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<b>Report To:</b>	<b>Inverclyde Integration Joint Board</b>	<b>Date:</b>	<b>13 May 2024</b>
<b>Report By:</b>	<b>Craig Given Head of Finance, Planning and Resources Inverclyde Health &amp; Social Care Partnership</b>	<b>Report No:</b>	<b>IJB/19/2024/CG</b>
<b>Contact Officer:</b>	<b>Scott Bryan, Service Manager, Planning, Performance &amp; Equalities</b>	<b>Contact No:</b>	<b>Internal</b>
<b>Subject:</b>	<b>Inverclyde IJB Equality Mainstreaming Report 2016-24 and Equality Outcomes Plan 2024-28</b>		

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## **1.0 PURPOSE AND SUMMARY**

- 1.1  For Decision  For Information/Noting
- 1.2 This paper will present the Equality Mainstreaming and Outcomes Report (2016-24) and the Equality Outcomes Plan (2024-28) seeking approval for publication and implementation.
- 1.3 IJBs are obligated to publish a set of equality outcomes and subsequent report on progress towards those outcomes and how it has mainstreamed equalities into day-to-day practice.
- 1.4 A review by the Equality and Human Rights Commission (EHRC) in 2022, found that Inverclyde IJB was not fully compliant with the Public Sector Equality Duty (PSED).
- 1.5 Following a period of improvement activity, we have developed an Equality Outcome and Mainstreaming Report for the 2016-24 period, and a new Equality Outcomes Plan (2024-28).
- 1.6 The new Equality Outcomes Plan contains a revised set of equality outcomes for implementation and identifies how we will continue to mainstream the PSED going forward.
- 1.7 In publishing these reports we are compliant with our obligations under the PSED.

## **2.0 RECOMMENDATIONS**

### **2.1 That the IJB:**

- 1. Note the contents of the Equality Mainstreaming Report 2016-24**
- 2. Note the contents of the Equality Outcome Plan 2024-28**
- 3. Approve the Equality Outcome Plan for implementation by Inverclyde HSCP**

**Kate Rocks**  
**Chief Officer**  
**Inverclyde Health and Social Care Partnership**

### **3.0 BACKGROUND AND CONTEXT**

- 3.1 The Equality Act 2010 places an obligation on public bodies to advance equality for people with Protected Characteristics. The act sets out the Public Sector Equality Duty (PSED), which stated that in undertaking their function, public bodies must give regard to:
- 1) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act,
  - 2) advance equality of opportunity between people who share a relevant protected characteristic and those who do not, and
  - 3) foster good relations between people who share a relevant protected characteristic and those who do not.
- 3.2 In undertaking the three General Equality Duties as set out in 3.1, public bodies are also obligated to comply with Specific Equality Duties. Among these specific duties are the need to:
- Publish a set of equality outcomes which it considers would enable it to better perform the general equality duty. Outcomes must be reviewed every four years.
  - Publish a report on progress towards these outcomes (every two years)
  - Publish a report on how it has mainstreamed equality into the day-to-day operations of the organisation (every two years)
- 3.3 The Equality & Human Rights Commission (EHRC) undertook an audit of IJBs compliance with the PSED in 2022. It found that Inverclyde IJB, along with other IJBs across Scotland were not fully compliant with the PSED.
- 3.4 Following this review, Officers from Inverclyde HSCP engaged with EHRC to develop and implement an improvement plan. This plan is on-going and has resulted in improvements and compliance with the PSED, including improving local processes around Equality Impact Assessments.
- 3.5 In progressing these improvements, we have now produced an Equality Mainstreaming and Outcomes Report against the 2016 outcomes and identified a new suite of Equality Outcomes and supporting action plan.

### **4.0 PROPOSALS**

#### **4.1 Equality Mainstreaming and Outcomes Report 2016-24**

- 4.2 The Partnership has now produced an Equality Mainstreaming and Outcomes Report identify progress towards the 2016 Equality Outcomes.
- 4.3 The 2016 Equality Outcomes were:
- 1) People, including individuals from the above protected characteristic groups, can access HSCP services.
  - 2) Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.
  - 3) People with protected characteristics feel safe within their communities.
  - 4) People with protected characteristics feel included in the planning and developing of services.
  - 5) HSCP staff understand the needs of people with different protected characteristic and promotes diversity in the work we do.
    - 1) Maximise opportunities to support Learning Disability service users experiencing gender-based violence.
    - 2) Promote positive attitudes towards the resettled.

- 4.4 These outcomes were supported by an associated Action Plan. Progress on these actions are provided within the report.
- 4.5 The report further reflects the work that has been taken to mainstream the equality duty into the day-to-day practice of the HSCP. This is reflected in the equalities improvement plan that was developed in collaboration with the EHRC.
- 4.6 This improvement plan will progress in the new Equality Outcomes Plan, but some of the key areas of success include.
- Improving our approaches to Equality Impact Assessments
  - Establishing and HSCP Equality Steering Group
  - Establishing an HSCP Peer Support Network
  - Greater communication to eh workforce on equality matters.
- 4.7 The approval and publication of Equality Mainstreaming and Outcomes Report 2016-24 brings the previous set of outcomes and action plan to a close.
- 4.8 **Equality Outcomes Plan 2024-28**
- 4.9 To ensure IJB compliance with the PSED a new Equality Outcomes Plan has been developed. This plan identifies a new set of equality outcomes, an associated action plan, and provides information on how we shall continue to mainstream equality considerations into our daily practice.
- 4.10 Taking advice from development workshops provided by EHRC, the new equality outcomes are more focused on specific areas, and not as 'universal' in nature as the previous set. For the most part, the outcomes are focussed on specific protected groups that face additional local challenges.
- 4.11 The new equality outcomes are:
- 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. (All Protected Groups)
  - Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes. (Age – Young People)
  - Inverclyde's most vulnerable and often excluded people are supported to be active and respected members of their community. (Disability, Age)
  - People that are 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. (Race/Ethnicity)
- These outcomes compliment the Strategic Priorities outlined in the IJB Strategic Commissioning Plan.
- 4.12 While not all protected characteristics are covered through the equality outcomes, through our mainstreaming approaches, we will continue to ensure the HSCP workforce takes into account the full range equalities considerations as part of their daily practice.
- 4.13 As set out in the plan, some examples of how we will mainstream the equalities duties into our daily practice include:
- Staff training, providing access to course on awareness training for protected characteristics.
  - Improving our approaches to Equality Impact Assessments.
  - Improving local engagement activity, ensuring we capture the views of those with protected characteristics.

