

Equality Mainstreaming and Outcomes Report 2019 - 2021

April 2021

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Introduction

In April 2016, the North Ayrshire Health and Social Care Partnership (HSCP) published its first Equality Outcomes and Mainstreaming Report. This report identified the HSCPs commitment to improving the lives of people across North Ayrshire and to reducing the significant inequalities and barriers local residents face to living a safe, healthy and active life.

During 2016, an Ayrshire Shared Equality Outcomes Working Group was established to identify the feasibility of collaboratively producing a set of Shared Equality Outcomes. This work was successfully progressed and a shared set of four equality outcomes was adopted by North Ayrshire Integration Joint Board and a number of other public organisations across Ayrshire. These new outcomes were approved by North Ayrshire IJB from 1st April 2017 and will be reviewed in 2021.

The first equality outcome and mainstreaming report against the 2017 plan was presented to IJB in April 2019. This covered progress made in the first two years of the Ayrshire Shared Equality Outcomes Plan. It can be found on our website here: <https://tinyurl.com/hrd4wnbx>

This report will provide an overview of progress achieved against the Ayrshire Shared Equality Outcomes covering the local implementation of the Ayrshire Share Equality Outcome plan since April 2019, as well as North Ayrshire HSCPs progress in mainstreaming equalities into our day to day business.

This is the final report against the Ayrshire shared equality outcomes plan (2017 -21).

About Us

North Ayrshire Health and Social Care Partnership was established in April 2015. We manage and monitor the joining together of community health and social care services. Our partner organisations include: North Ayrshire Council, NHS Ayrshire & Arran, The Third Sector Interface (TSI) North Ayrshire and the Independent Sector.

Through partnership working our vision is that:

'All people who live in North Ayrshire are able to have a safe, healthy and active life'.

In our strategic plan we identified 5 key strategic priorities:

1. Tackling Inequalities
2. Engaging Communities
3. Bringing Services Together
4. Prevention and Early Intervention
5. Improving Mental Health and Wellbeing

All our work fits within our five strategic priorities. Through these priorities we aim to work together with local people to tackle the significant social and health inequalities that exist in North Ayrshire. We will meet our priorities by making changes to the Health and Care

services we deliver and growing the assets in our local communities. In doing this we will support local people of any age and from any background to live safely at home, or in a homely setting, as close to family, friends, and the local community as possible.

Legal Requirements

The General Equality Duty

The Equalities Act 2010 (the Act), replaced the Race Equality Duty (2002), the Disability Equality Duty (2006) and the Gender Equality Duty (2007).

The Act sets out a general duties for every public authority to have due regard. The General Duties place an obligation on public bodies to:

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

The general duties apply to every function within our organisation, including how we plan and deliver frontline services, our role in policy making and in how we procure and contract services from outside agencies. The Act refers to this as 'mainstreaming equality'.

The public sector equality duty covers the following protected characteristics (see Appendix One for further definitions):

- *Age;*
- *Disability;*
- *Race;*
- *Religion or belief;*
- *Sex;*
- *Pregnancy and maternity;*
- *Sexual orientation;*
- *Gender reassignment;*
- *Marriage and civil partnerships*

The Specific Duties

Specific duties have been designed to help authorities meet the three needs outlined in the general duty. The specific duties were created by secondary legislation in the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The majority of authorities are required to:

- Report on mainstreaming the equality duty;
- Publish equality outcomes and report progress;
- Assess and review policies and practices;
- Consider award criteria and conditions in relation to public procurement;
- Publish in a manner that is accessible.
- Gather and use employee information;
- Publish gender pay gap information;
- Publish statements on equal pay;
- Publish gender composition of boards and produce plans to increase diversity.

Due to the legislative structure of Integration Joint Boards (IJB), Health and Social Care Partnerships are exempt from certain specific duties. This is due to the unique structure of Integration Boards in that they are not employing bodies.

As such, while IJBs direct the strategy and operations of Primary Health Care and Social Care services, all staff members remain employees of either NHS Ayrshire and Arran or North Ayrshire Council.

North Ayrshire Health and Social Care Partnership **must:**

- Publish a report on how it has mainstreamed equality into the day to day operations of the organisation
- 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 progress towards these outcomes
- Make any reports published fully accessible to all
- Assess relevant policies, procedures and practices through Equality Impact Assessment

For the 2021 report, we need not:

- Gather and use employee information;
- Publish gender pay gap information;
- Publish statements on equal pay;
- Publish information on board diversity*

However, while we are not required to report on specific duties in relation to employees, we will work closely with North Ayrshire Council and the Board of NHS Ayrshire & Arran to ensure our staff are treated in a fair and equitable manner.

*In relation to the publishing of board diversity information, this aspect of the Public Sector Duty has now been legislated, but is yet to be implemented.

Mainstreaming the Equality Duty

Mainstreaming the equality duty simply means integrating equality into the day-to-day working of the partnership. This means considering the impact of our actions on all our services users, particularly those covered by a protected characteristic. Taking equalities into account in the way we operate should be part of everything we do. Mainstreaming the equality duty has a number of benefits including:

- equality becomes part of our structures, behaviours and culture
- we can demonstrate how equality is built into everything we do
- contributing to continuous improvement and fairer and better performance

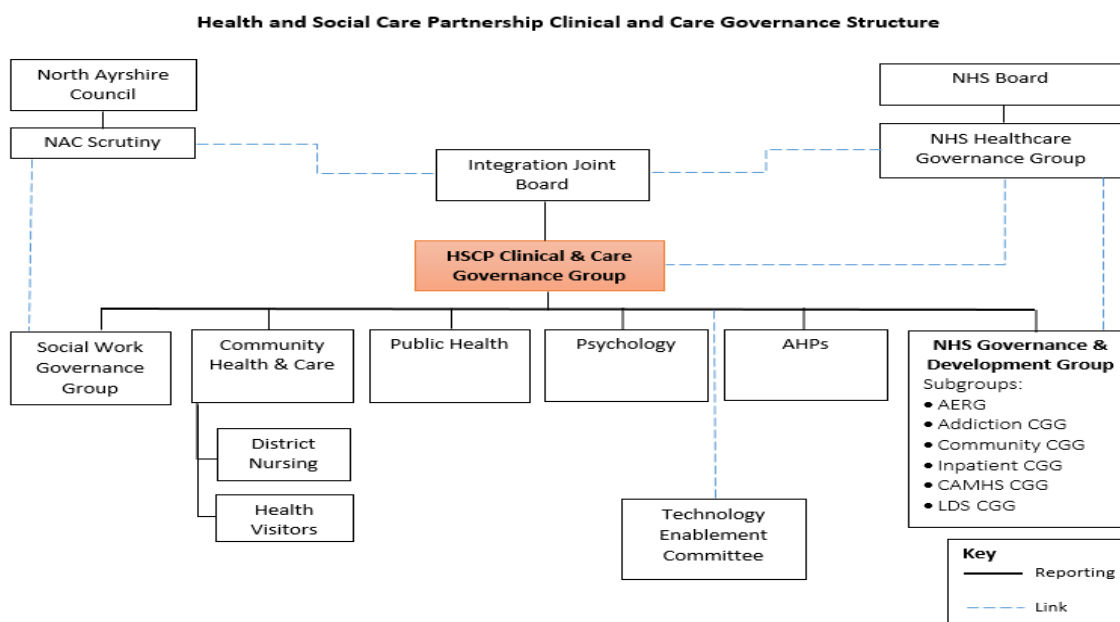
A key part of our business is to support vulnerable people and those who are often face discrimination or unfair treatment. We build this into everything we do and ensure that for each need of the general equality duty, we consider each of the protected characteristics. In addition, if we operate in a way that gives rise to treatment that is unlawful or discriminatory, we will change the way we work to prevent this.

