

REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD –
29 MARCH 2019

REPORT ON: EQUALITY OUTCOMES AND MAINSTREAMING FRAMEWORK 2019-2022

REPORT BY: CHIEF OFFICER

REPORT NO: DIJB13-2019

1.0 PURPOSE OF REPORT

The purpose of this report is to seek approval of the Partnership's Equality Outcomes and Mainstreaming Framework 2019-2022.

2.0 RECOMMENDATIONS

It is recommended that the Integration Joint Board (IJB):

- 2.1 Note the process undertaken to develop the proposed Equality Outcomes and Mainstreaming Framework, including involvement of people with protected characteristics (sections 4.2 and 4.3).
- 2.2 Approves the Mainstreaming Framework (attached as Appendix 1), including adopting the Equality Outcomes contained within this.
- 2.3 Approves the intended approach to publication and dissemination (see section 4.4).
- 2.4 Instructs the Chief Officer to issue directions to NHS Tayside and Dundee City Council as set out in section 8.

3.0 FINANCIAL IMPLICATIONS

- 3.1 The implementation of the Mainstreaming Framework and associated actions will be met from the existing IJB's delegated budgets.

4.0 MAIN TEXT

4.1 The Public Sector Equality Duty

- 4.1.1 The Public Sector Equality Duty, laid out in the Equality Act 2010 (the Act) came into force in Scotland in April 2011. This equality duty is often referred to as the "general duty" and it requires public authorities (including Health and Social Care Partnerships) to have "due regard" to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act;
- 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 general duty covers the following protected characteristics: age; disability; sex; gender reassignment; pregnancy and maternity; sexual orientation; marriage and civil partnership; religion, belief or lack of religion/belief; and, race.

- 4.1.2 Integration Joint Boards were added to the list of public authorities subject to the requirements of the Act in 2015 and were required to publish Equality and Mainstreaming Outcomes plans by the end of April 2016. The first [Dundee Health and Social Care Partnership Equality Outcomes and Mainstreaming Equalities Framework 2016/17](#) was published in May 2016 (Article XIV of the minute of the IJB Meeting held on 4 May 2016 refers). There is a requirement to substantively review Equality Outcomes at least every four years; meaning the first substantive review in Dundee must take place by 1 April 2020.
- 4.1.3 The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 (the Regulations) impose “specific duties” on Scottish public authorities to publish a set of Equality Outcomes and a report showing progress being made in mainstreaming equality at intervals of not more than two years. The Integration Joint Board approved and published its first Equality Mainstreaming Report on 30 March 2018 (Article III of the minute of the IJB Meeting held on 30 March 2018 refers). At this time the IJB also instructed the Chief Officer to submit for approval a revised set of Equality Outcomes, co-produced with people with protected characteristics, prior to 31 March 2019.
- 4.1.4 From April 2018 the Fairer Scotland Duty, under Part 1 of the Equality Act 2010, will come into force across Scotland. The new duty places a legal responsibility on public bodies, including Integration Joint Boards to ‘pay due regard’ to how they can reduce inequalities of outcome caused by socio-economic disadvantage when making strategic decisions. Public bodies will also be required to publish a short written assessment showing how they have fulfilled the duty.

4.2 Equality Outcomes

- 4.2.1 Appendix 1 contains the proposed Equality Outcomes for the Dundee Integration Joint Board. These have been co-produced with people who have protected characteristics and who are affected by socio-economic disadvantage. They have also been informed by the expertise and experience of organisational stakeholders who have an interest in equality and fairness issues.
- 4.2.2 As well as drawing on a range of ongoing conversations with people who have protected characteristics or who are affected by socio-economic disadvantage, through their involvement in Strategic Planning Groups and in specific projects focused on equality and fairness issues (such as the Black and Ethnic Minority Health and Social Care Project) we have also undertaken specific activities to consult on draft outcomes. Focus groups were held to support members of the public to give their views about draft outcomes and a range of other mechanisms were utilised to support those who could not, or did not want to, attend focus groups to contribute to the process. The contributions made by members of the public are described in further detail in appendix 1.
- 4.2.3 The proposed equality outcomes have also drawn on the existing outcomes for Dundee City Council and NHS Tayside. This is particularly important in relation to the employment matters as the Partnership does not employ staff directly but must work closely with Dundee City Council and NHS Tayside to address employment provisions within the Act and to progress equality mainstreaming within the delegated workforce.

4.3 Equality Mainstreaming Framework

- 4.3.1 The proposed Equality Mainstreaming Framework for 2019-2022 is contained within appendix 1. Similarly to the proposed Equality Outcomes the framework has been co-produced with people who have protected characteristics (see section 4.2.2 for further detail). The framework document has been written primarily for members of the public and written in plain English.

