
To: Renfrewshire Integration Joint Board

On: 20 March 2020

Report by: Chief Officer

Heading: Equality Outcomes and Mainstreaming Progress Report and Consultation on Equality Outcomes 2020-2024

1. Summary

- 1.1 Renfrewshire Integration Joint Board (IJB) has a statutory duty to set Equality Outcomes every 4 years, and report on progress in achieving its current equality outcomes and mainstreaming the general equality duty by April 2020. This report is the second update to the IJB and relates to the period 2018-2020.
- 1.2 The IJB's draft Equality Outcomes and Mainstreaming Progress report, which must be published on the Renfrewshire Health and Social Care Partnership's website, is attached in Appendix 1.
- 1.3 The IJB also has a duty to review and update the Equality Outcomes from 2016, to develop refreshed outcomes for 2020–2024. In line with legislation, these have been developed in consultation with stakeholders.
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2. Recommendations

It is recommended that the IJB:

- Approve the draft Equality Outcomes and Mainstreaming Progress report (Appendix 1), and its publication;
 - Approve the refreshed Equality Outcomes for 2020-2024; and
 - Note an action plan based on the draft Equality Outcomes for 2020-2024 will be brought to the next IJB meeting.
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3. Background

3.1 The Scottish Government added Integration Joint Boards (IJBs) to the Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2015. This places a duty on the IJB to consult on how the policies and decisions affect the people who are protected under the Equality Act. This amendment requires the IJB to publish a set of equality outcomes and report on progress it has made to mainstream the equality duty by 30 April 2020, and every 2 years thereafter.

Equality Outcomes and Mainstreaming Progress Update

3.2 The report attached at Appendix 1, Equality Outcomes and Mainstreaming Progress, provides information on the progress on mainstreaming equality as well as progress against the Equality Outcomes agreed in 2016.

3.3 Subject to IJB approval, this report must be published on the HSCP website.

Proposed Equality Outcomes 2020-2024

3.4 Detailed below are a set of proposed Equality Outcomes for 2020-2024 to replace the previous set being reported on in Appendix 1. As with the previous set of Outcomes, they are closely aligned to our Strategic Plan.

3.5 We have set five draft Equality Outcomes for which we are seeking IJB comment and approval:

- Our services are accessible and responsive to the needs of those with protected characteristics to maintain and improve their quality of life;
- Our workforce are better informed and have confidence to make equality and human rights central to the way we work.
- Our work with partners helps us to develop and deliver services to ensure that everyone whose health is affected as a result of inequality have their needs identified and addressed as part of person-centred care;
- People who use our services are empowered to contribute and participate fully in their community and have a positive experience of health and social care services;

- People experiencing transitions and life changes are supported to access information without barriers and in ways which suit their needs;

3.6 There is a statutory requirement to consult with stakeholders to support the development of our refreshed Equality Outcomes for 2020–2024. As key stakeholders, members of the Strategic Planning Group and the Diversity and Equality Alliance in Renfrewshire Group have been consulted.

4. **Next Steps**

4.1 An action plan, incorporating SMART objectives, will be produced for the period 2020-2024 following approval of the refreshed Equality Outcomes and brought to the next IJB.

4.2 We will also continue to provide the necessary awareness training for our workforce to ensure service users with protected characteristics do not experience discrimination.

Implications of the Report

1. **Financial** – None
 2. **HR & Organisational Development** – None
 3. **Community Planning** - None
 4. **Legal** – The equality legislation is enforceable by the Equality and Human Rights Commission
 5. **Property/Assets** – None
 6. **Information Technology** – None
 7. **Equality & Human Rights** – The details in this report relate to ongoing work to ensure those with protected characteristics (in line with the Equality Act 2010) are protected from discrimination. No negative impacts on those with protected characteristics or potential for infringement have been identified arising from the recommendations contained in the report. The report will be published for the Equality and Human Rights Commission.
 8. **Health & Safety** – None
 9. **Procurement** – None
 10. **Risk** – None
 11. **Privacy Impact** – None
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List of Background Papers – Equality Outcomes and Mainstreaming Progress Report (23 March 2018)

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**Equality Outcomes and
Mainstreaming Progress
Report 2020**

March 2020

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1.0 Introduction

This report provides an overview of the progress towards integrating equality into day to day business and meeting the equality outcomes.

