



REPORT TO: HEALTH AND SOCIAL CARE INTEGRATION JOINT BOARD – 21 AUGUST 2024

REPORT ON: DUNDEE INTEGRATION JOINT BOARD EQUALITY OUTCOMES - UPDATE

REPORT BY: CHIEF OFFICER

REPORT NO: DIJB46-2024

1.0 PURPOSE OF REPORT

1.1 The purpose of this report is to inform the Integration Joint Board of progress towards achieving DIJB Equality Outcomes

2.0 RECOMMENDATIONS

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

2.1 Note the progress that has been made during 2023/24 to understand the health and social care needs, preferences and experiences of Transgender and Non-binary people and to learn more about the experiences of race discrimination across the health and social care workforce (sections 5.1 to 5.4 and 6.1 to 6.4).

2.2 Note the opportunities for action that have been identified to further progress these areas of work during 2024/25, including the need for active participation and support from leaders across the health and social care sectors, such as IJB members (sections 5.5 to 5.6 and 6.5 to 6.6).

2.3 Instruct the Chief Officer to submit a full update against all of the IJB's Equality Outcomes via the statutory Equality Outcomes and Mainstreaming Update and Progress Report 2023-2025, no later than the end of April 2025.

3.0 FINANCIAL IMPLICATIONS

3.1 None.

4.0 BACKGROUND

4.1 The IJB's Plan for Excellence in Health and Social Care in Dundee 2023-2033 identifies the ambition that:

"People in Dundee will have the best possible health and wellbeing.

To achieve this ambition local people will be supported by health and social care services that:

- *Help to reduce inequalities in health and wellbeing that exist between different groups of people.*
- *Are easy to find out about and get when they need them.*
- *Focus on helping people in the way that they need and want.*

- *Support people and communities to be healthy and stay healthy throughout their life through prevention and early intervention.”*

When realising this ambition, the IJB must ensure that their decisions are consistent with, and supportive of, the General Equality Duty in the Equality Act 2010. This duty means that the IJB, as a Public Body, must eliminate discrimination, advance equality of opportunity, and foster good relations.

4.2 As part of the Plan for Excellence, the IJB set four Equality Outcomes for 2023-2027:

1. Information published by the IJB will be more accessible to people who have a sensory impairment or learning disability, whose first language is not English and those people who are older.
2. The IJB has increased the range and effectiveness of ways to listen, hear and learn what matters to older people, people from minority ethnic groups and the LGBTQ community about health and social care services and supports.
3. IJB membership will be more diverse and more closely reflect the overall population of Dundee across the following characteristics: sex, disability, race, religion or belief, and age.
4. The IJB contributes to an improved culture within the workforce to actively challenge discrimination, through a focus on eliminating race discrimination in the workplace.

4.3 Whilst work continues across the IJB and the Health and Social Care Partnership to implement each and all of the IJB’s Equality Outcomes, in May 2024, the IJB’s Strategic Planning Advisory Group (SPAG) considered reports that directly address Equality Outcomes 2 and 4. The SPAG considered information about targeted engagement with Trans*¹ and Non-Binary Adults in Dundee about what matters to them about health and social care and how Dundee IJB and the Health and Social Care Partnership might better address their needs in the future. They also considered information about the impacts of race discrimination on the health and social care workforce, in particular within Care at Home Services, and how the IJB might support plans to address this. Sections 5 and 6 of this report provide further detail about these developments.

4.4 Through the Equality Outcomes and Mainstreaming Update Report, which must be published by the IJB every two years, a full update on progress made against all of the IJB’s Equality Outcomes will be submitted to the IJB by the end of April 2025.

5.0 EQUALITY OUTCOME 2 – ENGAGEMENT WITH TRANS* PEOPLE

5.1 In early 2023, as part of discussions around the Plan for Excellence in Health and Social Care in Dundee 2023-2033, it was noted that it had not been possible to hear from local people who identified as Trans*. Although accurate data is scarce it is thought that at least 0.5% of our population in Scotland are Transgender. It was acknowledged that not enough was known about what is needed to achieve the ambition of ‘excellence’ in Health and Social Care in Dundee with regards to Trans* people. Through the equality outcomes the IJB has made a commitment to the LGBTQ community overall. It is known that Trans* people have some shared concerns and shared goals with people in this the overarching group, however there is a need for the IJB to consider Trans* peoples’ concerns and goals separately where these are not convergent with the other parts

¹ Trans* is used as a way of including all Trans, non-binary and gender non-conforming identities.