- 4.3.2 As well as containing some basic information about equality duties under the Equality Act and introducing the IJB's Equality Outcomes, the framework sets out key actions it will take to deliver each outcome and sets out high level intentions regarding reporting progress in implementing these actions and mainstreaming equalities. The framework does not include all activity that the Partnership will take in relation to equality and fairness, but focuses on key issues that people with protected characteristics and who are affected by socio-economic disadvantage have told us are most important to them. The framework is particularly closely linked to the Health Inequalities priority within the Partnership's draft Strategic and Commissioning Plan 2019-2022.
- 4.3.3 Once the Equality Outcomes and Mainstreaming Framework have been approved work to identify performance indicators against each outcome will be further progressed. These indicators will form the basis of future Equality Mainstreaming Reports, with the next report due by 31st March 2020. Further work will also be undertaken with NHS Tayside and Dundee City Council to agree any indicators relating to employment matters and ensure that this data is made available to the IJB as required for performance reporting purposes.

4.4 Publication and Dissemination

- 4.4.1 The Regulations specify that Equality Outcomes and Mainstreaming Frameworks must be clearly identifiable and accessible to any member of the public who may have an interest in them. The Equality and Human Rights Commission recommends that reports are published on websites in a location that is easy to find and in a format that is compatible with accessibility features, such as screen reading facilities for people with sight impairments. It is therefore intended that following approval the Equality Outcomes and Mainstreaming Framework document will be uploaded onto the Partnership website in a manner which is compliant with this guidance. In addition, further work will be undertaken to develop versions in alternative formats, such as British Sign Language, and to disseminate these to organisations and identifiable community groups who are known to have a specific interest in the rights of people with protected characteristics and who are affected by socio-economic disadvantage.

5.0 POLICY IMPLICATIONS

This report has been screened for any policy implications in respect of Integrated Impact Assessment. An Integrated Impact Assessment is attached.

6.0 RISK ASSESSMENT

Risk 1 Description	Services delegated to the Integration Joint Board do not meet the needs of people who share protected characteristics, leading to poorer outcomes and a widening inequality gap.
Risk Category	Governance, Operational
Inherent Risk Level	Likelihood 5 x Impact 4 = Risk Scoring 20 (which is an extreme Risk Level)
Mitigating Actions (including timescales and resources)	<ul style="list-style-type: none"> • Equality Outcomes agreed and published, mainstreaming update report published every 2 years. • A number of Strategic Planning Groups with a specific focus on the needs and rights of people who share protected characteristics are in place. • Good links are in place with Dundee City Council and NHS Tayside Equalities structures. • Complaints mechanism available to people using services who may wish to report service responses falling below the desired standard. • Health Inequalities is a strategic priority within the draft Strategic and Commissioning Plan 2019-2022
Residual Risk Level	Likelihood 3 x Impact 4 = Risk Scoring 12 (which is a high Risk Level)
Planned Risk Level	Likelihood 2 x Impact 3 = Risk Scoring 6 (which is a moderate Risk Level)
Assessment of Risk Level	Given the risk mitigation actions in place the risk is assessed to be manageable and acceptable.
Risk 2 Description	Failure to meet statutory duties under the Equality Act 2010, including statutory reporting requirements.
Risk Category	Legal, Governance, Political
Inherent Risk Level	Likelihood 3 x Impact 4 = Risk Scoring 12 (which is a high Risk Level)
Mitigating Actions (including timescales and resources)	<ul style="list-style-type: none"> • Update report produced and published every two years – next due 31st March 2020. • Equality outcomes have been revised in advance of statutory deadline. • Proposed outcomes and mainstreaming framework more closely align with best practice as promoted by the Equality and Human Rights Commission than previous versions.
Residual Risk Level	Likelihood 1 x Impact 4 = Risk Scoring 4 (which is a moderate Risk Level)
Planned Risk Level	Likelihood 1 x Impact 4 = Risk Scoring 4 (which is a moderate Risk Level)
Assessment of Risk Level	Given the risk mitigation actions in place the risk is assessed to be manageable and acceptable.

7.0 CONSULTATIONS

The Integrated Strategic Planning Group, Chief Finance Officer, Head of Service, Health and Community Care, NHS Tayside Equality & Diversity Governance Group, Dundee City Council Corporate Equalities Steering Group and the Clerk have been consulted in the preparation of this report.

8.0 DIRECTIONS

The Integration Joint Board requires a mechanism to action its strategic commissioning plans and this is provided for in sections 26 to 28 of the Public Bodies (Joint Working)(Scotland) Act 2014. This mechanism takes the form of binding directions from the Integration Joint Board to one or both of Dundee City Council and NHS Tayside.