- Building on our HSCP Equality Steering Group and Peer Network.

4.14 We are legally obliged to produce a progress report against our equality outcomes every two years. However, we will update IJB on progress on an annual basis.

## 5.0 IMPLICATIONS

5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial		✓
Legal/Risk	✓	
Human Resources		✓
Strategic Plan Priorities	✓	
Equalities, Fairer Scotland Duty & Children and Young People	✓	
Clinical or Care Governance		✓
National Wellbeing Outcomes	✓	
Environmental & Sustainability		✓
Data Protection		✓

## 5.2 Finance

None.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments

## 5.3 Legal/Risk

In publishing the Mainstreaming Report and the Equality Outcomes Plan, Inverclyde Integration Joint Board are compliant with the Public Sector Equality Duty.

## 5.4 Human Resources

None.

## 5.5 Strategic Plan Priorities

The new Equality Outcomes have been set within the context and direction of the wider IJB Strategic Commissioning Plan.

The new equality outcomes compliment the strategic priorities for health and social care.

## 5.6 Equalities

### (a) Equalities

This report has been considered under the Corporate Equalities Impact Assessment (EqIA) process with the following outcome:

✓	YES – Assessed as relevant and an EqIA is required.
	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, assessed as not relevant and no EqIA is required. Provide any other relevant reasons why an EqIA is not necessary/screening statement.

### (b) Equality Outcomes

How does this report address our Equality Outcomes?

By implementing the new Equality Outcomes Plan, the IJB will adopt a refreshed set of equality outcomes. These new outcomes will succeed those established in 2016.

<b>Equalities Outcome</b>	<b>Implications</b>
People, including individuals from the above protected characteristic groups, can access HSCP services.	This outcome will be met through implementation of the new Equality Outcomes Plan.
Discrimination faced by people covered by the protected characteristics across HSCP services is reduced if not eliminated.	This outcome will be met through implementation of the new Equality Outcomes Plan.
People with protected characteristics feel safe within their communities.	This outcome will be met through implementation of the new Equality Outcomes Plan.
People with protected characteristics feel included in the planning and developing of services.	This outcome will be met through implementation of the new Equality Outcomes Plan.
HSCP staff understand the needs of people with different protected characteristic and promote diversity in the work that they do.	This outcome will be met through implementation of the new Equality Outcomes Plan.
Opportunities to support Learning Disability service users experiencing gender based violence are maximised.	This outcome will be met through implementation of the new Equality Outcomes Plan.
Positive attitudes towards the resettled refugee community in Inverclyde are promoted.	This outcome will be met through implementation of the new Equality Outcomes Plan.

(c) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

✓	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
	NO – Assessed as not relevant under the Fairer Scotland Duty for the following reasons: Provide reasons why the report has been assessed as not relevant.

(d) **Children and Young People**

Has a Children's Rights and Wellbeing Impact Assessment been carried out?

	YES – Assessed as relevant and a CRWIA is required.
✓	NO – Assessed as not relevant as this report does not involve a new policy, function or strategy or recommends a substantive change to an existing policy, function or strategy which will have an impact on children's rights.

5.7 **Clinical or Care Governance**

None.

5.8 **National Wellbeing Outcomes**

How does this report support delivery of the National Wellbeing Outcomes?

<b>National Wellbeing Outcome</b>	<b>Implications</b>
People are able to look after and improve their own health and wellbeing and live in good health for longer.	Through implementation of the new plan, we will ensure we consider the needs of those with protected characteristics in our care planning.
People, including those with disabilities or long-term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community	Through implementation of the new plan, we will ensure we consider the needs of those with protected characteristics in our care planning.
People who use health and social care services have positive experiences of those services, and have their dignity respected.	Through raising awareness of those with protected characteristics we can help improve their experience of services.

Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.	Through raising awareness of those with protected characteristics we can help improve their experience of services.
Health and social care services contribute to reducing health inequalities.	Through implementation of the new plan, we will ensure we consider the needs of those with protected characteristics in our care planning.
People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.	We will ensure the needs of carers are considered as part the Equality Impact Assessment Process.
People using health and social care services are safe from harm.	Through raising awareness of those with protected characteristics we can help improve their experience of services.
People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.	Staff will be more aware of the experiences of people with protected characteristics
Resources are used effectively in the provision of health and social care services.	Through implementation of the new plan, we will ensure we consider the needs of those with protected characteristics in our service delivery.

## 5.9 Environmental/Sustainability

Summarise any environmental / climate change impacts which relate to this report.

Has a Strategic Environmental Assessment been carried out?

<input type="checkbox"/>	YES – assessed as relevant and a Strategic Environmental Assessment is required.
<input checked="" type="checkbox"/>	NO – This report does not propose or seek approval for a plan, policy, programme, strategy or document which is like to have significant environmental effects, if implemented.

## 5.10 Data Protection

Has a Data Protection Impact Assessment been carried out?

<input type="checkbox"/>	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
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NO – Assessed as not relevant as this report does not involve data processing which may result in a high risk to the rights and freedoms of individuals.

## 6.0 DIRECTIONS

6.1	<b>Direction Required to Council, Health Board or Both</b>	Direction to:	
		1. No Direction Required	✓
		2. Inverclyde Council	
		3. NHS Greater Glasgow & Clyde (GG&C)	
		4. Inverclyde Council and NHS GG&C	

## 7.0 CONSULTATION

- 7.1 The new equalities plan was informed through engagement with the HSCP Equality Steering Group.
- 7.2 A brief consultation on the new Equality Outcomes was undertaken in April 2024. This was a focused engagement process, distributed through local networks and groups.
- 7.3 In terms of responses, on average over 44.25% of respondents broadly agreed with the new outcomes. 11.5% of respondents disagreed. The remaining 44% responded 'neutral', suggesting they did not feel strongly about the outcomes.
- 7.4 We will take on the comments and learning from this engagement as we progress the new Equality Outcomes Plan.
- 7.5 A consultation report has been appended along with this paper.