2.0 Background

Renfrewshire Health and Social Care Partnership (HSCP) is responsible for adult social work and all health services within the community, including Health and Community Care, Learning Disability, Mental Health and Addiction, and all health related Children's services.

Through partnership working our vision is for:

'Renfrewshire to be a caring place where people are treated as individuals and are supported to live well'.

In order to deliver our vision, our strategic plan for the period 2019-2022 identified three key strategic priorities:

- Improving health and wellbeing;
- The right service, at the right time, in the right place;
- Working in partnership to treat the person as well as the condition.

In delivering this, our Strategic Plan includes a commitment to provide high quality services which are fair, equitable and empowering and that take action to meet the health needs of those with protected characteristics and marginalised communities.

3.0 Legal Requirements

3.1 The General Equality Duty

As a public body, Renfrewshire HSCP has a legal requirement set out in the Equality Act 2010, referred to as the general equality duty, which places an obligation on public bodies to take into account three elements as follows:

- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct;
- 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 applies to every function within our organisation, including how we plan and deliver frontline services, our role in policy making and in how we procure and contract services from outside agencies. The Act refers to this as 'mainstreaming equality'.

The public sector equality duty covers the following protected characteristics (see Appendix 3 for further definitions):

- *Age*
- *Disability*
- *Race*
- *Religion or belief*
- *Sex*
- *Pregnancy and maternity*
- *Sexual orientation*
- *Gender reassignment*
- *Marriage and civil partnerships*

3.2 The Specific Duties

In order to meet the general duty, specific duties have been designed to help authorities meet the three elements as detailed in 3.1.

The following specific duties apply to the Integrated Joint Board (IJB), which is required to:

- Report on mainstreaming equality into day to day operations of the organisation;
- Publish a set of equality outcomes to enable improved performance of the general equality duty. The equality outcomes must be reviewed within 4 years of publication;
- Publish a report on progress towards these outcomes;
- Make any reports published fully accessible to all; and
- Assess relevant policies, procedures and practices through Equality Impact Assessment.

4.0 Mainstreaming the Equality Duty

Mainstreaming equality means integrating equalities into day to day business of Renfrewshire HSCP. We continue to consider the impact of our actions on all our service users, particularly those covered by a protected characteristic. Taking equalities into account in the way we operate continues to be part of everything we do. Mainstreaming the equality duty has a number of benefits. These include:

- Equality becomes part of our structures, behaviours and culture;
- We can demonstrate how equality is built into everything we do; and
- Contributing to continuous improvement and fairer and better performance.

The main way we integrate equalities into our business is by aligning with our strategic priorities. Our Strategic Plan reflects this mainstreaming aspiration and takes into account the current and future health and wellbeing needs of the population of Renfrewshire. We continuously build on our commitment to community engagement and participation, creative learning, equalities,

diversity and inclusion to address the increasing health inequalities that affect local people.

We do this by:

- Bringing services together and improving pathways;
- Ensuring services in the community are accessible to all;
- Giving people more choice and control;
- Helping people to live as independently as possible;
- Tackling inequalities and building strong communities;
- Focusing on prevention and early intervention;
- Providing effective support for carers; and
- Listening to patients and using service users' feedback to improve services.

We also use Equality Impact Assessments to inform and influence service redesigns, policy and financial decisions. These are reported through our governance structures.

Renfrewshire HSCP is fully committed to ensuring that equality is at the heart of everything we do, to achieve better outcomes for everyone. This includes actively embedding equality across all functions and decision making processes, ensuring that equality becomes part of our structure, behaviour and culture. The Chief Officer plays a lead role in promoting the ethos of working collectively and efficiently to ensure that equality is considered as a key component across the partnership functions. This is taken forward by senior management and staff to ensure that a common and consistent approach is taken to integrate equality into policies and procedures across all services. Formal updates on equality activity are reported via performance monitoring as part of the Strategic Plan updates.

The following section sets out how we have mainstreamed equality into our activities and cover what we do through an informed workforce, working with others and tackling health inequalities. Specific examples are included in the attached action plan (Appendix 1) of this report.

4.1 Informed Workforce

We offer a wide range of training courses and development opportunities for partnership staff. Many courses cover guidance and awareness training to support staff working with those with protected characteristics. Some examples of staff training courses include:

- Adult Support and Protection;
- Autism Awareness;
- Domestic abuse/ Sensitive Routine Enquiry;
- Various Welfare rights and benefits courses;
- Dementia diagnostic and post diagnostic practical support;
- LGBT issues
- Anti-racist practice in Social Work.

