



Meeting of East Renfrewshire Health and Social Care Partnership Held on	Integration Joint Board 29 March 2023									
Agenda Item	11									
Title	Equality and Human Rights Mainstreaming Report and Interim Review of Outcomes									
<p>Summary</p> <p>This report provides an update on East Renfrewshire HSCP's mainstreaming activity and equality outcomes for the period 2021-23. The Mainstreaming Report outlines: the ways in which equalities considerations are part of the structures, behaviours and culture of our partnership; how we carry out our duties and promote equality; and how this is helping us improve as a partnership.</p> <p>The report also provides an interim update on progress towards our six Equalities Outcomes. These are focused outcomes that were developed through research and engagement conducted in partnership with East Renfrewshire Council, and also draw on the findings from engagement for our Strategic Plan and supporting plans.</p>										
Presented by	Steven Reid Policy, Planning and Performance Manager									
<p>Action Required</p> <p>The Integration Joint Board is asked to:</p> <ul style="list-style-type: none"> • Note and comment on the Mainstreaming Report and the update on progress in relation to our equality outcomes. • Agree the continuation of our equalities outcomes for the next two years and the supporting activities as outlined in the report. 										
<p>Directions</p> <p><input type="checkbox"/> No Directions Required</p> <p><input type="checkbox"/> Directions to East Renfrewshire Council (ERC)</p> <p><input type="checkbox"/> Directions to NHS Greater Glasgow and Clyde (NHSGGC)</p> <p><input type="checkbox"/> Directions to both ERC and NHSGGC</p>	<p>Implications</p> <table border="0"> <tr> <td><input type="checkbox"/> Finance</td> <td><input type="checkbox"/> Risk</td> </tr> <tr> <td><input type="checkbox"/> Policy</td> <td><input type="checkbox"/> Legal</td> </tr> <tr> <td><input type="checkbox"/> Workforce</td> <td><input type="checkbox"/> Infrastructure</td> </tr> <tr> <td><input type="checkbox"/> Equalities</td> <td><input type="checkbox"/> Fairer Scotland Duty</td> </tr> </table>		<input type="checkbox"/> Finance	<input type="checkbox"/> Risk	<input type="checkbox"/> Policy	<input type="checkbox"/> Legal	<input type="checkbox"/> Workforce	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Equalities	<input type="checkbox"/> Fairer Scotland Duty
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EAST RENFREWSHIRE INTEGRATION JOINT BOARD

29 March 2023

Report by Chief Officer

EQUALITY AND HUMAN RIGHTS MAINSTREAMING REPORT AND INTERIM REVIEW OF EQUALITY OUTCOMES 2023

PURPOSE OF REPORT

1. The purpose of this report is to present the Integration Joint Board with our Equality and Human Rights Mainstreaming Report and Interim Review of Outcomes for 2023. The report provides an update on East Renfrewshire HSCP's equality outcomes and mainstreaming activity for the period 2021-23.
2. The Mainstreaming Report outlines: the ways in which equalities considerations are part of the structures, behaviours and culture of our partnership; how we carry out our duties and promote equality; and how this is helping us improve as a partnership. The report also provides an interim update on progress towards the partnership's six equalities outcomes.

RECOMMENDATION

3. The Integration Joint Board is asked to:
 - Note and comment on the Mainstreaming Report and the update on progress in relation to our equality outcomes.
 - Agree the continuation of our equalities outcomes for the next two years and the supporting activities as outlined in the report.

BACKGROUND

4. Under the Equality Act 2010, the HSCP is required to meet the Public Sector Equality Duty (the 'general equality duty') to:
 - Eliminate unlawful discrimination, harassment and victimisation;
 - Advance equality of opportunity between people who share a relevant protected characteristic and those who do not; and,
 - Foster good relations between people who share a protected characteristic and those who do not.
5. The relevant protected characteristic groups identified in the Act are:
 - age
 - disability
 - gender reassignment
 - race
 - religion or belief
 - sex (gender)
 - sexual orientation
 - pregnancy and maternity
 - marriage and civil partnership (in employment only)

6. The HSCP is required to publish a report on the progress it has made in integrating the general equality duty into the exercise of its functions, so as to better perform that duty. These 'mainstreaming reports' should be published at intervals of not more than two years.
7. We are also required to develop and publish equalities outcomes at least every 4 years that will enable us to better perform the Public Sector Equality Duty. These should:
 - Take reasonable steps to involve people from equality groups;
 - Consider relevant equality evidence.
8. In line with our strategic planning activity we developed our latest set of equalities outcomes in 2021. These were developed through a research and engagement process conducted in partnership with East Renfrewshire Council but also drawing on the findings from engagement for our Strategic Plan and supporting plans. Our equality outcomes were approved by our IJB in May 2021.
9. At March 2023, we are mid-way through the 4 year cycle for reviewing equalities outcomes. This makes it the appropriate point to publish both a mainstreaming report and an interim update on progress towards equalities outcomes. In two years' time we will produce our next mainstreaming report along with a review of progress and revision of our HSCP equalities outcomes.
10. The report provides an opportunity for us to strengthen our identified outcomes, activities and performance measures for the next two years. It also gives an update on the progress that is being made to meet statutory requirements under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

REPORT

11. The main section of the report outlines: our responsibilities in mainstreaming the equality duty; information on the demographic context of East Renfrewshire and the work of the partnership; leadership and governance at the HSCP in relation to equalities; how we engage with our communities and the people who use our services; how we ensure fair service delivery; how we support our staff on equalities; and how we meet our responsibilities on equality impact assessment.
12. The final section of the report provides an interim update on progress towards the partnership's six equalities outcomes. Further detail on the development of these outcomes was provided to the IJB on 12 May 2021.
13. The report notes that while accountability sits with the Chief Officer, ensuring service planning and delivery is compliant with equality legislation is the collective responsibility to the management team at the HSCP.
14. The report highlights the various ways we are working to include voices from our communities and service user groups, both in governance structures and through our ongoing engagement work. This includes: the Your Voice group which has representatives from equality organisations including disability and faith groups; direct participation on IJB and supporting structures; ongoing development of our Participation and Engagement Network (PEN) which is comprised of groups focusing on needs of local communities and people with protected characteristics; and examples of our highly participative engagement processes including for our Strategic Plan and recent budget consultation work. As we continue to develop our engagement processes we are embedding equalities considerations into structured discussions and monitoring procedures.

15. In relation to service delivery, the report considers procurement of services and the partnership's ongoing development of collaborative commissioning processes. Going forward our commitment for the commissioning of services is to be human rights based, person-centred, reflective of people's lived experience, having fair work principles, supporting climate and circular economy, financially transparent and delivering high quality care. The report notes our focus on engaging pro-actively with service users and communities and ensuring fair and equitable access to our complaints process.
16. The report also highlights the co-production of supports and services that is taking place in partnership with the third and voluntary sectors and local community groups. This includes the Additional Needs Partnership focusing on Additional Support Needs (ASN) and disability, and the development of the East Renfrewshire Community Hub that has brought together the HSCP, Talking Points, Voluntary Action East Renfrewshire (VAER) and ERC's Strategic Insight and Communities Team and is now providing a co-ordinated approach to all community requests.
17. The mainstreaming report outlines the wide range of equalities training and awareness courses available to HSCP staff through ERC and NHSGGC and notes the development of bespoke training for HSCP managers that is being delivered in partnership with ERC.
18. The report considers our process for conducting equality impact assessments which we carry out drawing on the guidance and support from both ERC and NHSGGC. Training is available to staff from the equalities teams at both organisations and bespoke training for HSCP managers is being delivered in partnership with ERC. Improvement work in this area will continue through the development of an internal working group to ensure managers and teams involved in completing assessments have the required skills, knowledge and confidence, and to ensure we are delivering good practice.
19. The final section of the report the progress we are making in relation to our six equalities outcomes. For each outcome we show which part of the Equality Duty the outcome relates to and which of the protected characteristics are most impacted. We describe the planned activities under each outcome, progress made on these activities over the past two years, and our priority activities for the next two years. The outcomes are:
 - Older and disabled people are connected and digitally included in wellbeing supports.
 - The design, delivery and evaluation of mental health supports and services will ensure services are accessible, person centred, and consider the needs of all equalities groups.
 - Minority ethnic carers have improved access to support.
 - The needs of residents with protected characteristics influence HSCP strategic priorities and the redesign of services as we recover from the Covid-19 pandemic.
 - Domestic abuse survivors are protected from further harm and abuse.
 - Our workforce planning promotes a workforce that reflects the diversity of the local population at all levels.
20. The progress update demonstrates the wealth of focused activity that has been taking place to deliver our equality outcomes. This includes:
 - expanding digital inclusion and digital supports to older and disabled people through a community-led digital support programme and the expansion and promotion of Technology-enabled Care;
 - working to expand access to mental health and wellbeing supports in partnership with our communities and third sector partners;
 - developing support for unpaid carers from all of our communities and appointing a dedicated ethnic minority worker at our Carers' Centre;

- working to ensure all groups are able to influence our services and priorities by developing our engagement processes with an increased focus on equalities, expanding our networks and building skills;
- supporting people affected by domestic abuse through enhanced training and resources, improved pathways and support and the development of clear policies for managers and staff;
- through our workforce planning, recruitment processes, governance and staff policies, working towards achieving a diverse workforce with opportunities for all.

