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## Foreword

Equality, diversity and inclusion matters greatly to us as an organisation and plays a key role in demonstrating who we are, what we do and what we stand for. There is no place in NHS Forth Valley for any form of discrimination and we want to be recognised as an organisation that values equality, diversity and inclusion in our workforce, for the people who use our services and in the local communities we serve.

We believe everyone should have the opportunity to make healthy choices, live healthy lives and have access to high quality health and care services. Although Covid-19 started as a health crisis it has also impacted on every aspect of our lives, including the economy.

The global pandemic has deepened existing differences in the health of our population, and it is more important than ever to create opportunities to improve health and wellbeing. Our recovery, remobilisation and redesign plans therefore seek to address the inequalities gap in a number of our communities, working closely with our partners we will use our 'anchor' community wealth building influence to help rebuild the local economy.

We are committed to delivering personalised care where patients are involved in decisions about their care and treatment and set the outcomes and goals that matter to them. As an employer, we want NHS Forth Valley to be a great place to work, where people want to join us and stay to develop their careers. There is strong evidence that diverse organisations with inclusive cultures deliver higher levels of performance so there are real, tangible benefits to supporting equality, diversity and inclusion.

As a Board, we are taking this opportunity to review and refresh our Equality and Inclusion Strategy to reflect the many changes, innovations and improvements we have made during the past two years. Covid-19 has tested everyone's ability to address the differing needs of our local population while responding rapidly to challenging new situations. We know the pandemic has increased the challenges faced by many people who were already deeply affected by health and economic inequalities.

Our Equality and Inclusion Strategy sets out our ambition 'to shape the future of health and care by ensuring equality, diversity and inclusion is at the heart of what we do' and outlines how we intend to drive forward this important work over the next four years.

We are in no doubt that equality, diversity and inclusion is a collective responsibility, the Board also has a duty to ensure this work is at the heart of our business to help create an environment that allows everyone to thrive and to feel valued and respected.

**Janie McCusker,**  
Chair

**Cathie Cowan,**  
Chief Executive

## NHS Forth Valley Board Membership; Board Diversity Statement

NHS Forth Valley continues to make a clear and consistent commitment to Equality and Human Rights throughout the organisation. Our aim is to demonstrate diversity at a senior level and amongst Board members.

Across the NHS Forth Valley Board members are committed to support and champion Equality and Human Rights throughout the organisation. Vacancies on the Board are widely advertised across the organisation including a dedicated communications focus aimed at local community stakeholders, to ensure a wide and diverse group of applications for these Board appointments.

The overall purpose of the NHS Board is to ensure the efficient, effective and accountable governance of NHS Forth Valley and to provide strategic leadership and direction for the system as a whole, focussing on agreed outcomes.

NHS Forth Valley is managed by a Board of Executive and Non-Executive Directors who are accountable to the Scottish Government through the Cabinet Secretary for Health and Social Care.

The role of the Board is specifically to:	The functions of the NHS Board comprise:	The Board comprises 17 members, as follows
<ul style="list-style-type: none"> <li>Improve and protect the health of local people</li> </ul>	<ul style="list-style-type: none"> <li>Strategy development</li> </ul>	<ul style="list-style-type: none"> <li>Chairperson (female)</li> </ul>
<ul style="list-style-type: none"> <li>Improve health services for local people</li> </ul>	<ul style="list-style-type: none"> <li>Resource allocations</li> </ul>	<ul style="list-style-type: none"> <li>12 Non-Executive members, including the designated whistleblowing champion (6 are female and 6 are male. We have 1 non-executive director whose term will be completed in Summer 2021 and 1 whose term will be completed in April 2022. These posts are both at shortlist and interview at time of writing)</li> </ul>
<ul style="list-style-type: none"> <li>Focus on health outcomes and people's experience of their local health system</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of an annual operating plan</li> </ul>	<ul style="list-style-type: none"> <li>1 stakeholder member nominated as representatives from the Area Clinical Forum (female)</li> </ul>
<ul style="list-style-type: none"> <li>Promote integrated health and community planning by working closely with other partners</li> </ul>	<ul style="list-style-type: none"> <li>Performance review and management</li> </ul>	<ul style="list-style-type: none"> <li>3 Local Authority Members, Clackmannanshire Council (male), Falkirk Council (female), Stirling Council (female)</li> </ul>
<ul style="list-style-type: none"> <li>Provide a single focus of accountability for the performance of the local NHS system</li> </ul>		<ul style="list-style-type: none"> <li>the Chief Executive of NHS Forth Valley (female)</li> </ul>
		<ul style="list-style-type: none"> <li>5 Executive Directors (2 female and 3 male)</li> </ul>

"The Gender Representation on Public Boards (Scotland) Act 2018 sets a "gender representation objective" for the boards of listed Scottish public authorities that 50% of the board's nonexecutive members are women, and it requires appointing persons and public authorities to take certain steps towards achieving the objective. NHS Forth Valley currently achieves this objective and with the two vacancies currently at advert we are encouraging gender diversity". It is worthwhile noting that this is a public appointment process.

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## Introduction

NHS Forth Valley has built a reputation of being a values based and learning organisation that focuses on ensuring that all care delivered to patients by staff has a truly person centred focus. We believe that the only way to consistently provide the highest possible level of care is through being truly inclusive, creating the right conditions for staff to flourish and for patients to receive the services that they need, in the way that they need them and in the right environment based on their individual needs.

We do this by meeting the requirements set by the Equality Act 2010 and the Equality Act (Specific Duties) (Scotland) Regulations 2012.