Equality training courses are also available through Renfrewshire Council Corporate Services and NHSGGC. ILearn and Learnpro, our e-learning systems, also allow staff to work at the pace that they want and are accessible anywhere, including their own home.

Staff from Renfrewshire HSCP continue to support the Council and NHS to integrate the general duty across all services through representation on corporate equality working groups such as the Diversity and Equality Alliance in Renfrewshire group; staff disability equality network group and the LGBT group.

4.2 Working with others

The Health and Social Care Partnership is committed to working in partnership with a wide range of statutory, voluntary and community organisations to achieve better outcomes for everyone. We work to maintain and strengthen existing partnerships and build new partnerships with individuals and organisations as we mainstream equality in Renfrewshire HSCP.

We continue to lead two initiatives, funded by Renfrewshire Council Tackling Poverty Programme, delivered through the Third Sector - school counselling and peer mentoring - which are both delivered in all the secondary schools in Renfrewshire.

In terms of communication, our use of websites, social media i.e. Twitter (@RHSCP) and Facebook to deliver messaging, engage with online communities of interest, both nationally and locally has expanded our ability to engage with the public. Our service areas also engage with people via social media, reference and focus groups. This approach enables us to promote our services and the benefits of partnership working as well as to engage with a wider audience in the sharing of best practice and topical stories. Our recent engagement with service users has been central to our service reviews.

4.3 Reducing Health Inequalities

Many people with protected characteristics experience poverty and other forms of social inequality such as homelessness and social isolation. Significant inequalities exist across Renfrewshire's communities. Reducing the health inequalities gap has the potential to increase life expectancy, improve health and wellbeing outcomes and reduce the personal, social and economic cost of reacting to the impact of poverty and inequality. Renfrewshire HSCP continues to focus on tackling health inequalities by prioritising early intervention and prevention activity. Some examples of this work include:

As part of our day-to-day business, we promote inequality sensitive practice, including sensitive routine enquiry of domestic and childhood sexual abuse and risk identification training. This is a way of working where staff are supported to enquire sensitively and respond appropriately to issues of life circumstance which impact on health.

Research has shown the strong link between homelessness and ill-health (in particular mental ill-health and addiction issues) and the HSCP works with its partners (the Local Authority Housing Service, the Homelessness and Housing Advice Service; Housing Associations, and Third Sector Support Services) to ensure that all homeless people are able to access health and social care services. We continue to work with our partners to support those at risk of becoming homeless through regular monitoring and review of Referral Pathways into Health and Social Care Services, and by ensuring no-one is discharged from hospital without having accommodation in place.

Welfare reform is having a significant impact on those with protected characteristics, particularly people with disabilities, lone parents and those experiencing homelessness. This leads to increased poverty and ultimately affects their health. As routine, we refer patients and service users for financial inclusion support, through the Community Connectors' programme in Primary Care and the Healthier Wealthier Children programme.

5.0 Our Equality Outcomes

In order to meet our legal requirements in producing Equality Outcomes we consulted with stakeholders, including the Strategic Planning Group and the Diversity and Equality Alliance in Renfrewshire Group, which helped us shape and finalise our first set of seven Equality Outcomes. In March 2016, the IJB approved our first Equality Outcomes and Mainstreaming report. The report outlined our commitment to improving the lives of people across Renfrewshire, and to reducing the significant inequalities and barriers local residents face to living a safe, healthy and active life.

Each of the seven equality outcomes map directly to our strategic priorities as detailed in the table below.

Strategic Priority	Equality Outcome
Improving Health and Wellbeing	Our work with partners and stakeholders promotes healthy lifestyle choices for our population and contribute to tackling inequalities
	Our workforce welcomes values and promotes diversity, and is competent in tackling discrimination for the people who use our services
	People who use our services are empowered to contribute and participate fully in their community
	Our work with our partners protects and supports people who may be at risk from harm
The right service, at the right time in the right place	Our services and information are accessible to everyone to maintain and improve their quality of life and live independently wherever possible in their community
	People experiencing transitions and life changes are supported to access information and services appropriate to their needs
Working in partnership to treat the person as well as the condition	People have a positive experience of health and social care services.

