

EAST RENFREWSHIRE INTEGRATION JOINT BOARD

EQUALITY AND DIVERSITY MAINSTREAMING REPORT

REPORT

Mainstreaming Equality

- . Mainstreaming equality means a move away from seeing equality issues as an additional responsibility, to being an integral part of the way we think and function. This will be progressive journey for the Integration Joint Board building on previous Partnership work on equalities. The Equality and Human Rights Commission Scotland outlines the benefits of “mainstreaming the equality duty” as follows:
 - Equality becomes part of the structures, behaviours and culture of an authority;
 - An authority knows and can demonstrate how, in carrying out its functions, it is promoting equality;
 - Mainstreaming equality contributes to continuous improvement and better performance.

The Integration Joint Board has invested heavily in the development of our Strategic Plan to reflect the ranges of needs of different communities and health and social care staff in East Renfrewshire. The Strategic Plan directs the work of the Health and Social Care Partnership towards achieving the National Health and Wellbeing Outcomes. It is underpinned by the Integration Planning Principles which emphasise the importance of respecting rights, and taking into account particular needs, characteristics and circumstances. This is reflected in the Strategic Plan Vision “*Working together with the people of East Renfrewshire to improve lives.*” We will achieve this by:

- *Valuing what matters to people.*
- *Building capacity with individuals and communities.*
- *Focusing on outcomes, not services.*

These ‘integration touch points’ are used to guide everything we do as a partnership.

Leadership and Governance to deliver fair and equitable services

The HSCP Chief Officer is accountable for ensuring equality legislation is enforced and services are designed and delivered in a way that meets the general duty and those specific duties that have become the responsibility of the HSCP. This responsibility is delegated in part to the HSCP Management Team who will collectively ensure service planning and delivery evidences compliance with legislation.

The Lead Officer for equality and diversity issues within the management team is the Head of Strategic Services. The Lead Officer will report to the IJB on mainstreaming reports and Equality Outcomes, including performance update, giving it both strategic and operational oversight.

Engaging with diverse communities and people who use health and social care

User and carer representation on the Integration Joint Board and its governance structures is drawn from the Public Partnership Forum. The Public Partnership Forum includes representatives from community care groups, representatives from our localities and representatives from equality organisations including disability and faith groups. It is committed to regularly reviewing its operation to ensure removal of potential barriers to participation.

We have consulted with a range of diverse communities and staff in developing our Strategic Plan and have identified the need for our participation and engagement strategy to meet the needs of different protected characteristic groups. The Equality Impact Assessment of our Strategic Plan indicated that we are using population data on our diverse communities well to inform our strategic planning. We have published our Strategic Plan, the results of our consultation with diverse communities and the Equality Impact Assessment in an accessible way to the public and HSCP staff <http://www.eastrenfrewshire.gov.uk/health-and-social-care-integration>.

In addition to its own work the Integration Joint Board benefits from engagement undertaken by East Renfrewshire Council and NHSGGC to gain insight into the needs of particular groups. East Renfrewshire Council's *'Bridges'* events have given an opportunity for local people and organisations to discuss equality issues facing our communities. NHS Greater Glasgow and Clyde has undertaken engagement groups that may not be prominent or accessible within East Renfrewshire, for example asylum seeker and refugee groups, and this valuable intelligence can be used locally to help shape appropriate service responses.

Fair Service Delivery

Whilst the Integration Joint Board does not undertake its own procurement, it is aware of the duty to consider building equality criteria into systems for awarding public procurement contracts and works closely with NHSGGC and ERC procurement. Commissioning team members have attended Equalities Considerations in Procurement Training. Tenders issued through East Renfrewshire Council ask bidders to describe how the equalities legislation applies to the delivery/performance of the contract. Through NHSGGC a supported business has been approached to establish if a value for money solution can be developed for furnishing the agile area of Eastwood Health and Care Centre.

There are a number of NHSGGC and Council wide policies which HSCP management will ensure are being effectively delivered:

- Equal Opportunities in Service Delivery and Employment
- Clear Information Policy
- Interpreting Policy (and interpreting services)/ Translation, interpretation and Communication Support Guidance
- Assistance Dog Policy
- Faith and Belief Manual
- Signage Policy

Monitoring information will be used to assess improvements required across the HSCP on the above issues.

We appreciate that being pro-active in public engagement is the key to delivering services that are fit for purpose and fit for all. However, at times people may feel their needs have not been met and would like to tell us about experiences. We will ensure fair

and equitable access to our health and social care formal complaints processes and will review all complaints to determine if the cause was in any way related to barriers associated with a protected characteristic.

Equality Outcomes

Our proposed equality outcomes relate to each of the three areas to which the Integration Joint Board needs to take due regard. (see appendix for more detail)

Eliminating unlawful discrimination, harassment and victimisation - reduction of hate crime. Hate crime was identified as a key area based on the strategic needs assessment finding that East Renfrewshire has one of the most ethnically diverse populations in Scotland and concerns raised in the Learning Disability Day Services Equality Impact Assessment about fear of disability hate crime. Our key contribution will be to work with Council and community planning partners to increase awareness, reporting and take local action to reduce hate crime. We will raise awareness and train staff in routine sensitive enquiry.

Advance equal opportunity in accessing our services focusing on our buildings and building based services. Consultation and engagement on the development of Eastwood Health and Care centre has highlighted the importance of access to local people. Users and carers are keen that the building and services are dementia friendly for an ageing population; and open and inclusive for people with a disability including those with sensory impairment. We will work with people who use our Health and Care services to ensure that all our buildings are fully accessible, focusing in year one on Eastwood Health and Care Centre. To ensure that we value what matters to people all reception and facilities staff will receive training in customer care including equality and diversity awareness.

Foster Good relations between people who share a protected characteristic and those who do not, through working together to plan and develop our strategy and services. The IJB is committed to *working together*. We will encourage people from protected groups to participate in service redesign, locality planning, and IJB governance and actively monitor levels of participation and engagement.

Equality Impact Assessments

The Integration Joint Board expects equality impact assessment (EQIA) to be undertaken for any service redesign, service development or new policy. Planned EQIAs include:

- New Eastwood Health and Care Centre
- Carers Strategy
- Mental Health Recovery Redesign;
- Children's Services Redesign
- Criminal Justice Transition Plan
- Locality Development – Community Led Conversations

Are We Fair Yet?

East Renfrewshire Integration Joint Board will monitor performance to assess progress in meeting our ambition of providing fair and equitable services for all. This will include annual monitoring reports against agreed specific equality outcomes and the mainstreaming report to the IJB with interim updates to the SMT. Key mainstreaming performance indicators will include:

- Disaggregation of strategic plan key performance indicators by SIMD, Age, Ethnicity and Sex
- Number of published EQIAs
- Analysis of complaints and feedback

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