



**Fife Health
& Social Care
Partnership**



Mainstreaming the Equality Duty and Equality Outcomes Progress Report

September 2018

Mainstreaming the Equality Duty and Equality Outcomes Report

Introduction

In April 2016, the Fife Integration Joint Board (IJB) published its [Mainstreaming Report and Equality Outcomes](#)

This demonstrated the IJB's commitment to improving and engaging extensively over the next year and continuing to review progress with our local communities.

This progress report summarises the actions that have been taken towards integrating the general equality duty into the day-to-day working of the IJB and provides an update on progress towards achieving the equality outcomes set out in April 2016.

Background

The Equality Act 2010 requires all public bodies to report every 2 years on progress in making the general equality duty integral to delivering services and shaping policies. This report summaries how the IJB has contributed to:

- eliminating discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act
- advancing equality of opportunity between persons who share a protected characteristic and persons who do not
- fostering good relations between persons who share a protected characteristic and those who do not

The Public sector equality duty covers the following protected characteristics

- Age
- Disability
- Sex
- Gender Reassignment
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sexual orientation
- Marriage and Civil Partnership

As the IJB does not directly employ any staff, it is not required to meet the various employee reporting regulations.

Purpose of the Mainstreaming Report

Mainstreaming Equality simply means integrating equality into the day-to-day working of the Fife Health and Social Care Partnership (HSCP). The steps which have been taken by the HSCP are set out below:

Role of the IJB

The IJB is responsible for the strategic planning, operational oversight and performance management of the health and social care functions which have been delegated. The IJB has a legal duty to produce a strategic plan every three years and implements the plan by issuing Directions to Fife Council and NHS Fife. The Health and Social Care Partnership (HSCP) is a partnership of Fife Council and NHS Fife, responsible for the delivery of services in accordance with the strategic plan under the management of the Director of Health and Social Care. The IJB meets its equality duties both through its own actions and those of the HSCP.

Board Membership and Structure

The IJB came into effect on 3 October 2015 and comprises of eight elected members of Fife Council and eight non-executive/executive members of NHS Fife Board as voting members. Membership also includes a number of non-voting members from other sectors and stakeholder groups, such as the Third Sector, Independent Sector, patients and Service Users, Carers and Staff. It should be noted that under the Equality Act, the IJB is not a relevant listed authority and is not required to publish information on Board members to help ensure that they better reflect the diversity of the Scottish population.

The Board meets approximately every 8 weeks with additional meetings for the Budget and Accounts as required. At every second meeting there is an agenda item entitled Personal Stories where patients and service users relate their experiences of the services they have received and the impacts on their lives.

Strategic Plan 2016-2019

The Strategic Plan sets out the Partnerships agreed vision, mission and values.

Our Vision - Accessible, seamless, quality services that are personalised and responsive to the changing needs of individuals, designed with and for the people of Fife.

Our Mission - We will deliver this by working with people in their own communities, using our collective resources wisely. We will transform how we provide services to ensure these are safe, timely, effective and high quality and based on achieving

personal outcomes.

Our Values - Person-focused; Integrity; Caring; Respectful; Inclusive; Empowering.

The way in which we will plan and deliver services is in line with the Public Bodies (Joint Working) (Scotland) Act. 2014 This means our services will:

- Take account of the particular strengths and assets of people who use our services whilst fostering a sense of shared responsibility for achieving good outcomes in terms of health and wellbeing;
- Take account of the diversity of people in Fife and of the particular relationships which they have and the local circumstances in which they live;
- Treat people with dignity and in a caring and compassionate way, listening carefully to what they aspire to in their lives and valuing continuity in relationships;
- Work as partners with service users in the wider range of communities in which they live;
- Co-design our services with the community including people who use our services, those who look after service-users, and those who are involved in the provision of health or social care; and
- Put the person at the hub of our created system recognising that quality relationships are a pre-requisite for good health and wellbeing.