## 8.0 BACKGROUND PAPERS

- 8.1 Equality Mainstream and Outcomes Report (2016-24)
- 8.2 Equality Outcomes Plan (2024-28)
- 8.3 Equality Outcomes – Engagement and Consultation Report.



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

Kurdish

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

Mandarin

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

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 بەردەست بکەیت.

Tigrinya



እዚ ሰነድ እዚ ብኸልእ ቋንቋታት፡ ብዓቢ ፊደላትን ብድምጺ ቅርጹን ምስ ዝሕተት ክቕርብ ይኸእል።

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 to 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
- Health and Community Care
- Mental Health, Homelessness and Addictions
- 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](#).

## 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 Equality and Human Rights Commission provided an offering of advice, support and learning sessions to all IJBs to help them better meet their obligations under the Equality Act.

Following the Equality and Human Rights Commission 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 Equality Impact Assessments of all new and / or changes to policies and practices, including one for the Strategic Plan; and
5. Develop and implement a functioning Equality Impact Assessment 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 Equality Impact Assessment compliance across the HSCP, culminating in a new local Equality Impact Assessment 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 Equality, Diversity and Inclusion.
2. Develop and publish Equality Outcomes every four years.
3. Develop and implement a functioning Equality Impact Assessment system which includes a quality assurance process and ensure Equality Impact Assessments of all policies and practices are published.

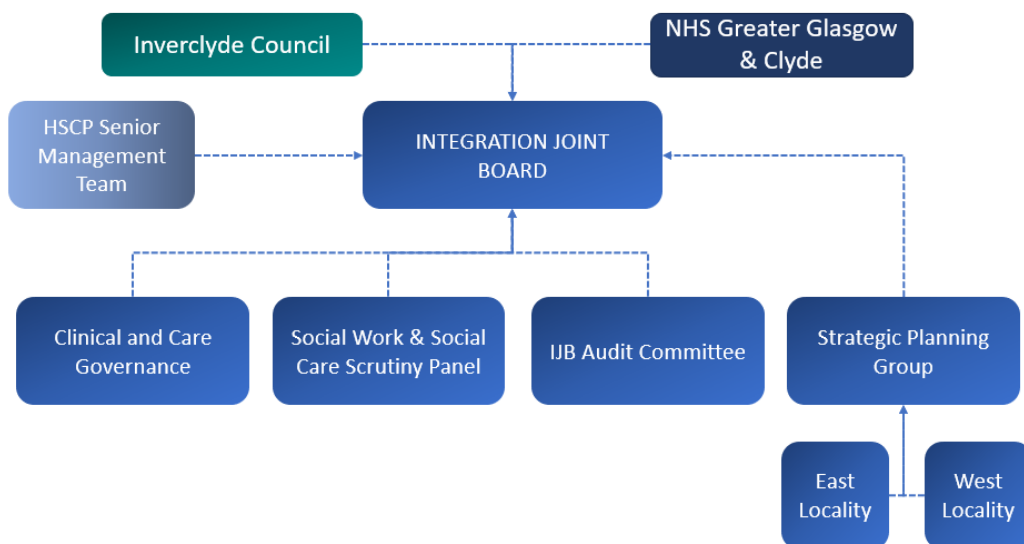
These key actions are supported by a set of local actions. This improvement plan is overseen by the established HSCP Equality Group. To date the plan is progressing well, with many local actions now complete. A copy of the improvement plan and the most recent status is available in [Appendix B](#).

## 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

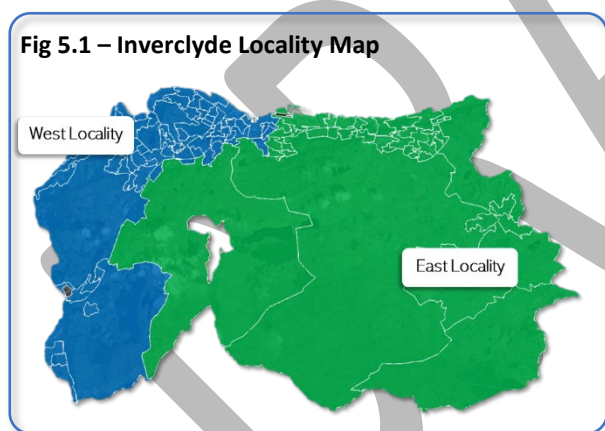
As part of the requirements laid down in the Public Bodies (Joint Working) (Scotland) Act 2014, the Integration Joint Board must produce a Strategic Plan that lays out how we will plan and deliver our services and in turn how we will meet the National Health and Wellbeing Outcomes.

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, Gourrock, 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 Public Sector Equality Duty. 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 Equality Impact Assessment, the Third Sector Interface 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 Third Sector Interface are collaborating with other members of the Equalities Group to produce the adapted Equality Impact Assessment 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 British Sign Language Plan within 6 months of this date, by 6<sup>th</sup> May 2024. Inverclyde IJB is not obligated to produce a British Sign Language Plan, 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 British Sign Language 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, Black and Minority Ethnic (BME) Staff Network and LGBTQ+ Staff Forum. Staff also have access to the Equality, Diversity and Inclusion 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 Equality, Diversity and Inclusion 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 Equality and Human Rights Commission, 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 Learning Disability 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
<p>people can easily access and engage with HSCP services</p>	<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>

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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 Equality Impact Assessment 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 Equality Impact Assessment 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 Equality Impact Assessments 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>

<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</p>	<p>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</p>	<p>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.</p>
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Outcome 3: People with protected characteristics feel safe within their communities.

What needs to change	Action	Progress Update
<p>3.1 Staff need to understand hate crime, how to report it and the impact on those with protected characteristics</p>	<p>Police Scotland to provide hate crime training to relevant HSCP staff around all protected characteristic groups</p>	<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>
<p>3.2 Enable people to feel safe using technological and community-based resources where appropriate</p>	<p>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</p>	<p>Our digital improvement journey continues as we review how Technology Enabled Care (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.</p>

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>

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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	Equality Impact Assessments 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 Equality Impact Assessment 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 Equality Impact Assessment.