Our partnership values underpin our approach to how we engage with and support the people within our communities. Through expressing our values, we demonstrate that we are:

Person Centred; Respectful; Efficient; Caring; Inclusive; Honest; and Innovative

Our Governance

Our Integration Joint Board took responsibility for the delegated functions on 1 April 2015. The IJB will build on these foundations, ensuring they are embedded by our staff, partners and communities. The diagram below outlines North Ayrshire Health and Social Care Partnership Governance Structure.



The Integration Joint Board is made up of voting members, who are either Councillors of North Ayrshire Council or non-executive Directors of NHS Ayrshire and Arran, and non-voting members made up of persons nominated by the Council, the NHS Board, third sector bodies,

users, carers and other key stakeholders. The North Ayrshire Integration Joint Board meet on a monthly basis and further information about future meetings and previous minutes are available on the North Ayrshire Council website here: <https://tinyurl.com/373we7pk>

To ensure that the needs of the general Equality Duty are considered in exercising our business functions and processes, including budget setting and project planning, there is a mandatory “Equalities Assessment” section within all IJB reports, which identifies if the papers have been assessed for equality and outlined any further action required.

As part of the requirements laid down in the Public Bodies (Joint Working) (Scotland) Act 2014, the Integration Joint Board must produce a Strategic Commissioning Plan that sets out how we will plan and deliver services and in turn how we will meet the National Health and Wellbeing Outcomes (appendix 2). In addition, we must outline how the views of localities must be considered.

The role of the Strategic Planning Group is to support the Integration Joint Board in the on-going development the Strategic Plan and the continuing review of the progress of our delivery against the agreed national and local outcomes. Within North Ayrshire Strategic Planning Group every stakeholder has a key role to play in the strategic planning process and we have developed an effective programme of review and planning that promotes constructive dialogue.

The following sections set out how we have mainstreamed equalities into our activities to date.

Equality and our Strategic Plan

Reducing the impact that inequalities have on people and local communities is at the heart of the North Ayrshire HSCP Strategic Plan 2018 – 2021, ‘Let’s Deliver Care Together. Published in April 2018, ‘Let’s Deliver Care Together’ is the second strategic plan produced by the partnership. Once more, it set out our five key priorities to help us improve the health and wellbeing of local people over the next three years, which are:

1. Tackling Inequalities
2. Engaging Communities
3. Prevention and Early Interventions
4. Improving Mental Health and Wellbeing, and
5. Bringing Services together

In this strategic plan we have sought to change the conversation we have with local communities and have identified local people, clearly, as key partners in improving the health wellbeing of local people. As we continue to improve our local services, we will also be working closer with our communities, listening to their concerns, views and ideas and supporting them to optimise and make full use of the strengths and assets available to local people.



Going forward, we will support our staff to think differently when working with local people, to consider the strengths available from family, friends and local organisations and groups in order to provide a more holistic, community-based approach to health and care.

By taking this approach, we can help communities develop into safe and supportive environments where local people can thrive and maintain healthy lives. We will continue to support local people to effectively manage their own health and wellbeing, providing information on appropriate community support services or referral to formal support services when the need arises.

A new Partnership strategic plan has been produced for the period April 2021 to March 2022. It can be found on our website, [here](#).

This plan complements the development of a new HSCP Equality Outcome Plan for the same period. It can be found [here](#).

Localities

North Ayrshire is home to many different communities with differing needs and aspirations. We recognise that one single strategic or operational approach will not meet the needs of all these communities. To overcome this – and to help us identify how best to deliver the best service to our local communities - we have established six Locality Planning Forums (LPFs), one for each of the localities in North Ayrshire; these are:

- Arran
- Garnock Valley
- Irvine
- Kilwinning
- North Coast, and
- Three Towns



Each LPF is led by a Chair who is a member of the North Ayrshire IJB and supported by a local GP and a lead officer who is a member of the partnership senior management team. Other members include representatives from local health and care services, third and independent sector organisations and community members.

Each forum has a role in identifying the health and care needs of local people and informing the overall strategic planning process of the HSCP. Locality Forums are the key link between local people and the HSCP.

Since the launch of the new strategic plan ('Let's Deliver Care Together' 2018-21), the LPFs have been preparing to undertake locality wide community engagement. This engagement process will be led by each forum and will seek to support the forums to better understand

the local concerns and aspirations of communities. It is hoped the engagement will help the forums to:

- Map out local community assets (community groups, support organisations)
- Achieve a better understanding of groups and communities in each locality
- Identify the local health and care needs and aspirations of each locality

Since April 2019, our locality planning forums have continued to improve their engagement with local communities and in many cases have turned that engagement into positive local action. Over the period, LPFs have expanded their membership to ensure representative from a range of interest groups, including people with lived experience of services, carers and young people.

Some examples of positive community development work undertaken by the LPFs has included:

- Promoting positive mental health to young people in Arran High School
- Development of a pocket size mental health support directory for Pupils in Largs Academy
- Undertook an intergeneration social action research exercise on Arran for community members to identify local priorities
- Took steps with partner organisations to establish a mental health consortium to jointly bid for funding to improve the mental health of local people in Kilwinning.
- Raised awareness to parents of pupils in Irvine Royal Academy of participatory budgeting opportunities to help respond to concerns raised in relation to evolving drug dealing/misuse concerns.
- Delivered Social Isolation courses in the Garnock Valley supported by Community Link Workers.

Meaningful Conversations

To ensure equality is built into everything we do, we have been working to improve how we engage with people who use our services, carers, our staff, and local people. We aim to create a dialogue where people's views are included and open conversations are the new way of working, where working with local people is central to our joined-up approach to health and social care services.

Since 2017, we have participated in the annual 'What Matters to You Conversation?' This event, held on the 6th of June every year, provides us with a focussed opportunity to ask our service users, staff members and local people, what matters to them?

- In 2019, What Matters to you took had locality focus, with our Locality Planning Forums using the day as an opportunity to actively engage with their local communities to help identify what matters to them about their health and social care services. In total, LPFs engaged with 299 local people. Responses the day were pulled together into a report and used by each LPF to help shape locality priorities.
- Despite challenges around effective engagement due to the COVID-19 Pandemic, the Partnership still took part in What Matters to You 2020? As expected, the response was lower than received in previous years. However, the day still managed to collect



responses from 137 local people. Over half of these were provided through the various community hubs set up to support local people during the lockdown period. This feedback helped us clarify the key challenges facing our local communities.

We use a range of methods to engage with people and gather their experiences, views and concerns to help inform service improvements. Over the past two years, this has included a key change in how we engage with local people through consultation. Our developing engagement methods now prefer open conversational approaches, as opposed to more traditional closed response, or tick-box questions. Some examples of our engagements over the past two years are below:

ADP Engagement

Between May and June 2019, we supported the North Ayrshire Alcohol and Drug Partnership (ADP) undertake an engagement consultation to help inform the development of its new 3-year Strategy. We worked together with our partners and engage with people with lived experience of alcohol or drug misuse to help us design an effective engagement strategy. Overall, there were 384 responses to the consultation, gathered through; an online survey, doorstep interviews, and focus groups.