In our day to day business our work continues to ensure that we:

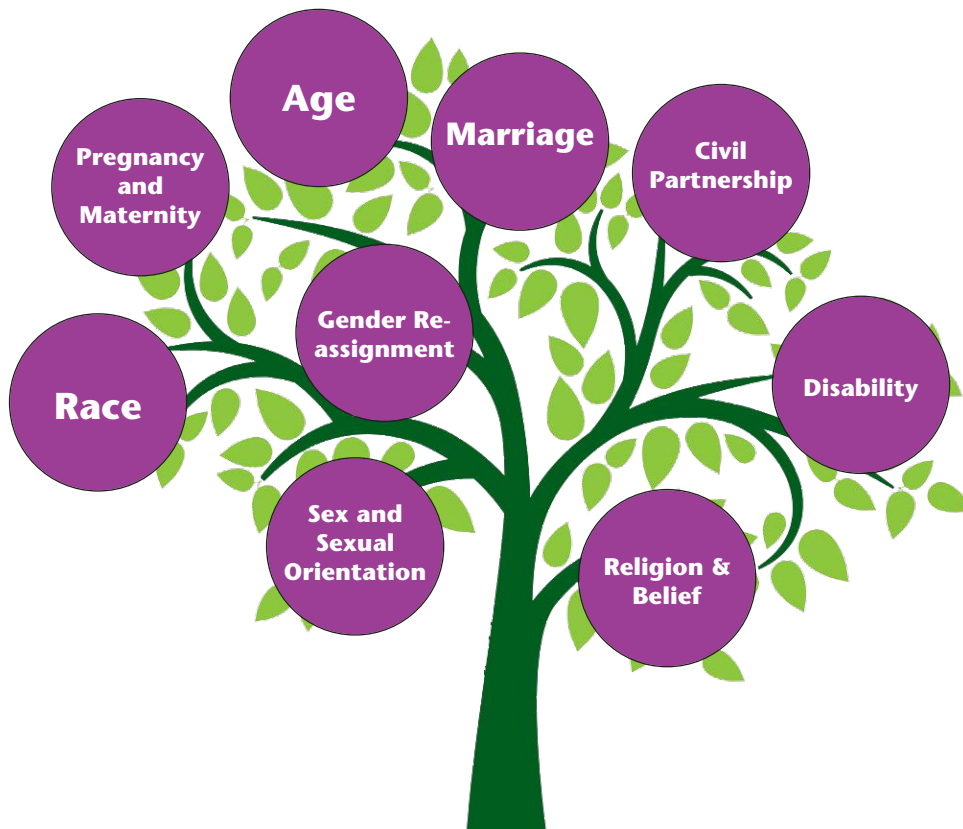
- Eliminate unlawful discrimination, harassment and victimisation
- Advance equality of opportunity between groups of people with different protected Characteristics
- Foster good relations between these different groups

The protected characteristics referred to, as listed in the Equality Act 2010 are: age; marriage and civil partnership; disability; religion and belief; gender reassignment; pregnancy and maternity; race; sex and sexual orientation.

There may be more than one protected characteristic which makes up our individual identities.

The Board will also consider the Fairer Scotland Duty, paying due regard to how the organisation can reduce inequality of outcome caused by socio-economic disadvantage.

Equality, diversity and inclusion are very much an integral element of the Person Centred Strategy, therefore delivering excellence whilst creating an environment and culture in which equality, equity and inclusion is recognised, considered and valued is a priority.



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## Our Aim

Is to shape the future of healthcare, to help improve the access, experiences and health outcomes for all our patients and communities and to become a more inclusive employer by making full use of the talents of our diverse staff and the communities we serve.

## How we will do this

By establishing and sharing a clear evidence-base to understand and address key and emerging issues, by strengthening opportunities for NHS Forth Valley staff and our networks to participate in challenging and strategic conversations to influence change, and by raising awareness of our vision among patients, users of our services, communities and our workforce.

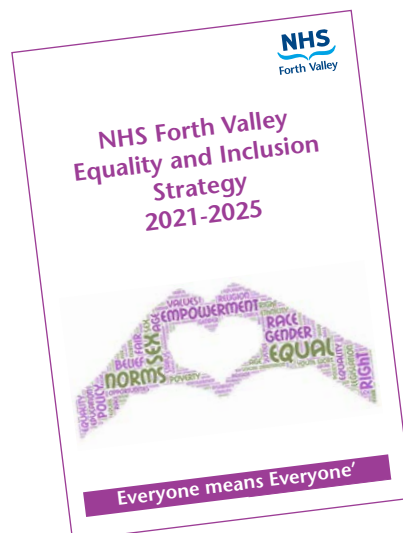
We know that a diverse and inclusive workforce can help to develop new ways of thinking leading to improvement and innovation in the way we work. For us, it is vital that colleagues, and the learners we support, are treated fairly and are enabled to reach their full potential.

## Why an equality and inclusion strategy?

As an NHS organisation, we have a statutory duty to promote equality across our services and to demonstrate fairness and equality. We recognise the need to advance equality and are committed to developing as an organisation in which all our patients, users of our services, informal carers and/or their advocates, families and our staff feel valued, respected and able to be themselves.

The strategy highlights our vision for a personal, fair and diverse health care system, where everyone counts, and the values of the organisation are brought to life. The strategy demonstrates our commitment to achieving our vision, setting out clear equality outcomes, reporting structures, engagement processes and is supported by an implementation plan with key milestones.

We are committed to ensuring that this strategy is not seen as being separate, but is clearly linked with existing strategies and through our ways of working, so that it can successfully act as a lever for change and service improvement. The expectation being that all leaders and managers will be familiar with this strategy and ensure that equality considerations are an integral part of our daily business including: service delivery, staff recruitment and retention, professional development and staff training, service redesign and development, and procurement and commissioning of any goods and services.