6.0 Reporting Progress

The range of work underway to meet our equality outcomes are detailed in the table in Appendix 1.

A progress report to IJB on the 2020-24 will be brought to the IJB in 2022.

7.0 Priorities for 2020-24

The following areas have been identified as key priorities going forward:

- Continue to focus on equipping the workforce to ensure those with protected characteristics are protected from discrimination;

- Target work to increase uptake of breast and bowel screening for those with learning disabilities in response to the Public Health Screening Annual Report (January 2020);
- Continue to ensure people with protected characteristics are included in the planning and development of services;
- Support asylum seekers and refugees (new communities) to access our services.

Subject to IJB approval, an action plan will be developed and brought to the IJB in June 2020.

Appendix 1 – Progress on Equality Actions

Strategic Priority: Improving Health and Wellbeing

Equality Outcome 1: Our work with partners and stakeholders promotes healthy lifestyle choices for our population and contributes to tackling inequalities				
Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
<p>Target our interventions and resources to narrow inequalities and to build strong resilient communities.</p> <p>Increase referrals to financial inclusion and employability services. Work with Third Sector partners to build community capacity and to increase local opportunities available to our population.</p>	Financial Inclusion	<p>The Healthier Wealthier Children (HWC) project was established within Renfrewshire in November 2010 to develop a new approach to providing money and welfare advice to pregnant women and families at risk of, or experiencing, child poverty. The project contributes to reducing child poverty by helping families with money worries. Midwives and other antenatal service staff, health visitors, oral health and breastfeeding advisers, parenting support workers and early education staff refer pregnant women and families with infants who need extra support around money to an advice worker. A priority has been to increase the referrals from with Children’s Services to maximise income for families.</p>	<p>The referrals increased as follows: 2016 – 2018 - 835 referrals</p> <p>2018 – 2020 - 952 referrals (Q4 of 2019/20 information not yet available).</p> <p>From 2018/19, HWC generated an additional income of £885,526 for families across Renfrewshire. This is on target to be exceeded in 2019/20 with £848,945.60 income generated by end of Q3 of 2019/20.</p>	All
	Employability	<p>NHSGGC and ‘Invest in Renfrewshire’ delivered an academy training programme to support those furthest from the labour market train and apply for jobs in NHS and social care sector.</p> <p>Renfrewshire HSCP have collaborated with Invest in Renfrewshire to run a pilot project to support individuals with Musculoskeletal</p>	<p>11 progressed to the NHS Sector Based Work Academy and then onto employment within the NHS.</p> <p>This programme has provided support to 15 individuals.</p>	All

Equality Outcome 1: Our work with partners and stakeholders promotes healthy lifestyle choices for our population and contributes to tackling inequalities

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
		<p>(MSK) conditions access employability services to find and sustain work.</p> <p>We will continue to work with Invest in Renfrewshire and other partners of the Health Sub Group of Renfrewshire Local Employability Partnership to ensure the Scottish Government employability strategy 'No One Left Behind' key actions are delivered locally. The Partnership will continue to promote the Employability services and referral pathway to professionals who have the opportunity to refer into employability services.</p>		
	Diabetes Drop-in Service	<p>The HSCP has run a small test of change to support those with a diagnosis of Type 2 Diabetes in an area of multiple deprivation. Intervention delivered by a Pharmacist based in Ferguslie Park. The Pharmacist received additional training and a follow up session around specialist advice on diabetes and nutritional messages. This will operate until March, 2021.</p>	<p>To date, 35 patients have attended this drop in service to equip them to self- manage their long term condition.</p>	All
	Eat Better, Feel Better Cookery Courses for those with Type 2 Diabetes	<p>The HSCP has supported a Third Sector organisation, Our Place Our Families, to deliver a 6 week Eat Better Feel Better cookery course for those with Type 2 Diabetes. Our Place, Our Families staff received specialist advice from the Dietetic Service to ensure the correct information was being offered to the participants.</p>	<p>Positive feedback from service users indicated they had made small nutritional changes to improve their health and wellbeing and manage their Type 2 Diabetes.</p>	All

Equality Outcome 1: Our work with partners and stakeholders promotes healthy lifestyle choices for our population and contributes to tackling inequalities