In addition, a decision was made to extend the duration of the consultation in order to try and improve the number of men responding. Initial feedback was predominately from women, however most people who access ADP service are male. As such, efforts were made to engage with men's support groups to help increase their input to the consultation. This strategy worked and the number of male responses increase.

Thinking different doing better

In 2019, we launched our 'Thinking Different, Doing Better' staff engagement initiative. This initiative created a unique experience for staff members to consider what the local role of the HSCP is. Created in partnership with our colleagues from the third and independent sector, people going through TDDB were able to experience many different rooms that provided an overview of what health and social care means locally.

The experience culminated in a conversation with the HSCP Director. Each conversation generated improvement suggestions for taking forward.

By early 2020, over 3,000 HSCP staff and almost 400 community members had been through the experience.

North Ayrshire Wellbeing conversation

To inform the development of the new HSCP strategic plan, the North Ayrshire Wellbeing Conversation was launched on the Friday 23rd October 2020. The ambitious conversation will run for 18 months, up to March 2021. Feedback from this conversation will help inform the direction the Partnership's one-year strategic bridging plan from 2021-22, and the longer-term plan due to be published in April 2022.

To date the conversation has heard from 371 people, who have provided valuable information on what they do to keep healthy and well. Going forward, the partnership



will continue to target specific groups and individuals who are often marginalised, particularly those with protected characteristics, and ensure their voices are listened to and acted upon. There will be further conversations and different ways to get involved, when the current social distancing measures are relaxed.

As part of the conversation, we are asking people if they would like to be more involved in shaping health and social care services. For those who agree, they will be invited to join the North Ayrshire Care Improvement Network and will have greater opportunities to input to the development of future services.

We have continued to grow our social media presence. We use websites, social media, Twitter (@NAHSCP) and Facebook to deliver messaging, and engage with online communities of interest, both nationally and locally. Our services also engage with people via social media, reference and focus groups. This approach enables us to promote our services and the benefits of partnership working as well as to engage with a wider audience in the sharing of best practice and topical stories.

Our Partnership Culture

Within North Ayrshire Health and Social Care Partnership we use a strengths-based approach, and build on the dedication and expertise available of our staff, partners and communities

Our Organisational Development (OD) strategy enables:

- The development of an effective partnership - working with people who use our services, carers, volunteers, employees and communities
- Building on a commitment to shared principles and a collaborative culture
- Continuing improvement of services that provide better outcomes for people

All aspects of this strategy are delivered in a way that promotes equality, values diversity, protects human rights and tackles discrimination. Respect is reflected in our published values and success will be through getting the most out of our diverse staff and communities as we promote and uphold principles and practices of equality and diversity.

Unleashing the potential in people opens new possibilities for health and social care and values the capacity, resilience and wellbeing of all.

Developing our staff

Our Learning and Development section offers a wide range of training courses and development opportunities for partnership staff. Many courses available cover guidance and awareness training for working with vulnerable people who may be covered by protected characteristics. Over the past year, there has been a decrease in the number of training courses provided due to the pandemic. However, examples of courses delivered, and uptake is detailed below:

- Awareness of the Adult Support and Protection Act 2007
 - 64 people have completed e-learning course
 - 26 people completed the ASP Level 2 (1 day)

- 6 people completed the ASP Level 1 (half day)
- 11 staff members completed the Adults with Incapacity (Scotland) Act 2000 training
- 29 staff members attended Autism Awareness Training
- 6 staff members attended Dementia Awareness Training
- 15 members of staff attended Domestic Abuse Awareness Training (including the experiences of Women and Children)
- 18 staff members attended Various Welfare rights and benefits courses (including awareness of benefits for older people)
- 22 people attended Child Protection Awareness training
- 41 staff members attended Understanding adult mental health

Other available courses that were unable to be delivered over the past year include, awareness courses in relation to; Learning Disability, Dementia and Parkinson's Disease, training for people working with Refugees and Asylum Seekers and training around Person Centred Planning. It is anticipated these courses will be delivered again when it is safe and practical to do so.

In addition, a pan-Ayrshire 'Promoting Equality course', available for all staff across the three partnerships has also been unavailable. The training was built around the duties under the Equalities Act 2010. The range of workshops included:

- Working with asylum seekers and refugees
- Transgender awareness
- Growing up gay in North Ayrshire
- Religious diversity and anti-discrimination
- Working with travelling communities
- British Sign Language awareness

It is anticipated that this course will be available as soon as it is safe to do so.

Service led training

The North Ayrshire Adult Support and Protection Service and the Child Protection Committee provide bespoke training courses for staff members, in addition to those run centrally by HSCP Learning and Development.

Adult Support and Protection:

Between April 2019 and December 2020, **91** training courses were provided to almost 1000 members of staff. The majority of courses were delivered face to face up until March 2020. The courses provide valuable training to staff members in order to effectively support and protect vulnerable adults from harm and exploitation. Many of these vulnerable adults will identify with the recognised protected characteristics.

In addition to staff groups, the service also provides bespoke training to external organisations as part of its multi-agency approach. Organisations in receipt of training include, The Ayrshire Community Trust, Ayrshire College, Irvine Housing Association and North Ayrshire Women's Aid.

Further information on courses provided and partner organisations supported during the period can be found in appendix 5.

Child Protection Committee

The North Ayrshire Child Protection Committee publish an annual Learning and Development report. Information provided covers the period from January to December 2019. The 2020 report will not be available until summer of 2021.

During 2019, 15 training courses were available to both staff and multi-agency partners. Over that period, **34** training sessions were delivered to **733** multi-agency staff (including Social Services, Education, Health, Third Sector, Police Scotland and Housing).

A list of the courses provided are available at appendix 6.

Procurement

The requirements

The Equality Act 2010 (Public sector equality duty) or 'general duty' and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 is the legislative framework that underpins equality when procuring services.

The 'general duty' in procurement means that we must have due regard to eliminating unlawful discrimination, harassment and victimisation and other prohibited conduct; advancing equality of opportunity between people who share a relevant protected characteristic and those who do not; and fostering good relations between people who share a protected characteristic for all procurements undertaken. The 2012 Regulations specifically require an authority to consider its' equality duty when awarding contracts within its award criteria.

Examples of what we do locally to meet these requirements in Health and Social Care

Our tender documentation allows for Equality to be considered within the Technical Envelope under Award Criteria on a pass/fail basis. For example, where a bidder cannot confirm that they have an equality policy in place they will not move on the next stage of evaluation and are therefore excluded for the bidding process. Further, at the technical stage, a specific quality question is included within every tender to assess fair work practice, including the living wage and equality, when selecting bidders for award. In terms of meeting equality outcomes, service users are involved in consultations on the Service Specification and the evaluation of tenders by designing quality questions and sitting on evaluation panels that select preferred bidders for award. These are five examples of how we embed equality within the procurement process.

Contractual requirements

Equality requirements are included as contractual conditions, and specific requirements are incorporated into service specifications. For example, compliance with the Equality Act 2010 is a contract condition and fair access to services are specifically written into specifications. These conditions mean that we may at our sole discretion terminate contracts where breaches of these laws have occurred. Our contract management framework is the formal mechanism that robustly audits provider compliance with equality requirements when contracts are operational.