## Reviewing Progress

Our previous Equality Outcomes were:

<b>Equality Outcome: 1</b>	NHS Forth Valley staff and service users can identify hate crimes and incidents and feel confident in reporting them
<b>Equality Outcome: 2</b>	NHS Forth Valley people will deliver high-quality individualised end-of-life care
<b>Equality Outcome: 3</b>	Within NHS Forth Valley people from the LGBTi community will not experience barriers to accessing or receiving end of life care services
<b>Equality Outcome: 4</b>	NHS Forth Valley service users are equal partners in planning, developing and monitoring their care through informed choice and personal responsibility
<b>Equality Outcome: 5</b>	Within NHS Forth Valley there will be a reduction in the sexual health inequalities experienced by communities through fostering a culture of positive sexual health which encompasses age, disability, gender, gender reassignment, race/ethnicity, religion and sexual orientation.
<b>Equality Outcome: 6</b>	NHS Forth Valley delivers services and employment practices in which transgender and gender variant people experience a care and work environment free from discrimination
<b>Equality Outcome: 7</b>	People where appropriate receive planned care as close to home as possible

These outcomes, after review and consultation have been updated to reflect our learning and current need. We are proud of the progress we have made over the last four year, some examples of which include:

Partnerships with Forth Valley Sensory Centre, The Meadows, Scottish Prison Service, Police Scotland, Central Scotland Regional Equality Council, and other local and national organisations

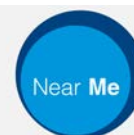


Increased use of Health Now and Contact Scotland services with Deaf BSL users



Contact us through an online sign language interpreter  
contactSCOTLAND-BSL

Increased use of Near Me appointments, reducing travelling, cost etc. Linking with interpretation services, supporting communication need



Discharge groceries packs for elderly and socio-disadvantaged groups. Person centred approach for protected groups



Maternity Services equality network set up, special celebrations and information events carried out across cultures faiths and traditions





Disability Confident Employer in place, now seeking Disability Confident leader status.



Third Party Reporting Centres for hate crime identified across Forth Valley, appropriate staff trained in receiving and processing referrals



Staff wellbeing resources in place both physically and via Intranet/web based information and support modules



Sexual health information to targeted seldom heard from groups, projects supported by community organisations



Pride badge development in collaboration with national network to support our LGBT+ staff locally



## Additional progress

- Provision of face to face interpretation, on average 6546 interactions took place, meeting personal needs and cultural sensitivities
- Onsite Spiritual Care Centre, multi-faith prayer rooms for patients, visitors and staff, separate areas available for reflection or contemplation
- Palliative Cancer Care pathways identified across protected characteristics, staff guidance and further contacts information
- E-learning modules for pharmacies- improving health literacy and removing barriers for Gypsy/Traveller communities
- Development of a local Ethical Advice and Support Framework Group
- Keep well programme supporting most disadvantaged, excluded and deprived members of our local population
- Development of EQIA and Fairer Scotland Duty Portal on target for summer 2021
- Establishment of BAME staff network underway
- Creation of staff personal experience "Videobytes" first topic "Experiencing racism at work" rolling programme addressing staff issues

## Being ambitious for the next 4 years

The Board recognises, however, that there is more that needs to be done. Whilst Board and senior management leadership is essential, it is leadership at all levels that is key to achieving the aims. NHS Forth Valley is therefore asking all staff to adopt and embrace the Strategy within their individual roles and workplaces. Achieving the aims and objectives set out in this Strategy will also require joint working with communities and partners. On this basis we look forward to continuing to build on the positive working relationships with our Staff, our Community, Health and Social Care Partners and Third Sector Organisations.

## Our Ambition - to shape the future of healthcare by ensuring equality and inclusion is at the heart of all we do.

Equality, Equity and Inclusion are vital in achieving our values in how we behave and interact with each other. We promote a culture that inspires, empowers and encourages shared learning and innovation; a culture that listens and engages with people, partners and our staff to promote teamwork and collaboration. Intertwining with our, Forth Valley Healthcare Strategy, Strategic Plans, Health Improvement Strategy, Nursing Strategy, Person Centred Health and Care Strategy, Quality Strategy and Our People Strategy, this foundation drives a culture that focuses on the long term and setting direction in ways that align equality, equity and inclusion with our organisational priorities. It provides a framework for action focussing on interrelated aims which are:

Staff	Patients
<b>Aim: A representative and supported workforce</b>	<b>Aim: Improved patient access, safety and experience</b>
<ul style="list-style-type: none"> <li>• Understand the potential impacts of the decisions we make on staff, through their protected characteristic groups, and identify mitigating steps to reverse barriers and reduce or remove adverse impacts</li> <li>• Continue being a Disability Confident employer, recruiting, retaining and developing disabled staff, whilst working towards becoming a Disability Confident leader 2021-2022</li> <li>• Strengthen our workforce planning and development including recruitment, retraining and retention</li> <li>• Further development of staff networks</li> <li>• Take a zero tolerance approach to bullying, abuse, racism and harassment in order to ensure all of our staff feel safe in their workplace.</li> <li>• Implement the findings from our iMatter process, involve staff in decision making</li> <li>• Implement “Joy at Work” ethos</li> <li>• Implement “Speak Up” and “Whistleblowing” processes and provide training to support this</li> <li>• Sustain our workforce wellbeing platforms and opportunities</li> </ul>	<ul style="list-style-type: none"> <li>• To better understand the potential impacts of the decisions we make on patients, their families, carers and users of our services through their protected characteristics, and identify mitigating steps to remove adverse impacts.</li> <li>• To identify any variations in access, safety and experience of service provision and develop plans to address these.</li> <li>• To meet the information and communication needs of patients, their families, carers and users of our services. Provide appropriate high quality interpretation and translations services alongside materials adapted for those with a sensory loss or those with a learning disability.</li> <li>• To capture data robust data on the characteristics of the people in Forth Valley (including equality and socio-economic disadvantage) data will be collected, allowing policies and services to be developed, delivered and adjusted in ways which align with the ambition to reduce inequalities.</li> <li>• To utilise the information from Equality Impact and Fairer Scotland Duty Assessments and ensure equality and inequality impact are considered</li> </ul>
<b>Leadership</b>	
<b>Aim: Inclusive Leadership</b>	
<ul style="list-style-type: none"> <li>• Board members and senior leaders champion equality and diversity and human rights and apply a consistently inclusive approach.</li> <li>• Seek to have a more representative board membership which provide leadership support across specific protected characteristic groups. Board Leads in place for Equality, LGBT and BEM communities.</li> <li>• Organisation promotes a culture of fairness and equity, one that inspires innovation, shared learning, collaboration and opportunity for all.</li> <li>• Commitment to supporting our workforce to deliver integrated services across Forth Valley</li> </ul>	

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## Our Key Priorities

Our key priorities are to:

- **Improve the Health and Wellbeing of the people of Forth valley whilst reducing health inequities**

We recognise that the key to measuring the success of our actions is to ensure that patients and staff have the opportunity to share their experience and feedback with us. This helps us to better understand the potential impacts of the decisions we make on patients, carers and/or their advocates, families, users of our services and staff by protected characteristic group, and identify mitigating steps to remove adverse impacts.