Locality Working

The Strategic Plan is driving empowerment of communities and working more closely with local people and existing groups. The IJB has agreed that service planning and delivery will be focused in seven localities. These mirror the seven committee areas of Fife Council.

Locality Profiles have been developed for each locality and work is ongoing to engage further with all communities to develop locality plans. The Locality roadmap highlights the journey so far.

Communication, Participation and Engagement

The IJB has developed a Communication Strategy 2016 to 2019 and also a Participation and Engagement Strategy 2016 to 2019. These high-level plans set out the principles and protocols for the IJB's communication and stakeholder engagement activity.

The Communication Strategy 2016 to 2019 outlines key communication aims which give consideration to equality and diversity including:

- To communicate effectively with the public, patients and their representatives so they understand the changes that are happening and how they will benefit
- To encourage feedback from all interested parties and provide several clear means of giving feedback

- To ensure our communication with vulnerable groups and people living in deprivation in particular are effective.
- To ensure feedback is used to improve services to support excellent social and clinical outcomes.

All Partnership communication will be guided by 8 principles and collective commitments to be:

- Clear
- Open
- Concise
- Engaging
- Responsive
- Inclusive
- Insight-led
- Personal and conversational, in style and tone.

A key objective within the strategy is

“To develop a fully inclusive service it is important to engage with all members of the community, including members from within the nine protected characteristics (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, and sexual orientation)” This will be done by, for example, adequately using translation and interpreting services or inclusive communication tools and software.

Consultation

The nine Equality outcomes agreed in 2016 followed a series of engagement events, including large scale public consultation on the development of the Strategic Plan and Integration scheme.

As the work of the IJB has progressed since April 2016, further wide ranging public consultations have taken place in relation to the development of locality profiles, work around the Carers Strategy, Review of Home Care, Review of Day Care Services for Older people and Redesign of Day Services and Day Hospitals and creation of the new Care Villages. Information gained through this programme of consultations has supported the validity of the equality outcomes.

Equality Impact Assessments

These are continuing to follow the processes set out by Fife Council and NHS Fife. The IJB report template includes reference to the EQIA process. Every report submitted to the IJB has a section on the need for EQIA and which is the appropriate route. All EQIA's completed are included within the papers submitted to the IJB and published on line.

Equality Outcomes

The nine outcomes identified by the IJB are as follows:

- People with sensory impairment are engaged in their process of care in ways that allow them to share their concerns and ideas
- Respect and dignity for older people must be integral to all work.
- People with learning disabilities are enabled to optimise health, wellbeing and social inclusion whilst recognising the need for specialist input when required.
- Understand health needs and work collaboratively with Lesbian, Gay, Bi-sexual and Transgender communities in Fife.
- Tackle stigma for people with mental health
- Reduce inequalities
- Effective involvement and engagement with communities and individuals
- Responsive service delivery and excellent customer and service user care
- Zero tolerance on hate incidents and discrimination

Progress towards Achieving Outcomes

The table below provides an update on progress made towards achieving the equality outcomes. While this is not an exhaustive list of examples of what the IJB does, it provides information on a range of different areas of activity.

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| <h3>Equality Outcome 1</h3> <p>People with Sensory impairment are engaged in their process of care in ways that allow them to share their concerns and ideas</p> |
| <h3>Progress with Key Activities/Outputs</h3> |
| <p>Deaf Communication Service arrange quarterly engagement meetings with members of the deaf and hard of hearing community. There are also locality based hard of hearing groups being supported by Deaf Communication Service.</p> <p>The Adult Support and Protection Committee have worked with members of the deaf community to produce information on Adult Support and Protection in British Sign Language to enable wider recognition and reporting of abuse.</p> <p>Fife is progressing towards production of the first British Sign Language (BSL) Plan. It is anticipated this will be produced in 2018.</p> |