21. Our work on equity is core to the purpose of the partnership and will continue to develop in the years ahead. We will produce our next Mainstreaming Report and update on our equalities outcomes in 2025.

CONSULTATION AND PARTNERSHIP WORKING

22. Our equalities outcomes were developed following partnership working as part of the East Renfrewshire Equality Officer Working Group. The outcomes are based on the research evidence from the group, findings from four engagement workshops with equalities representative groups, feedback from senior management, and an Information and Consultation event involving Elected Members. The outcomes and supporting activities were also informed through the development of our Strategic Plan and Strategic Implementation Plan which involved a highly participative engagement process with our local communities as well as statutory, third and independent sector partners. The outcomes were reviewed by both the IJB and Strategic Planning Group.

23. Service managers, planning leads and third sector partners have been consulted and contributed to the progress updates in this report.

IMPLICATIONS OF THE PROPOSALS

24. There are no operational implications arising from this report.

DIRECTIONS

25. There are no directions arising from this report.

CONCLUSION

26. The report demonstrates that equalities considerations are implicit in the day-to-day activity of the partnership and core to the operation of the HSCP in terms of governance, engagement with our communities, how we deliver our services, and how we support our staff. Nevertheless, ensuring equalities remain 'mainstream' and are appropriately considered in our planning and decision-making is an ongoing priority. Despite the significant service pressures that the HSCP is currently facing, we continue to seek improvements in this area and will work to improve skills, knowledge and confidence among managers and staff in relation to equalities and meeting the requirements of the Public Sector Equality Duty.

27. The HSCP is committed to working to reducing inequalities between different groups within our local population and we will continue to place equality and fairness at the heart of our planning process including our Strategic Plan and supporting plans. Over the next two years we will work to further progress our agreed equalities outcomes and will review these ahead of our next report in 2025.

RECOMMENDATION

28. The Integration Joint Board is asked to:

- Note and comment on the Mainstreaming Report and the update on progress in relation to our equality outcomes.
- Agree the continuation of our equalities outcomes for the next two years and the supporting activities as outlined in the report.

REPORT AUTHOR AND PERSON TO CONTACT

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BACKGROUND PAPERS

IJB: 12.05.21 – HSCP Interim Equalities Outcomes

https://www.eastrenfrewshire.gov.uk/media/4945/IJB-Item-10-12-May-2021/pdf/IJB_Item_10_-_12_May_2021.pdf?m=637553296826370000

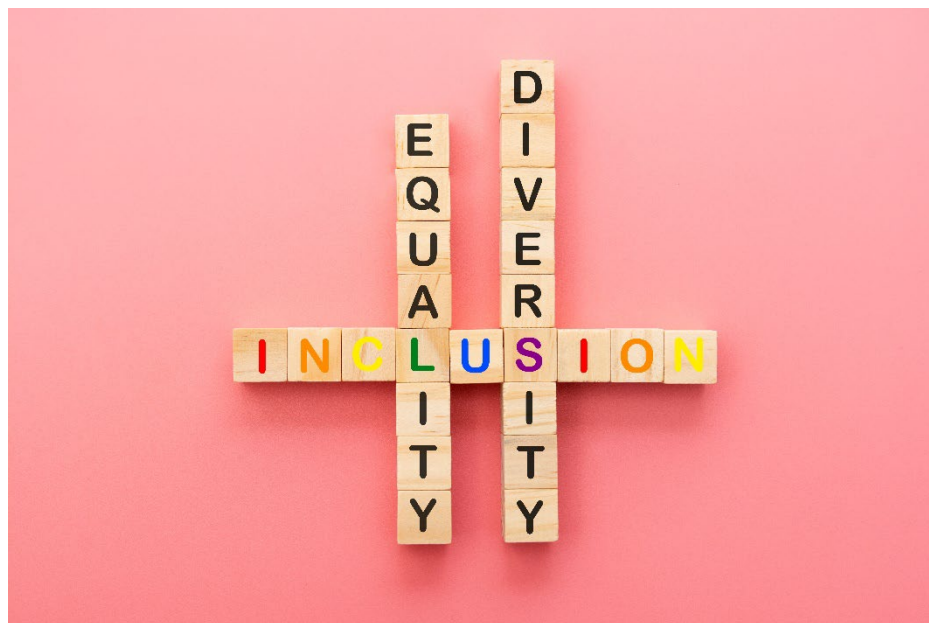
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East Renfrewshire Health and Social Care Partnership

Equality and Human Rights Mainstreaming Report and Interim Review of Outcomes

March 2023



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INTRODUCTION

This report provides an update on East Renfrewshire HSCP's equality outcomes and mainstreaming activity for the period 2021-23. 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 was reviewed during 2020/21 on an interim basis, reflecting the continuing pressures resulting from the Covid-19 pandemic. A full 3 year strategy covering 2022-25 was developed the following year through strong engagement with our local communities, stakeholders and partners; and extensive needs assessment work. Our Strategic Plan continues to focus 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.*

The HSCP is required to publish a report on the progress it has made in integrating the general equality duty into the exercise of its functions, so as to better perform that duty. These 'mainstreaming reports' should be published at intervals of not more than two years.

We are also required to develop and publish equalities outcomes at least every 4 years that will enable us to better perform the Public Sector Equality Duty. These should:

- Take reasonable steps to involve people from equality groups;
- Consider relevant equality evidence.

In line with our strategic planning activity we developed our latest set of Equalities Outcomes in 2021. These were developed through a research and engagement process conducted in partnership with East Renfrewshire Council but also drawing on the findings from engagement for our Strategic Plan and supporting plans. Our equality outcomes were approved by our IJB in May 2021.

We are currently mid-way through the 4 year cycle for reviewing equalities outcomes. This makes it the appropriate point to publish both a mainstreaming report and an interim update on progress towards equalities outcomes. In two years' time we will produce our next mainstreaming report along with a review of progress and revision of our HSCP equalities outcomes.

The report provides an opportunity for us to strengthen our identified outcomes, activities and performance measures for the next two years. It also gives an update on the progress that is being made to meet statutory requirements under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

OUR MAINSTREAMING RESPONSIBILITIES

Under the Equality Act 2010, the HSCP is required to meet the Public Sector Equality Duty to:

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

The relevant protected characteristic groups identified in the Act are:

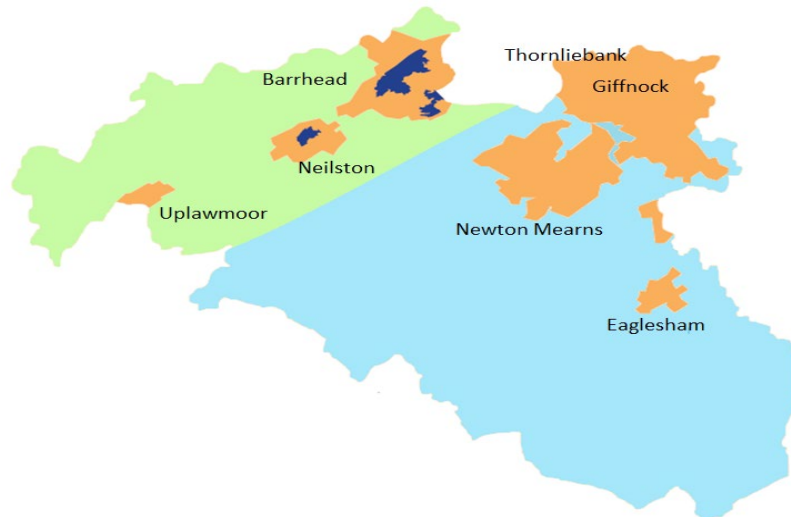
- age
- disability
- gender reassignment
- race
- religion or belief
- sex (gender)
- sexual orientation
- pregnancy and maternity
- marriage and civil partnership (in employment only)

Under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, public authorities in Scotland have a legal requirement to meet specific duties:

- Report progress on mainstreaming the equality duty
- Publish equality outcomes and report progress
- Assess and review policies and practices
- Gather and use employee information
- Use information on members or board members gathered by Scottish Ministers
- Publish gender pay gap information
- Publish statement on equal pay
- Consider award criteria and conditions in relation to public procurement
- Publish in a manner that is accessible

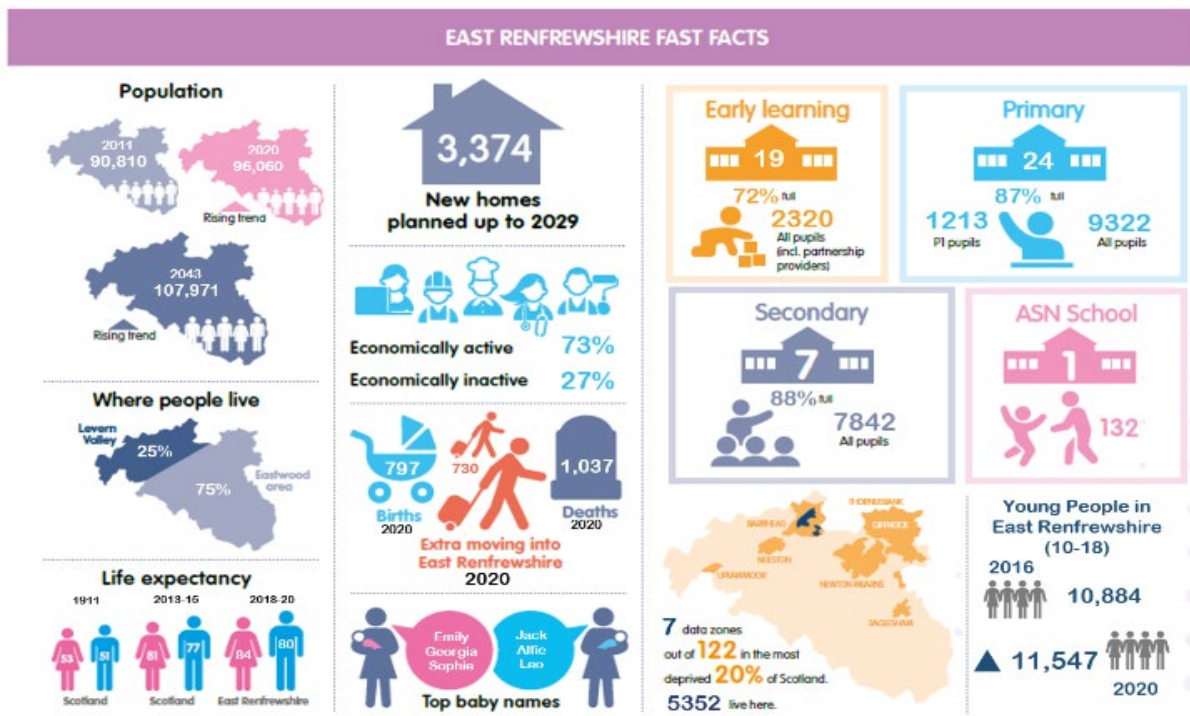
The Equality Act requirements relating to employee policies, equal pay reporting and procurement continue to be reported through the two employing bodies. As such the Equalities Outcomes of Greater Glasgow and Clyde NHS Board and East Renfrewshire Council continue to relate to and influence the actions listed in the IJB's Plan but are not reported here.

ABOUT EAST RENFREWSHIRE AND OUR PARTNERSHIP

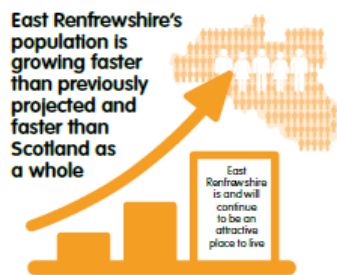


East Renfrewshire is the 9th smallest local authority area of Scotland with a population of 96,060. Since 2011 the population of East Renfrewshire has grown by 5.8 per cent. Future projections show that the population will grow and we will have an increasingly ageing population profile. East Renfrewshire is one of the most ethnically and culturally diverse areas in Scotland with significant Muslim and Jewish communities.

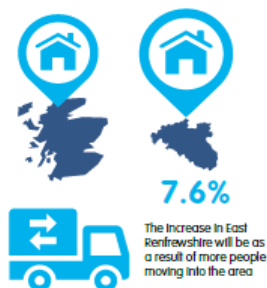
Overall, East Renfrewshire is one of the least deprived local authority areas in Scotland. However, this masks the notable discrepancies that we see across the area with some neighbourhoods experiencing significant disadvantage. All of East Renfrewshire's neighbourhoods that are among the 20% most deprived are concentrated in the Barrhead locality with a quarter of the population living in these data zones.



EAST RENFREWSHIRE'S POPULATION – WHAT TO EXPECT



The number of people living in East Renfrewshire is projected to increase by 7.6% by the year 2026 (this is higher than previous projection of 5.7% and higher than the Scottish rate of growth of 3.2%)



The two age groups that will grow the most



More houses are being built for three reasons



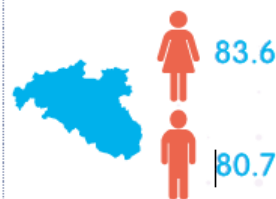
Demand will increase for services



East Renfrewshire currently has the highest average household size in Scotland, but this is projected to shrink as more people live alone



East Renfrewshire has the highest life expectancy at birth for both females and males in Scotland.



Through an integrated management team East Renfrewshire HSCP directly manages over 900 health and care staff. In addition to the directly managed workforce of the Partnership, there is a significant workforce in our independent NHS contractor service and in our third sector and independent sector social care providers.

The HSCP manages a range of person-centred adult and community care services across health and social care as well as children and families; children's health and criminal justice services. In addition, the HSCP hosts the Specialist Learning Disability Inpatient Services, Autism Service and the Scottish Centre of Technology for the Communication Impaired (SCTCI) service on behalf of NHS Greater Glasgow and Clyde. The services within East Renfrewshire are community based with the exception of the inpatient wards for people with learning disabilities. There are no acute hospital sites in East Renfrewshire.

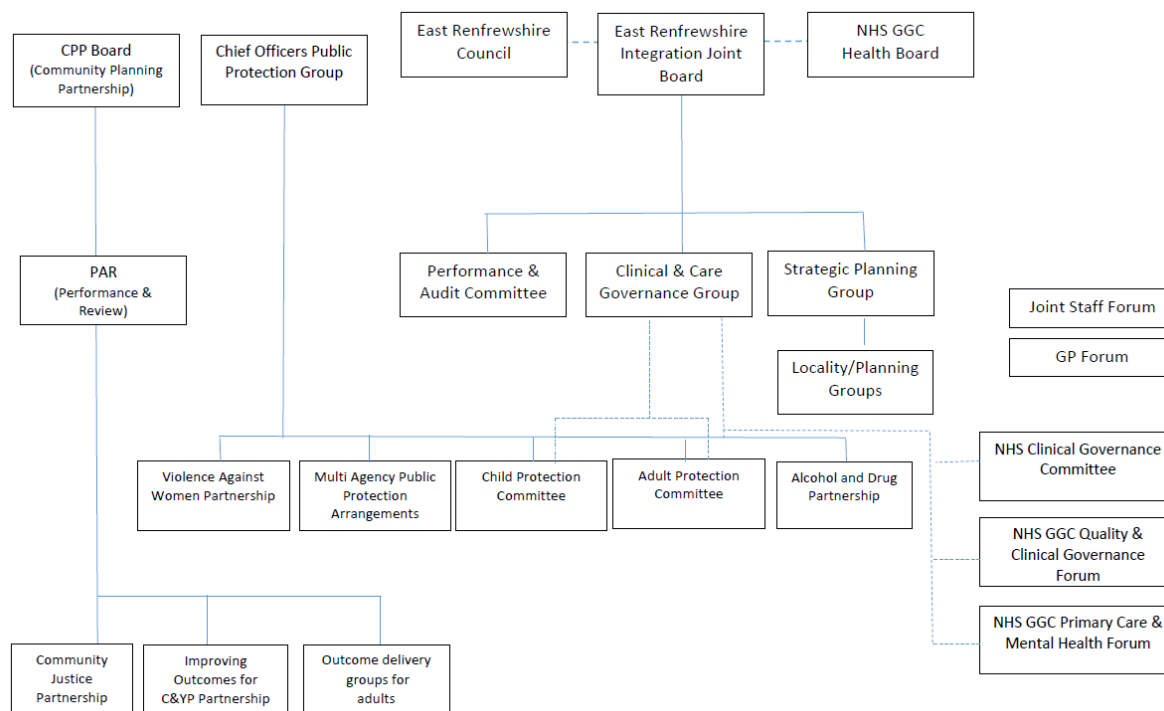
Full details of the scope of services provided by the partnership can be found in East Renfrewshire HSCP's Scheme of Integration.