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 Learning Disability services in terms of access to APC.</p> <p>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 ([include link](#))

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## 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 Equality and Human Rights Commission (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 Equality Impact Assessment compliance across HSCP since April 2021.	August 2023	Complete
Develop a new Equality Impact Assessment process and guidance notes for Inverclyde HSCP including new Equality Impact Assessment form.	May 2024	Ongoing
Deliver training across HSCP services for all staff undertaking Equality Impact Assessments.	Commence Sept 2023/ongoing	Ongoing
Develop quality assurance process to ensure Head of Service sign off.	May 2024	Ongoing
Publish all Equality Impact Assessments 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	<p>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.'</p> <p>This category only applies to eliminating unlawful discrimination in employment.</p>



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**Inverclyde Health and Social Care Partnership (HSCP)**

**Hector McNeil House**

**Clyde Square**

**Greenock**

**PA15 1NB**

INVERCLYDE  
**HSCP**  
Health and Social  
Care Partnership







# EQUALITY OUTCOMES PLAN 2024-2028

Inverclyde Health and Social Care Partnership

**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

Kurdish

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

Mandarin

本文件也可应要求，制作成其它语文或特大字体版本，也可制作成录音带。

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 بەردەست بکەیت.

Tigrinya



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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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## Introduction

Inverclyde Health and Social Care Partnership (HSCP) is passionate about the health and wellbeing of all local people. Through delivery of our services, we aim to support all people living in Inverclyde to live the healthiest life possible.

As a listed public body within the Equality Act (2010), Inverclyde HSCP is obligated to ensure equality and fair treatment of those with a protected characteristic are embedded into our day-to-day business.

How we do this is outlined in the General and Specific duties, set out in the Equality Act (see [page 5](#) for more information).

As part of these duties, we are required to demonstrate how we will mainstream equalities practice into our day-to-day business and publish a set of Equality Outcomes that we will take action to address.

Over the life of this plan, we 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 that are 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.*

What these outcomes mean, and how we will progress them is detailed on [page 10](#).

We last published a set of Equality Outcomes and an associated action plan in 2016. Our progress against that plan can be found in the Equality Outcomes and Mainstreaming Report that can be found on our website, [here](#).

This Equality Outcomes Plan will succeed the 2016 plan and sets out the new Equality Outcomes the HSCP will progress over the next four years and highlight the key mechanisms we will use to embed equalities practice into our day-to-day work.

## Inverclyde Health and Social Care Partnership

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, pooling 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 our role to help 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. These outcomes are detailed in [Appendix B](#).

### Our strategic direction

In May 2024, we published our new three-year Strategic Partnership Plan (2024-27) ([insert weblink](#)). This plan sets out our strategic direction and priorities to help improve the health and wellbeing of the people of Inverclyde.

The plan sets out the vision for the HSCP that:

*“Inverclyde is a compassionate community, working together to ensure people live active, healthy, and fulfilling lives.”*

The focus of the Strategic Partnership Plan is the need to address the high levels of inequality that exist in Inverclyde. The health, wellbeing and life chances of local people are impacted by the high levels of local poverty and deprivation. Going further, we know that those with protected characteristics can often face greater challenges and barriers to achieving positive outcomes, compared to those who do not.

A key aspect of the Strategic Partnership Plan is to focus support on those groups who need it most, this is evident throughout our four strategic priorities. These priorities are:



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

There is synergy between this Equality Outcome Plan and our Strategic Partnership Plan, with both providing a strong focus on reducing local inequalities that result from poverty, deprivation, or a protected characteristic.

## The Equality Act and the Public Sector Equality Duty

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. IJBs 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 D](#).

### General Equality Duty

The Act 2010 sets out the requirements of the public sector equality duty (general duty). It states that 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 fully accessible to all.
- Assess relevant policies, procedures and practices through Equality Impact Assessments (EIA) in terms of our current reporting obligations, IJBs need not.
- Gather and use employee information.

[The Fairer Scotland Duty](#) requires Integration Joint Boards (IJB) 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 Equality and Human Rights Commission provided an offering of advice, support and learning sessions to all IJBs to help them better meet their obligations under the Equality Act.

Following Equality and Human Rights Commission Support, Inverclyde HSCP but in place an Equality Improvement Action Plan to ensure that the was 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 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 Equality Impact Assessment compliance across the HSCP, culminating in a new local Equality Impact Assessment process and guidance for all staff.

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 Equality Impact Assessment system which includes a quality assurance process and ensure assessments of all policies and practices are published.

These key actions are supported by a set up 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 E](#).

## Mainstreaming Equalities

Inverclyde HSCP is passionate about improving the health and wellbeing of local people. We know that 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 with a protected characteristic.

In addition to our Equality Outcomes identified above, we are also taking steps to ensure that good equalities practice is embedded in our day to day working and 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 include:

### HSCP Equality Group

The HSCP Equality Group was established in 2023 following recommendations from EHRC. Made up of HSCP Senior Managers, the remit of the group is to provide direction and oversight of all equalities work across the HSCP, encouraging continuous improvement in services as we further mainstream equality considerations in our daily work.

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 (SPG) for governance purposes.

### HSCP Peer Equality Network

A sub-group of the HSCP Equality Group, the Peer Equality Group is a local network of equality champions distributed across all services areas. Network members will be key contacts for all equalities work within their service areas. They will take on the role of 'champion' for equalities work and be the primary point of contact to provide equalities advice, particularly around the completion of Equality Impact Assessments.

We will continue to recruit to our peer equality network, ensuring there is an equality champion in every service within the HSCP.

### Staff Training

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.



### HSCP 'Grow Your Own' Initiative

In response to the local and national Social Worker recruitment challenge Inverclyde HSCP has developed a local "Grow our Own" scheme, as a long-term plan to support recruitment and retention of Social Work staff across the HSCP. This work is being led by the HSCP Training Board and builds on earlier initiatives which have included funding for final year MSc Social Work students and the offer of financial assistance to four staff who had, through their own initiative, already embarked on their Social Work qualifications. The scheme provides an opportunity to further professionalise the workforce by targeting our paraprofessional workforce. It is a key step towards our ambition of having a talent pipeline that will ensure we have the skilled workforce needed to work with the people of Inverclyde now and in the future.

Year One of the scheme will provide for up to six candidates to undertake the Social Work qualification whilst providing a good practice learning experience within Inverclyde HSCP. At the conclusion of study, candidates will be eligible to apply for Social Work vacancies within the HSCP and agree to remain in their posts for a minimum of three years. The first group of candidates will commence their studies in September 2024, with their experiences informing the further development of the scheme in year two and beyond.