- **Enhance our focus on safety and quality**

All staff will have a better knowledge of EQIA processes and the importance of them in relating to the nine protected characteristic groups and in giving due consideration to areas of disadvantage as set out by the Fairer Scotland Duty. Undertaking equality impact assessments helps us to understand how our policies, practices and service provision affect different groups of people.

- **Promote and build integrated services locally and regionally**

Achieving the aim and objectives set out in this Strategy will require joint working with communities and partners. On this basis we look forward to continuing to work effectively and build on the positive working relationships with our Staff, our Community, Health and Social Care Partners and Third Sector Organisations

- **Value and develop our people**

Whilst Board and senior management leadership is essential, it is leadership at all levels that is key to achieving our aim. We recognise that by training and educating our staff, we can develop more inclusive leaders to drive forward inclusion and diversity and support a fully inclusive culture and service provision. NHS Forth Valley is therefore asking all staff to adopt and embrace the Strategy within their individual roles and workplaces.



## Our Equality Objectives 2021-23

In reviewing our previous outcomes and taking into consideration all we have learnt over that time the following outcomes will focus on the period April 2021- April 2023. We feel an initial two year plan will be more effective in delivering sustained organisational change as we remobilise from the Covid 19 pandemic taking cognisance of the “four harms” framework for decision making. Our strategic objectives below, described in further detail (**appendix 1**) and implementation plan will provide us flexibility and agility to amend our approach if required to meet our longer term strategic objectives. We will review the objectives annually and amend the implementation plan as required to enable us to meet our identified outcomes. The learning from these reviews will then identify the objectives being taken forward for the remaining 2023-2025 periods. <https://www.gov.scot/publications/covid-19-framework-decision-making-assessing-four-harms-crisis/pages/1/>

<b>Objective 1</b>	Users of services have a positive experience, have their dignity, rights and needs respected, are provided with person centred care and are equal partners in the planning of it. We aim to remove barriers and reduce inequalities experience by those users of our services.
<b>Objective 2</b>	Staff and users of our services will know how to recognise, identify and report hate crime incidents and feel confident and supported in the process of doing so.
<b>Objective 3</b>	All people accessing or receiving palliative and end of life care will not experience inequalities, with a specific focus on barriers experienced by those in protected characteristic groups.
<b>Objective 4</b>	To prevent, treat and improve access to mental health services for all people, with a specific focus on barriers experienced by ethnic communities young transgender people and those with a learning disability.
<b>Objective 5</b>	People accessing sexual health services will not experience inequalities, with a specific focus on understanding and removing barriers experienced by those in protected characteristic groups
<b>Objective 6</b>	All staff, experience a caring and listening work environment and work environment which is free from discrimination, specific focus will be given to monitoring the experiences of those from protected characteristic groups
<b>Objective 7</b>	Robust data on the characteristics of the people in Forth Valley (including equality and socio-economic disadvantage data) will be collected.
<b>Objective 8</b>	All staff will have a better knowledge of EQIA processes and the importance of them in relating to the nine protected characteristics groups and in giving due consideration to areas of disadvantage as set out by the Fairer Scotland Duty.

## How this strategy supports Board Wide Objectives





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## Engagement and Consultation

Over the last four years many forms of engagement have taken place with our communities including BSL Plan Road shows, Understanding Primary and Acute Care for Arabic families, Interpretation and Translation audits, Maternity Experience Questionnaires and drop in “equality” and “what matters to you” cafes.

During this last year, engagement with all groups has been impacted as we respond to the needs and recommendations of the Covid-19 pandemic across our health board. We were however able to engage with stakeholder meetings led by Healthcare Improvement Scotland during December 2020. These included discussions relating to:

- People with a disability
- Diverse Communities
- Mental Health

Outcomes from events across the last four years, our local consultation and from these on-line events have been a valuable opportunity for listening, learning and developing. Themes highlighted have been considered and where possible linked to the identified outcomes for NHS Forth Valley or to local equality work streams across the organisation.

Engagement with our staff continues and we have completed Staff Survey’s, iMatters questionnaires, LGBTi Big Breakfast, equality and communication training events, “what matters to you” café sessions and more. All staff feedback is greatly appreciated; the personal experience of working and caring for patients in NHS Forth Valley is extremely important and has been influential in the development of our reviewed equality outcomes.

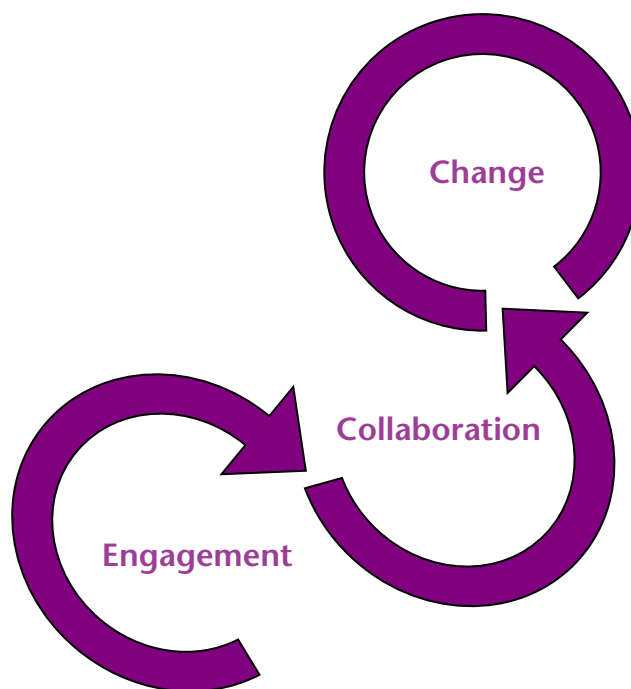
Over the period of this strategy we will continue to engage with patients, users of our services, informal carers and/or their advocates, our staff, partners, other health boards and the people of Forth Valley.

### Implementation of the strategy

The Strategy focuses on the long term vision for equality, equity and inclusion, while also highlighting our immediate and short term strategic priorities.