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
	Mental Health Training	An on-going programme of Understanding Mental Health Training is offered to local partner organisations to raise the awareness of mental health issues being experienced by patients and service users.	To date 333 staff from the HSCP, Housing and Third Sector partners has completed training. Participants reported an increase in their skills and knowledge of mental health issues and recognised how mental health can have an impact of their clients and patients.	All

Equality Outcome 2: Our Workforce welcomes, values and promotes diversity and is competent in tackling discrimination for the people who use our services

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
<p>Provide guidance and training to managers and all relevant staff in relation to equality impact assessments to ensure that Equality and Human Right Impact Assessments are integrated into policies, plans and budget decisions.</p>	<p>Equality Impact Assessment</p>	<p>To embed various aspect of equality at the earliest stages of policy and service delivery, Equality Impact Assessment training is provided on an on-going basis. This informs staff of the stages and considerations required to complete EQIAs to inform and influence service redesigns, policy changes and financial decisions.</p>	<p>The HSCP now use a rapid Equality Impact Assessment as custom and practice at the initial stages of financial planning. To date, 30 rapid impact assessments have been undertaken.</p>	<p>All</p>

Equality Outcome 3: People who use our services are empowered to contribute and participate fully in their community

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
Provide support for service users and carers to promote inclusion and participation in all aspects of planning and provision of services.	Consulting with carers	<p>Carers were consulted at the key stages of the development of the Renfrewshire Adult Carers' Strategy. Carers are also represented on the Strategic Planning Group and Integration Joint Board meetings.</p> <p>Service users and carers participated in our recent reviews of older people's services and learning disabilities services through one-to-one and group consultation. Workshops were held in accessible spaces to allow people of all ages and abilities to take part and information was sent out and produced in ways most accessible for individuals. Carers will participate in the implementation of the Carers Strategy including the development of new services and support for carers.</p>	<p>Carers participated in the implementation of the Carers' Act including the development of:</p> <ul style="list-style-type: none"> • Eligibility criteria for adult carers. • Adult Carer Support Plan to replace Carer Assessments. • A process for carers to request and complete (with a worker) an Adult Carer Support Plan. • A Short Breaks Services' Statement. • We are encouraging wider participation and inclusion in our service planning. 	All
Build capacity and empower under-represented groups and those with protected characteristics to access funding opportunities to enable them to contribute and participate fully in their community.	Capacity Building for Community Groups	<p>The HSCP worked with the community and voluntary sector groups to build their capacity and access funding opportunities.</p> <p>Community engagement identified that there was a need for a social advocate for minority groups to build their skills and knowledge and share their collective experiences.</p>	<p>35 community and voluntary groups were equipped to access £29,000 of funding to enable people to participate in their community, have a voice and express their views.</p> <p>Funding has been secured to employ a New Buddies Network officer to advocate for Renfrewshire's minority group and create an integration network.</p>	Age, Disability, Race
Support local forums, and voluntary and	Lead Renfrewshire	The HSCP worked with the third sector to secure funding from the Healthy Minds	Over 19,000 Twitter impressions (highest number so far this year)	Age, Disability, Race

Equality Outcome 3: People who use our services are empowered to contribute and participate fully in their community

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
community based groups to develop opportunities for people to have a voice and express their views	Anti Stigma Alliance Group (RASA)	Network to help RASA purchase resources and promote awareness of mental health stigma. The local Renfrewshire Mental Health Arts Festival took place in May 2019 and RASA contributed by hosting "Walk a Mile" and "Listen and Learn" events; RASA's "Spread a Little Kindness" social media campaign.	for RHSCP). This included public sector, third sector and local individuals sharing information on mental health and wellbeing support.	

Equality Outcome 4: Our work with our partners protects and supports people who may be at risk from harm