In terms of equalities, this scheme supports the further development of HSCP staff, upskilling them and providing the opportunity to access higher paid employment. Consider the majority of the HSCP workforce are female, this represents a positive step in addressing gender pay gap inequalities.

### Equality Impact Assessments

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 the equality impacts 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 screening templates. This new template and process will also include considerations for Human Rights and the UN Convention on the Rights of the Child (UNCRC).

### Engagement Activity

We understand the importance of learning from local people to help improve our services. Inverclyde HSCP has a strong track 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 our people.

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

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

### 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 the 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 help 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 family/carers. By working collaboratively, we help to increase choice, improve quality, strength and sustainability in locally commissioned Health and Social Care services.

## Review of the Public Sector Equality Duty

This plan sets out how the Inverclyde IJB and HSCP will adhere to and remain compliant with the Public Sector Equality Duty (PSED). However, over the past few years, the Public Sector Equality Duty has been under review at the national level. As such, it is likely that new obligations within the Public Sector Equality Duty for IJBs will be implemented over the life of this plan.

As we prioritise our commitment to the Public Sector Equality Duty, we will ensure any national changes will be adopted and reflected locally. To date, no major revision to the Public Sector Equality Duty have been identified.

1. **Revising Pay Gap Reporting** - Currently, public bodies are required to publish Gender Pay Gap information. Going forward, this will be expanded to include both Ethnicity and Disability Pay Gap information also. However, due to the nature of IJBs and HSCPs, we are not currently obligated to report on this information. Information on pay gaps is reported by our parent organisations in Inverclyde Council and NHS Greater Glasgow and Clyde as part of their Public Sector Equality Duty obligations.
2. **Duty on Inclusive Communication** – The review will seek to establish a new duty around inclusive communication. This will place an obligation on all public bodies to ensure all information and communication published or distributed to the public is accessible to all. It is anticipated that this new duty may improve participation and engagement for some protected groups, by removing barriers and improving accessibility. In terms of local impact, as an HSCP we are undertaking a review of our published information with a view to improving accessibility.

As the review progresses, we will endeavour to ensure we continue to be fully compliant with all aspects of the Public Sector Equality Duty.

## Our Equality Outcomes and Supporting Actions

National guidance on setting equality outcomes notes that these should be proportionate and relevant to the functions and strategic priorities of the organisation setting them, and that they may include short and long-term benefits for people with protected characteristics.

In addition, guidance from Equality and Human Rights Commission recommends that Equality Outcomes are not to be universal in nature. Instead, an organisations Equality Outcomes should be more focused on overcoming challenges to groups and relevant with the delivery organisations goals and ambitions.

### Our Equality Outcomes

Over the lifetime of this plan, we will seek to achieve the following Equality Outcomes:

<i>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.</i>	
Protected Groups Reflected	ALL
<p>Rationale:</p> <p>Maintaining up to date and meaningful information on those with protected characteristics is key to better understanding the needs of those communities. Often, information on protected characteristics is limited and spread across several information sources. Over the life of this plan, we will seek to review and consolidate our information on protected characteristics and improve our knowledge of local community groups representing those with protected characteristics.</p>	

<i>Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes.</i>	
Protected Groups Reflected	Age – Young people Cared for young people
<p>Rationale:</p> <p>Inverclyde is an area of high inequalities, areas locally being among the most deprived in Scotland. According to recent figures, almost a quarter of children and young people in Inverclyde live in poverty. As a result, they are likely to experience poorer social, economic and health outcomes that their peers from more affluent areas. Over the life of this plan, we will seek to deliver actions to improve the outcomes for children affected by inequalities, supporting them to receive the best start in life.</p>	

*Inverclyde’s most vulnerable and often excluded people are supported to be active and respected members of their community.*

**Protected Groups Reflected**

Disability – Physical and Learning  
Race/ Ethnicity  
Age – older people

**Rationale:**

Having a protected characteristic may lead to social exclusion and isolation from our communities. This may be due to perceived barriers between groups, such as communication, culture or stigma. In some cases, having a protected characteristic may lead to more complex social issues, for example those with complex mental ill health conditions may develop poor substance use habits or be at an increased risk of homelessness, leading to further discrimination and challenges.

We aim to address these barriers to ensure all people are considered welcome and respected members of their communities and those who face additional challenges as an adverse effect of any protected characteristic they face are fully supported.

*People that are 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.*

Protected Groups Reflected

Race/Ethnicity and Religion

**Rationale:**

Inverclyde is a welcoming place for people New to Scotland and has supported the accommodation and resettlement of many families from countries in crisis. As more families arrive in Inverclyde, we will continue to support them to be respected and active members of our community and we will ensure they are able to access the health and social care services they need.

### Equality Action Plan

The tables below highlight the key actions we will undertake in over the next three years to progress towards our equality outcomes.

**Equality Outcome 1:** 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.

No.	Action	Desired Outcome	Key Milestones/ Indicators	Lead Officer	Timescale
1.1	Using the demographic information from the National Census in 2021 we will better understand the population of protected groups in Inverclyde	We will better understand the local population with protected equality groups.	Publication of Census demographic data. Analysis of available information. Presentation of data to key governance groups (IJB, HSCP Equality Group, SPG,)	Service Manager, Planning and Performance	March 2025
1.2	Improve the information held on service user information systems in relation to protected characteristics	We have a better understanding of the protected characteristics of our service user groups	Audit of protected characteristics held on HSCP systems.	Service Manager, Planning and Performance	March 2026
1.3	Undertake a mapping exercise with local partners to identify local groups who represent those protected characteristics	We have better knowledge of the various protected characteristic community groups.  We have improved our engagement with these groups.	Engage with current partners and review local knowledge base groups based in Inverclyde. Compile a directory of local groups including key contacts. Establish a communication process with groups to gather their views on future HSCP policies and developments.	Service Manager, Planning and Performance	March 2025