Equality Assessment

We continue to undertake Equality Impact Assessments on any new policies or budget proposals that are likely to have an impact on local people, members of staff or other stakeholders.

Since the launch of the partnership in 2015, we have applied the same Equality Impact Assessment process to both Council and NHS budget proposals that affect the Partnership. This afforded the Partnership to achieve a greater level of consistency in equality impact assessments across the wider partnership. This has been a useful mechanism to both embed equalities practise in the partnership and further the process of integration.

We promote the completion of Equality Impact Screening forms (rapid assessment) at the development stage of any new policy or service proposal. This supports those developing a new policy to be mindful of any potential impact on equalities it may have. Towards completion, a full Equality Impact Assessment is undertaken to ensure all considerations have been taken. This approach helps to embed thinking about the various aspects of equality at the earliest stages of project or policy development.

Since 2019, the profile of Equality Impact Assessments has increased across the Partnerships, with many services actively identifying the need for robust equality assessments to help inform service redesign work.

In addition, Equality Impact Assessments are completed at the design stage for commissioned projects. The learning from these assessments help inform the Service Specification and Method Statements which are weighted and scored, forming the basis for award of tender. This ensure that any new commissioned services, meet equality requirements.

Our Equality Outcomes

An equality outcome is a result which we aim to achieve in order to further one or more of the three needs of the general equality duty:

- To eliminate discrimination
- Advance equality of opportunity
- Foster good relations

By focusing on outcomes rather than objectives, we aim to achieve practical improvements for individuals in North Ayrshire who experience discrimination and disadvantage. Equality outcomes are therefore results intended to achieve specific and identifiable improvements in people's life chances.

Equality Outcomes 2017-21

During 2016, the North Ayrshire HSCP worked alongside other public sector organisations across Ayrshire, to develop a set of shared equality outcomes. The benefits of working together to develop these outcomes include:

- A more consistent approach to equalities across the area
- Greater scope for consultation while reducing 'consultation fatigue'
- Greater Transparency for local people

In April 2017, the Ayrshire Shared Equality Outcomes Partnership published our first set of Shared Equality Outcomes. In it we identified four equality outcomes that we could progress together. These outcomes are that, in Ayrshire:

- 1. People experience safe and inclusive communities**
- 2. People have equal opportunities to access and shape our public services**
- 3. People have opportunities to fulfil their potential throughout life**
- 4. Public bodies will be inclusive and diverse employers**

As well as sharing outcomes, the pan Ayrshire group have also developed a supporting action plan that outlines what we hope to achieve on a Pan-Ayrshire level as well as organisation specific actions.

An update on progress against these Ayrshire shared actions can be found in the '**Ayrshire Shared Equality Outcomes Report 2019-21**', which accompanies this mainstreaming report. It can be found on the HSCP website here: <http://nahscp.org/partnership-strategies-plans-reports/>

More information on the Ayrshire Equality Partnership can be found in **appendix 4**.

Reporting Progress

Information relating to our equality outcomes is gathered on a regular basis for the purposes of internal reporting. This information is regularly reviewed by the Partnership's Senior Management Team and Performance and Audit Committee.

The following sections provide a progress update of activity against the local North Ayrshire HSCP actions identified to support the shared equality outcomes.

The 'Ayrshire Shared Equality Outcomes Report – 2018', which accompanies this mainstreaming report. Can be found here ([Link](#))

The following progress update is organised by the four Shared Equality Outcomes. Against each of the North HSCP actions, we also demonstrate how it links to both our five strategic priorities and the nine national health and wellbeing outcomes, which are listed below:

HSCP Strategic Priorities

1. Tackling Inequalities
2. Engaging Communities
3. Prevention and Early Interventions
4. Improving Mental Health and Wellbeing, and
5. Bringing Services together

National Health & Wellbeing Outcomes

1. People are able to look after their own health and wellbeing and live in good health for longer
2. People are able to live – as far as reasonably practicable – independently in a home or 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
7. People who use health and social care are safe from harm
8. People who work in health and social care service feel engaged with the work they do and are continuously supported
9. Resources are used effectively and efficiently in the provision of health and social care services

Further information on the nine national health and wellbeing outcomes can be found in appendix 2.

NA HSCP local progress towards Ayrshire shared equality outcomes

Equality Outcome 1: People experience safe and inclusive communities

In progressing this action, we intend that Ayrshire becomes a more inclusive and welcoming place to everyone, where diversity is respected and protected.

The outcome has a focus on tackling and preventing discriminating behaviour that can be experienced by people in Ayrshire as a result of them possessing one or more of the protected characteristics.

Key Area	Action	Narrative	Strategic Priority	National Outcome
Social Isolation	We will work with partners to identify and promote services or activities that can reduce the impact of Social Isolation	<p>What we did:</p> <p>In 2019, the Partnership supported the implementation of the 'Co-creating libraries health and wellbeing' initiative. The initiative aimed to expand the role of local libraries to be key partners in locality based multi-disciplinary teams. The initiative created a new local model for libraries which would jointly develop a peer-learning based learning and development programme that makes the most of the skills available in librarians, local people, third sector partners and health and care professionals.</p> <p>The model is led by local people in collaboration with local libraries and health and care services and aims to provide key support to two key groups; young people with low to moderate mental health concerns, and those experiencing social isolation. In effect, in future local libraries will be a valuable asset for local people to help maintain and improve their health and wellbeing.</p> <p>Early engagement attracted over 400 local people to a library fun day that hosted a range of health and wellbeing activities. The event attracted positive feedback and identified improvements to build on.</p> <p>Since 2019, many HSCP Locality Planning Forums have continued to consider social isolation as a key priority for action. Pre-pandemic, the LPFs undertook a number of key engagement events to support local communities address social isolation and the impact that can have on health and wellbeing. Recognising that social isolation is</p>	1, 2, 3 & 4	1, 4 & 5