Equality Outcome 2

Respect and dignity for older people must be integral to all work

Progress with Key Activities/Outputs

The HSCP strives to ensure respect and dignity for all is integral to all work. In relation to older people, the HSCP is progressing a number of work streams involving listening to older people and taking on board their views regarding care and support they may need. These include Day Opportunities for Older People as part of the Review and Redesign of Day Services and Day Hospitals. Extensive consultation and engagement with older people, their families, carers and staff who work with them was undertaken. This included work with Fife Elderly Forum and a number of focus groups with older people around Fife to ensure we were able to gather the views of as many people as possible. The findings highlighted that older people generally wish to be able to carry on doing the activities they have been used to doing throughout their adult lives, including forms of physical activity in a leisure setting, albeit they perhaps now have a condition or disability that limits them and require some support to enable them to continue to do so. By working more closely with the Third sector and local facilities such as leisure centres, cafes and community groups there are more alternatives to help lift older people out of isolation. Traditional forms of day care remain available where needed.

As part of the roll out of Fife's Self Directed Support (SDS) Strategy, all Service users within Older People's services eligible for SDS will have the opportunity to decide the ways in which their agreed support is selected, arranged and managed. The National SDS Strategy sets out the following values which underpin all aspects of SDS

- Respect – everyone is treated with respect
- Fairness – everyone at an individual level is provided with unbiased information about the choices available to them.
- Independence – everyone is supported to maximise their aspirations and potential with a focus on re-ablement
- Freedom – everyone is supported to participate freely in all aspects of society, in the same way as other citizens
- Safety – everyone is supported to feel safe and secure in all aspects of life, including health and well-being: to enjoy safety but not be over-protected; and to be free from exploitation and harm.

Equality Outcome 3

People with Learning disabilities are enabled to optimize health, wellbeing and social inclusion whilst recognising the need for specialist input when required

Progress with Key Activities/Outputs

Keys to Life; In 2015, the Scottish Government in partnership with the Scottish Commission for Learning Disability (SCLD) published an implementation framework for the delivery of the strategy and identified priorities for implementation during the subsequent period, 2015-17. The implementation framework is centred on four strategic outcomes: a healthy life, choice and control, independence and active citizenship.

The next phase of the Keys to Life strategy must adopt a whole system and whole population approach, be closely aligned with A Fairer Scotland for Disabled People Delivery, predicated on explicit cross policy working including employment, housing, early years and education. The five key policy themes are:

Caring – health, complex needs

Enabling – social care, self-directed support and social security

Living – housing, communities

Working – skills, training and employability

Learning- early years, schools, further and higher education

The emphasis on cross policy engagement will ensure a whole system approach to the next phase of the strategy including a focus on children and young people.

Adult and Older People's Social Workers work with individuals and families to support them through difficult times and ensure that vulnerable people are safeguarded from harm. The Social Worker's role is to provide support and help in order to improve outcomes in people's lives.

The services provided range from personal outcome assessment and care management of accommodation with care and support over 24 hours a day at one end of the spectrum, through to community support services, support with some aspects of daily living or occasional support and advice. However, in recent years, individuals have presented with increasingly complex needs and it is not anticipated that this will change in the medium or long term. The teams support people to access increasingly complex packages of care whilst managing critical and challenging levels of risk.

The ASPC Engagement and Participation Coordinator, has developed easy read accessible information with service user groups about the adult protection process, including a set of leaflets that address the real questions service users have expressed about the different stages of the process. There are also resources available for practitioners to use to maximise service user involvement with the Adult Support and Protection process.

People First developed an Easy Read Version of the Health and Social Care Plan.

Adult Protection Guidance is available as an Easy Read version.

A staff resource has been engaged to develop Easy Read versions of Adult Protection information.

Within the NHS LD services a pathway for making information accessible has been developed called Communication for Health. This is well used across all partnerships services for professionals who support people who have a learning disability in Fife.

Mechanisms for training and supporting staff in making information accessible, sharing good quality accessible information and agreed quality standards for accessible information have been agreed.