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
<p>Promote Gender Based Violence (GBV) training plan to all staff across partner organisations and develop GBV strategy</p>	<p>Gender Based Violence Strategy (GBV)</p>	<p>Renfrewshire HSCP is an active partner in the Renfrewshire GBV Strategy Group. In 2018, the Strategy Group launched Equally Safe in Renfrewshire: Renfrewshire's ^{no} to GBV Strategy (2018-2021) with the vision that "Renfrewshire is a place where GBV is not tolerated and where victims, perpetrators and communities are supported to address its causes and consequences". The Strategy was endorsed fully by the IJB.</p> <p>The supporting action plans identify key areas for action for the HSCP including: <i>Implementation of Sensitive Routine Enquiry (SRE), Risk Assessment and Referral to Multi-Agency Risk Assessment Conference (MARAC).</i></p>	<p>Between April 2018 and January 2020, 146 staff have attended this training. The results from recent bi-annual case note audits have identified that over 90% of service users assessed by the HSCP's Health Visiting and Community Mental Health Services are asked about their experience of abuse.</p>	<p>Gender</p>
	<p>Gender Based Violence Training</p>	<p>Multi-agency gender based violence training is provided to staff working in Renfrewshire through the GBV Strategy Group's Training Consortium. Guidance and training for staff working with young people who disclose GBV produced and disseminated across the partnership in 2020/21.</p> <p>SRE, risk assessment and referral to MARAC continues to be implemented and reviewed in health visiting, community mental health and addiction services. This will be expanded into the older adults' mental health service in 2020/21. Bi-annual audits continue in health</p>	<p>From 1st April 2018 – 31st January 2020, 159 HSCP staff have utilised various forms of training including childhood sexual abuse and domestic abuse.</p>	<p>Gender</p>

Equality Outcome 4: Our work with our partners protects and supports people who may be at risk from harm

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
	<p>A Whole Systems Approach to Early Protective Messages (EPM)</p>	<p>visiting and mental health services, addictions and older adult mental health services. In addition, multi-agency training will continue be available to all staff through the GBV Strategy Group Training Consortium</p> <p>Guidance and training for staff working with young people who disclose GBV will be produced and disseminated across the partnership.</p> <p>Renfrewshire HSCP has ensured a whole systems approach to the implementation of Greater Glasgow and Clyde's EPM Programme. This programme aims to equip early years' practitioners with the information and tools needed to provide age appropriate, consistent approaches to growing up and relationship education. This includes: agreed use of correct language/terminology for body parts; early consent messages; the ability to recognise opportunities for teachable moments. Information and support for parents is offered in parallel to encourage and facilitate them to reinforce this approach at home. The EPM programme is a key deliverable in Equally Safe in Renfrewshire: Renfrewshire's ^{no} to Gender Based Violence Strategy (2018-2021):</p> <ul style="list-style-type: none"> • Priority 4. Improve the knowledge, skills and behaviour of the wider community. 	<p>Following the programme's endorsement by Renfrewshire's Child Protection Committee 493 staff have been trained in this approach:</p> <ul style="list-style-type: none"> • HSCP's Children's Services, Specialist Children's Services and Family Nurse Partnership – 137. • Early Learning and Childcare Establishments (local authority, partnership and private) – 296. • Renfrewshire Council Social Work Services – 60. 	<p>Gender</p>

Equality Outcome 4: Our work with our partners protects and supports people who may be at risk from harm

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
		Work is ongoing to support implementation to practice with 3 month follow up evaluation and practice sessions in progress. The roll out of the EPM Programme will continue to ensure full coverage across Renfrewshire's Early Years' services		

Strategic Priority: The Right Service, at the right time, in the right place

Equality Outcome 5: Our services and information are accessible to everyone to maintain and improve their quality of life and live independently wherever possible in their community.				
Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
Implementation of the Right to Speak Strategy for the provision of communication support equipment for people with physical disabilities, communication impairments and sensory loss.	British Sign Language Users:	Worked collaboratively with NHSGGC and Renfrewshire Council colleagues to plan and undertake a consultation with British Sign Language users in Renfrewshire to develop the Renfrewshire British Sign Language Action plan.	33 BSL users attended and gave us much-needed input into the actions and themes consultation covered in the draft plan, as well as raising ideas for consideration and inclusion, into the plan.	Disability/Age
	Language Line:	Information has been provided to the workforce to support patients and service users with their communication and language needs	The workforce have the necessary tools to support service users with their communication and language needs. All services have access to Language Line.	All
Deliver health checks to clients with Learning Disabilities.	Health Assessments:	The HSCP secured funding from the Scottish Government Screening Inequalities fund to run a project to focus on: <ul style="list-style-type: none"> Improving knowledge of the benefits of breast screening with Disability Resource Centre service users with awareness sessions from Breast Cancer Care. Arranging transport for appointments to attend the Breast Screening Centre with Disability Resource Centre staff. 	19 women attended the Breast Awareness sessions delivered by Breast Cancer Care which raised awareness of the importance of attending breast screening appointments and 8 women commented, as a result of the session, they would now attend their breast screening appointment. 10 women were supported to attend their breast screening.	Disability
	Participation and	A Participation and Engagement Officer has been appointed to ensure we listen and hear	Learning Disability clients now have the support and opportunity to take part in service consultations, in a meaningful	Disability

Equality Outcome 5: Our services and information are accessible to everyone to maintain and improve their quality of life and live independently wherever possible in their community.

