

Inverclyde Health and Social Care Partnership (HSCP)

Equality Outcomes, Actions and Measures

The Equality Act 2010 and the Equality Act (Specific Duties) (Scotland) Regulations 2012, brings together all legislation and policy in relation to addressing inequalities and discrimination and places an equality duty on the HSCP, to ensure that the nine protected characteristic groups outlined in the legislation are protected from discrimination. In particular the HSCP has responsibility to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The nine protected characteristic groups, which are listed below, are individuals and groups, who are disadvantaged, by their particular circumstances. Our equality outcomes set out below require us to show how we will prevent these particular groups of individuals from being discriminated against or disadvantaged by our services.

The nine protected characteristic groups are:-

1. age;
2. pregnancy and maternity;
3. disability;
4. marriage and civil partnership;
5. race;
6. religion and belief;
7. sex ;
8. sexual orientation;
9. Gender reassignment;

Our aim is to deliver services and support in a culture, which is committed to promoting the value of equality and diversity. This requires our staff, colleagues and partners to be trained, equipped and supported to understand the needs of different groups of people and be able to offer support in a sensitive and empowering way to enable people to live without discrimination.

PUBLIC SECTOR DUTY OUTCOME: ELIMINATE UNLAWFUL DISCRIMINATION, HARASSMENT AND VICTIMISATION AND OTHER CONDUCT PROHIBITED BY THE ACT

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

What needs to change	Action	Measure	Who is responsible
<p>1.1 Individuals, including people from protected characteristic groups, are able to 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 different protected characteristic groups, across all health and social care services to be able to ascertain who is using our services and identify any access barriers.</p>	<p>Yearly Information audit to evidence that all services record all information relating to protected characteristics.</p> <p>Year 1-One service area within Planning, health Improvement and Commissioning Service and Mental Health, Addictions and Homelessness Services</p> <p>Year 2-One service area within Primary and Community Care Services and Children, Families and Criminal Justice services</p> <p>Year-3 All service areas</p> <p>Each Head of Service area to provide 2 case studies of clients with protected characteristics for which support needs have been identified and met.</p>	<p>Heads of Service for allocating service areas</p> <p>Service managers</p> <p>Recorded by Quality and Development Team through Quarterly Service Reviews format.</p>

What needs to change	Action	Measure	Who is Responsible
<p>1.2 Service users and carers, particularly those with a disability are able to physically access services within the HSCP</p>	<p>Complete 3 environmental access audits within HSCP sites per year.</p> <p>Collect feedback from individuals and groups regarding improvements resulting from access audits.</p>	<p>Agreed number of access audits completed and action plans implemented.</p> <p>Number of groups e.g. Inverclyde Council on Disability (ICOD) involved in access audits.</p>	<p>Head of Administration</p> <p>Your Voice-Public Involvement Network</p>
<p>1.3 Ensure information is provided in accessible formats so that local people can easily access and engage with HSCP services.</p>	<p>Develop an inclusive communications strategy which includes a variety of methods to communicate with all sections of the community.</p> <p>Develop an accessible information policy for staff to adopt in their practice and communications with the public.</p>	<p>Communications Strategy and Action Plan developed</p> <p>Accessible Information Policy</p> <p>Number of requests to HSCP for information to be provided in alternative formats. E.g. document translation into different languages; large print etc.</p>	<p>Communications Group</p> <p>Head of Administration</p>

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

What needs to change	Action	Measure	Who is Responsible
<p>2.1 All staff need to be aware of the equalities legislation on how that impacts on 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>Equality Impact Assessments (EQIA) require to be undertaken where there is a change to service or new policy/procedure</p>	<p>Number of staff trained in 15/16</p> <p>Number of staff training in 16/17</p> <p>Number of EQIAs undertaken</p>	<p>Recorded by Quality and Development Service through Quarterly Service Reviews</p> <p>Service Managers</p>
<p>2.2 People from protected characteristic groups have their needs recognised and are able to 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>See 1.1</p> <p>Numbers of clients accessing self-directed support</p>	<p>Service Managers through Quarterly Service reviews process</p> <p>Health and Community Care</p>

Inverclyde HSCP Equality Outcome 3: People with protected characteristics feel safe within their communities