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 the 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.

Integrated Joint Boards (IJBs) are the legal entities responsible for delivering an Equalities and Mainstreaming Report and equality outcomes relating to their functions. The IJBs

provide governance for the Health and Social Care Partnerships. The chart below shows the governance, relationships and links with partners which form the IJB business environment.



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 Your Voice; a network of local individuals and organisations who are interested in health and social care services and want to be involved in how they're designed and delivered in East Renfrewshire. The network works with the Health and Social Care Partnership (HSCP) to inform, improve and review health and social care services. The Your Voice Working Group meets regularly to plan activity in the community and feedback information to the HSCP. Your Voice includes 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.

To support the effective delivery of the HSCP Participation and Engagement Strategy 2020-23, the partnership established a Participation and Engagement Network (PEN) drawing in a wide range of partner organisations including from the independent and third/community sectors reflecting the needs of local communities and people with protected characteristics. The network has more than 30 members and supports HSCP staff and partner organisations to engage our communities in an inclusive way, and involve residents in shaping services. The purpose of our Participation and Engagement Strategy is to engage effectively with people in planning and redesigning health and social care services to improve:

- their health and wellbeing;
- the quality and delivery of local health and social care services for everyone.

The intention of the Strategy and PEN is to support active participation and engagement. We are committed to:

- ongoing partnership working, review and learning;
- making sure services reflect the needs and wishes of local people and our diverse communities.

The remit of the PEN continues to develop and the network is the driving force for coproduction at the partnership and wider engagement activity around:

- ongoing routine community and service user engagement
- service design/redesign
- policy/legislation consultations

The PEN also supports the participation and engagement activities aligned to the wider Health and Social Care Partnership Strategic Plan. In our highly participative engagement process for the current HSCP Strategic Plan 2022-25 we engaged with a range of diverse communities and staff in developing and refreshing the priorities set out in the plan. We adopted a wide range of engagement methods, drawing on the 'reach' of our network to engage as many people as possible from across our communities. This included people with lived experience, unpaid carers, and people with a range of protected characteristics in touch with our partner organisations and community group. We have adopted and developed this collective, network approach to engagement for future activity including engagement on the national Older People's Strategy and our recent budget consultation. Equality is at the heart of our engagement work and we have embed equalities considerations in our discussion topics and questions. We are also working to improve monitoring of the groups we are working with in relation to the protected characteristics represented.

The initial Equality Impact Assessment of our Strategic Plan indicated that we use population data on our diverse communities well to inform our strategic planning. We have published our Strategic Plan, the results of consultations with diverse communities and the Equality Impact Assessment in an accessible way to the public and HSCP staff.

In addition to its own work the HSCP benefits from engagement undertaken by East Renfrewshire Council and NHSGGC to gain insight into the needs of particular groups. NHS Greater Glasgow and Clyde has undertaken engagement with groups that may not be prominent or accessible within East Renfrewshire, for example asylum seeker and refugee groups, and this valuable intelligence have been 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. Tenders issued through East Renfrewshire Council ask bidders to describe how equalities legislation applies to the delivery / performance of the contract. Through NHSGGC a supported business established a value for money solution for furnishing the agile area of the development of Eastwood Health and Care Centre.

East Renfrewshire Health and Social Care Partnership have been working alongside partner providers from the independent and community sectors to develop a collaborative commissioning approach to service delivery. What we mean by this is we would jointly develop a shared statement of intent setting out agreed principles and approach which are co-designed with wider partners and stakeholders on how we will work together. We have created this shared understanding and statement which sets out agreed principles, practice and approach across sectors. We achieved this by working together through this series of engagement events with HSCP services partners, stakeholders and people with lived experience. This new way of working will be human rights based, person-centred, reflect peoples lived experience, have fair work principles, support climate and circular economy, financial transparency and deliver high quality care.

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

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

Monitoring information and community engagement information is being used to assess improvements required. For example, NHSGGC has carried out engagement of the experience of interpreting services. An improvement plan is in place for areas within HSCPs and Acute Services with poorer performance which involves staff training.

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 their experiences. We aim to ensure fair and equitable access to our health and social care formal complaints processes. Nationally, EQIAs have been undertaken on NHS and Social Work complaints processes. East Renfrewshire implemented NHSGGC and Council recommendations of their complaints process reviews (e.g. East Renfrewshire provide translated complaints leaflets and use NHSGGC BSL complaints mediator). The complaints process implemented meets requirements of the Scottish Public Ombudsman handling process and has been equality proofed.

We continue to support the Additional Needs Partnership which been running in East Renfrewshire since September 2018. It was developed in partnership with key services including the HSCP, the third and voluntary sectors and local community groups who focus on Additional Support Needs (ASN) and Disability.

This partnership is in response to a consultation with above mentioned key services looking for opportunities for ASN and Disability groups with such common interests to network, share information and resources and work together to help improve services. The Partnership looks at a range of areas including: health and wellbeing; employability; social isolation and loneliness and therefore will link very closely with the Community Plan.

Our main local third sector partner, Voluntary Action ER (VAER), holds over 500 volunteering opportunities on a database that are available to East Renfrewshire resident, 84 that have remained open during Covid-19. This form of provision spans interests, hobbies and social groups to local influencing or peer support groups and is used to plan support provision, identify service gaps and invite people who are active in their communities to contribute to the development and delivery of local services.

Since March 2020 VAER have lead on the coordination of the community support for COVID19 and the establishment of a Community Hub. They received over 1,500 offers of help, provided 625 prescriptions and food deliveries, coordinated making masks, provided over 1,700 wellbeing and welfare telephone calls, supported the delivery of an improving digital skills online training course aimed at people with English as a second language and signposted over 200 people to local service and or support.

The Community Hub has brought together HSCP, Talking Points, VAER and ERC's Strategic Insight and Communities Team into one place and is now providing a coordinated approach to all community requests. This model of working has been set up very quickly and has been so successful that it was shortlisted for the Scottish Public Service Awards 2020. As part of the development work of the Community Hub, VAER is facilitating conversations with community groups and third sector organisations and progressing support for three Community Planning priorities: Mental health and Wellbeing, Digital inclusion and Food poverty.

EMPLOYEE INFORMATION AND TRAINING

The equality duties legislated to report on employee information does not pertain to the HSCP. All employees working within the HSCP continue to be employed by two public authorities: NHS GGC and East Renfrewshire Council (ERC). Those two bodies include reference to these staff within their own Equalities Progress Reports.

During the period, social work staff employed by ERC have had the opportunity to access a number of training and information awareness courses. The Council has a mandatory recruitment and selection training course for anyone involved in interviews or recruitment selection which covers unconscious bias and discrimination. There is also a wide range of e-learning training courses aimed at encouraging a diverse workforce including:

- Religious/Cultural Diversity and Anti- Discrimination Training (2 day course)
- Discipline Process
- Effectively engaging with communities
- De-stress with Mindfulness
- Personal Resilience
- Scottish Mental Health First Aid
- Spotting & Managing Mental Health Issues
- Engaging Effectively with Communities
- Autism Awareness
- Equality and Diversity - Age
- Equality and Diversity - Disability
- Equality and Diversity - Sexual Orientation

- Equality and Diversity Gender Reassignment
- Equality and Diversity Pregnancy and Maternity
- Equality and Diversity Race
- Equality and Diversity Religion or Belief
- Equality and Diversity Sex
- Leading diverse teams
- Managing Diversity
- Recruitment and Selection
- Sex Discrimination

ERC have recently reviewed existing training provision and developed a new three level approach to Equality and Human Rights training for staff. Level 1 consists of two e-learning modules, one of which is bespoke to East Renfrewshire, and will become compulsory for all staff and Elected Members from April 2021. Levels 2 and 3 involves streamlined corporate training and more specialised training is being developed which is specific to individual job roles or service needs.

NHSGGC employees within East Renfrewshire HSCP have the opportunity to undertake e-learning modules which includes the following subject matter: Introduction to Equality and Diversity; Visual Impairment; Sex and Gender; Gender Based Violence; Transgender; Marginalised Groups; Ethnicity; Accessible Information; Deaf Awareness; Social Classification; Disability; Working with Interpreters; Sexual Orientation; Inequalities Sensitive Practice and Age.

