p>

Outcome 5: HSCP staff understand the needs of people with different protected characteristic and promotes diversity in the work we do.

What needs to change	Action	Progress Update
5.1 HSCP Policies and procedures need to be equality impact assessed	EQIAs are required to be developed and reviews undertaken of any new or reviewed policies / strategies and service design	We have made significant inroads into improving our knowledge of the EQIA process. This was part of our Equalities Improvement Action plan developed at the start of 2023. It continues to be a priority as we further develop our process and guidance documents.
5.2 HSCP staff named lead reviewers require to be fully conversant with undertaking EQIAs	<p>Training is required for all managers and lead reviewers to ensure equality and diversity is embedded in all policy and practice of the HSCP.</p> <p>Equality Impact Assessment is further developed, as an online tool, with training delivered to managers / lead reviewers and is embedded in practice</p>	Investment in equalities training and a number of sessions have taken place, both in person and online. Sessions were delivered by the Employers Network for Equality and Inclusion (ENEI) and included, two virtual and a face-to-face session. We had a total of 48 trained including people from the Equalities group, peer support network, our SPG, team leads and service managers. A further face to face session took place in December last year focussing on completing an EQIA.

Outcome 6: Maximise opportunities to support Learning Disability service users experiencing gender-based violence.

What needs to change	Action	Progress Update
<p>6.1 HSCP needs to be effective in identifying and responding to survivors of gender-based violence amongst people with learning disabilities</p>	<p>Awareness sessions are developed to ensure all Learning Disability understand their role in relation to Gender Based Violence</p> <p>Relevant employees across care sectors are trained and supported to conduct routine sensitive enquiry.</p> <p>Develop the Learning disability /Gender based violence pilot work with partners and use the learning within other service areas</p>	<p>The HSCP has established robust adult protection procedures. The HSCP training strategy outlines all Adult Protection (AP) courses available that Learning Disability (LD) staff can access. Within that we cover all harm types that can occur in any context including GBV. As per the Adult Protection Committee (PC) constitution Alan Best in role of Interim Head of Service is Vice Chair of APC and has responsibility for LD within his remit so this allows a clear link to LD services in terms of access to APC. We also collaborate with local authority colleague Violence Against Woman Co-ordinator who has a role as MARAC (Multi Agency Risk Assessment Conference) Coordinator and delivers training/information sessions of MARAC and Risk Indicator Checklist (RIC). We hope to develop our working together further regarding this protected characteristic.</p>



Outcome 7: Promote positive attitudes towards the resettled refugee community in Inverclyde.

What needs to change	Action	Progress Update
<p>7.1 Refugees need to be supported to integrate and settle within Inverclyde</p>	<p>Ensure HSCP staff and partners understand their role in supporting refugees locally. Develop briefings for all newly arrived refugees on the role and responsibilities of the Refugee Integration Team</p> <p>Ensure all refugees know how to access HSCP and other relevant services.</p> <p>Support the refugees to know how to access services and are supported to participate in community life.</p>	<p>The new to Scotland team have continued to support those new to Scotland including those arriving from Ukraine and those claiming asylum either in dispersed accommodation or within local hotels. The team works very closely with other statutory and third sector partners to provide a warm welcome to Inverclyde and to support individuals and families to become integrated as part of the local community. We have developed an Asylum Community Health Team who provide individuals with support including individual health assessments, support to access wider health services and signposting to other community support. In response to the ongoing conflict in Ukraine, the Scottish Government has participated in the Homes for Ukraine Scheme and the Ukrainian Super Sponsor Scheme (Warm Scottish Welcome).</p> <p>Since 2014 Inverclyde has participated in several refugee resettlement schemes and currently supports Afghan, Syrian and Sudanese families. As part of Primary Care Transformation and population engagement, we have developed a range of materials in various languages to support our New to Scotland, Asylum and Refugee population to support their understanding of Primary Care Services and access points. Materials include our 'Guide to Primary Care' and 'Newcomers Guide to Inverclyde'. These materials are cascaded to partners, services delivery points including GP Practices, and to our teams supporting this population.</p>

## SECTION 5: Our new Equality Outcomes

From 2024, the HSCP have identified a new set of Equality Outcomes, which will supersede those reported throughout this document.

For the period 2024 to 2028, Inverclyde HSCP will progress the following Equality Outcomes:

- We have improved our knowledge of the local population who identify as belonging to protected groups and have a better understanding of the challenges they face.
- Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes.
- Inverclyde's most vulnerable and often excluded people are supported to be active and respected members of their community.
- People new to Scotland, through resettlement or asylum, who make Inverclyde their home, feel welcomed, are safe and able to access the HSCP services they may need.