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
	Engagement:	from our Learning Disability service users. We have focused on improving physical health by supporting the screening programmes (bowel and breast) and by supporting improved foot care and oral health. Further engagement with the service users on service reviews which affect them, is planned to ensure accessibility.	way. This has been evident with their participation in the consultation on the HSCP 2010 - 2020 Strategic Plan.	Disability

Equality Outcome 6: People experiencing transitions and life changes are supported to access information and services appropriate to their needs.

Agreed Action	Activity	Progress to date	Outcomes	Protected Characteristics
Support young people with learning disabilities and autism in the transition from children and young people services to adult services.	Transition Planning:	Work is on-going to develop robust transition planning for young people and their families as they enter adult services. This includes developing and prioritises acute care support plans. Communication has been identified as a priority and we have used the expertise of speech and language therapists to profile communication needs and have trained staff to support this.	Young people will have their needs met as they move to adult services	Disability
The Autism Support Initiative Team (ASIT) will work closely with the Renfrewshire Learning Disability Service and Community Mental Health Team staff to promote autism awareness.	Autism Training	In recognition of the growing number of adults with autism, training has been provided to staff in adult day services and respite services	90% of staff in day services and 80% in respite services have had autism awareness training. This has assisted staff with their interactions with patients and service users who have autism.	Disability
Support people with dementia	Development of a Renfrewshire Dementia Strategy	We have undertaken a Dementia consultation to develop a local strategy. A series of engagement events were organised, public events, focus groups and a survey to assist with this development.	We received 280 responses which has informed the Strategy from point of diagnosis to end of life care, and to ensure we have a person centred approach.	All

Strategic Priority: Working in Partnership to treat the person as well as the condition

Equality Outcome 7: People have a positive experience of health and social care services				
Agreed Action	Activity	Progress to Date	Outcomes	Protected Characteristics
Renfrewshire Learning Disability Services will work to provide outcome focussed care and support plans for all adults with learning disabilities, some of whom may also have autism	Support for Learning Disability Service Users:	Renfrewshire Learning Disability Services continue to focus on achievement of personal goals and outcomes in line with the strategic outcomes of The Keys to Life.	All patients with a diagnosis of dementia are offered and then allocated support worker. Examples of where we have enabled people to achieve personal goals include are Limelight Music and Duke of Edinburgh Awards.	Disability
RHSCP services will listen to the views of patients, service users and carers to capture experience and improve our services	Service User Consultation:	Engaged with service users on reviews of LD, Older Adults and Addictions in order to ensure the redesign has been co-produced.	Service users and patient views and experience have been a key strand of this work to assist in shaping future models of care.	All

APPENDIX 3 – General Equality Duty and Protected Characteristics

General Quality Duty:

- **Eliminate discrimination**, harassment and victimisation and other prohibited conduct
- **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.

Protected Characteristics:

Age	The Equality Action 2010 protects people of all ages
Disability	Disability includes people with physical, learning and sensory disabilities, people with a long term illness and people with mental health problems.
Race	Under ‘The Equality Act 2010’, ‘race’ includes colour, nationality and ethnic or national origins. It also includes Gypsy Travellers.
Religion or Belief	In The Equality Act 2010, religion includes any religion. It also includes a lack of religion. Belief means any religious or philosophical belief or a lack of such belief.
Sex	Both males and females are protected under The Equality Act 2010.
Pregnancy and Maternity	The law covers pregnant women or those who have given birth within the last 26 weeks, and those who are breastfeeding.
Sexual Orientation	The Equality Act 2010 protects lesbian, gay, bisexual and heterosexual people.
Gender Reassignment	The Equality Act 2010 provides protection to someone who proposes to, starts or has completed a process to change his or her gender.
Marriage and Civil Partnership	<p>Marriage is defined as a union between two people of different or same sexes. In addition to same sex marriage, same sex couples can also have their relationship legally recognised as ‘civil partnerships’.</p> <p>This category aims to eliminate unlawful discrimination in employment.</p>