The Equality Act 2010 protects Trans people from discrimination of the grounds of gender reassignment (proposing to undergo, undergoing or having undergone a process to reassign their sex). It is therefore the case that not all people who identify as Trans* are protected under the Equality Act 2010, however it is recognised that the views of all Trans* people about their health and social care needs, preferences and experiences (including inequalities) can helpfully inform action taken by the IJB to ensure their compliance with the provisions of the Act.

of this group and/or because additional needs and known disadvantage are identified for Trans* people.

- 5.2 During 2023/24, the Partnership's Senior Officer Strategic Planning, supported by Councillor Tolland in her capacity as an IJB member, has planned and implemented an approach to explore views of local people from this community of interest. Initial meetings with Trans* people from Dundee were arranged via attendance at the Scottish Trans Conference in June 2023 and Trans Pride in August 2023, both held in Dundee. Following this a list of names and emails of interested people was compiled and further meetings were arranged in Dundee in November 2023. The group had a strong preference to use these sessions to discuss their concerns about health care and wellbeing supports with a view to this informing a report to the IJB's Strategic Planning Advisory Group on potential improvements to services and supports. The group met again in February and June 2024 and will continue to do so to enable ongoing discussion and feedback.
- 5.3 In addition to establishing and meeting with a group of local people with lived experience of Trans* matters, there has also been follow-on engagement with: the Scottish National Gender Identity Clinical Network; NHS Tayside Public Health; Dundee Health and Social Care Partnership Psychology Services; the local Managed Care Network for Sexual Health & BBV; some local Third Sector Agencies; and, 'Scottish Trans' (a national third sector organisation funded by Scottish Government).
- 5.4 Through engagement with Trans* people and supporting organisations and services the following key themes emerged in terms of health and social care needs, preferences and experiences:
- There is no specialist Health and Social Care Wellbeing Support and Advice service in Dundee for over 25-year-olds- regarding Trans* matters. There is extremely limited wider LGBTQ+ support available in the city. There is a need for supported peer support, social groups, mental wellbeing support in Dundee, as well as across Tayside.
 - While some Health and Care Practitioners provide excellent non-discriminatory services, some Trans* people have had experiences that they would describe as traumatic and damaging. There are a small number of highly expert local practitioners within Primary Care. Learning activity is needed, with priority for Mental Health (Health, Social Work and Social Care Support), Drug and Alcohol recovery and support services, Suicide Prevention, Homelessness and Primary Care.
 - People find that when attending appointments/interviews addressing other health and wellbeing matters some practitioners try to utilise their time with a Trans* person to learn more about Trans* matters and their life experiences. While it is positive that they wish to learn it can be a hinderance/burden to share this information when attending an appointment about something unrelated to Trans* issues. Some local Trans* people have an interest in contributing to Learning Activities for local practitioners and would be pleased to share their time and expertise.
 - NHS Tayside usually contracts Gender Identity services at Sandyford Clinic, Glasgow. There is currently a five year wait after referral before appointments are offered. Locally there is a lack of understanding of referral processes for this. There has recently been updated information added to the General Practice Referral Pathway, however wider knowledge of referral pathways amongst both the workforce and Trans* people themselves would help to increase accessibility.
 - Many recording systems in Health and Social Care and elsewhere do not provide effective support for name changing and gender recording.
- 5.5 In response to these themes Partnership services, supported by the Strategic Planning Advisory Group, have identified a number of areas for improvement in relation to delivering the strategic shifts within the Plan for Excellence for Trans* people in Dundee:
- Strengthening the focus on the needs and experiences of Trans* people within the Trauma Informed Practice and Leadership programme of work that is in place within Dundee.

- Identifying and implementing approaches to sharing good practice approaches and positive feedback / impacts with the health and social care workforce and with Trans* people.
- Developing local information web resources around services and supports for Trans* people and enhancing the use of social media to communicate key information.
- Working with local Trans* people to develop learning and development resources for the health and social care workforce, with an initial focus on Primary Care, Community Pharmacy, A&E and Mental Health crisis support services.
- Providing learning and development opportunities for those in leadership and governance roles, including IJB members.
- Considering further opportunities to clarify and improve pathways of care for Trans* people, including meeting both clinical and wider health and wellbeing needs. This will include understanding opportunities for enhanced local services (as an alternative to national referrals) and the financial implications of such developments.
- Exploring opportunities to work collaboratively, with the IJBs in Angus and Perth and Kinross, including potential establishment of an Interest Network that includes leadership from Trans* people alongside officers.