Further detail on the rationale behind these outcomes and what we will do to progress them can be found in our new Equalities Outcome Plan which can be found here [Equalities and Human Rights - Inverclyde Council](#)

## APPENDIX

### Appendix A: Glossary of Abbreviations

Acronym	Definition
AP	Adult Protection
APC	Adult Protection Committee
BME	Black and Minority Ethnic
BSL	British Sign Language
CJOIP	Community Justice Outcome Plan
EDI	Equality, Diversity and Inclusion
EHRC	Equality and Human Rights Commission
EQIA	Equality Impact Assessment
GG&C	Greater Glasgow and Clyde
HOS	Head of Service
HSCP	Health and Social Care Partnership
ICIL	Inverclyde Centre for Independent Living
IJB	Integration Joint Board
LD	Learning Disability
LGBTQ	Lesbian, Gay, Bisexual, Transgender, Queer
LPG	Locality Planning Group
MARAC	Multi-Agency Risk Assessment Conference
NHS	National Health Service
PCIP	Primary Care Improvement Plan
PSED	Public Sector Equality Duty
RIC	Risk Indicator Checklist
SPG	Strategic Planning Group
TEC	Technology Enabled Care
TSI	Third Sector Interface

## Appendix B. Equality Improvement Plan

The tables below show the status of the Equality Improvement Action Plan implemented following support from EHRC.

### Improvement Action 1 – Ensure Leadership and organisational commitment to Equalities, Diversity and Inclusion

Local Action	Target Date	Status
Establish an Equalities Group at Service Manager level chaired by a Head of Service to oversee all Equalities work.	April 2023	Complete
Identify resources and recruit to a Planning Officer with responsibility for embedding equalities across the HSCP.	May 2023	Complete
Develop a meaningful equality training programme for IJB Board members to ensure awareness and understanding of their role in equality duties.	April 2024	Ongoing
Establish a peer Equalities network (Champions) from across all HSCP service areas (team leader level) and support with appropriate training and development to carry out their role within services.	June 2023	Ongoing
Review HSCP website and ensure all equalities information is accessible.	May 2024	Ongoing
Ensure as part of induction all staff undertake the E learning module on equalities on commencing employment.	May 2023	Complete
Work with HSCP champions and services to identify all good practice in relation to mainstreaming equalities.	Ongoing/April 2024	Ongoing
Report to IJB two yearly on all Equalities work (Mainstreaming Report).	April 2024 Then March 2026	Ongoing

### Improvement Action 2 - Develop and publish Equality Outcomes every four years.

Local Action	Target Date	Status
Develop evidence base for Inverclyde HSCPs Equality Outcomes.	September / October 2023	Ongoing
Creation of and distribute Equalities questionnaire for staff across Inverclyde HSCP to help inform the Equality Outcomes.	September 2023	Ongoing

Undertake wider community consultation (Involve people with protected characteristics) and engagement to identify key areas for inclusion in Equality Outcomes.	September 2023	Ongoing
Develop a set of Equalities Outcomes based on evidence of need that have clear specific measurable Equality Outcomes.	April 2024	Ongoing
Consult on Inverclyde HSCPs Equalities Outcomes. Adhere to the national standards of community engagement and engagement process.	December 2023 IJB approval March 2024	Ongoing
Report to IJB on two yearly on progress of Equalities Outcomes.	March 2026	Ongoing

**Improvement Action 3 - Develop and implement a functioning Equality Impact Assessment (EIA) system which includes a quality assurance process and ensure Equality Impact Assessments of all policies and practices are published.**

Local Action	Target Date	Status
Audit EQIA compliance across HSCP since April 2021.	August 2023	Complete
Develop a new EQIA process and guidance notes for Inverclyde HSCP including new EQIA form.	May 2024	Ongoing
Deliver training across HSCP services for all staff undertaking EQIAs.	Commence Sept 2023/ongoing	Ongoing
Develop quality assurance process to ensure Head of Service sign off.	May 2024	Ongoing
Publish all EQIAs on HSCP website.	With immediate effect	Ongoing

Appendix C: Definition of Protected Characteristics

Protected Characteristic	Description
Age	The Equality Act 2010 protects people of all ages.
Disability	Disability includes people with physical, learning and sensory disabilities, people with a long-term illness and people with mental ill health problems.
Race	Under 'The Equality Act 2010' 'race' includes, colour, nationality and ethnic or national origins. It also includes Gypsy Travellers.
Religion or Belief	In The Equality Act 2010, religion includes any religion. It also includes a lack of religion. Belief means any religious or philosophical belief or a lack of such belief.
Sex	Both males and females are protected under The Equality Act 2010
Pregnancy and Maternity	The law covers pregnant women or those who have given birth within the last 26 weeks, and those who are breastfeeding
Sexual Orientation	The law covers pregnant women or those who have given birth within the last 26 weeks, and those who are breastfeeding
Gender Reassignment	The Equality Act 2010 provides protection to someone who proposes to, starts or has completed a process to change his or her gender.
Marriage and Civil Partnership	Marriage is defined as a union between two people of different or of same sexes. In addition to same sex marriage, same sex couples can also have their relationship legally recognised as 'civil partnerships.'
	This category only applies to eliminating unlawful discrimination in employment.

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**HSCP**  
Health and Social  
Care Partnership



Inverclyde  
council