Directions Required to Dundee City Council, NHS Tayside or Both	Direction to:	
	1. No Direction Required	
	2. Dundee City Council	
	3. NHS Tayside	
	4. Dundee City Council and NHS Tayside	X

9.0 BACKGROUND PAPERS

None.

David W. Lynch
Chief Officer

DATE: 22 March 2019

Kathryn Sharp
Senior Manager, Strategy and Performance

Joyce Barclay
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Allison Fannin
Planning and Development Manager

DIRECTION FROM DUNDEE CITY INTEGRATION JOINT BOARD

1	Reference	DIJB13-2019
2	Date Direction issued by Integration Joint Board	29 March 2019
3	Date from which direction takes effect	1 April 2019
4	Direction to:	Dundee City Council and NHS Tayside
5	Does this direction supersede, amend or cancel a previous direction – if yes, include the reference number(s)	No
6	Functions covered by direction	All delegated functions to the IJB.
7	Full text of direction	To ensure services are delivered in a way that complies with the Equality Outcomes and Mainstreaming Framework.
8	Budget allocated by Integration Joint Board to carry out direction	Within existing resources.
9	Performance monitoring arrangements	Performance Indicators yet to be agreed.
10	Date direction will be reviewed	March 2022

Integrated Impact Assessment Report

Integration Joint Board Report No: DIJB13-2019

Document Title: Equality Outcomes and Mainstreaming Framework 2019-2022

Document Type: Policy

New/Existing: Existing

Period Covered: 31/03/2019 - 31/03/2022

Document Description: This IJB report seeks approval of the Health and Social Care Partnership's Equality Outcomes and Mainstreaming Framework 2019-2022. Appendix 1 of the IJB report describes our duties arising from Equality Act 2010 and includes information about the proposed Equality Outcomes for Dundee IJB and actions to achieve these.

Intended Outcome:

That Dundee Health and Social Care Partnership, will

- Take actions to prevent people with Protected Characteristics and affected by socio - economic disadvantage from being treated less favourably (eliminate unlawful discrimination);
- Take actions to help people with Protected Characteristics to be able to access the same rights, services and supports as other people (advance Equality of opportunity); and,
- Treat people with Protected Characteristics fairly and positively (foster good relations).

How will the proposal be monitored?

The progress towards the Equality Outcomes will be monitored through Dundee Integration Joint Board and the Integration Strategic Planning Group. A formal progress report will be submitted in 2021.

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A. Equality and Diversity Impacts:

Age:	Positive
Disability:	Positive
Gender Reassignment:	Positive
Marriage and Civil Partnership:	Positive
Pregnancy and Maternity:	Positive
Race/Ethnicity:	Positive
Religion or Belief:	Positive
Sex:	Positive
Sexual Orientation:	Positive

Equality and diversity Implications:

It is anticipated that people with protected characteristics will be positively impacted by the actions in the Framework document. The proposed Equality Outcomes for the Dundee Integration Joint Board have been co-produced with people who have protected characteristics and who are affected by socio-economic disadvantage. They have also been informed by the expertise and experience of organisational stakeholders who have an interest in equality and fairness issues.

Proposed Mitigating Actions:

Not applicable

Is the proposal subject to a full EQIA? : No

B. Fairness and Poverty Impacts:

Geography

Strathmartine (Ardler, St Mary's and Kirkton):	Positive
Lochee (Lochee/Beechwood, Charleston and Menzieshill):	Positive
Coldside (Hilltown, Fairmuir and Coldside):	Positive
Maryfield (Stobswell and City Centre):	Positive
North East (Whitfield, Fintry and Mill O' Mains):	Positive
East End (Mid Craigie, Linlathen and Douglas):	Positive
The Ferry:	Positive
West End:	Positive

Household Group

Lone Parent Families:	Positive
Greater Number of children and/or Young Children:	Positive
Pensioners – Single/Couple:	Positive
Single female households with children:	Positive
Unskilled workers or unemployed:	Positive
Serious and enduring mental health problems:	Positive
Homeless:	Positive
Drug and/or alcohol problems:	Positive
Offenders and Ex-offenders:	Positive
Looked after children and care leavers:	Positive
Carers:	Positive

Significant Impact

Employment:	Positive
Education and Skills:	Positive
Benefit Advice/Income Maximisation:	Positive
Childcare:	No Impact
Affordability and Accessibility of services:	Positive

Fairness and Poverty Implications:

This plan addresses fairness issues and socio-economic disadvantage and it is expected to deliver positive impacts to people who have protected characteristics and are subject to socio-economic disadvantage. There are no direct plans to impact Childcare although those who care for children may benefit as a result of other activities.