**Equality Outcome 2:** Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes.

No.	Action	Desired Outcome	Key Milestones/ Indicators	Lead Officer	Timescale
2.1	Develop our earlier intervention approaches, with partners, which build on the strengths of families to give their children the best start in life and to provide the right support to families who need it, at the right time.	Families and children are supported earlier and effectively to achieve positive outcomes.	To be established in collaboration with the HSCP Strategic Commissioning Plan Outcomes Framework.	Children, Families and Justice	March 2028
2.2	We will improve ways for access to mental health and emotional wellbeing services for children, young people and their families.	Children and young people get the right support at the right time and right place.	Number of children, young people and families accessing support service provided by partners in the third and independent sector.	Children, Families and Justice	March 2028
2.3	More children and young people who are looked after away from home are able to remain in Inverclyde	Children are more connected to supportive, local communities.	Number of children looked after who remain in Inverclyde.	Children, Families and Justice	March 2028
2.4	We will consult and develop our Inverclyde Carers Strategy for adults and young carers	There is wider awareness of the supports available to (young) carers including respite and short breaks.	We have published a new Inverclyde Carers Strategy.	Health and Community Care	March 2026
2.5	We will develop ways of working that build and support the capacity of families.	We have supported families with to increase their confidence in there caring role.	To be established in collaboration with the HSCP Strategic Commissioning Plan Outcomes Framework	Children, Families and Justice	March 2028

**Equality Outcome 3:** Inverclyde’s most vulnerable and often excluded people are supported to be active and respected members of their community (Disability, Mental Ill Health, Addictions, Homeless)

No.	Action	Desired Outcome	Key Milestones/ Indicators	Lead Officer	Timescale
3.1	People with complex health conditions or disabilities are supported proactively to ensure they remain independent and maintain good health.	People are provided with the right timely support and live independently in their own community.	To be established in collaboration with the HSCP Strategic Commissioning Plan Outcomes Framework.	Health and Community Care	March 2028
3.2	We will create content and campaigns across a range of different platforms (both face to face and online) across the partnership to improve awareness of supports available within our community.	People have greater access to information on health and wellbeing services and are more informed on available supports.	To be established in collaboration with the HSCP Strategic Commissioning Plan Outcomes Framework.	All Services	March 2028
3.3	We will work in partnership with people with lived and living experience of harmful alcohol and drug, to ensure they are involved in future service development.	The views of people with lived or lived experience of alcohol and drug harms are valued and used to inform improvements in local services.	To be established in collaboration with the HSCP Strategic Commissioning Plan Outcomes Framework.	Mental Health, Homelessness and Addictions	March 2028
3.4	We will collaborate with partners to challenge stigma within services and communities across Inverclyde.	People are kinder to each other, and the harmful impact of stigma is reduced.	Number of people completing e-learning on stigma experienced by people with drug and alcohol harms and their families.  Development of additional Stigma training modules.	Council for Voluntary Services Inverclyde (CVSI)	March 2028



3.5	We will deliver awareness sessions across Inverclyde communities that informs people of self-management and self-care and helps them to feel connected.	People feel more confident, connected, and safe in their local communities.	Number of sessions delivered.	Mental Health, Homelessness and Addictions	March 2026
3.6	We will undertake a future needs assessment to ensure that we able to provide a range of housing supports that reduces homelessness.	More people in Inverclyde are supported to avoid homelessness.	Number of Homeless presentations.	Mental Health, Homelessness and Addictions	March 2026

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**Equality Outcome 4:** People that are New to Scotland who make Inverclyde their home, through resettlement or asylum, feel welcomed, are safe and able to access the HSCP services they may need.

No.	Action	Desired Outcome	Key Milestones/ Indicators	Lead Officer	Timescale
4.1	We will collaborate with partners locally and nationally to coordinate the efforts of HSCP, third sector and community groups in supporting Integration.	People that are New to Scotland are fully supported in their resettlement journey.	Appoint a named contact within the New Scots Team for partners. Actively participate in the Inverclyde Refugee Integration Network.	Team Lead, New Scots Integration Team	March 2028
4.2	We will engage and consult with service users to canvas their experiences, including sense of safety, welcome, and ability to access HSCP services.	We have listened to the views of People that are New to Scotland and are better informed to support them settle into Inverclyde.	Number of engagement activities undertaken. Number of people engaged.	Team Lead, New Scots Integration Team	March 2026
4.3	We will review our on-line profile (HSCP website) in conjunction with service users.	Information relevant to People that are New to Scotland published online is easy to find and fully accessible.	Review of HSCP Website.	Team Lead, New Scots Integration Team	March 2026
4.4	We will work with the corporate communication team to enhance local public messaging around people that are New to Scotland/ Resettlement.	Through joint communication we have improved local people's understanding of the experiences of people that are New to Scotland.	Number of communications and public messages published in relation to people who are New to Scotland.	Team Lead, New Scots Integration Team	March 2025

## Appendix

### Appendix A. Glossary or Abbreviations

<b>ABBREVIATION</b>	<b>DEFINITION</b>
EHRC	Equality and Human Rights Commission
EIA (EQIA)	Equality Impact Assessment
GGC	Greater Glasgow and Clyde
HSCP	Health and Social Care Partnership
IJB	Integration Joint Board
LPG	Locality Planning Group
NHS	National Health Services
PSED	Public Sector Equality Duty
SPG	Strategic Planning Group
UNCRC	UN Convention on the Rights of the Child

## Appendix B. National Health and Wellbeing Outcomes

The Public Bodies (Scotland) Act 2014 defines a complete set of principles for the implementation of health and social care services in Scotland. These are the principles against which integrated services should be delivered and the quality of those services should be evaluated. The Act also defines the national outcomes and the health and wellbeing outcomes that integration is looking to achieve. These are as follows:

1. People are able to look after and improve their own health and wellbeing and live in good health for longer.
2. People (including those with disabilities or long-term conditions or who are frail) are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community.
3. People who use health and social care services have positive experiences of those services and have their dignity respected.
4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.
5. Health and social care services contribute to reducing health inequalities.
6. People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.
7. People using health and social care services are safe from harm.
8. People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.
9. Resources are used effectively and efficiently in the provision of health and social care services.