5.6 To support the progression of these improvements it is intended that an action focused sub-group of the Dundee Health and Social Care Partnership Equality and Human Rights Learning Network will be established. This sub-group will also work alongside the Trans* group that has been established, who will continue to be supported by the Senior Officer, Strategic Planning. In addition, relevant information will be integrated into the Partnerships Delivery Plan 2024/25. In the longer-term the information gathered about the needs, preferences and experiences of Trans* people will also inform the statutory review of the Plan for Excellence, which will be undertaken in 2025/26.

5.7 The IJB will be updated regarding progress against these actions as part of the Equality Outcomes and Mainstreaming Update Report for 2023-2025, that will be submitted for consideration prior to the end of April 2025.

6.0 **EQUALITY OUTCOME 4 – FOCUS ON RACE DISCRIMINATION IN THE WORKPLACE**

6.1 The health and social care workforce includes people from ethnic minority communities who, as well as being valuable and valued colleagues, can be a rich source of information relating to workforce matters and who have cultural and language insights to share about their wider community. It is important to acknowledge that racial inequalities and race discrimination do exist in health and social care in Scotland and will have affected colleagues across the Dundee Health and Social Care Partnership workforce. It is known that colleagues can also be subject to, and observe racism in interactions with service users, carers and the public while at work. Although there is little or no, reported racism from colleagues and managers it is also recognised that members of the workforce may also experience racism from colleagues.

6.2 Dundee Health and Social Care Partnership is responsible for a range of services provided by colleagues employed in Dundee City Council and NHS Tayside, alongside colleagues and volunteers from the private and voluntary sector. The Partnership does not yet have a mechanism to record and evaluate personal characteristics of the combined workforce. From the last Census (2021), across Dundee City a total of 82% of residents describe themselves as White Scottish and White British. In 2022 from information available for just under 1000 employees in the Dundee City Council employed part of the workforce, 86% of people were recorded as White Scottish or White British. The others were recorded as African - (Inc. Scottish/ British); Asian – Pakistani (Inc. Scottish/ British); Caribbean or Black - Black (Inc. Scottish/ British); Other Ethnic Background; Prefer Not to Answer; Unspecified White - Eastern European; White - Irish; White - Other British; White -Other White Ethnic Group. From information available for just over 1,500 employees in the

NHS Tayside employed part of the workforce, 83 % of people were recorded as White Scottish or White British.

6.3 There are very few formal grievance and / or disciplinary cases in either Dundee City Council or NHS Tayside for Partnership staff where race or ethnicity has been a factor. This does not mean that race discrimination has not happened in our workplace and may reflect under reporting and low confidence in reporting. In July 2021, the Scottish Association of Social Work found that nine in ten Black, Asian and Minority Ethnic Social Workers experience racism at work, and that when they report racism, organisations are often “unprepared” and “uncomfortable”. In Renfrewshire, a Survey was organised for Care at Home workers, one in five home care workers who responded to the survey were from an ethnic minority background. 55% of ethnically diverse staff working in care at home reported experiencing racism from clients that they support. During 2023/24 significant work has been progressed with a view to better understanding the experiences of the Dundee health and social care workforce, including direct engagement with workforce members and with their employers (particularly in Care at Home Services). This engagement has identified a significant increase in the number of Social Care Workers in Dundee who are of Black African origin, having moved to Scotland as economic migrants. It has also identified that members of the workforce delivering Care at Home Services are experiencing race discrimination and other equality discrimination from services users, unpaid carers and wider family members. Workforce members and their employers have shared that individuals have felt vulnerable whilst carrying out their duties, both in people’s homes and within the wider community.