EQUALITY, FAIRNESS AND RIGHTS IMPACT ASSESSMENTS

The HSCP carries out equality impact assessments in line with the guidance, tools and support provided by East Renfrewshire Council and the NHS Greater Glasgow and Clyde Equalities Team. In January 2021, the Council launched a new Equality, Fairness and Rights Impact Assessment (EFRIA) which includes both the protected characteristics and socio-economic status. This meets the statutory requirements of the Public Sector Equality Duty and also the Fairer Scotland Duty as well as meeting our Best Value requirements. Work is currently in progress to develop this as an online tool. It is intended that when this is complete, the process will provide an automated process to eliminate re-keying and to populate a central repository of all assessments for public access. Training is also available through the Council which supports officers and managers to undertake the impact assessment.

In April 2023 bespoke training for HSCP managers on the completion of Equality and Fairness Impact Assessment is being delivered in partnership with the Council.

The development of our equality impact assessment processes ensures the HSCP has in place a robust approach to assessing the equality impacts of its policies and plans. We are establishing an internal HSCP Equalities Working Group that will continue to develop our processes in relation to impact assessments, ensuring managers and teams involved in completing assessments have the required skills, knowledge and confidence, and we are delivering good practice in our assessment work..

PROGRESS ON DELIVERING THE HSCP'S EQUALITY OUTCOMES

East Renfrewshire HSCP's equality outcomes were approved by the Integration Joint Board on 12 May 2021. Initially developed as an interim set of outcomes in line with the iterative planning process that we adopted during the Covid-19 pandemic, these outcomes have been adopted and developed through the process of establishing our full HSCP Strategic Plan for 2022-25. The outcomes align with the priorities set out in our Strategic Plan as well as those in our Workforce Plan and other supporting plans.

Our equality outcomes were originally developed through local partnership working and engagement activity in 2020/21 taken forward through the East Renfrewshire Equality Officers Working Group. Local engagement work included:

- Participation by officers in EHRC national events
- Four workshops with local representative groups
- Online survey (developed with groups) with feedback from residents, stakeholders and staff.
- An Information and Consultation event with Elected Members.

The outcomes and supporting activities have been informed by the extensive engagement work to support the development of our Strategic Plan, as well as broader equality work undertaken by NHS Greater Glasgow and Clyde (for A Fairer NHSGGC 2020-24). To support the development of this Strategic Plan we carried out a highly participative engagement process during 2021 designed and delivered in partnership with our third and independent sector partners. A wide range of views were shared with us by people with lived experience, unpaid carers, staff and management at support providers, HSCP staff and officers from internal and external partner organisations. Twenty focus groups and workshops (principally delivered online with some face-to-face groups) were delivered involving nearly 200 participants. Groups representing the full range of protected characteristics were involved in the engagement process.

Our six equality outcomes meet the Equality and Human Rights Commission (EHRC) guidance. Activities relating to our outcomes are embedded in our Strategic Implementation Plan 2022-25. The outcomes are:

1. Older and disabled people are connected and digitally included in wellbeing supports.
2. The design, delivery and evaluation of mental health supports and services will ensure services are accessible, person centred, and consider the needs of all equality groups.
3. Minority ethnic carers have improved access to support.
4. The needs of residents with protected characteristics influence HSCP strategic priorities and the redesign of services as we recover from the Covid-19 pandemic.
5. Domestic abuse survivors are protected from further harm and abuse.
6. Our workforce planning promotes a workforce that reflects the diversity of the local population at all levels.

Equality Duty: Advance equality of opportunity between people who share a relevant protected characteristic and those who do not; Eliminate unlawful discrimination, harassment and victimisation.

Equality Outcome 1: Older and disabled people are connected and digitally included in wellbeing supports.

Protected characteristics covered: Age; Disability

Activities:

Design, develop and deliver a community-led Digital support programme:

- Digital Champions development.
- Promotion of the positive impacts of Digital technology on living well in East Renfrewshire.

Delivery and development of Technology Enabled Care (TEC) for older people and people with long-term conditions.

Progress:

East Renfrewshire Digital Inclusion Partnership continues to meet and collaborate on providing fair and equal access to digital supports across East Renfrewshire. There is a digital inclusion action plan with 4 main activity areas all focused on increasing our local communities' confidence in using/accessing digital technology. This partnership is made up of Council, HSCP, 3rd and community sector partners all supporting our most vulnerable residents to be more digitally included.

Design, develop and deliver a community-led Digital support programme:

- **Digital Champions development**
 - All partners have been given access to and training for Digital Champion volunteers, offering support for and with Digital technology and well as being active promoters of the benefits of using technology to enhance independent living. Currently VAER support the delivery of two digital drop-ins offering support for anyone looking to increase their digital confidence. These drop-ins are delivered within the two Market Place venues in Barrhead and The Avenue. Our Digital Champions range from between 30-60yrs old with a mixture of ethnic backgrounds.
 - The Market Place also offers:
 - two Conversational English drop-ins for anyone with English as a second language, the volunteer lead for this is also linked in with our digital champions.
 - Type2 Diabetes digital support programme, this is predominantly people referred vis the Diabetic Centre at the RAH. However, we are supporting a small peer support group to offer wider health and wellbeing supports as well as digital support for the My Diabetes My Way web programme.
 - VAER have access to Volunteer Translators for when needed to support anyone to access our Digital Supports.

The Digital Partnership have agreed a programme of activity to gather and share information about where and how to access Wi-Fi across East Renfrewshire, this will be linked with when and where the digital supports are available.

Promotion of the positive impacts of Digital technology on living well in East Renfrewshire.

As part of the Digital Inclusion partnership action plan an information leaflet has been developed to share information about the benefits of digital technology, what's available and how tech can support living well in East Renfrewshire.

Delivery and development of Technology Enabled Care (TEC)

Technology Enabled Care (TEC) – the HSCP has been working on the huge task of transferring our Telecare Service from an analogue to a digital service - and we are the first HSCP in Scotland to have an end-to-end digital telecare service (although this is only in place for those who have had digital alarm units installed already, but work is ongoing on this). The national switch-off of analogue lines in 2025 has meant this piece of work is essential in ensuring our service users continue to be able to access their Telecare service. The installation of Digital Alarm Units within service users' homes is expected to continue until 2025.

Telecare – we have been supporting national Tests of Change which are identifying the benefit of pro-active calling to telecare users by call-handlers. Benefits include a reduced number of responder visits required, reduced numbers of ambulances being called and reduced numbers of telecare customers being hospitalised. Proactive calling is being considered as a potential next step for East Ren's Telecare Service.

Telehealth Service - we are in the process of implementing a new national telehealth solution (to replace Florence) which will be accessible to more service users as it can be accessed via a telephone keypad, mobile phones, tablets, laptops or desktops. The system has only just gone live and we already have three GP practices signed up to the service.

Just over a year ago we recruited a TEC Implementation Officer, whose main initial focus was the upskilling of the workforce (within our own service, the acute sector and the voluntary sector) to understand what types of Technology Enable Care (digital solutions etc) are available to our Service Users and to consider TEC as the first potential solution to their care needs. In addition, our TIO is also involved in identifying new TEC which could benefit our citizens and in the roll-out of the new telehealth service.

Future actions:

Improve information sharing and communications around Digital Supports with targeted campaigns:

- Ensure support information is available in different languages
- Link closer with our Additional Support Needs Partnership
- Explore further intergenerational initiatives relating to Digital Technology

- Link closer with Health Improvement team to further explore Digital Technology and health and wellbeing.

Equality Duty: Eliminate unlawful discrimination, harassment and victimisation.

Equality Outcome 2: The design, delivery and evaluation of mental health supports and services will ensure services are accessible, person centred, and consider the needs of all equalities groups.

Protected characteristics covered: All

Activities:

Work with our communities to promote positive mental health and wellbeing

- Deliver wellbeing inputs to community groups and third sector organisations
- Provide and promote evidence based awareness sessions and training opportunities.

Support mental health and wellbeing interventions delivered through third sector and community-led activity

- Support Voluntary Action East Renfrewshire with the roll out of the Community Mental Health and Wellbeing Fund
- Support VAER Wellbeing Network Support Officer to scope, implement and evaluate community health and wellbeing needs.
-

Enhance access to mental health and wellbeing services in primary care settings

- Work with partners across public and third sector to develop implementation plans for enhancing primary care mental health for approval by Scottish Government
- Undertake data gathering, service mapping and equality impact assessment to inform implementation in 2023-24

Develop and deliver local action plan for suicide prevention with key partners.

- Facilitate suicide prevention consultation workshops and engage and involve a wide range of stakeholders across the public and third sector and community organisations.