Proposed Mitigating Actions:

Not applicable

C. Environmental Impacts

Climate Change

Mitigating greenhouse gases:	No Impact
Adapting to the effects of climate change:	No Impact

Resource Use

Energy efficiency and consumption:	No Impact
Prevention, reduction, re-use, recovery or recycling waste:	No Impact
Sustainable Procurement:	No Impact

Transport

Accessible transport provision:	No Impact
Sustainable modes of transport:	No Impact

Natural Environment

Air, land and water quality:	No Impact
Biodiversity:	No Impact
Open and green spaces:	No Impact

Built Environment

Built Heritage:	No Impact
Housing:	No Impact

Is the proposal subject to Strategic Environmental Assessment?

No further action is required as it does not qualify as a Plan, Programme or Strategy as defined by the Environment Assessment (Scotland) Act 2005.

Proposed Mitigating Actions: n/a

Environmental Implications: n/a

D. Corporate Risk Impacts

Corporate Risk Implications:

The risk implications associated with the subject matter of this report are 'business as normal' risks. The subject matter is routine and has happened many times before without significant loss. There is comfort that the risks inherent within the activity are either transferred to another party, shared equally and fairly between the Council and another party or are negligible.

Corporate Risk Mitigating Actions: n/a

Dundee Integration Joint Board
**Equality Outcomes and
Mainstreaming Framework**

2019 - 2022



Dundee Integration Joint Board Equality Outcomes and Equalities Framework 2019-2022

Contents

Dundee Integration Joint Board Equality Outcomes and Equalities Framework 2019-2022 ...	2
Why do we have Equality Outcomes?	3
What is Equality?.....	3
What are Protected Characteristics?	3
What is Socio-economic Disadvantage?	4
Why do we think that Equality is important?	4
What does the Equality Act say we must do?.....	6
What are our Equality Outcomes?	8
How we have developed our Equality Outcomes	9
What did people tell us?	10
Other things we considered.....	13
How will we achieve our Equality Outcomes?	14
How will we know if we are achieving our Equality Outcomes?	16

Why do we have Equality Outcomes?

What is Equality?

Equality is about treating everyone fairly. Equality does not mean treating everyone the same. Some people may need different support or extra help to have the same outcomes as everyone else. Dundee Health and Social Care Partnership (The Partnership) wants everyone in Dundee to have the highest achievable level of health and wellbeing.

The [Equality Act](#) (2010) is a law that aims to make sure all people are treated fairly. The Equality Act talks about Protected Characteristics.

What are Protected Characteristics?

Protected Characteristics are people's Age; Disability; Sex; Gender reassignment; Pregnancy and maternity; Sexual orientation; Marriage and civil partnership; Religion, belief or lack of religion/belief; and, Race.

Sometimes people are treated unfairly by others or discriminated against because of their Protected Characteristics. Sometimes in order for people with Protected Characteristics to have chances to achieve the same outcomes as others they need support given in a different way or extra support. They may also be more likely to have particular health and social care needs.

Some people are affected poverty and poor social circumstances. Poverty and poor social circumstances can affect any of us but sometimes can affect people with Protected Characteristics even more. This can make it even harder for them to have the same life chances as other people.

Family and friends who are carers of people with health and social care needs also have some protection under the Equality Act because of their 'association' with a person affected by the Protected Characteristics of disability and/or age. We also have Equality Duties in relation to employees in the Partnership who have Protected Characteristics, including those employed through agencies in the Third Sector and Private Sector who deliver services and supports on our behalf.

From April 2018 the Equality Act (2010) introduced The Fairer Scotland Duty. The Scottish Government has written a [Fairer Scotland Plan](#) to help make sure Scotland is a fair place to live by taking action to help tackle poverty, reduce inequality and build a fairer and more inclusive Scotland. This plan includes information about our aim to help people who are affected by poverty and poor social circumstances.

The Fairer Scotland Duty talks about Socio-economic Disadvantage. People adversely affected by Socio-economic Disadvantage can be described as people affected by poverty and poor social circumstances.

What is Socio-economic Disadvantage?

The Scottish Government describe Socio-economic Disadvantage as meaning that a person lives on a low income compared to other people in Scotland and / or have little or no wealth (meaning money or savings). Local people have told us that the term Socio-economic Disadvantage is not easy to understand so we will use the words 'people affected by poverty and poor social circumstances'. People who are affected by poverty and poor social circumstances can have some barriers to getting some of the basic goods in life and may not have the same access to services and supports as other people.

Often people or households affected by poverty and poor social circumstances will live close to one another in the same geographic area. These areas are sometimes referred to as areas of multiple deprivation.