The Good Information Fife Team (GIFT) (this team includes people with a learning disability in its membership) gives advice based on the expected standards for effective, accessible information that has been created.

A partnership development, the Pathway to alternative and augmentative communication Technology (PaacT) project has been developed to improve the communication support capacity of staff in social services and the 3rd sector.

Equality Outcome 4

Understand health needs and work collaboratively with Lesbian, Gay, Bi-sexual and Transgender communities in Fife.

Progress with Key Activities/Outputs

Community Health Services have set up an LGBTi Working Group and an action plan is in place. Recruitment to this group from community LGBTi groups has taken place. Recommendations from the Group will be promoted to various strategic groups and committees. Training and awareness raising for staff is being delivered by Stonewall and also LGBTi Youth School Group

Equality Outcome 5

Tackle stigma for people with Mental Health

Progress with Key Activities/Outputs

Tackling stigma associated with mental health is a HSCP key strategic priority, which during 2017, has focussed on three Fife Wide campaigns:

- It's Okay (not to be okay)
- Walk A Mile
- Pass the Badge

The 'Power of Okay' is a national See Me campaign which aims to make it easier for people to feel able to talk freely about their mental health. The campaign seeks to challenge stigma through improving societal attitudes on an individual level, promote that "It's okay not to be okay" and seek the relevant support without feeling stigmatised. In Fife, during the month of October 2017 (World Mental Health day was 10th October) the MHSIG sub group widely publicised the 'It's Okay' campaign through online media via internal HSCP and external partner agencies.

The 'Walk A Mile' campaign aims to encourage people to 'walk a mile in each other's shoes' to tackle stigma in mental health – one conversation at a time. During Spring 2017, the MHSIG organised Fife's first 'Walk A Mile' event over two sites (Leven and Stratheden), which resulted in the first 84 miles walked by a substantial number of people from a range of backgrounds drawn from the local community. The success of the inaugural walk will see commitment from the MHSIG to increase Fife's miles and challenge stigma in 2018 with a high profile campaign across the localities. (Further information can be found at <https://letswalkamile.org/events/past/2017-03-29>).

The 'Pass the Badge' campaign was launched during 2017, in partnership with See Me; the national organisation is committed to challenging mental health related stigma and discrimination. The campaign requires a person to wear a badge for 24 hours and subsequently pass it to another person and invite them to 'Pass the Badge' whilst highlighting the stigma attached to mental Health. In October 2017, the MHSIG extended the campaign across the HSCP and set the challenge of passing 1000 badges and providing visual and/or written feedback to evidence the growing strength of the campaign. (Further information can be found at <http://letsconnect.fife.scot/2017/10/21/partnership-board-latest-join-see-pass-badge-1000-campaign/>).

Fife's HSCP work in partnership with National and local organisations to continually strengthen the anti-stigma campaigns. In October 2017, the Partnership was involved and participated in the SAMH anti-stigma football tournament which also launched a Poetry Exhibition by people with lived experience. The day was highly successful and promoted its key aim of sending a powerful message in relation to the ways in which poor mental health adversely impacts on the emotional, social and physical wellbeing of people affected by poor mental health. (Further information can be found at <https://www.fifedirect.org.uk/news/index.cfm?fuseaction=news.display&objectid=356146EB-A392-F936-C0E0B0CFF084B76D>).

The anti-stigma campaign is driven through a partnership communications strategy which involves social media, radio, print media, leaflets and working alongside key partners to maintain the challenge around mental health related stigma and discrimination.

Equality Outcome 6

Reduce Inequalities

Progress with Key Activities/Outputs

The Health and Social Care Strategic Plan sets out the Partnerships commitment to tackling Inequalities. Impact assessments are carried out on budget proposals with appropriate focus groups. All proposals for changes to policies or services going to Committee are subject an impact assessment.

Health and Social care uses a wide range of communication tools and techniques to ensure inclusive consultation and engagement. Examples include:

- Specific equalities mailing lists, social media sites & links to Fife Voluntary Action;
- Focus group involvement in service improvement & strategy development
- Media campaigns include radio, social media, online, posters and brochures.