Progress:

Work with our communities to promote positive mental health and wellbeing

Deliver wellbeing inputs to community groups and third sector organisations

Our data shows men are less likely to access mental health services such as primary care mental health team and GP community link workers, higher numbers of suicides amongst males. Following discussions with the group, delivery of Health & Wellbeing Awareness Sessions to Mens Shed, Barrhead (55 male members). Sessions included :

- Physical activity session
- Dementia Awareness
- Cancer Awareness
- NHS GG&C Healthier Minds Sessions: Loneliness & isolation / Long Term conditions/ Loss & Grief/ Sleep & Resilience.

Delivery of Health & Wellbeing sessions for RAMH Recovery College summer

programme. Three NHS GG&C Healthier Minds sessions were delivered including :

- Sleep & Mental Health
- Loneliness & Isolation
- Resilience

Provide and promote evidence based awareness sessions and training opportunities.

All Awareness sessions and training delivered were open to all staff, partners, and volunteers in a universal / Community wide approach due to demand and pressure on all mid and post pandemic. Moving forward for 23/ 24 planning, training and educational awareness sessions will be planned and targeted using an equality focused model. SAMH (Scottish Mental Health First Aid) were commissioned to deliver online course from the period March to September 2022. All courses were open to HSCP / Council staff, third sector partners, community groups and volunteers. 12 courses were delivered over the period March to September with 125 staff and partners attending. The following courses were delivered :

- Hybrid Working
- Ways to Wellbeing
- Wellness Action Planning
- Managing Stress
- Looking after your Wellbeing
- Impact of Poor Mental Health
- Food & Mood

SAMH were also commissioned to develop and deliver a tailored course for East Renfrewshire Police staff based on requests from police on training / resources to support the mental health of others. Three courses were delivered over the period of March to May 2022, with 33 staff attending in total.

Scottish Mental Health First Aid (SMHFA) - Since the return of face to face training in August 2022, 30 staff across East Renfrewshire have been trained in SMHFA, with another 11 due to complete the course in March 2023. Delegates included staff from VAER, Social Work, Recovery Services, Police Scotland and local community group members.

Cruse Scotland, were commissioned to deliver two Loss & Grief sessions for staff and partners , this was in response to need identified by staff and partners due to the pandemic and associated restriction / circumstances.

Support mental health and wellbeing interventions delivered through third sector and community-led activity

Support Voluntary Action East Renfrewshire with the roll out of the Community Mental Health and Wellbeing Fund

- There has been 2 years of funding from SG fully distributed to local grass roots 3rd Sector/Community organisations and Groups. Specific target groups included in promotion materials.

Year 1: Main focus

- 2 out of 19 applications specifically stated their main focus was for people from Black and Minority Ethnic communities
- 10 out of 19 applications specifically focus on older people as their main target group
- 1 out of 19 with women as their main target group
- 3 out of the 19 focused on people with Neurodivergent/autism diagnoses as their main target group

Year 1: secondary target group

- 1 group stated Black and Minority Ethnic communities as secondary focus
- 1 physiological trauma
- 1 Covid high risk
- 1 older
- 6 women

Year 2 stats still to be analysed.

Support VAER Wellbeing Network Support Officer to scope, implement and evaluate community health and wellbeing needs.

- The VAER wellbeing lead has been working with all successful applicants for the CMH&WB fund to carry out light touch but meaningful evaluations of year one programmes, and will share the data from this to help develop a wider community wellbeing programme over the next year.
- VAER have developed and host a Teams site for the wellbeing network that has over 50 members from across HSCP, Council and 3rd/community sectors, to share information on training, events, funding and service developments across the network in real time. VAER will be developing this platform over the next year.
- The network participants break down as follows:
 - 3rd Sector/Community groups
 - HSCP/Council services or departments
 - Specialist/ targeted supports:
 - Learning Disabilities
 - Neurodivergent/ Autism
 - Physical Disabilities
 - Dementia
- Black and Minority Ethnic communities
 - Age
 - Gender
- VAER will be working with the MH&WB network to establish a regular online/in person collaboration that will design and deliver a community led programme for health and wellbeing built on the principles of partnership working and data sharing, and considering how this will meet different needs across communities.

Partnership working with Carer's Centre to support implementation of the Dementia Buddies programme.

- This has been a collaborative with East Ren Carers Centre, Alzheimer's Scotland, Voluntary Action and Paths for All. At this stage, there has been a successful funding bid through the Short Breaks funding and a role for volunteer co-ordinator has been advertised. The role will sit within the Carers Centre but will be supported by

Alzheimer's for all dementia related supports and training, Paths for All (Allan Murdoch) for all walk leader training and VAER for all volunteer development supports.

Enhance access to mental health and wellbeing services in primary care settings

- **Work with partners across public and third sector to develop implementation plans for enhancing primary care mental health for approval by Scottish Government**
- **Undertake data gathering, service mapping and equality impact assessment to inform implementation in 2023-24**

The HSCP has developed plans in line with the Scottish Governments focus on mental health in primary care unfortunately funding for this work has been paused by the government and therefore some of the plans are also on hold. Despite this we continue to take forward recovery plans following the impacts of the pandemic and will continue to work to reshape our services based on emerging needs across the community and specific equalities groups with our partners across the HSCP

Develop and deliver local action plan for suicide prevention with key partners.

Facilitate suicide prevention consultation workshops, engage, and involve a wide range of stakeholders across the public and third sector and community organisations.

- Following the publication of the National Suicide Prevention Strategy & Action Plan in September 2022, two Suicide Prevention workshops were delivered locally with 65 staff and partners attending from across wide range of groups and organisations in East Renfrewshire. Workshops involved awareness raising, training, consultation and networking.
- Following the workshops, a Suicide Prevention Working group with wide representation has been established (first meeting February 2023) with the aim of developing and delivering a two-year suicide prevention action plan. Partners include Police, British Transport Police, VAER, East Renfrewshire Carers, ER Culture & Leisure, Barrhead Housing Association as well as staff from Health, Primary Care, Education, Social Work, Money advice etc. An EQIA will be carried out as part of the development, reviewing available data and community engagement to identify equalities issues or specific groups more at risk.

Future actions:

- Wellbeing Network to establish a community led health improvement plan focusing on establishing an interactive map of health improvement activities within the Community Hub directory, considering how this meets different needs
- Increase communications in various formats and languages to ensure inclusivity
- Recruit and support volunteer interpreters
- Use learning from Community mental health and wellbeing fund to focus on gaps, challenges and successes
- Undertake Equality Impact Assessments as appropriate to inform plans and strategies

Equality Duty: Eliminate unlawful discrimination, harassment and victimisation.

Equality Outcome 3: Minority ethnic carers have improved access to support

Protected characteristics covered: Race, religion or belief, age, disability

Activities:

Work together with partners to ensure all carers are involved in planning the services that affect them

- Create and sustain a network of third sector and community organisations that support carers.
- Further develop the Carers Collective and other engagement opportunities for carers.
- Deliver Carers Rights information and training to carers.

Develop tools and supports to help carers identify the impact of their caring role and plan how best to meet their needs

- Develop an abbreviated Adult Carer Support Plans (ACSPs) that captures what is important to carers and their outcomes

Progress:

An initial meeting of a third sector network has taken place and agreement reached by all stakeholders that this should be maintained.

The East Renfrewshire Carers Collective continue to meet monthly and recently participated in a budget session dedicated to carers. A variety of engagement methods have been used to involve and consult carers to inform the new East Renfrewshire Carers' Centre.

The HSCP and Carers Centre secured funding to appoint a dedicated ethnic minority worker. The Centre has been able to sustain this post into their core funding. The Centre ensures that all activities are open to all carers; the post continues to lead on support dedicated to ethnic minority carers including promoting ACSPs to ethnic minority carers and providing emotional and practical support such as information sessions, training and peer support.

Among the ethnic minority carers known to the Carers Centre there is a high prevalence of parent carers supporting children on the Autism Spectrum or Neuro-developmental condition. To support this the Centre has facilitated training including CYGNET and four workshops delivered by the Autistic Collective and the Scottish Minority Ethnic Autistic. The carers have also had regular meetings with senior managers from HSCP and Education Department to share their views on services and support required.

The Centre promotes short breaks to ethnic minority carers and in addition to peer support responding to carers' feedback has facilitated day trips, swimming lessons and activities such as weekly badminton sessions and bowling trips.

The Carers' Centre is working in partnership with the Centre of Therapy to offer ethnic minority carers access to counselling and Cognitive Behavioural Therapy.

Learning from the pandemic has highlighted the importance of online support. The Centre's website and online information incorporates software that translates all information to any required language.

Future actions:

The HSCP are reviewing the assessment process and a review of adult carers support plans will be included in this with the aim of developing a shorter and more accessible process.