### Appendix C. HSCP Strategic Commissioning Priorities Definitions

As published in our Strategic Commissioning Plan (2024-27) the table below identifies our four strategic priorities and what they mean:

PRIORITY	RATIONALE
Provide Early Help and Intervention	<p>By supporting people at the earliest possible stage, we improve the likelihood of preventing concerns growing into much more complex issues that require greater, and often longer-term, interventions from statutory services. This is true across all aspects of health and social care, including those with health or wellbeing concerns and for those with complex social issues. By working differently through closer collaboration with local partners in delivery health services, we better ensure people get the right service at the right time and make local health and wellbeing services more sustainable in the long-term.</p>
IMPROVE MENTAL HEALTH, WELLBEING AND RECOVERY	<p>The number of people with mental ill health concerns has continued to grow over the past few years and Inverclyde is consistently one of the highest areas experiencing harm from alcohol and drug use. These concerns are felt across our communities and impact people of all ages. Our needs assessment and feedback from our communities tells us that addressing mental health and substance use concerns is a key priority.</p> <p>The current challenges we face in terms of the recovery from the pandemic, the cost-of-living crisis and other concerns, are likely to impact on the overall wellbeing of local, resulting in even higher levels of mental ill health concerns and substance use. More needs to be done to support people with wellbeing concerns, and this begins with helping people to better understand the early signs and symptoms and knowing what steps people can take to address these.</p>
SUPPORT INCLUSIVE, SAFE AND RESILIENT COMMUNITIES	<p>Inverclyde is home to many strong and resilient communities with residents who are proud of their areas. However, we understand that people in many our communities have faced significant challenge past few years and, those in our more deprived areas experience these challenges greater than those in more affluent areas. Feelings of social isolation, a sense of belonging, and safety are lower in our more deprived areas. In these areas, levels of trust are lower, people are less likely to value friendships or be part of a local groups or club. In short, in more deprived areas, people are less likely to feel part of their communities and less likely to engage in positive social interaction. These aspects can negatively impact the wellbeing and behaviour of local people.</p>

	<p>Through providing support to address these factors, we will support people to feel valued members of their community and encourage positive health behaviours through meaningful social interactions and service provision.</p>
<p>STRENGTHEN SUPPORT TO FAMILIES AND CARERS</p>	<p>Many families in Inverclyde face significant challenges to maintaining a stable and positive home life. Families and Carers may be impacted by several factors that place additional stress on a household, including financial worries, mental health, impact of addictions, and long-term complex health conditions. Further, challenges faced by families and carers are more keenly felt in areas of higher deprivation and poverty.</p> <p>These factors, among others, can make maintaining a stable household and family life difficult and without appropriate support, can escalate into more complex and potentially damaging situations. By providing effective supports to families and carers in need, we can work closely with them to address and manage their situation, providing them with the right support at the right time. Without their support, demands on local health service would increase dramatically. It is important that we effectively support local who care for others.</p>

## Appendix D. 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	<p>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.'</p> <p>This category only applies to eliminating unlawful discrimination in employment.</p>

## Appendix E. 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

# Participation and Engagement

## Equality Outcomes 2024-2028

Inverclyde HSCP is passionate about the health and wellbeing of all local people. Through delivery of our services, we aim to support all people living in Inverclyde to live the healthiest life possible.

As a listed public body within the Equality Act (2010), Inverclyde HSCP is obligated to ensure equality and fair treatment of those with a protected characteristic are embedded into our day-to-day business.



As part of these duties, we are required to demonstrate how we will mainstream equalities practice into our day-to-day business and publish a set of Equality Outcomes that we will take action to address and as part of this process we consulted with local people, communities and partners in the development of our Equalities Outcomes. Following initial engagement with our Equality Network Champions, we identified the four Equality Outcomes to progress over the next four years.

The process of consultation supporting the Equalities Outcomes has been in two parts.

- 1) Obtaining views from our HSCP Equalities Group on what the main challenges are for Inverclyde, to help inform our Equality Outcomes. *(July 2023-March 2024)*
- 2) Obtaining views and feedback from our community on the draft Equality Outcomes and what they mean to people with protected characteristics. *(April 2024)*

The four Equality Outcomes identified for consultation are as follows:

1. 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.
2. Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes.
3. Inverclyde's most vulnerable and often excluded people are supported to be active and respected members of their community.
4. People that are 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.

## Consultation on our Strategic Priorities



The HSCP produced a survey for our local people and groups. In partnership with our Third Sector, we engaged with local communities and networks. This was done by distributing the survey both digitally and in paper format to our third sector and communities. In addition to the survey, in partnership we had some meaningful conversations with local groups that included local people with protected characteristics.

There was support for the outcomes identified. 38 people and groups responded to our online survey. 44.25% strongly agreed or agreed with the Equality Outcomes identified. 11.5% of respondents strongly disagreed or disagreed with the priorities that were proposed with the remainder voting neutral (*full breakdown below*). For each of the Equality Outcomes we

- a) Provided an overview of each outcome.
- b) Asked what our people thought could be done locally to help progress each priority.

There was a focus on the difficulties and barriers people with a protected characteristic may experience when accessing HSCP services, the results included language and terminology barriers, it was suggested that wider communities require education on the terminology used when discussing the LGBTQ community and in the main our transgender groups, whilst people new to Scotland reported challenges with language barriers and face to face appointments. Accessing GPs was highlighted, this appears to be a generic theme across Inverclyde (and indeed Nationally) and not specifically a barrier for people with a protected characteristic however it is an identified need for improvement.



Our respondents were clear that the Outcomes can only be achieved working together in partnership and with our community in delivering education and understanding of the challenges faced by some of our people, together we can support and create an Inverclyde who can help all.

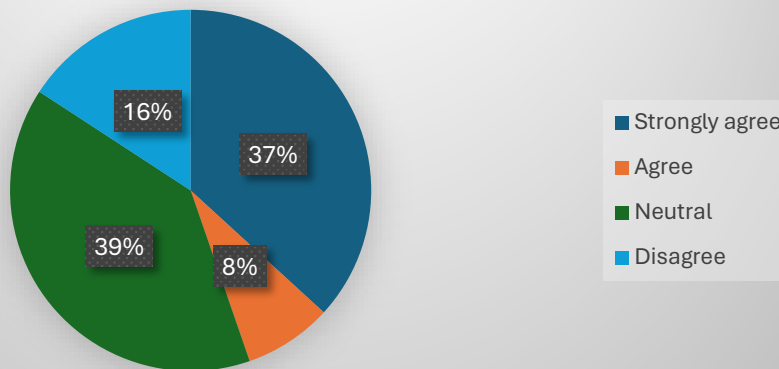
Following an analysis of our respondents feedback we established that their feedback was centred around the following themes.