The principles to be patient centric, an employer of choice, evidenced based, mainstreamed and integrated, ambitious and realistic have been embraced during the development of the strategy.

By listening to feedback from users of our services, their families, those who care for them, our staff and our local partners we aim to better understand the equality needs of those within Forth Valley. We hope also to better understand inequalities which impact on health including poverty, stigma, marginalization and discrimination and how this information can be captured and the needs responded to effectively. We aim to work co-productively with communities to build better relationships and increase information sharing.



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A Consultation Draft was prepared with input from staff, Fair for All Group, Central Scotland Regional Equality Council, partner organisation and other groups and individuals in Forth Valley representing people with a protected characteristic. The Consultation Draft was distributed electronically due to limited opportunities to meet in person as we followed current COVID-19 regulations. We will continue to maintain contacts and make progress in set objectives, but for understandable reasons, some aspects of this work may be delayed due to COVID-19”.

## Workforce data

### Human Resources

NHS Forth Valley believes in active involvement with our workforce. The collation of our workforce data forms part of the equality information that we use to help us meet our duty to eliminate discrimination and harassment, promote equality of opportunities and foster good relations between different groups within our workforce.

We believe that a supported inclusive workplace, where staff services users and partner agencies are treated with dignity and respect, is everyone’s responsibility: these and other values, such as fairness, guide the way we work.

The diversity of our staff as one of our key strengths, and we value the range of knowledge, skills and experience they bring to our work.

Respect for each other and recognition of our differences lie at the heart of our values.

Our staff are our most important asset and we want to continue to create an organisation where they can flourish. Furthermore, create a culture that enables and encourages them to make the best contribution they can – a culture in which they feel valued and supported.

### Workforce Monitoring

NHS Forth Valley is committed to equality and uses the data produced by our monitoring processes to enhance a culture of fairness and equality for all through continuous improvement in all areas. Workforce Monitoring information is produced on a quarterly basis to the Area Partnership Forum, the information contained in these reports is used to analyse trends, highlight areas requiring attention and assess the impact of appropriate actions.

The report for October – December 2020 is attached. V:\Carseview HR\Linda R - Staff Governance\NHSFV Quarterly Equality and Diversity Monitoring Report Q3 draft.docx

### HR Policies

NHS Forth Valley is committed to ensuring that all our employment policies and practices for staff are fair, advance equality of outcome, eliminate discrimination and foster good relations. A range of HR policies have been developed to support staff.

## Employment (HR) Policies – Corporate Policies

### Equal Pay

NHS Forth Valley’s Equal Pay Statement is agreed in partnership and reviewed on a regular basis by NHS Forth Valley and the Staff Governance Committee. Its objective is to eliminate unfair, unjust or unlawful practices that impact on pay equality.

NHS Forth Valley supports the principle of equal opportunities in employment and believes that staff should receive equal pay for the same or broadly similar work, or work rated as equivalent and for work of equal value, regardless of their gender, race, colour,





## Alternative formats info

This publication has been produced in line with NHS Forth Valley's Accessible Information Guidelines. It is available in a range of formats and languages.

If you would like a copy in another language please call us on 01324 590870 and say your name, your phone number and your language. We will call you back with an interpreter.

本刊物按照 NHS Forth Valley 的可获取信息指导方针而制作，刊物设多种形式及语言。若您希望取得另一个语言版本，请拨打 01324 590870 与我们联络，告知您的姓名、电话号码及您的语言。我们安排翻译员后将与您电话联系。

ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਐੱਨ.ਐੱਚ.ਐੱਸ. ਫੋਰਥ ਵੈਲੀ ਦੀ ਪਹੁੰਚਯੋਗ ਜਾਣਕਾਰੀ ਸਬੰਧੀ ਦਿਸ਼ਾ-ਨਿਰਦੇਸ਼ਾਂ ਮੁਤਾਬਕ ਤਿਆਰ ਕੀਤਾ ਗਿਆ ਹੈ। ਇਹ ਵੱਖ-ਵੱਖ ਪ੍ਰਾਰੂਪਾਂ ਅਤੇ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ। ਜੇ ਤੁਸੀਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਇੱਕ ਨਕਲ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ 01324 590870 'ਤੇ ਕਾਲ ਕਰੋ ਅਤੇ ਆਪਣਾ ਨਾਮ, ਆਪਣਾ ਫੋਨ ਨੰਬਰ ਅਤੇ ਆਪਣੀ ਭਾਸ਼ਾ ਬਾਰੇ ਦੱਸੋ। ਅਸੀਂ ਦੁਬਾਰੀਏ ਨਾਲ ਤੁਹਾਨੂੰ ਮੋੜਵੀਂ ਕਾਲ ਕਰਾਂਗੇ।

تم اعداد هذا المنشور وفقاً لإرشادات خدمات الصحة الوطنية فورث فالي NHS Forth Valley المتعلقة بالوصول إلى المعلومات. وهو متوفر في عدد من الصيغ واللغات.

إذا كنت ترغب في الحصول على نسخة بلغة أخرى، فيرجى الاتصال بنا على الرقم 01324 590870 وانكر اسمك ورقم هاتفك ولغتك. وسوف نعاود الاتصال بك مع مترجم.

یہ اشاعت این ایچ ایس فورٹھ ویلی کی ایکسیسیبل انفارمیشن گائیڈ لائنز (معلومات کے آسانی سے سمجھ میں آنے کے قابل ہونے سے متعلقہ رہنما ہدایات) کے مطابق تیار کی گئی ہے۔ یہ کئی ایک شکلوں (فارمیٹس) اور زبانوں میں دستیاب ہے۔

اگر آپ اس کی کاپی کسی اور زبان میں پسند کریں گے تو برائے مہربانی ہمیں 01324 590870 پر ٹیلیفون کریں اور اپنا نام، اپنا ٹیلیفون نمبر اور اپنی زبان بتائیں۔ ہم ایک انٹریپرٹر (ترجمان) کے ساتھ آپ کو واپس ٹیلیفون کریں گے۔

Niniejsza broszurka została przygotowana zgodnie z zaleceniami NHS Forth Valley dotyczącymi udostępniania informacji (*NHS Forth Valley's Accessible Information Guidelines*). Broszurka jest dostępna w wielu różnych formatach oraz wersjach językowych.