		<p>often a complex issue, the LPFs and HSCP engagement officer worked with colleagues from the CPP Locality Partnership and engagement colleagues from the Economy and Communities Directorate:</p> <ul style="list-style-type: none"> • In the Garnock Valley a focussed event at addressing issues around social isolation and loneliness was delivered in December 2019. The event was well attended by community members and many of the methods used during discussions was based around intergenerational working. The event identified a number of realistic actions and opportunities to help address social isolation in the area. • On Arran, a series of meetings took place to support young people on the island who were concerned about access to appropriate Mental Health and wellbeing support services. • In Irvine, action to address social isolation was led by colleagues in Connected Communities and focussed on developing connecting pathways and caring conversations for people at risk of social isolation. • The Kilwinning Locality Planning Forum, in partnership with Community Learning and Development, Third Sector and Library staff hosted an event to identify local need in relation to Mental Health concerns. The findings would help inform a consortium bid National Lottery funding to help develop additional resources or services to improve support in the area. <p>In addition, in Kilwinning further events were held with locality groups to develop a Mental Health curriculum, namely the 'Practical Approaches to Mental Health course'. This would be provided by local organisation in a coordinated manner, in order to improve mental health support available in Kilwinning.</p> <ul style="list-style-type: none"> • The North Coast and Cumbrae LPF hosted two events to help address social isolation and young people's mental health concerns. <p>The first event brought community groups together in a capacity building event, to increase awareness of mental health concerns locally. Thereafter the groups would be empowered to cascade the session within their own communities. In Largs Academy, the LPF support the school's Mental Health ambassadors to create and publish a 'pocket guide to mental health services'. This would be available to all school pupils in the North Coast. While the services included in the guide were approved by Mental Health Services, the design and overall content</p>		
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		for the guide was the work of the young people involved. The guide has since been published with over 1000 guides being distributed to pupils across the North Coast.		
Youth Crime	Whole systems approaches are employed to divert young people away from, and support those who enter, the Criminal Justice system.	<p>What we did</p> <p>The Programmes Approach Team established a written protocol for supporting young people at risk of entering the justice system. Using a whole system approach, this protocol sets out clear joint working arrangements and case work boundaries for supporting young people within the Criminal Justice system.</p> <p>Since 2019, the Effective and Early Intervention (EEI) element of the whole system has been realigned to the Multi-Agency Assessment and Screening (M.A.A.S.H) team. This approach ensures the continued flow of appropriate referrals of risk young people to the Programmes Approach Team.</p> <p>Further, during 2019 mapping work has been undertaken by service leads to consider extending the diversionary support to care experienced young people up to the age of 26. Currently, the support is only available to those up to 21. Discussion have taken place with Throughcare, Justice Service and Housing Colleagues to assess possible demand and support options for this age group. The service is awaiting confirmation of national ringfenced funding to allow implementation.</p> <p>Throughout 2020, the Programme Approach Team has adapted its delivery of service to ensure diversionary support is still provided with the challenge of Pandemic restrictions. This has proved challenging for the Programmes Approach Team; however, they have ensured regular telephone contact with young people and have undertaken risk assessed one on one meetings when essential.</p>	3, 5	4 & 7
Vulnerable People	Implementation of Children's Services Plan	<p>What we did</p> <p>The 2016-20 Children's Services Plan has been brought to a close in 2020. Some of the key highlights over the period of the Plan are –</p> <ul style="list-style-type: none"> • North Ayrshire Schools have been working towards the UNICEF Rights Respecting School Award with over 90% our local schools being recognised at the First Level for the Recognition of Commitment. 	1, 3 & 4, 5	1, 4, 5 & 7

		<ul style="list-style-type: none"> • 78% of children are achieving their developmental milestones at the time the child starts primary school (2018/19) • Since April 2019, there have been 143 referrals to the secondary counselling service. Of these, 36 young people have finished their counselling sessions with over 90% of pupils reporting improvement following this support. Counselling is one of a range of mental health supports available. • In response to the Covid-19 pandemic, we have also ensured that our secondary school counselling services continued during lockdown through telephone counselling. • In 2018/19, we had 1,373 young people leaving school. 94% of school leavers progressed to a positive destination, 34.7% to higher education, 35.7% to further education and 19.3% progressed directly into employment. • We were the first Council to introduce Real Nappy Incentive Scheme which could save families up to £1,300 per child on the cost of disposable nappies, whilst reducing the environmental impact of nappies by 40 per cent. • 2,752 families have taken part in Family Learning interventions • During 2019/20 our Active Schools team delivered 7748 activity sessions. The North Ayrshire Sports Academy was attended by 51 pupils. 22 qualifications and 36 SQA Leadership Qualifications were awarded. • Prior to the Covid-19 pandemic, a Challenge Team was created in two schools, Greenwood Academy and Elderbank Primary. The team includes four Social Workers, three Family Care Workers, three Mentors and a Registered Nurse. The Challenge Teams work in partnership with a range of other services. This new model of a schools-based team approach will enhance and develop our current ways of working to support children to remain living at home with their families. The team will also identify concerns within families at an earlier stage and, through working together with families and the wider school community, increase the likelihood of remaining with family and therefore ultimately improving children’s outcomes. <p>More information on the progress of the Children’s Services Plan can be found in the annual performance report: http://nahscp.org/wp-content/uploads/2020/12/CSP-Performance-Report-2019-20.pdf</p>		
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		<p>A new Children’s Services Plan 2020-23 has been developed. The Plan sets out the strategic direction of Children’s Services. The Plan is part of the North Ayrshire Community Planning Partnership planning structures and builds on the progress made in the previous Children’s Services Plan 2016-20 (Getting it Right for You). The key priorities were developed using the previous priorities along with further evidence and data. There was consultation with young people. The priorities are:</p> <ul style="list-style-type: none"> • Children and young people’s rights and views are respected and listened to • Act early to improve what happens next • Make things fairer and better • Support mental health • Help children and young people to be active and healthy <p>The plan and its progress is monitored by the Children’s Services Strategic Partnership. The Partnership includes representatives from: North Ayrshire Council, NHS Ayrshire and Arran, North Ayrshire Health and Social Care Partnership, Police Scotland, Scottish Children’s Reporters Administration, Children’s Panel, Third Sector, and Scottish Fire and Rescue Service</p>		
	<p>Implementation of Adult Support and Protection (ASP) Improvement Plan.</p>	<p>What we did</p> <p>The Adult Support and Protection Business Plan 2020 – 2022 amalgamated the Continuous Improvement Framework, the Self Evaluation and Audit Strategy and the Service User and Carers Engagement Strategy for ASP, into one cohesive document. This allowed for closer alignment with Child Protection Documentation and provided a single, clear document to provide a Work Plan for taking forward Adult Support and Protection improvements over the biennial period 2020 – 2022. The Adult Protection Committee - Adult Support and Protection Improvement Subgroup, oversee the implementation of the work required to take forward improvements and progress in relation to the Work Plan. The Work Plan and associated KPI Report is reported quarterly to the North Ayrshire Adult Protection Committee and the Child and Public Protection Chief Officers' Group.</p> <p>Where now?</p> <p>The North Ayrshire Adult Protection Committee are now implementing and regularly reporting on their Adult Support and Protection Business Plan 2020 – 2022.</p>	<p>1, 3</p>	<p>3, 4, 5 & 7</p>

Accommodation	Develop a range of supported accommodation options to support those with complex Mental Health concerns and Learning Disabilities	<p>What we did</p> <p>The Learning Disability Day Services and Supported Accommodation (Trindlemoss) was completed in November 2019 with the door opening the following January. In addition to comprehensive day services, the complex hosts a 20 tenancy supported accommodation unit that enables people to live safely with 24 hour on-site health and care support and for those with more complex needs is a six unit care home.</p> <p>Further, work has been progressed with colleagues in housing and the established programme of building included in the Strategic Housing Improvement Plan (SHIP). In addition to the accommodation at Trindlemoss, four other supported accommodation sites are in the later stages of development.</p> <ul style="list-style-type: none"> • In Dalry, Bessie Dunlop Court was completed in December 2020 and contains 15 supported homes for people with complex mental health issues, learning disabilities or complex physical impairments. • July this year will see the opening of the new Flatt Road supported accommodation site in Largs that will include 22 supported homes. The supported accommodation element is part of the overall site development that will also include affordable community housing and sheltered accommodation. • In November a 10 unit site will be opened in Kilwinning at St Michaels Wynd, and in January 2022, the final phase of the plan will see the completion of the rebuild of 15 supported homes at Caley Court in Stevenston. <p>Each site will be supported by a commissioned staff provider. The commissioning of these providers was greatly informed by consultation with service users and residents who helped design their preferred staffing models.</p> <p>Further each site will have access to a community hub. It is envisioned that these hubs can be multi-use and can include the options of, providing service support, hosting day service opportunities, and being a social hub for supported accommodation residents and the local community. Developing the community hub resource should support good relations between the service users resident in the supported accommodation sites and the mainstream community.</p>	2 & 4	2, 3, 4, 7 & 9
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Equality Outcome 2: People have equal opportunity to access and shape our public services

We recognise that in order to provide the right services to local people, we need to understand their needs and aspirations. Many people who possess one or more protected characteristic may face additional barriers to having their voices heard.