Continue to involve ethnic minority carers in the development of the Carers Strategy and ongoing reviews or relevant strategies including the Strategic Plan

The next meeting of the voluntary and community organisations is planned for April and will focus on the new draft carers' strategy, with feedback continuing to inform the draft before it goes to IJB for approval in summer 2023.

The Centre endeavour to make support available to all carers but will continue to prioritise dedicated support informed by the needs of ethnic minority carers.

Carers have reported that mental health and wellbeing is a priority and the Carers Centre will be working with Recovery Across Mental Health (RAMH) to provide training, information and support sessions for ethnic minority carers. There will also be dedicated adult learning sessions delivered by East Renfrewshire Council's Community Learning Team.

Equality Duty: 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.

Equality Outcome 4: The needs of residents with protected characteristics influence HSCP strategic priorities and the redesign of services as we recover from the Covid-19 pandemic.

Protected characteristics covered: All

Activities:

The East Renfrewshire Participation and Engagement Network (PEN) was formed to develop and deliver the HSCP's Participation and Engagement Strategy. The purpose of the strategy is to engage effectively with people in planning and redesigning health and social care services to improve

- their health and well being
- the quality and delivery of local health and social care services for everyone

The intention of the Strategy and PEN is to support active participation and engagement across our communities. The PEN will:

- commit to ongoing partnership working, review and learning
- make sure services reflect the needs and wishes of people and communities

The Participation and Engagement Network, with representation from HSCP, Council, 3rd Sector and Community has a clear outcome identified which aligns with Equality duties:
Outcome - "The PEN will engage meaningfully with people, including seldom heard people/under-represented groups and assess how this impacts positively on our equalities outcomes.

In supporting this outcome we:

- Developed a shared approach to engagement activity that aims to reach our wider East Renfrewshire Community.
- Regularly update and access a shared contacts data base with this outcome in mind
- Developed paperwork and digital processes for different engagement formats to monitor our reach to people with protected characteristics who we engage with and evaluate if this engagement has been meaningful
- Accessed additional EQIA training specifically for HSCP Managers and PEN members involved in impact assessment activity
- Use our communication plan template to ensure that we reach and involve community representatives in the early planning of engagement.

Progress:

The Participation and Engagement Network have actively supported HSCP Strategic Plan priorities by supporting activities which align to these priorities and our outcome of:

Outcome - "People will have the opportunity and support to engage about what matters to them and influence service design and delivery".

We have engaged with our wider community and partners on:

- HSCP Strategic Plan Priorities, capturing this insight to inform the final draft of the Strategic Plan
- Scottish Government Older Peoples Strategy, which informed Scottish Government planning and also captured our local insight for sharing collaboratively
- HSCP Collaborative Commissioning Engagement Events and working groups activity

In addition, collaboration with Your Voice (the East Renfrewshire ER community representative group) will be looking at delivering clear processes for community representation in formal HSCP settings e.g. IJB, Care Governance - Supporting people with lived experience to access HSCP related groups as public members as requested.

Future actions:

The Participation and Engagement Network have identified some key activates to support equalities and foster good relations between people with protected characteristics.

- We will bring together people with protected characteristics to support the development and impact assessment of our new Participation and Engagement Strategy
- We will establish an equalities forum, that will support inclusive opportunities for engagement on service design and delivery

- We will advocate and embed Scottish Service Design Approach in our engagement delivery support.
- We will continue to develop our communication plan to reach people with the view to be involved in engagement activity planning at the earliest stage

Equality Duty: Eliminate unlawful discrimination, harassment and victimisation.

Equality Outcome 5: Domestic abuse survivors are protected from further harm and abuse.

Protected characteristics covered: Gender

Activities:

- Providing domestic abuse induction training to all new staff
- Making domestic abuse resource tools available to all staff
- Ensuring staff are aware of the referral pathways and supports available
- Developing and implementing a Domestic Abuse policy

Progress:

Providing domestic abuse induction training to all new staff

- Equally Safe at Work is an employer accreditation programme developed by Close the Gap piloted across councils across Scotland. The programme aims to support employers to improve their employment practice to advance gender equality at work, and prevent violence against women. East Renfrewshire is a shadow participant in Close the Gap Equally Safe at Work Programme.
- East Renfrewshire are one of seven areas in Scotland to participate in the national Equally Safe in Practice Workforce Pilot. This includes working collaboratively to implement and evaluate three new core e-learning modules – Together for Gender Equality, Understanding Domestic Abuse and Understanding Sexual Violence.
- The modules are aimed at staff across all levels, roles and responsibilities and intend to build a basic understanding of gender, gender inequality and the dynamics and impact of violence against women and girls. Learners are supported to consider what they can do within their role to respond to those affected, and how they can contribute to making their organization and communities safer and more equal.
- We have completed the pilot phase with over 100 staff in East Renfrewshire enrolled to complete the first e-module on gender equality. Findings from the national evaluation have been positive with the majority of learners demonstrating improved knowledge, increased confidence and clear ways to utilize the learning in their practice. From considering their interactions with colleagues or the public more carefully, to challenging assumptions and recognizing the importance of listening, believing, supporting and signposting. The next phase will seek to roll out the program and embed the e-modules as mandatory core training for all staff.

Copy of national learning report here <https://womensaid.scot/equally-safe-in-practice-pilot-evaluation/>

Making domestic abuse resource tools available to all staff

A wide range of domestic abuse informed resource tools are available for all staff to support their practice.

- East Renfrewshire have implemented Safe and Together gold standard child protection domestic abuse training. It is supported by an internationally recognised suite of tools and interventions which are designed to help practitioners and professionals improve their awareness and understanding of domestic abuse. Safe and Together is based on three key principles:
 - Keeping children Safe & Together with their non-abusive parent, ensuring safety, healing from trauma, stability, and nurturance.
 - Partnering with the non-abusive parent as a default position ensuring efficient, effective, and child-centred practice.
 - Intervening with the perpetrator to reduce the risk and harm
- We have implemented the Multi Agency Risk Assessment Conference (MARAC) process in East Renfrewshire. The MARAC provides a structured, partnership response to high-risk cases of domestic abuse and is embedded in our strategy and quality assurance processes.
- MARAC is underpinned by a comprehensive risk assessment. The DASH Risk checklist helps frontline practitioners to identify high risk cases of domestic abuse, stalking and 'honour'- based violence and provides a shared understanding of risk to support decision making on which cases are referred to MARAC and what other supports may be required.
- Both Safe and Together and MARAC are recognised as best practice both nationally and locally and reflected in the recent Care Inspectorate Report Inspection of services for children and young people at harm in East Renfrewshire.

Copy of report here: <https://www.careinspectorate.com/index.php/news/6792-a-joint-inspection-of-services-for-children-and-young-people-at-risk-of-harm-in-east-renfrewshire>

Ensuring staff are aware of the referral pathways and supports available

- We have implemented a comprehensive training programme on Domestic Abuse/MARAC and Safe and Together practice which details the referral pathway and range of supports available.
- Regular communications on domestic abuse are provided to all staff on the supports available.
- Monthly domestic abuse advice sessions are delivered by two senior domestic abuse practitioners and are available to any member of staff to discuss and seek advice on any aspect of domestic abuse practice
- Each year we develop and implement a comprehensive communications campaign and events/workshops targeting both public and staff on domestic abuse and gender based violence as part of the 16 days of action campaign on gender based violence. In 2021 and 2022 we supported 40 targeted events for staff.
- This included events/workshops on domestic abuse, sexual violence, honour based violence, commercial sexual exploitation, mentors in violence prevention programme,

trauma enhanced practice training, embedding safe and together - creating domestic abuse informed systems, services and workforce, violence against women and mental health, violence against women and young people, coercive control in children's lives, the impact and dynamics of LGBTI people's experiences of domestic abuse, multi-agency risk assessment conference, perpetrator engagement and interviewing and responding to domestic abuse, sexual offences and stalking.

Developing and implementing a Domestic Abuse policy

- East Renfrewshire Council developed a Domestic Abuse Policy for Managers and Staff.
- This is currently disseminated for consultation with both statutory, third sector partners and victims and survivors of domestic abuse.
- The policy will be supported by domestic abuse training for all managers across the Council and HSCP.
- A communications plan will be developed and implemented to raise awareness of the policy.