Equality Outcome 7

Effective involvement and engagement with communities and individuals

Progress with Key Activities/Outputs

We actively engage with partners and key stakeholders in the development and delivery of services.

Examples include:

- Partner & stakeholder involvement in the Learning Disability Service Improvement Group supporting delivery of the Keys to Life strategy, a Scottish Government and Scottish Commission for Learning Disability partnership strategy covering the period 2015-2017;
- Engagement with service users, families, carers and staff; local residents; Fife Elderly Forum; Fife People's Panel; Local Area Committees; local Community Councils; Scottish Care; the Care Inspectorate; and Trades Unions on the Re-Provision of Care for Older People
- Widespread stakeholder consultation and engagement on the current Home Care Modernisation Programme;
- Involvement of service users & carers in the development of the Mental Health Strategy;

Currently customer satisfaction levels are monitored with regards to the assessment process, home care, telecare and community alarms. The results report high level of satisfaction experienced across these Service year on year.

The IJB has a Participation and Engagement Strategy (2016-2019) for Fife. There is currently work ongoing to support and develop the Participation and Engagement Network (PEN) through a progress review and action plan. The network brings together Service user, patient and carer representatives as well as members of the Third and Independent sector in order to ensure effective dialogue in relation to the provision of services.

Work has continued throughout 2017/18 to develop locality planning and this has involved over 20 workshops, roadshows and other community engagement events in all seven localities. In addition, there have been seven public consultation events held throughout November and December 2017. A Locality Planning Route Map has been developed outlining the journey to date.

The Service has regular dialogue with service users, family members, providers and other stakeholders and this takes place through both normal service operations and during all service planning, review and redesign work.

As part of the development of the Fife Health & Social Care Partnership's Carer Strategy 2018 – 2021 a consultation exercise was undertaken from January to March 2018. The exercise, and the strategy which it supports, is part of a broader piece of work to enhance the support offered to carers in Fife as we look to implement the Carers (Scotland) Act 2016. The views expressed through the consultation about what makes a difference to carers will help ensure the strategy is meaningful and focuses on what matters most to carers. There were 258 responses to the consultation which was widely promoted by carer organisations in Fife, through meetings, newsletters and social media and supported by press release activity.

Equality Outcome 8

Responsive service delivery and excellent customer and service user care

Progress with Key Activities/Outputs

The audit and monitoring of the personal outcomes review has highlighted a large majority of service users have responded positively to questions about the way they are treated, whether they feel they are listened to and responded to and having a say in how support is provided.

Annual Care Inspectorate reports have resulted in consistent grading's of very good or excellent.

Equality Outcome 9

Zero Tolerance on hate incidents and discrimination

Progress with Key Activities/Outputs

In NHS Fife, work is ongoing through the Violence and Aggression Management Forum to monitor, scrutinise and promote reporting of violence and aggression incidents. The HSCP Health and Safety Forum have been carrying out a deep dive review into Violence and Aggression and recently held an extended meeting to discuss this subject with colleagues from Fife Council and NHS Fife. Further work is planned.

In Fife Council, a hate incidents procedure has been revised to ensure that Services are able to record all hate incidents. Training is to be provided to appropriate staff on the new procedure.

In the partner bodies, the CONTEST programme is being rolled out. CONTEST (**CO**uNter **TE**rrorism **ST**rategy) is the UK Governments response to domestic and international terrorism and consists of 4 elements known as the 4 P's, these are:

PURSUE – to stop a terrorist attack

PROTECT – to strengthen our protection against an attack

PREPARE – to mitigate the impact of a terrorist attack

PREVENT – to stop people becoming terrorists or supporting terrorism

PREVENT is the area where all staff, who come into contact with others, including those who may be more vulnerable and therefore more likely to be targeted by extremists, may be able to have a positive impact.