Through progressing this outcome, we intend to reduce the barriers often faced by local people when accessing our services.

Key Area	Action	Narrative	Strategic Priority	National Outcome
Consultation and Engagement	Locality Planning Forums will engage with local communities and services to identify locality specific priorities	<p>What we did:</p> <p>During 2019, following on from the revision of Terms of Reference and additional membership and the Locality Planning forums undertook a refresh of their identified priorities. Building on from the enhanced knowledge with each forum (including additional members from Carers Representatives, HSCP staff and young people) and data provided through locality profiles, the LPFs took a strong lead in a locality focussed ‘What Matters to You?’ day in on June 6th.</p> <p>Through ‘What Matters to You?’ the LPFs actively engaged with a large number of local people and identified what mattered to them about Health and Social Care.</p> <p>Based on all relevant feedback, each LPF reviewed their priorities. In many cases, the findings supported existing priorities, including concerns around low level mental health and social isolation. In other areas, priorities were reviewed and updated to be more relevant and removed in some cases. For example in the North Coast, the LPF had identified Musculo-skeletal conditions a priority due to demand on GP practices. Following HSCP review and additional MSK/physio support, this priority was considered to be achieved and closed off.</p> <p>To help progress and action identified priorities, a priority pathway was established and presented to all LPF members. It demonstrated how the LPFs Strategic Planning Group could turn priorities and locality-based concerns into action by escalating issues to the Strategic Planning Group and Integration Joint Board.</p>	2 & 5	1, 4 & 5

		Locality Planning Forums continue review and enhance their membership and attracting new views to help inform the priority setting for local areas. LPF input is prioritised at Strategic Planning Group meetings, ensuring local issues are raised, discussed and progressed for action.		
	Former/current service users will be trained as Peer researchers to gather qualitative views of current service users.	<p>What we did</p> <p>Peer researchers are considered a valued asset for engaging with communities and undertaking service research. We recognise the importance of working with people who have lived experience of health and social care services to help influence and shape service improvements.</p> <p>Since April 2019, the Partnership has continued to engage peer researchers and those with lived experience to support our service developments, including:</p> <ul style="list-style-type: none"> • Refreshing our award-winning Young People’s Citizenship and Participation Strategy, ensuring our young people continue to have a voice in local and national decisions that affect them. • Hosting a consultation with the Mental Health Youth Ambassadors in an ‘En-Lightening Capacity Building Event’ to redress their perceived deficit of bespoke Mental Health services for young people on Arran. The Capacity Building session was very well received by The Mental Health Youth Ambassadors who engaged enthusiastically, articulating their needs, issues and aspiration for bespoke youth Mental Health services. • Hosting an event within the North Coast which aimed to engage the Mental Health Youth Ambassadors in a bespoke breakfast blether and capacity building session to a co-produce a pocket guide to well-being services in the North Coast; designed for and by young people. The initiative was a direct result of the discussion dinner/expressed needs, issues and aspirations of the young people. • The Champions Board is a group of care experienced young people aged between 15 and 23 years who work together with Corporate Parents to create change within the care system, as well as working to develop a Care 4 Yourself Mental Health toolkit and advice specifically for care experienced children and young people. Over the past year, the Champions Board have continued to challenge the language and stigma that exists within the care system. 	2	3, 4, 5 & 8

		<ul style="list-style-type: none"> Enhancing the membership of our Locality Planning Forums to further include people with lived experience of services. 		
	Grow our Social Media presence as a tool to engage with local people	<p>What we did</p> <p>The Partnership's own website is updated on a regular basis and is an effective online resource for all information in relation to North Ayrshire Health and Social Care Partnership, including plans and strategies, meeting and committee papers and information and contact details for all available services.</p> <p>The NAHSCP Twitter following continues to grow and now has 3,450 followers, with information regularly Tweeted and shared through the platform. In addition, a new NAHSCP Facebook page was launched in 2020, which has 2,330 followers to date, with work ongoing to increase our reach on this platform.</p> <p>In the past year, two Facebook groups have also been set up which sit within the NAHSCP Facebook platform. One of these is a well-used group for users of Trindlemoss learning disability services, and in early 2021 the North Ayrshire Sensory Impairment Group was set up to boost communication with those living with visual and hearing impairments in North Ayrshire.</p> <p>The number of services with their own social media platforms continues to grow, with the Learning Disability Team being the latest to launch Twitter accounts and a Microsoft Teams group has been set up for administrators of social media accounts within NAC and NAHSCP to encourage cross promotion and shared messaging to increase audience reach.</p> <p>NAHSCP messages are now regularly posted via NAC Youth Services platforms to improve our messaging to young people, with North Ayrshire's Virtual Community Centre pages also playing an important role in sharing our information to the wider population.</p> <p>The Partnership continues to consider all options when engaging with local people. As well as building a strong social media presence, we are also looking to improve</p>	2	1, 3 & 9

		how we can gather digital feedback from local people, colleagues and partners. Moving forward the service is keen to consider more effective online survey options and web-based engagement tools.		
Accessible and welcoming buildings and services	North Ayrshire Drug and Alcohol Recovery Service (NADARS) will consider the recommendations made by the Scottish Transgender Alliance (STA) to improve the experience of Trans' people accessing Addiction Support Services	<p>What we did</p> <p>Following on from a national survey carried out by the Scottish Transgender Alliance, the North Ayrshire Drug & Alcohol Recovery Service (NADARS) created an action plan to address recommendations made. This has included:</p> <ul style="list-style-type: none"> • Providing Transgender Awareness training to all members of NADARS staff. This also includes a role out of awareness sessions to staff in other locality areas. Staff are also being encouraged to complete the Stonewall LGBT Good Practice Module. • Staff have been informed of the various support services available to members of the Trans community affected by addiction issues. • NADARS staff explored the possibility of including 'trans-friendly' logos on service leaflets and promotional material, however no approved logo has been provided to the NADARS service. In lieu of this the service has produced an information leaflet for the LGBT community, providing information on appropriate support services. <p>NADARS has continued to work with the Scottish Transgender Alliance to help improve the experience of the trans community who access addiction services. A further recommendation from the research was for services to enhance the gender selection options in assessment paperwork. NADARS is keen to support this change and will accommodate this when an approved list of wider gender options is agreed at a national level. Until then, an 'Other' option is available on NADARS assessments.</p>	1, 2 & 4	3 & 4

Equality Outcome 3: People have opportunities to fulfil their potential throughout life

Many people who identify as possessing a protected characteristic may often experience barriers to achieving outcomes, whether these be economic, academic or social.

By progressing this outcome, it is intended that the barriers that many people face in fulfilling their potential, can be reduced.