Domestic Abuse Incidents in the period

- 1st April 2021 – 31st March 2022
593 (10% increase on previous year)
- 1st April 2022 – 30th September 2022
263 (8.34% decrease on previous year)

Outcomes for women

- From April 2021 – March 2022, East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes with 87% of women assessed noting improvement in progress in their outcomes overall. This is a 3% increase compared with the previous year. Reduction in risk is reflected in the significant increases in the areas of safety with 91% improvement, health & wellbeing 82%, and empowerment and self-esteem 78%.
- From April to September 2022 East Renfrewshire Women's Aid service reported significant change and improvement for women across all reported outcomes with 90% of women assessed noting improvement in progress in their outcomes overall. This is an increase of 3% compared to the same period the previous year. Reduction in risk is reflected in the significant increases in the areas of safety with 90% improvement, health & wellbeing 80%, and empowerment and self-esteem 80%.

Outcomes for Children

- April 2021 – March 2022. East Renfrewshire Women's Aid service reported significant change and improvement for children across all reported outcomes. Outcomes for children and young people are aligned to the GIRFEC well-being indicators. 84% of all children and young people supported in the service noted an improvement in progress in their outcomes overall, 77% noted an improvement in their health and wellbeing, 79% improvement in their confidence & self-esteem and 79% improvement in their safety.
- April 2022 – September 2022 East Renfrewshire Women's Aid service reported significant change and improvement for children across all reported outcomes. 79% of

all children and young people supported in the service noted an improvement in progress in their outcomes overall, 86% noted an improvement in their health and wellbeing, 93% improvement in their confidence & self-esteem and 79% improvement in their safety.

Future actions:

Core activities will continue:

- Providing domestic abuse induction training to all new staff
- Making domestic abuse resource tools available to all staff
- Ensuring staff are aware of the referral pathways and supports available
- Implementing and rolling out the new Domestic Abuse policy

Equality Duty: 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.

Equality Outcome 6: Our workforce planning promotes a workforce that reflects the diversity of the local population at all levels.

Protected characteristics covered: All

Activities:

East Renfrewshire HSCP comprises two employing organisations (East Renfrewshire Council and NHS Greater Glasgow & Clyde) who have separate policies and procedures relating to equality and diversity. As an HSCP we are bound by these separate policies, however, we ensure that an integrated approach to implementation is adopted at all times. This includes:

- An Integrated Workforce Planning Group
- An Integrated Staff Governance Group
- An Integrated Joint Staff Forum

Progress:

Workforce Planning Group – as well as participating on both Council and NHSGGC Workforce Planning Groups, the HSCP has an integrated Workforce Planning Group with staff partnership representation. One of the Group’s aims is to achieve a diverse workforce with opportunities for all. This allows the HSCP to look at longer term changes to skills and job roles as well as the potential supply from the local population. East Renfrewshire HSCP’s Workforce Plan is aligned to the National Workforce Strategy which sets out the ambitions of recovery, growth and transformation of the health and social care workforce and the action plan is centred around the five pillars: Plan, Attract, Train, Employ and Nurture.

Our Vision – our vision statement, “Working together with the people of East Renfrewshire to improve lives”, was developed in partnership with our workforce and wider partners, carers and members of the community. Everything we do to deliver that

vision relies on our workforce. Our health and care system depends on those that provide care and support, both paid and unpaid. As a partnership our workforce are our greatest asset. We want to ensure that those providing invaluable health and care services are happy and motivated; and feel respected and fulfilled in their role for years to come.

Recovery and Renewal - The COVID-19 pandemic has had a profound impact on health, our economy and our society, with damaging effects on the population's way of life and wellbeing. The HSCP has its own recovery programme which seeks to ensure that the lessons learned during the pandemic are used to inform recovery as well as transform services in the future. The HSCP has also contributed to NHSGGC Annual Delivery Plan for 2022/23 which focuses on the need to stabilise and focus on improvement work as services recover from the pandemic. The priorities of the Annual Delivery Plan are include Staff Wellbeing and the recruitment and retention of our health and social care workforce.

Careers – As well as having access to all vacancies across both Council and NHS, the HSCP has undertaken additional recruitment campaigns on social media channels as well as holding recruitment open days within the local community to ensure we can reach different sectors of the local population.

Health and Wellbeing - Our local health and wellbeing group continues to operate with links to our National and NHSGGC wellbeing groups. The group continues to protect and prioritise staff wellbeing activities and opportunities to maximise staff health and create a culture where staff mental health and wellbeing is always prioritised. A Health and Wellbeing Officer was also appointed within the HSCP to ensure there is capacity across the partnership and to champion and embed initiatives.

Staff Governance - The HSCP has an integrated Staff Governance Group as well as the Joint Staff Forum. This ensures positive joint working between health and social care staff and services and staffside to ensure fair and consistent treatment, all staff are well informed, involved in decisions, appropriately trained and work within a safe working environment.

Employee Engagement – iMatter is an employee engagement continuous improvement tool which aims to give staff a voice and help individuals, teams and managers understand and improve experiences at work. Staff engagement levels were the highest across other HSCP's in the Greater Glasgow and Clyde area with a 67% response rate to the 2022 survey with 92% of Teams completing an Action Plan. Particularly work noting is an Equality Index Score of 78 which demonstrates staff are treated fairly and consistency, with dignity and respect, in an environment where diversity is valued.

Addressing Workforce Inequalities - The HSCP is committed to equalities and supports the work of East Renfrewshire Council and NHSGGC. East Renfrewshire Council is currently working as part of a Scottish Government and Public Sector working group to address actions from The Equality and Human Rights Commission Committee Report on Race Equality, Employment and Skills. The NHSGGC Workforce Equality Group oversees addressing inequalities in the workplace working to a five year rolling plan.

Digital Working – the HSCP has made some significant changes to the way many of its employees carry out their work. By developing a more flexible workforce, which is able to deliver services through different ways of working, this has created a means to support the work life balance of its employees. This can accommodate those needing reasonable adjustments due to caring responsibilities or disability for example.

Money Advice - Money worries can influence an employee's ability to achieve their full potential with certain groups in the workforce potentially experiencing more issues than others, for example working parents or those needing additional support due to disability. Opportunities are therefore taken to regularly promote financial assistance and managing financial wellbeing from both organisations.

Accreditation – The HSCP actively promotes and often feeds in to Council and NHSGGC accreditations which support employee wellbeing and equality including being a Living Wage Employer, Disability Confident Employer, Carer Positive Employer and Miscarriage Association Charter.

Reasonable Adjustments – Managers within the HSCP work closely with HR and Occupational Health teams from both employers to facilitate reasonable adjustments to support employees to attend work regularly. There are a variety of scenarios where reasonable adjustments have been applied to support disabled employees which have varied depending on individual needs from changes to working hours to providing additional equipment.

Menopause Policy – both employers widely publicise and promote this new policy and regularly offer workshops for both managers and staff.

Data Gathering – Both organisations regularly request that staff update their personal and sensitive information on the system, which also includes their equality data.

Organisational Development – The HSCP participates in OD Boards from both organisations where a key area of focus remains on supporting career progression, improved performance reviews and development of learning opportunities. This should ensure continued promotion of learning and development opportunities and the tools available e.g. succession planning, protected learning and mentoring. All will have a significant role in supporting the development of underrepresented groups.

Gender split – the HSCP has 83% female and 17% male staffing group and so as part of our Workforce Plan, the HSCP will look to attract more male employees.

Age Profile – 30% of staff are over 55 and so the HSCP will look to attract more young people by holding recruitment fayres/links with local Secondary Schools and having a robust succession planning strategy to ensure career progression. The HSCP has well established relationships with employability partners and we are seeing an increase in placements now we are in recovery from the pandemic. We also have an apprenticeship programme for young people leaving care.

Ethnicity Profile – the majority of employees in both organisations identify as White Scottish with small numbers of a wide variety of ethnic backgrounds making up the remainder of our workforce. There is a large number of staff across both organisations who are classed as “unknown” so we need to improve on capturing data at the point of recruitment. Recruitment campaigns are always advertised externally via the internet to attract candidates from around the world. We have also now started using social media to advertise vacancies and promote the HSCP as a good place to work.

Future actions:

The following activities are outlined in our Workforce Plan 2022 -25:

- Work with HSCP Communications Lead, NHS & Council Partners to improve recruitment.
- Develop a targeted approach to recruitment ensuring promotion of East Renfrewshire as a good place to work using social media and recruitment events.
- Work with Council and NHS partners to improve ethnic minority recruitment.
- Work with employability partners to improve recruitment opportunities.
- Ensure that Career Conversations are embedded into the KSF and Quality Conversations process to encourage career progression opportunities and succession planning.
- Develop an HSCP wide exit process to improve retention.
- Continue to promote iMatter for engagement, and ensure action plans are developed in teams across the partnership.
- Implement NHS GGC Blended Working model and the Council’s The Way We Work model within the HSCP.