Jeśli pragną Państwo uzyskać kopię tej broszurki w innej wersji językowej, prosimy się z nami skontaktować dzwoniąc pod numer 01324 590870 i podając swoje imię i nazwisko, numer telefonu oraz wybrany język. Oddzwonimy do Państwa wraz z pomocą tłumacza.

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## Appendix 1

### Improve the Health and Wellbeing of the people of Forth Valley whilst reducing health inequities

#### Equality Objective 1

Users of services have a positive experience, have their dignity, rights and needs respected, are provided with person centred care and are equal partners in the planning of it. We aim to remove barriers and reduce inequalities experience by those users of our services.

#### Why this matters

Creating the culture which embeds equality and inclusion across our activities, and adopting the right leadership model, structures and processes will enable us to achieve the high standards we have identified for ourselves. NHS Forth Valley has duties and powers to provide a wide range of services, many of these services can play a key role in creating a more level playing field for people who face inequality or exclusion.

#### What we are doing now and will be doing in future

We will

- Identify any variations in equity of access, safety and experience of service provision.
- Enhance staff knowledge of possible inequalities.
- Utilise patient feedback to inform learning, regularly training colleagues on good equality and inclusion practices, prioritising areas/ teams where feedback and evidence suggests there may be bias hotspots. Bias hotspots might be identified by clusters of complaints or concerns relating to attitude or language used.
- Meet the information and communication needs of patients, their families, carers and users of our services

We will achieve this by

- Ensuring information gathering tools can provide data of protected characteristic groups in reporting mechanisms and utilise this information to review service provision is accessible
- Ensuring feedback processes are fully accessible to those from protected characteristic groups
- Providing high quality accessible communications including interpretation and translations services for health interactions.
- Involving patients, their families and informal carers and/or their advocates in decision making and inclusive design.

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## Improving our understanding

### Equality Objective 2

Staff and users of our services will know how to recognise, identify and report hate crime incidents and feel confident and supported in the process of doing so.

#### Why this matters

Hate crime incidents across Scotland continue to rise across all categories of Disability, Sex, Gender reassignment, Race Religion and Belief, and Sexual Orientation. Racial crime remains the most reported hate crime.

NHS Forth Valley has zero tolerance towards Hate Crime. We wish to enable staff and users of our services to better understand hate crime, the impacts of its actions and the longer term implications for those affected by it. We wish to enable better reporting mechanisms and local support for the people of Forth Valley.

#### What we are doing now and will be doing in future

We will

- Continue to support staff trained to receive hate crime reports, including refresher training and feedback sessions
- Review the number of hate crimes reported in Forth Valley and highlight any geographical areas of concern
- Continue to provide training as part of partnership team
- Increase knowledge of Hate Crime, Reporting Mechanisms and Reporting Centres

We will achieve this by

- Working in partnership with Police Scotland and other local agencies
- Providing Hate Crime Awareness sessions across the organisation
- Highlighting reporting centres and contacts
- Sharing learning from incidents

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## Access to services

### Equality Objective 3

All people accessing or receiving palliative and end of life care will not experience inequalities, with a specific focus on barriers experienced by those in protected characteristic groups..

#### Why this matters

Care is provided where there is no cure for the condition, but which improves the quality of each day for people who have a limited time to live. In NHS Forth Valley we aim to support every person as a unique and valued individual, to respect their dignity and listen to and respect the wishes of people. We want to help people to live as actively as they can to the end of their lives - however long that may be and where ever that may be. Care is provided across a number of places including people's own homes, in healthcare settings and in care homes.

Palliative and end of life care not only takes care of people's physical needs but looks after their emotional, spiritual and social needs too. We aim to reduce any additional barriers experienced by individuals from protected characteristic groups as part of care planning processes.

#### What we are doing now and will be doing in future

We will

- Continue to support those receiving palliative or end of life care, their families and carers
- Continue to provide care in the most appropriate setting in collaboration with our partners
- Address any highlighted inequality, inequity or access requirements identified during planning processes or referrals

We will achieve this by

- Working in partnership with colleagues in other settings e.g. care homes, prisons, homeless support
- Providing Palliative & End of Life Care Pathway information and support to staff
- Providing specialist care and support pathways for those with additional equality requirements
- Working in partnership with Maggie's Forth Valley and McMillian Cancer Care

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## Reduce inequalities

### Equality Objective 4

To prevent, treat and improve access to mental health services for all people, with a specific focus on barriers experienced by ethnic communities, young transgender people and those with a learning disability.

#### Why this matters

Research shows that people from ethnic minority communities are less likely to access mental health services and that in their lived experience may have found barriers/difficulties in accessing those services. We aim to investigate these findings from a Forth Valley perspective and implement changes in the way we engage and work with ethnic minority communities.

Referral processes and mental health support for young transgender people in NHS Forth Valley is under review. We hope to engage with young transgender people and external organisations that support them to discuss possible inequalities and how we can address those in our health services.

Research shows that mental health problems among people with a learning disability are often overlooked, under diagnosed and left untreated as a result of poor understanding or awareness, and symptoms being mistakenly attributed to the person's learning disability.

#### What we are doing now and will be doing in future

We will

- Review how we collect ethnicities data in mental health.
- Work in partnership with the Mental Health Commission on their national project Ethnicity and Mental Health 2020/21
- Make appropriate links with organisations working with young transgender people including LGBT Youth for central Scotland
- Make appropriate links with our local specialist learning disability teams and psychological services.

We will achieve this by

- Ensuring information gathering tools can provide data of protected characteristics groups in reporting mechanisms
- Engagement with LGBT Youth, setting up link with CAMHS Lead Nurse and Head of Equality
- Holding two ethnic minority engagement events and two engagement events for young transgender people addressing mental health access and barriers to it.
- Holding an event for people with a learning disability to discuss mental health and wellbeing
- Hold an event for people with a learning disability, their carers and staff teams to discuss access to mental health services and the specific barriers they encounter.