People affected by poverty and poor social circumstances are more likely to suffer from poor health and well-being than people living in more affluent areas.

Why do we think that Equality is important?

We know that people with Protected Characteristics and people affected by poverty and poor social circumstances can find it more difficult to access health and social care services. Sometimes those people have a poorer experience of our supports and services.¹ The Dundee Health and Social Care Partnership wants to help make Dundee a fairer place to live and improve outcomes for all people living in Dundee. To do this we know that we need to work with people to make it as easy as possible to access our support and services and to make sure that people have the best experience of those services.

¹ Scottish Better Together Survey Patient Survey Programme

Some of the information we have about our local population is listed below:

- Census Data from 2011² tells us that 1.7 % of Dundee's population did not speak English well or at all with only 96% speaking English well or very well. Although some of this number will be because of disability most of the number will be because English is not the person's first language. This will have implications for our interpreting services.
- The Census also indicates that in 2011 90% of Dundee's population were born in the UK and 90% of the population was White British, 4.7% White Other and 4% Asian, Asian Scottish or Asian British.
- The Census records that we had the same rate of older people over 65 in Dundee as the rest of Scotland at just under 17% but our younger population aged between 16 and 19 at 5.7% is a higher number compared to Scotland as a whole, 4.9%. This may reflect the high number of students in Dundee who often leave the city again after qualifying.
- The Census records that Dundee had a higher proportion of people living with one or more health conditions in comparison to Scotland overall. Dundee had a rate of 271 people per 1,000 population and Scotland had a rate of 261 people per 1,000 population for people aged 16 to 64. There is variation in rates across locality areas. Only 3 of the 8 locality areas have lower rates than Scotland as a whole for people aged 16 to 64.
- Across Scotland in 2016 the percentage of people identifying as lesbian, gay or bisexual (LGB), was 2.2%. This comprised of 1.2% identifying as gay or lesbian, and 1.0% as bisexual.³
- The 2011 Census indicates that there were 408 people in Dundee who could use British Sign Language as a main language. This is likely to include Interpreters and family members as well as Deaf people.
- Deprivation in Dundee is high, 36% of Dundee's population live in the most deprived areas. East End had over 60% of their population living in the 15% most deprived areas. Income deprivation continues to decrease and has fallen since 2009 in all of the locality areas. Between 2009 and 2016 The Ferry has consistently been the least affected and East End being the most affected from income deprivation.⁴

The Partnership wants to support people in Dundee to have the best health and wellbeing they can have. As part of our work to make Dundee a fairer city we are concerned about

² <https://www.dundee.gov.uk/sites/default/files/publications/Dundee%20Census%20Profile%202011.pdf>

³ <https://www.gov.scot/publications/scotlands-people-annual-report-results-2016-scottish-household-survey/pages/2/>

⁴ Source: ScotPHO Dundee City Health and Wellbeing Profiles – key indicators and overview and Dundee Community Profiles 2016

Health Inequality. Health Inequalities are the unfair and avoidable differences in health between people or groups of people. People with Protected Characteristics and people affected by poverty can experience Health Inequalities. Health Inequalities which can adversely affect people's overall health and wellbeing. Reducing Health Inequalities is one of our four top priorities for the next three years.

This report (and the Equality Outcomes which are part of it) is an important part of our overall plans for how health and social care supports and services will be delivered in the future. Our aim is to work with others in the city to make sure Dundee citizens experience a fair and inclusive city and enjoy their right to the best health and wellbeing they can have. You can read more about our commitments to reducing Health Inequality and our other priorities at in our [Strategic and Commissioning Plan](#).

You can find out more about what we have already done to help make Dundee a fairer place to live [here](#).

What does the Equality Act say we must do?

The Equality Act 2010 says⁵ that Public Bodies, including the Dundee Health and Social Care Partnership, should:

- Take actions to prevent people with Protected Characteristics from being treated less favourably (eliminate unlawful discrimination);
- Take actions to help people with Protected Characteristics to be able to access the same rights, services and supports as other people (advance Equality of opportunity); and,
- Treat people with Protected Characteristics fairly and positively (foster good relations).

The Equality Act also says that Public Bodies must publish a set of Equality Outcomes every four years and a report describing what has been achieved (Equality Mainstreaming Progress Report) at least every two years.

The Partnership is not a Public Body which needs to produce a British Sign Language Plan but we are committed to supporting actions that are included in the BSL plans of Dundee City Council and NHS Tayside (our partner agencies).

⁵ **PUBLIC SECTOR EQUALITY DUTY WHAT DO I NEED TO KNOW? A QUICK START GUIDE**

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/85041/equality-duty.pdf

The part of the Equality Act that introduced the Fairer Scotland Duty says that Public Bodies must actively think about how they can work to reduce inequality caused by Socio-economic Disadvantage when they are making decisions about what services and supports to provide or about how services and supports will be provided.