Key Area	Action	Narrative	Strategic Priority	National Outcome
Employability	Support formerly cared for young people to access Employment, Education or Training.	<p>What we did</p> <p>Approaches for supporting care experienced young people to access employment support, additional vocational and life skill enhancing experiences are fully embedded in service in the service.</p> <p>The HSCP Aftercare Service has continued to work closely with colleagues in the Economy and Communities Directorate to ensure care experienced young people have access to employment, education or training opportunities. Compared nationally, on average a higher proportion of care experienced young people achieve a positive destination, compared to other local authority areas.</p> <p>North Ayrshire Council continues to ringfence up to ten Modern Apprentice placements each year for care experienced young people. Unfortunately, no modern apprenticeships have been award over the past year due to COVID restrictions. However, Ambition Agreements are still being progressed with young people in Throughcare Service and a high number of young people have accessed further and higher education opportunities. To support those accessing further or higher education opportunities, the Care Experienced Bursary is available to all care experienced young people.</p> <p>Preparations are in place for North Ayrshire's 'Kickstart Initiative', which is a wage subsidy programme with over 200 positions identified. Given that all NAC departments are Corporate Parents, all directorates involved with care experienced young people ensure corporate parenting responsibilities put local care experienced young people to the forefront in supporting them to attain the best outcomes they can.</p>	1	1, 3 & 5

		In addition, through procurement processes, North Ayrshire Council will ensure, where appropriate, employment or training opportunities for young people are included as 'Community Benefits', when tendering for major works. This approach encourages companies bidding for work in North Ayrshire to provide some form of support benefit to the local community.		
	Provide employability support to parents of Early Years children	<p>What we did</p> <p>The HSCP has, in partnership with Economy and Communities, Commissioned the 'We Work for Families (WWfF)' support service, providing initial funding for two years. This programme provides employability advice and support to new mums and dads. The service is accessed by referral from Health Visitors and Family nurses and is provided to those most in need.</p> <p>There are now 4 staff (team leader and 3 key workers) working on the WWfF programme. A new contract was issued in August 2020 and will be renewed annually whilst funding remains in place. As funding priorities have changed so has the remit for the programme, for example, we got additional funding to support employed parents on low income to improve their employment situation - WWfF now has an officer dedicated to this; this has been useful in that we are now able to support parents that had previously gone through the programme and moved into work as well as other low income employed parents. Health visitors remain the main referral route.</p> <p>The programme continues to be delivered in North Ayrshire and is offered to parents/ carers identified by either the Health Visitor or the Family Nurse. Since the start of the programme in 2017, 492 requests for assistance have been made to WWFF.</p> <p>Going forward we are also going to focus more on young parents again with referrals coming from health visitors and family nurse practitioners.</p>	1	5 & 6
	Implement the 'Family Firm' programme to provide employability	<p>What we did</p> <p>The Family Firm approach was overseen by the Corporate Parenting and Employability Skills working group. Chaired by colleagues from Economy and Communities, over the past two years the group has prioritised employment</p>	1	3, 4 & 5

	support to young people 15+	<p>opportunities for local young people, with a strong focus on providing support to care experienced young people.</p> <p>Over the period, the 'Family Firm' model has been superseded by new approaches. These approaches include the ring-fencing of 10 Modern Apprenticeship placements for Care Experience young people each year, helping them to begin a meaningful career.</p> <p>The group is also overseeing the local implementation of the Kickstart programme which creates work placements with employers for 16 to 24 year olds. To date, 173 posts have been identified with local employers. Further development of this programme will seek to create another 80 opportunities. The working group will seek to ensure there are opportunities for care experienced young people within this programme.</p>		
	Implement the Employability and Skills element of the 'Care Leavers Covenant'	<p>What we did</p> <p>Like the 'Family Firm' approach, the Employability and Skills element of the 'Care Leavers Covenant' has also been superseded by new approaches. Education, training and employment opportunities of care experienced young people is still a key focus of the Corporate Parenting and Employability Skills working group. In addition to Modern Apprenticeships and the Kickstart programme, the working group will also oversee the implementation of the Young Person Guarantee. This is funding from the Scottish Government to give young people an offer of employment, education, modern apprenticeship or volunteering. This funding will be used to enhance employment support services for young people, including those who are care experienced.</p>	1	3, 4 & 5
	Review and development of job coaching services for those with a Learning Disability or with Mental Health concerns.	<p>What we did</p> <p>During 2019, the Learning Disability Service continued to refocus both day services and employability support services around the Trindlemoss development, reviewing existing delivery and staffing models around the new community focussed hub. A full review of the employment support and job coaching service and subsequent implementation was planned for completion during 2020. This was unable to be</p>	1	2, 3, 4, 5 & 6

		<p>delivered, unfortunately, with focus redirected to ensuring all those who accessed services were fully supported to remain safely at home.</p> <p>Throughout the Pandemic period, consideration has been given to how the service could best develop following recovery. The service continues its vision that all people with a learning disability are able to access meaningful, paid and rewarding employment.</p> <p>Going forward the service will consider amalgamating the employability service into its overall day service structure, leading to greater opportunities for all those accessing day services. In addition to supporting people to develop valuable job skills and accessing employment opportunities, through engaging with the Community Wealth Building Strategy, the service will seek to develop sustainable social enterprises, led by service users.</p> <p>It is anticipated that the day centre hubs can be used as community assets, were social enterprises can be based and which will provide a benefit to all in that community. In addition to Trindlemoss, community hubs are due to be launched alongside other supported accommodation sites across North Ayrshire, including Largs, Dalry, Kilwinning and Stevenston. Using these assets the day opportunities and employability support services will be more widely available to residents across North Ayrshire.</p>		
Social Enterprise	NAHSCP will deliver in partnership with NA CPP the NA Social Enterprise Strategy.	<p>What we did</p> <p>As part of the Social Enterprise Strategy a scoping exercise was undertaken by officers in which 119 local social enterprises were identified and mapped in relation to the type of service they provide. Engagement with these local enterprises form a base line dataset to inform future local developments.</p> <p>The North Ayrshire Social Enterprise strategy completed came to an end in 2020 and has since been superseded by the NAC Community Wealth Building Strategy (2020 – 2025). At the heart of this strategy is the focus to invest more in local communities and business and building a stronger local economy and improve opportunities for all. The strategy will seek to grow the local economy and ensure local people are paid at least the living wage.</p>	1	5

<p>Promote Good Health and Wellbeing</p>	<p>Work with partners to promote healthy and active lifestyles</p>	<p>What we did</p> <p>The HSCPs Community Link Workers (CLW) are fully embedded in all GP practices in North Ayrshire and have an essential role in our locality planning forums, providing valuable advice and support to local people often through community prescribing in which the offer offering people an alternative option for treatment than traditional medication. This includes sign posting the many social and health focussed opportunities based in people’s own communities and often delivered by our partners in the third and voluntary sector.</p> <p>In Partnership with KA Leisure Active Lifestyles Team, the HSCP deliver a Health and Wellbeing programme which offers a broad range of activities within local communities to support people to become more active and adopt a healthier lifestyle. This includes a range of preventative services, health screening, signposting, health education and physical activity opportunities.</p> <p>Before the COVID-19 Pandemic on average, HARP delivered 84 classes per week with 22 of those to support people with specific conditions.</p> <p>Since the Pandemic, the service has responded well, providing continued support through telephone calls and zoom classes. Sessions being delivered weekly include:</p> <ul style="list-style-type: none"> • Stroke / Neuro rehab • Hip and Knee Rehab • Circuits • Bone Health • Chair Based Exercises <p>In addition, recognising the impact of social isolation during this period, focus was made to ensure regular contact with participants including the delivery of ‘Walk n’ Talk’ groups and social chat sessions.</p>	<p>3</p>	<p>1, 2, 4, 5, 6 & 9</p>
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Equality Outcome 4: Public bodies will be inclusive and diverse employers

This outcome aims to provide focus on public bodies in Ayrshire to ensure their hiring practices are inclusive and that workforces are reflective of the local population in which they serve.