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## Increase community knowledge

### Equality Objective 5

People accessing sexual health services will not experience inequalities, with a specific focus on understanding and removing barriers experienced by those in protected characteristic groups

#### Why this matters

Sexual Health Promotion aims to improve the positive sexual health of the population of Forth Valley and to reduce inequalities in sexual health. We take a partnership approach to build capacity in a range of organisations to enable them to positively influence the sexual health of the people they provide services for. We use various techniques such as providing information, staff training and development, conducting research and needs assessment or developing staff policy and guidance. Our work is aligned to meet the outcomes of the National Strategy for Sexual Health and Blood Borne Viruses and The Pregnancy, Parenthood and Young People Strategy

#### What we are doing now and will be doing in future

We will

- Continue to prioritise young people, vulnerable people and those people in sexually high risk taking groups.
- Continuing to work with third sector, local authority and NHS partners to address inequality.
- Review feedback from telephone survey undertaken with users of our young people's service, addressing the impact of the Covid pandemic on their experiences of receiving sexual health support across Forth Valley. E.g. suspended services, no collection points.

We will achieve this by

- Amending how we provide our services; telephone, near me and postal options where face to face services have been suspended.
- Supporting relationships, sexual health and parenthood education in schools and we will support families on communicating with children about growing up.
- Facilitating Learning and Education for Staff, including better understanding relating to Challenging HIV Stigma, Positive sexual health for men who have sex with men, trans health, and supporting people with learning disabilities to experience positive relationships.



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## Value and develop our people

### Equality Objective 6

All staff, experience a caring and listening work environment which is free from discrimination, specific focus will be given to monitoring the experiences of those from protected characteristic groups.

#### Why this matters

To achieve our vision we must develop a culture that has inclusion and equality at the heart of everything we do, a culture that encourages and values diversity. Unless leaders and managers role model inclusive behaviours and oversee practices that support equality and inclusion, our policies will not have the impact that we need to see. A genuinely inclusive organisation is the foundation for commissioning and delivering services that meet the needs of Forth Valley's diverse communities and one which treats all people with respect. Inclusive cultures do not just happen - unconscious biases and unwitting prejudices get in the way, as do time pressures and lack of knowledge or confidence - so creating this culture will involve conscious effort and co-ordination over the whole period of this strategy.

#### What we are doing now and will be doing in future

We will

- Review how recruitment processes operate in practice with a view to better understanding why some groups, e.g. Black, Asian and minority ethnic applicants, and disabled applicants, are proportionately less likely to apply/succeed in getting jobs than other group
- Explore reasons behind grievances and disciplinary actions taking appropriate steps to investigate any equality issues identified
- Look at ways of supporting career progression to diversify our leadership, including how effectively we make reasonable adjustments and take positive action.

We will achieve this by

- Involving staff in decision making and by establishing staff networks e.g., BAME staff network
- Systematically reviewing our policies and practices for potential bias and discriminatory language
- Continuing to be a Disability Confident employer when recruiting, retaining and developing disabled staff, whilst working towards becoming a Disability Confident leader 2021-2022

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## Greater input into service provision and transformation – equality analysis

### Equality Objective 7

Robust data on the characteristics of the people in Forth Valley (including equality and socio-economic disadvantage data) will be collected.

#### Why this matters

By capturing robust data on the characteristics of the people in Forth Valley (including equality and socio-economic disadvantage) we will be able to provide person centric care, data will influence policies and services to be developed, delivered and adjusted in ways which align with the ambition to reduce inequalities. Linking with the Scottish Government National Performance Framework, NHS Forth Valley Health Improvement Strategy and with our Community Planning Partnerships we will build better services which are continually improving, efficient and responsive, meeting the needs of our local population.

We are required under the Fairer Scotland Duty to actively consider how we can reduce inequalities of outcome caused by socio economic disadvantage when making strategic decisions. Having good quality data allow us to work proactively across work streams whenever possible.

#### What we are doing now and will be doing in future

We will

- We will review data currently collected through an equality lens and update where possible as required.
- Enhance the knowledge of our staff and users of our services regarding the importance of and why we collect equalities data
- Where appropriate collaborate with others to review national data, sharing learning and good practice.

We will achieve this by

- Ensuring information gathering tools can provide data of protected characteristics groups in reporting mechanisms
- Updating information for users of our services regarding data collection, why we ask for information, what we do with it and where we store it.
- Working with our Information Governance, Information Technology, Strategists and Analysts teams to improve safe information sharing portals in NHS Forth Valley.

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## Developing more inclusive services

### Equality Objective 8

All staff will have a better knowledge of EQIA processes and the importance of them in relating to the nine protected characteristics groups and in giving due consideration to areas of disadvantage as set out by the Fairer Scotland Duty.

#### Why this matters

Our aim is to provide inclusive services which actively address inequality and exclusion and enable all of Forth Valley's people to realise their potential and live healthy lives.

We want our decision makers to have appropriate information about equalities impacts in the lead up to decisions at the time they are made, to ensure they understand their responsibility to pay due regard to this information and exercise it in practice.

Share good equality practice and improve outcomes for all those

#### What we are doing now and will be doing in future

We will

- Enhance staff knowledge of possible inequalities.
- Review our EQIA governance structure.
- Commission services in ways that will eliminate discrimination and harassment, advance equality, including socio-economic equality, and foster good relations wherever it is possible and relevant to do

We will achieve this by

- Developing a systematic risk-based approach to reviewing service areas to identify and address potential unconscious bias in service design or delivery arrangements
- Designing an on-line EQIA and Fairer Scotland Duty recording system which is compatible with local information gathering systems
- Supporting service areas to identify local equalities gaps, issues and priorities and in the creation of an annual implementation plan for addressing them

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## Appendix 2

### Terminology

Accessible communications - means communications that can be understood by all members of the community, including Deaf and disabled people and people who use English as a second language.

**BAME** stands for Black, Asian and minority ethnic. Although 'BAME' can be a useful acronym for statistical purposes, it is not appropriate to use as a description for specific individuals or groups because it lumps many different ethnic groups together into a label.