You can find more information about the Equality Act [here](#).

What are our Equality Outcomes?

We have had discussions with people across Dundee. In particular we have listened to the views of people who have Protected Characteristics and those affected by poverty and poor social circumstances. We have also spoken with people who have an interest in making Dundee a fairer place to live. We have agreed five Equality Outcomes which we will work towards for the next three years:

Equality Outcome 1 – We will make sure people get the care they need and not treat people unfairly because of their characteristics or circumstances.

Equality Outcome 2 – We will make our plans with the people that the plans will affect. We will make sure that we listen to everyone who wants to give their view. We will encourage and support people to tell us their views

Equality Outcome 3a – To help us plan for the future we will collect information to check that people have fair access to our services and support. This will include information about how people with Protected Characteristics and people who live in poverty and may be affected by poor social circumstances use our service. We will share this information with the people who gave us it and others anonymously and in a way that they can understand.

Equality Outcome 3b - We will give people information about our supports, services and plans in a way that they can access it and understand it.

Equality Outcome 4 –The Health and Social Care Partnership will be part of activities in local communities. Everyone will have chances to be part of these activities and the activities will be accessible to everyone who wants to take part.

Equality Outcome 5 – Employees in Dundee Health and Social Care Partnership will be treated fairly at work.

How we have developed our Equality Outcomes

We have developed our Equality Outcomes with people who have Protected Characteristics, people who are affected by poverty and poor social circumstances, organisations who help and support these people and a range of other people and organisations who are interested in Equality issues. We also asked people to think about the actions we can take to achieve to achieve the outcomes. We did this by:

- Listening to the views of people with Protected Characteristics who have been involved in developing the plans for how we will deliver services and supports in the future (known as strategic commissioning statements). There has been a particularly high level of involvement from people with Protected Characteristics in developing our plans for mental health, physical disability, sensory impairment and learning disability and autism. In addition to this we helped support the development of the British Sign Language (BSL) Plans in NHS Tayside and Dundee City Council. This work allowed us to hear from more people who are Deaf BSL users.
- Listening to the views of people with Protected Characteristics who have participated in specific projects over the last two years, for example the Black and Minority Ethnic Health and Social Care Project and the Making Recovery Real Project;
- Sharing information with Dundee City Council and NHS Tayside about what people with Protected Characteristics said when they spoke with us about the Equality Outcomes and actions;
- Holding specific focus groups to ask people their views about our draft outcomes and develop actions to deliver these;
- Helping people with Protected Characteristics who could not or did not want to attend focus groups to give their views in a variety of different ways;
- Providing organisations who work with people who have Protected Characteristics or have an interest in Equality with questions that they used to collect views and feed them back to us; and,
- Listening to the views of people from organisations who work with people who have Protected Characteristics or have an interest in Equality.

What did people tell us?

People who helped us to develop our Equality Outcomes and actions had lots of different views. Their valuable advice has genuinely influenced the Equality Outcomes and enhanced the format of this report. Most of their advice is included in this document. We have tried to include below some of the things that were important to many people:

- People said we must make sure we take action when unfairness is shown. We also need make sure all our services and support remain accessible to older people, people affected by poverty and those who are not computer literate.
- The outcomes need to be set in a realistic context and we need to do the best we can with the resources we have. The Partnership must make sure we continue to involve the people who may be most disadvantaged by reductions in levels of resources available to the Partnership.
- Some concern was expressed that through mainstreaming equalities work we might lose focus. People are reassured by the visible support and leadership being shown by the Partnership.
- Feedback was highlighted as very important; people said 'let us know the outcomes of our discussions with you. If you gather data and information make sure people find out how it has been used.'
- People told us that the plain language used in the Equality Outcomes is really helpful and must continue. Accessibility of information is key to involving people; the Partnership should try to make sure all important plans are accessible and have a straight forward short version. People thought it may be useful to have some commonly sought information available in other languages including videos in British Sign Language. For example information about how to make a complaint. (Outcome 3 (b))
- Some people advised us that they were currently experiencing barriers to getting the care they needbecause of their characteristics (Outcome 1).
 - Some people who cannot speak English said interpretation and translation from Arabic has been inadequate or unavailable.