Accessing services	Long Covid	Communities	Lack of Support
Support and Education	People need groups		Vulnerability

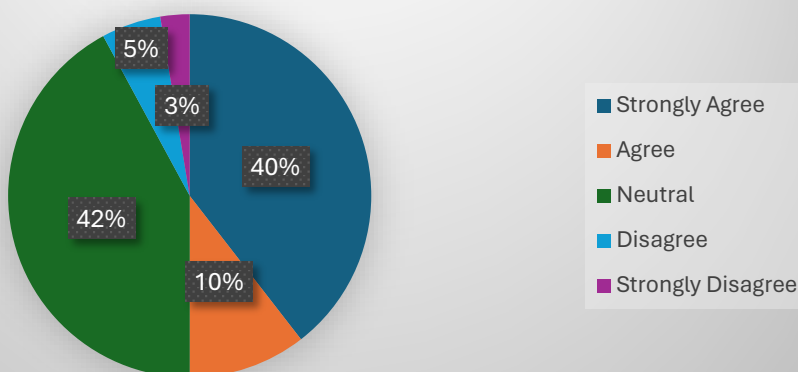
## Engagement Feedback Charts

The charts below show the responses to each propose equality outcome.

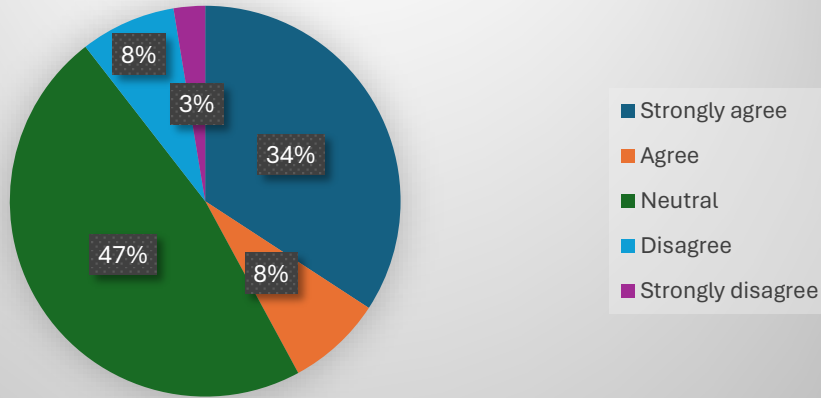
Outcome 1: We have improved our knowledge of the local population who identify as belonging to protected groups and have a better understanding of the challenges they face



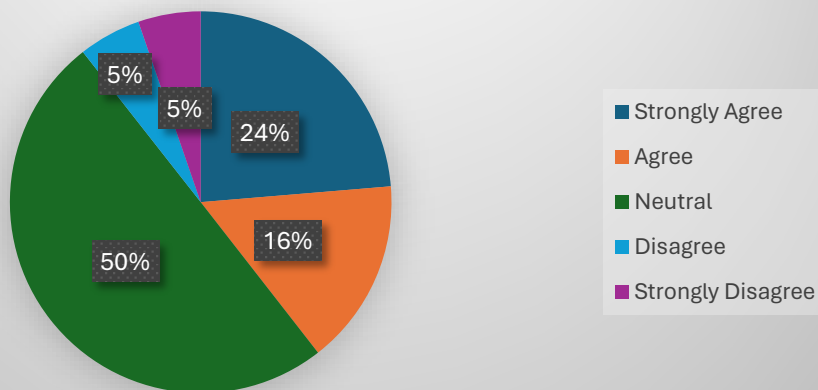
Outcome 2: Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes.



Outcome 3: Inverclyde's most vulnerable and often excluded people are supported to be active and respected members of their community.



Outcome 4: People that are 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.



## Feedback – what you said.

<p>As an LGBTQ+ youth community group we have heard from our young people that a barrier to express themselves is education. This is due to bullying and lack of LGBTQ+ representation within school. Furthermore, throughout the community. Our young people seek representation and education online. Also, they can struggle to be accepted by friends and loved ones so therefore there is a lack of advocacy for them within their community and/or a lack of support and education to help their family and support networks support them to be their true authentic selves. This in turn affects their confidence, self-esteem and building positive relationships.</p>
<p>There is a lot of increasing prejudice and misunderstanding of the LGBTQ+ community which can make people anxious about accessing a service.</p>
<p>I don't understand what protected groups and characteristics mean.</p>
<p>We feel the engage-ability is difficult impersonal, always the same stuff, that didn't help my family before or me.</p>
<p>Not everyone understands long covid or the needs of people with long covid.</p>
<p>In many instances, HSCP members have redirected their primary responsibilities towards supporting refugees. While this may be justifiable when local communities have strong communication channels, it is essential for authorities such as the HSCP and other relevant organizations to be accountable for the final response. There should be more employees hired to the HSCP, with refugee backgrounds, that could expedite assistance to others. Additionally, fostering diversity within the HSCP may enhance communication between staff and residents of similar backgrounds.</p>
<p>Fell like immigrants and people with certain disability such as long covid are not recognised.</p>
<p>More understanding is needed of transgender groups, more information on terminology for transgender people</p>
<p>It is important that all children and young people are given equal opportunity to achieve their full potential. Give young people a platform for their voice to be heard.</p>
<p>Children and young people should be given the best chance as possible to live a good life. Some young people are clearly disadvantaged over others and will need a boost.</p>
<p>Education is needed for the wider population to understand the challenges of vulnerable people, this be in person and online.</p>
<p>New Scots have often come from hugely difficult circumstances and always have something that they can give to our communities.</p>
<p>Fresh blood fresh knowledge and culture diversity help an area grow.</p>

## Equalities findings

Inverclyde HSCP cannot look at equality in isolation we must plan and provide services in a way which, takes account of the needs, characteristics and circumstances of our service-users. We must collaborate with people to design services that are accessible, culturally appropriate and that support equality of access and outcomes for all.

Given the different asset bases of our increasing diverse communities, and the need to address health inequalities, we should consider how we will allocate resources in ways that will enable Inverclyde to achieve equitable outcomes.

We must consider the following.

How can the HSCP demonstrate we are applying our principles to all groups, particularly those at greater risk of experiencing poorer health and wellbeing?
What community supports do people already have and how do we strengthen this support?
How will we evidence that we have reduced barriers?
In what ways have we used equality impact assessments to promote people 's equality rights and address health inequalities? Can we evidence good practice?
How can we evidence, that we are reducing health inequalities?