6.4 Across Health and Social Care in Scotland there is a strong desire to eliminate discrimination and inequality both in service delivery and in the workplace overall. Race discrimination requires a specific focus as part of this process. It is expected that some of the planned work to eliminate race discrimination will support anti-discrimination work related to all equality characteristics. During 2023/24 the following progress has been made within Dundee:

- Connections have been made between local officers and relevant national networks and organisations, including attendance at learning and development events.
- Identification of work being undertaken by the Scottish Social Services Council to develop resources to inform and upskill social workers about anti-racist practice and consideration of how these can be promoted and used within Dundee.
- Connections have been strengthened to the NHS Tayside Employee Network (which is available to NHS and Council employed staff, but not third and independent sector), as an important site through which to gather ongoing feedback about local workforce experiences and regarding anti-discriminatory work being progressed by the corporate bodies.
- Identification of work progressing between NHS Education for Scotland and the Coalition for Racial Equalities and Rights (CREAR) to develop learning materials for the NHS and integrated health and social care workforce.
- Promoting the ‘Help Tackle Racism’ survey from CREAR for the health and social care workforce. Results are not yet available but will be utilised to inform future actions and planning.
- Provision of local learning and development opportunities, including a Hate Incident, Hate Crime session for 30 colleagues across social care, housing support and employability services, and a Mental Health Foundation session on Engaging with Refugees and Asylum Seekers for 20 colleagues across the health and social care workforce.
- Identifying Renfrewshire Health and Social Care Partnership as an example of a best practice approach to tackling race discrimination, including having developed a policy framework within which to address instances of race discrimination that applies across all employers.

6.5 ACAS assert that “*You should aim for a culture of zero tolerance of racism and race discrimination in the workplace. Race discrimination can be less likely to happen in a workplace that encourages equality, diversity and inclusion, for example when there is a range of people from different backgrounds*”. It is recognised that the Dundee Health and Social Care Partnership is at an early stage of its work to address race discrimination, however based on work undertaken during 2023/24 the following opportunities for action have been identified and are being progressed:

- Further exploration of the nature and scale of race discrimination amongst the health and social care workforce in Dundee. This includes consideration of a workforce survey as a means through which to gather further information and feedback, possibly in collaboration with Dundee City Council, and individual or small group meetings to hear directly from employees and placement students.
- Creating further opportunities for people in leadership and governance roles, including IJB members, to support and champion this area of work. Learning from colleagues in Renfrewshire has indicated that this was critical to setting expectations around organisational culture and maintaining expected standards.
- Development of a consistent policy framework for Dundee, building on the example provided by Renfrewshire and including a zero-tolerance approach. This should have a particular focus on support to individuals and services whose workplace is the home of the service user/patient including Community Nurses, Allied Health Professionals, Social Workers and Care Managers who are employed by all sectors within the Partnership.
- Provision of further learning and development opportunities for managers across services so that they are equipped with the knowledge, skills and confidence to support staff subject to racism including racism from public, with discretion and as part of day-to-day business.
- Strengthening mechanisms for members of the workforce to share their experiences and views regarding race discrimination on an ongoing basis, and mechanisms for recording and reviewing incidences.

6.6 It is intended that a collaborative working group will be established to take forward these areas of work, supported by and reporting to the IJB’s Strategic Planning Advisory Group. This will enable participation from all sections of the workforce, including the third and independent sector, and provide an opportunity to progress understanding and response beyond the initial focus on Care at Home Services. In addition, relevant information will be integrated into the Partnerships Delivery Plan 2024/25. In the longer-term the information gathered about race discrimination will also inform the statutory review of the Plan for Excellence, which will be undertaken in 2025/26.

6.7 The IJB will be update regarding progress against these actions as part of the Equality Outcomes and Mainstreaming Update Report for 2023-2025, that will be submitted for consideration prior to the end of April 2025.

7.0 POLICY IMPLICATIONS

7.1 This report has been subject to the Pre-IIA Screening Tool and does not make any recommendations for change to strategy, policy, procedures, services or funding and so has not been subject to an Integrated Impact Assessment. An appropriate senior manager has reviewed and agreed with this assessment.

7.2 The IJB Equality Outcomes have previously been subject of an Integrated Impact Assessment, as part of the Plan for Excellence 2023-2033.

8.0 RISK ASSESSMENT

8.1 A risk assessment has not been provided as this report is being provided to the Integration Joint Board for information only.

9.0 CONSULTATIONS

9.1 Members of the Strategic Planning Advisory Group, the Chief Finance Officer, Heads of Service, Health and Community Care and the Clerk were consulted in the preparation of this report.

10.0 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.

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

11.0 BACKGROUND PAPERS

11.1 None.

Dave Berry
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DATE: 24 July 2024

Joyce Barclay
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