- Some older Deaf people may not always have a fair experience of care and support because there has not been a full understanding of their needs for communication in British Sign Language. For example when a BSL user has a condition like dementia sensitive signed communication is very important.
- Responses to the consultation about the Partnership's Strategic and Commissioning Plan included comments on:
 - The need to consider how best to meet the needs of young people as the progress towards adult life.
 - The need to demonstrate greater understanding about the need for gender-based approaches to meeting needs and delivering supports and services.
- Regarding Outcome 2 some older people using services said they “were surprised to learn they had the option to be listened to, participate and help influence decisions. They were happy to hear that these options were available.”
- Some people said ‘The Partnership needs ongoing mechanisms - methods/systems to poverty-proof plans and practices..... Nothing about us without us should be the approach taken.’ We also learned that people (including people with Learning Disability and people with Autism and who had experience of Mental Illness) are keen to share their views and be consulted. They told us that ‘They should be involved at the planning stage before changes are made.’
- A British Sign Language User appreciated the separate arrangement made to allow them to express their view about these Equality Outcomes but equally thought that it is important for Deaf people to be part of big meetings so that people living in Dundee are aware of Deaf people's needs and for Deaf people to see that things affect other people who are not deaf as well as themselves.
- Ongoing monitoring about how people feel about services and supports is important. People told us that we must engage with all groups of people, including those who may experience the greatest stigma like people who misuse substances.
- When we are planning local activities (Outcome 4) we must make sure that activities are advertised through local organisations, that the activities are easy to engage with

and that there is support from workers/volunteers. This would include consideration of interpretation support and about where activities take place.

- Fairness at work was seen as an important outcome. When you are a British Sign Language user it can be difficult to achieve fairness at work when information and training is only provided in English (written and spoken).
- Some older service users told us that they enjoyed activities with their peers who use other services and no barriers were identified.
- Making sure that everyone who works within the Partnership has the right learning about Fairness and Equality is important. The following groups were highlighted:
 - People who make the decisions; they need to hear more from local experts-professionals and people with lived experience;
 - Students who will take up jobs in the Health and Social Care Partnership in the future;
 - Induction for all employees should include an understanding about fairness and Equality; and,
 - Senior managers and leaders, including those involved in recruitment, should have extra training/learning activity.
- A British Sign Language user thought that DHSCP should ensure the workforce have good access BSL training, translation services, interpreters etc. and should develop a comprehensive training plan for BSL, with Deaf tutors to support Deaf people to be included in all aspects of their lives.

Other things we considered

When we developed our Equality Outcomes it was also important for us to consider the outcomes that have already been agreed by NHS Tayside and Dundee City Council. We have done this because we know that many people who use health and social care services delivered by the Partnership will also use services and supports delivered by NHS Tayside and Dundee City Council.

NHS Tayside Equality Outcomes	Dundee City Council Equality Outcomes
1. We will ensure that care is person-centred and meets the service needs of people with relevant protected characteristic(s)	1. Increase the level of disclosure of employee Equality information
2. Data collection and monitoring patient diversity information	2. Dundee City Council's Gypsy/Traveller's sites are well maintained and managed and meet the minimum site standards set in Scottish Government guidance
3. Accessible information and inclusive communication	3. Residents at the Balmuir Wood site do not experience social exclusion
4. Workforce data collection and Equality of opportunity in employment policy and practice	4. Protected characteristic communities and those living in poverty are actively involved in community planning to ensure that policies and practices reflect their needs
	5. Communities in the city and in particular adults with disabilities/mobility related issues, have accessible and sustainable transport solutions,

Dundee Health & Social Care Partnership Equality Outcomes

Equality Outcome 1 – We will make sure people get the care they need and not treat people unfairly because of their characteristics or circumstances.

Equality Outcome 2 – We will make our plans with the people that the plans will affect. We will make sure that we listen to everyone who wants to give their view. We will encourage and support people to tell us their views

Equality Outcome 3a – To help us plan for the future we will collect information to check that people have fair access to our services and support. This will include information about how people with Protected Characteristics and people who live in poverty and may be affected by poor social circumstances use our service. We will share this information with the people who gave us it and others, anonymously and in a way that they can understand.

Equality Outcome 3b - We will give people information about our supports, services and plans in a way that they can access it and understand it.

Equality Outcome 4 – The Health and Social Care Partnership will be part of activities in local communities. Everyone will have chances to be part of these activities and the activities will be accessible to everyone who wants to take part.

Equality Outcome 5 – Employees in Dundee Health and Social Care Partnership will be treated fairly at work.

How will we achieve our Equality Outcomes?

We have identified some specific areas of work that we will take focus on over the next two years to help us to deliver each of our Equality Outcomes. These actions are not the only things we will do to help to make Dundee a fairer place to live and work but are the things that we think will make the biggest difference to people who have Protected Characteristics or who experience affected by poverty and poor social circumstances.

Equality Outcome 1 – We will make sure people get the care they need and not treat people unfairly because of their characteristics or circumstances.