**Disability - the Equality Act 2010** defines disability as a physical or mental impairment that has a substantial and long-term negative effect on a person's ability to do normal daily activities. NHS Forth Valley is committed to the Social Model of Disability which says that people are disabled by barriers in society not by their impairment or difference, whether that impairment or difference is physical, mental, or cognitive. Barriers can be physical, like buildings not having accessible toilets, or they can be caused by people's attitudes, like assuming disabled people are unable to do certain things.

**Discrimination** 'direct discrimination' occurs if you treat someone less favourably because they have, or you think they have a protected characteristic – for example refusing to employ them or offer them a service which they would otherwise be able to receive. 'Indirect discrimination' is where a practice, policy or rule applies to everyone in the same way, but ends up having a disproportionately negative impact on some people – for example a dress code that restricts certain ethnic groups or faith communities more than others.

**Diversity** is about recognising the many ways in which people are different from each other and the impact these differences can have on the opportunities people have. These differences go beyond the Equality Act protected characteristics and include class and family background.

**Equality Act 2010** is the main UK law which protects people who may be discriminated in the workplace or in wider society. It replaced previous anti-discrimination laws with a single Act, making the law easier to understand and strengthening protection in some situations. For more information see: [www.equalityhumanrights.com/en/equality-act/equality-act-2010](http://www.equalityhumanrights.com/en/equality-act/equality-act-2010)

**Fairer Scotland Duty (the Duty)** interim– Part 1 of the Equality Act 2010 set out a new Duty on socio-economic inequalities. The Duty came into force in Scotland on 1 April 2018 (but not in other parts of the UK at that time). It required public bodies to pay due regard to narrowing the inequalities of outcome, caused by socio-economic disadvantage, when making strategic decisions. A government review of the findings from this duty and guidance are currently being addressed with a final Fairer Scotland Duty and guidance for public bodies expected summer 2021

**Hate crime** is defined as: 'Any criminal offence which is perceived by the victim or any other person, to be motivated by hostility or prejudice based on a person's race or perceived race; religion or perceived religion; sexual orientation or perceived sexual orientation; disability or perceived disability and any crime motivated by hostility; prejudice against a person who is transgender or perceived to be transgender or gender or perceived gender'<sup>2</sup>  
[www.cps.gov.uk/crime-info/hate-crime](http://www.cps.gov.uk/crime-info/hate-crime) We recognise there are six different types of hate crime: racial, religious, gender, disability, transgender, and LGBT.

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**Health inequalities** are defined by Public Health Scotland and others as “avoidable and unjust differences in people’s health across the population” They can exist across groups affected by many factors as listed below, but this list is not exhaustive.

Socio-economic position and deprivation (low income, unemployment, poor housing, poor education).

Those in the protected characteristic groups (age, sex, sexual orientation, race, disability, pregnancy and maternity, religion or belief). Vulnerable groups in society such as asylum seekers, migrants, people with learning disabilities, homeless people and rough sleepers, Gypsy, Roma and Traveller groups, sex workers, prisoners.

Geographical areas (urban compared to rural, island compared to mainland).

**Human Rights Act 1988** is UK legislation which incorporates most aspects of the European Convention on Human Rights including those articles which relate specifically to equality, diversity and inclusion: The right to freedom of thought, conscience and religion (Article 9); The right to freedom of expression and to receive and impart information (Article 10); The right not to be discriminated against (Article 14).

**Inclusive design** creates environments that everyone can use to access and benefit from the full range of opportunities available in society. It enables people to participate, confidently, independently and with choice and dignity. Inclusive design avoids separation or segregation and is made up of places and spaces meet the needs of everyone in society. Inclusion means taking active steps to create equality, ensuring equal access and opportunity for all and tackling discrimination and injustice.

**LGBT+** stands for Lesbian, Gay, Bisexual and Transgender (with a plus sign to include Genderqueer, Non Binary, Questioning, Intersex and Asexual etc.). LGBTQ+ is also used to specifically include Queer.

**Positive action** is voluntary, lawful activity taken to address an existing imbalance, or to meet the needs of a particular group where this is objectively justified. Positive action in employment may include initiatives to overcome disadvantage or to improve the diversity of a workforce so it is more representative of the overall population. Positive action should not be confused with positive discrimination, which is unlawful e.g. the setting of quotas. Protected characteristics are the nine characteristics protected under the

**Poverty** is defined relative to the standards of living in a society at a specific time. People live in poverty when they are denied an income sufficient for their material needs and when these circumstances exclude them from taking part in activities that are an accepted part of daily life in that society.

**Public Sector equality Duty** – this Duty requires public bodies to have due regard to the need to eliminate discrimination, harassment, victimisation and any other conduct prohibited by the Equality Act 2010; advance equality of opportunity between persons who share a relevant protected characteristic (as defined by the 2010 Act) and persons who do not share it; and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

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**Reasonable Adjustments** the 'reasonable adjustments' duty under the Equality Act 2010 has three requirements that organisations must consider for their workplace and services that apply in situations where a disabled person would otherwise be placed at a substantial disadvantage compared with people who are not disabled. There are: changing the way things are done e.g. opening times; changes to overcome barriers created by the physical features of premises; and providing auxiliary aids e.g. extra equipment or a different or additional service.

**Socio-economic duty** is covered by Section 1 of the Equality Act 2010, which is not currently in force. It would require a public body 'when making decisions of a strategic nature about how to exercise its functions, [to] have due regard to the desirability of exercising them in a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage'.

**Socio-Economic Disadvantage** - In broad terms, 'socio-economic disadvantage' means living on a low income compared to others in Scotland, with little or no accumulated wealth, leading to greater material deprivation, restricting the ability to access basic goods and services. Socio-economic disadvantage can be experienced in both places and communities of interest, leading to further negative outcomes such as social exclusion.

**Transgender** - Trans people may describe themselves using one or more of a wide variety of terms, including (but not limited to) transgender, transsexual, gender-queer (GQ), gender-fluid, nonbinary, gender-variant, crossdresser, genderless, agender, nongender, third gender, bi-gender, trans man, trans woman, trans masculine, trans feminine and neutrois.  
<https://www.stonewall.org.uk/helpadvice/faqs-and-glossary/glossary-terms#t>