What needs to change	Action	Measure	Who is Responsible
3.1 Staff need to understand hate crime, how to report it and the impact on those with protected characteristics	Police Scotland to provide hate crime training to relevant HSCP staff around all protected characteristic groups.	Number of training sessions delivered by Police Scotland Number of staff attending training Number of incidences reported to Police Scotland by HSCP staff	Quality and Development Service Service Managers Police Scotland
3.2 Enable people to feel safe through the use of technological and community based resources where appropriate	Gather feedback from services and theirs users about how this equipment has enabled them to feel safe living at home and has made a difference in their life.	Appropriate services provide 3 case studies each showing how technology has enabled people.	Health and Community Care Specialist children's services through technology returns

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

What needs to change	Action	Measure	Who is Responsible
<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 are involved in planning services</p>	<p>One Case study from each Head of Service area showing involvement in service planning</p>	<p>Heads of Service Service Managers</p> <p>Your Voice -Public Involvement Network</p>
<p>4.2 People Involvement Network requires to increase representation of people from across all protected characteristic groups</p>	<p>People Involvement Network to undertake a review of members with regard to protected characteristics</p> <p>Increase in the number of individuals with protected characteristics involved with the People Involvement Network and in planning with services</p> <p>Collect feedback from service users from protected characteristic groups through Your voice Public Involvement Network, to ask them how they accessed services and what barriers they identified.</p>	<p>Number of people involved in Network with a protected characteristic</p> <p>Number of new member's representative across the 9 protected characteristic groups.</p> <p>Production of yearly report from Your Voice Public Involvement Network</p> <p>Production of public information based on. "You said-We did"</p>	<p>Your Voice</p> <p>Quality and Development</p>

PUBLIC SECTOR DUTY OUTCOME: ADVANCE EQUAL OPPORTUNITY BETWEEN PEOPLE

Inverclyde HSCP Equality Outcome 5: HSCP staff understand the needs of people with different protected characteristic and promotes diversity in the work that they do

What needs to change	Action	Measure	Who is Responsible
5.1 HSCP Policies and procedures need to be equality impact assessed	Equality Impact Assessments (EQIAs) are required to be developed and reviews undertaken of any new or reviewed policies/strategies and service redesign.	Number of Equality Impact Assessments (EQIAs) agreed to be undertaken and completed	Service Managers Recorded by Quality and Development through Quarterly Service Review
5.3 HSCP staff named lead reviewers require to be fully conversant with undertaking EQIA's	Training is required for all managers and lead reviewers to ensure equality and diversity is embedded in all policy and practice of the HSCP Equality Impact Assessment is further developed, as an online tool, with training delivered to managers/lead reviewers and process is embedded in practice	Number of Lead Reviewers identified and trained. Number of Equality related training sessions delivered to appropriate staff	Service Manager- Health Improvement and Inequalities

Inverclyde HSCP Equality Outcome 6: Maximise opportunities to support Learning Disability service users experiencing gender based violence

What needs to change	Action	Measure	Who is Responsible
<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 staff understand their role in relation to Gender Based Violence</p> <p>Relevant employees across care sectors are trained and supported to carry out 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>Number of Learning disability team staff completed at risk training and are aware of their responsibilities</p> <p>Number of Learning disability staff trained around routine sensitive enquiry and gender based violence</p> <p>Clear pathway for how service users access support developed and shared with Adult Protection Committee</p>	<p>Service Manager- Rehabilitation</p> <p>Adult Protection Coordinator</p>

PUBLIC SECTOR DUTY OUTCOME: FOSTER GOOD RELATIONS BETWEEN PEOPLE WHO SHARE A PROTECTED CHARACTERISTIC AND THOSE WHO DO NOT

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

What needs to change	Action	Measure	Who is responsible
7.1 Refugees need to be supported to integrate and settle within Inverclyde	<p>Ensure HSCP staff and partners understand their role in supporting refugees locally.</p> <p>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>Establishment of multi agency group and number of partners actively involved in resettlement programme</p> <p>Number of refugee families allocated to Inverclyde who chose to stay within the area</p> <p>Number of Refugee Personal Integration Plans initiated outlining each individual's aspirations and goals</p>	Service Manager HIIP