- We will make sure access to services is based on need and not characteristics or circumstances. Whenever we design services that are targeted at specific needs we will make sure that this is based on evidence of need. For example, we might provide services that are targeted at people living in less affluent areas of the city.
- We will find ways to collect information about whether people with Protected Characteristics or who experience poverty or poor circumstances take part in our activities and access the same level of services and support that others do.
- We will work with partners in Dundee City Council and NHS Tayside to carry out their British Sign Language Plans.

Equality Outcome 2 – We will make our plans with the people that the plans will affect. We will make sure that we listen to everyone who wants to give their view. We will encourage and support people to tell us their views

- We will carry out Equality and Fairness Impact assessments on all new or revised plans, policies, services and strategies presented to the Integration Joint Board.
- We will find ways to improve the quality of our Impact Assessments.
- Along with partners (in particular those in Community Planning) we will further develop the ways in which we involve people who have an interest in fairness and who know about how Protected Characteristics, poverty and poor circumstances affect outcomes in making plans and designing supports and services.

Equality Outcome 3a – To help us plan for the future we will collect information to check that people have fair access to our services and support. This will include information about how people with Protected Characteristics and people who live in poverty and may be affected by poor social circumstances use our service. We will share this information with the people who gave us it and others, anonymously and in a way that they can understand.

- We will improve the collection and reporting of Equality data to help to inform how we deliver supports and services in the future.
- We will use this data to understand how well we are doing in meeting our Equality Outcomes and will report what we find to the public at least every two years.

Equality Outcome 3b - We will give people information about our supports, services and plans in a way that they can access it and understand it.

- We will consider how to make our plans and information about supports and services accessible to all who have an interest in them.
- We will provide interpretation and translation and other communication supports when people need these to access our services and supports.

Equality Outcome 4 –The Health and Social Care Partnership will be part of activities in local communities. Everyone will have chances to be part of these activities and the activities will be accessible to everyone who wants to take part.

- We will find ways to make sure that when we work with people to design services and supports that this takes into account the diverse characteristics of the local population.
- We will make sure that there are affordable opportunities for people with Protected Characteristics to be safely involved in health and social care activities in their local communities.

Equality Outcome 5 – Employees in Dundee Health and Social Care Partnership will be treated fairly at work.

- We will work with NHS Tayside and Dundee City Council to implement their action plans which affect employees in the Health and Social Care Partnership.
- We will work with providers in our commissioned services to support them to be a fair employer. This includes the implementation of key policies such as ensuring the payment of the Scottish Living Wage for all adult social care workers.

How will we know if we are achieving our Equality Outcomes?

Performance indicators are one way of showing how well we are doing in achieving our Equality Outcomes. We are developing performance indicators about each of our Equality Outcomes. We will publish information about our progress towards our Equality Outcomes at least every two years. We will make sure this information is published in a way that means that people with Protected Characteristics and people who are affected by poverty and poor social circumstances can access and understand it. Our next progress report will be published by the 31st March 2020.

We will actively involve local people in seeking out ways to learn if we are achieving our Equality Outcomes and where the gaps and barriers are. We will expect the workforce, at all levels, and in all parts of the Partnership, to listen and take appropriate action when they and/or local people identify issues regarding Health Inequality, people who have Protected Characteristics and people affected by poverty or poor social circumstances.

The Partnership does not directly employ our own workforce. Our workforce are employed by Dundee City Council, NHS Tayside or through commissioned organisations in the Third or Independent Sector. We will continue to work alongside all of the partners who employ our workforce to promote fairness. In total there are around 2,500 Public Sector employees who are aligned to the Partnership from NHS Tayside and Dundee City Council. We know that we commission over 160 services and supports from around 114 external providers.

As the Partnership is not an employer we are not required to produce or publish Equality information about the people who work within the Partnership; this information must be reported to the public by NHS Tayside and Dundee City Council. We will work together with NHS Tayside and the Council to support them to gather and publish this information.

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Further work is planned with local people to share the information in this document in a meaningful way and to continue to gain their views about Equality and Fairness Matters in Dundee Health and Social Care Partnership. If you wish to be involved in future please send an email to joyce.barclay@dundeecity.gov.uk or phone Joyce Barclay at 01382 433947.

The Dundee Strategic and Commissioning Plan and associated documents were produced, on behalf of the Dundee Integration Joint Board, in partnership with a wide range of stakeholders and was overseen by the Integrated Strategic Planning Group.

Get in touch:

If you have any questions about the information contained in this document, please email:

dundeehscp@dundeecity.gov.uk

Dundee
Health & Social Care
Partnership

The logo consists of two interlocking white rings, one slightly offset from the other, creating a circular, infinity-like shape.