As a non-employing body, no locally specific actions were identified by North Ayrshire Health and Social Care Partnership. Instead, HSCP officers continue to work closely with colleagues in our parent organisations, North Ayrshire Council and NHS Ayrshire and Arran to ensure employment practices are not discriminatory against any protected groups.

Further information on activity progressed to date against this outcome can be found in the **Ayrshire Shared Equality Outcome Report 2019-21**.
<http://nahscp.org/partnership-strategies-plans-reports/>

APPENDICES

Appendix 1 – General Equality Duties and Protected Characteristics

General Equality Duty:

- **Eliminate discrimination**, harassment and victimisation and other prohibited conduct.
- **Advance Equality of Opportunity** - between people who share a relevant protected characteristic and those who do not.
- **Foster good relations** between people who share a protected characteristic and those who do not.

Protected Characteristics:

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 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 Equality Act 2010 protects lesbian, gay, bisexual and heterosexual people
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 2 – 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

People in North Ayrshire feel confident and able to make positive personal decisions about themselves and their families' health and wellbeing, and receive the support they need to achieve their aims.

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

People in North Ayrshire live as independently as possible, playing an active role within their local community.

3. People who use health and social care services have positive experiences of those services and have their dignity respected

People in North Ayrshire are actively engaged in the design and delivery of services, ensuring that these are tailored to local needs and preferences.

4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services

People in North Ayrshire express what matters to them most and help design and deliver services that help them attain this.

5. Health and social care services contribute to reducing health inequalities

People in North Ayrshire benefit from improved lifestyles, life circumstances, life expectancies, health and quality of life, with more rapid improvements in communities that experience the highest levels of need and deprivation to reduce the inequality gap.

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

Carers in North Ayrshire benefit from highly accessible and proactive services designed to maintain high levels of health and wellbeing.

7. People using health and social care services are safe from harm

People who use health and social care services in North Ayrshire should do so safely, be free from fear or harm and have their rights and choices respected.

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

Staff – including those of the third and independent sector – who provide health and social care services in North Ayrshire, actively participate in the programme of continuous improvement and have ownership of the future model of service delivery.

9. Resources are used effectively and efficiently in the provision of health and social care services

Individuals who provide or access health and social care services in North Ayrshire are fully engaged in assessing and allocating the resources available to local communities, and use a rigorous and transparent process to agree how maximum benefit can be attained.

Appendix 3 – Abbreviations

Abbreviation	Definition
ASP	Adult Support and Protection
ADP	Alcohol and Drug Partnership
ASD	Autistic Spectrum Disorder
CAMHS	Child and Adolescent Mental Health Services
CareNA	Care North Ayrshire
CLW	Community Link Worker
EHRC	Equality and Human Rights Commission
EIA	Equality Impact Assessment
GP	General Practice
HSCP	Health and Social Care Partnership
IJB	Integration Joint Board
LAAC	Looked After and Accommodated Children
LPF	Locality Planning Forum
MA	Modern Apprenticeships
NADARS	North Ayrshire Drug and Alcohol Recovery Service
NHS	National Health Service
OD	Organisational Development
SHIP	Strategic Housing Investment Plan
TSI	Third Sector Interface

The Ayrshire Equality Partnership is comprised of:

- NHS Ayrshire and Arran
- Ayrshire College
- Ayrshire Valuation Joint Board
- Community Justice Authority
- East Ayrshire Council
- East Ayrshire HSCP
- North Ayrshire Council
- North Ayrshire HSCP
- South Ayrshire Council
- South Ayrshire HSCP



Appendix 5 – Adult Support and Protection Training Provision

Adult Support & Protection Training April 2019 – December 2020

Listed below are the Adult Support & Protection Training Courses, delivered during the above period. All courses were delivered on a face-to-face basis up until March 2020, following this they were moved to virtual platform using Microsoft Teams on an interim basis, with the exception of Council Officer Training, which was delivered face-to-face, due to its business critical nature.

During this time 91 training interventions have been delivered, attended by just under 1000 members of staff. The training is a mixture of multi-agency and HSCP staff role specific.

ASP Training April 2019 - March 2020

Courses	Number of courses
ASP Level 1	12
ASP Level 2	10
Financial Harm Awareness	3
Self-Neglect Awareness	6
Council Officer Training	1
Council Officer Refresher Training	2
ASP for Team Managers / Leaders	1
Good Recording & Defensible Decision Making in ASP	1
Role of Second Person	3
Understanding Domestic Abuse	2
Protecting Adults	2
Financial Harm for Practitioners	1
Protecting People	5
Protecting People Toolbox Talk	3
Investigative Interview Refresher	1
Crossing the Acts	1
Total	54

Bespoke

The above training numbers include the multi-agency training available through the ASP training calendar, and bespoke sessions requested by specific teams and organisations. During the period ending March 2020, bespoke training was delivered to the following organisations and business areas:

- NAC Care at Home
- The Ayrshire Community trust
- NAHSCP District Nurses
- Accessibility
- North Ayrshire Drug & Alcohol Recovery Service (NADARS)
- Hutton Park Care Home
- Taxi Owners/ drivers subcontracted to NAC
- NAC Transport Hub

- Ayrshire College (Kilwinning & Ayr Campuses)
- Irvine Housing Association
- NAC Library Staff
- Men's Shed (Garnock Valley)
- North Ayrshire Women's Aid

ASP Virtual Training April 2020 - Dec 2020

Courses	Number of courses
Role of the Council Officer	1
Good Recording and Defensible Decision Making in ASP	3
Investigative Interview Refresher	1
Introduction to ASP	3
ASP Overview	13
Role of Second Person	2
Financial Harm Awareness	2
Initial Decision Making in ASP	2
Self-Neglect Awareness	2
Understanding Domestic Abuse	2
Council Officer Training (Face-to-face)	1
Sexual Harm Awareness (Pilot)	1
ASP for Care Home Staff	2
Total	35

Covid-19

A virtual calendar was made available from September 2020 focusing on specific learning of training courses designed for face-to-face training. Included within the above numbers are, like previous period, a mixture of courses attended from the virtual ASP Training Calendar and bespoke requests.

The following organisations and business areas requested bespoke ASP training during the period from April 2020 – December 2020:

- Cooriedoon Care home
- Department for Work & Pensions
- North Ayrshire Women's Aid
- Ayrshire Urgent Care Service
- Adult Mental Health Liaison Team
- Community Mental Health NHS team
- NAHSCP Service Access

Appendix 6 – Child Protection Committee – training provided

Course	Sessions
Child sexual exploitation and trafficking	3
Working with resistance	4
Keeping Children and Young People Safe Online	3
Chronology workshop	2
Domestic Abuse Session	2
Working with Children and Young People Displaying Problematic Sexual Behaviour	2
Aim 3 Intervention	1
Child Sexual Abuse	2
Children's Rights	2
Child Protection Awareness	5
Resilience: Trauma Informed Practice	3
National Risk Framework	2
Children Who are Fatally Injured or Harmed by Their Parents	1
SCRA-Mock Hearing Sessions	2
SCRA-Non Disclosure (Cancelled due to low numbers)	0
TOTAL	34