
To: Renfrewshire Integration Joint Board

On: 23 March 2018

Report by: Chief Officer

Heading: Equality Outcomes and Mainstreaming Progress Update Report

1. Summary

1.1. Renfrewshire Integration Joint Board has a statutory duty to report on both progress in achieving its set equality outcomes and mainstreaming the general equality duty by April 2018. The report to be published on the Renfrewshire Health & Social Care Partnership website is attached. (Appendix 1).

2. Recommendations

It is recommended that the IJB:

- Note the progress documented within the attached report; and
 - Approve the publication of the attached report.
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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 a report on progress it has made to mainstream the equality duty by the 30 April 2016 and report on progress every 2 years thereafter.

3.2. The report provides information on the progress on mainstreaming equality as well as progress against the Equality Outcomes agreed in 2016.

4. Highlights

4.1. Activity highlights from the report are detailed below:

- We continue to implement the health and homelessness standards. Actions from the most recent Homeless Service User Consultation (early 2017) have been completed and the Health, Homelessness and Housing Lead supported clients to register with a GP, access Primary Care Services and arranged appointments at the Royal Alexandra

Hospital Dental Facility. Further work is underway to provide Diabetes specialist input in the Housing Advice and Homeless Centre and the HSCP continues to support Third Sector Homelessness Support Services by offering access to various Training opportunities.

- Staff from the 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 and staff disability equality network group.
- We continue to work collaboratively with NHSGGC and other stakeholders to address health inequalities. Consultation was undertaken with Renfrewshire Visually Impaired Forum to hear the issues/barriers that people with a sensory impairment experience when using health services. A DVD has now been produced for staff and aims to raise awareness of these issues in order that sensory impaired service users have a positive experience of health services.
- In November 2017 we hosted the NHSGGC Gender Based Violence Network. The HSCP's training process and follow up audit on outcomes was shared as a good practice model to assist other HSCPs to take forward training of staff in their areas. This proactive approach raises awareness of these forms of gender based violence, supports its identification and enhances the support provided to victims. In addition, the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) was identified as a national model of good practice and its implementation has been replicated in other Local Authority areas.

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 report is designed to satisfy a statutory requirement which is enforceable by the Equality and Human Rights Commission. The actions within the report will help to deliver our Equality duties.
8. **Health & Safety** – None
9. **Procurement** – None
10. **Risk** – None
11. **Privacy Impact** – None

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Equality Outcomes and Mainstreaming Progress Report 2018

March 2018

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1.0 Introduction

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

2.0 Background

Renfrewshire Health and Social Care Partnership was formally established in April 2016. We are 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. Our partner organisations include: Renfrewshire Council, NHS Greater Glasgow & Clyde, The Third Sector Interface (TSI) Engage and the Independent Sector.

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 2016-19 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.

3.0 Legal requirements

3.1 The General Equality Duty

As a public body the Renfrewshire HSCP has a legal requirement under the Public Sector Equality Duty, referred to as the general equality duty, and 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;
- 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). Renfrewshire Health and Social Care Partnership 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;
- 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 need 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 should 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
- 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 is required to take 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;
- Listening to patients and using service users' feedback to improve services.

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

The Renfrewshire HSCP is fully committed to ensure 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 involves a range of 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 mainstreamed equality into our activities and cover what we do through equipping our staff, working with others and tackling health inequalities.

4.1 Equipping our Staff - Staff Development

The Social Work Professional Training team offers a wide range of training courses and development opportunities for partnership staff. Many courses cover guidance and awareness training when working with vulnerable people who may be covered by protected characteristics. Some examples of our staff training courses include:

- Financial Harm Awareness and the links to Adult Support and Protection;
- Technology Enabled Care Service (TECS) Awareness Training;
- Autism Awareness/ Learning Disability/ Dementia ;
- Person Centred Planning;
- Anti Stigma training (Renfrewshire):Understanding Mental Health;
- Anti- Racist Practice in Social Work;
- Domestic abuse;
- Various Welfare rights and benefits courses.

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 and staff disability equality network group.

In November 2017 we hosted the NHSGGC Gender Based Violence Network. Renfrewshire HSCP's training process and follow up audit on outcomes was shared as a good practice model to assist other HSCPs take forward training of staff in their areas. This proactive approach raises awareness of these forms of gender based violence, supports its identification and enhances the support provided to victims. In addition, the Renfrewshire Multi Agency Risk Assessment Conference (MARAC) was identified as a national model of good practice and its implementation has been replicated in other Local Authority areas.

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 implement the health and homelessness standards. Actions from the most recent Homeless Service User Consultation (early 2017) have been completed and the Health, Homelessness and Housing Lead supported clients to register with a GP, access Primary Care Services and arranged appointments at the Royal Alexandra Hospital Dental Facility. Renfrewshire HSCP continues to support Third Sector Homelessness Support Services by offering access to various training opportunities and further work is underway to provide Diabetes specialist input in the Housing Advice and Homeless Centre which will be reported in due course.

Our activities through Community Planning arrangements include our leadership of initiatives funded through the Council's tackling Poverty Programme and include:

- The promotion of mental health and resilience through school counselling in all 11 secondary schools across Renfrewshire. To date they have supported over 418 young people, with anxiety/stress, bereavement/loss and family issues the most frequently presented issues. Initial evaluation of the service has demonstrated an increase in the overall health and wellbeing of pupils attending the counselling service.
- Peer education, run in conjunction with Active Communities, have now trained 274 pupils from S3-S6 as peer educators. Topics within the programme include mental health, physical activity, drugs and alcohol, sexual health and self esteem and young people report increased knowledge of health inequalities
- The embedding of a financial inclusion service for new mums and their families providing associated outcomes such as reduced stress for families and improved budgeting.

We use websites, social media, Twitter (@RHSCP) and Facebook to deliver messaging, engage with online communities of interest, both nationally and locally. Our services 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.

4.3 Health Inequalities

Significant inequalities exist across Renfrewshire's communities. The economic challenges of the past have had a long term impact on the life chances of local people with a widening gap evident in terms of educational attainment, employment, health and wellbeing and poverty. Our work to reduce health inequalities has focused on primary care, the local community and our own staff. Early intervention and prevention are vital and our work has included the following:

Financial - Staff from our Mental Health and Addiction Services are able to refer their patients to a specialist financial inclusion/welfare advice service which aims to support patients from both Mental Health and Addictions services access specialist support for financial or welfare advice to help mitigate the impacts of welfare reform.

Falls Prevention - Our work with Roar Connections for Life a third sector organisation supports the intervention work on falls and we also promote a similar falls prevention approach in our work with nursing homes.

Cancer screening - We collaborate with Cancer Research UK and NHS GG&C to target specific Cancer screening interventions appropriately which aim to educate and highlight the importance of screening in areas where screening rates are particular poor and also increase uptake of these services.

Mental Health - Addressing Stigma and Discrimination - We lead the Renfrewshire Anti Stigma Alliance Group (RASA), providing an opportunity for agencies to come together in response to the stigma, injustice and discrimination barriers faced by residents who live in Renfrewshire. In 2017 RASA organised a Walk a Mile event – over 1000 participants took part. The event increased awareness of stigma and discrimination and provided an opportunity to encourage open discussion about mental health issues, targeting the general population as well as specific groups such as young and older people.

We continue to work collaboratively with NHS GG&C and other stakeholders to address health inequalities. Consultation was undertaken with Renfrewshire Visually Impaired Forum to hear the issues/barriers that people with a sensory impairment experience when using health services. A DVD has now been produced for staff and aims to raise awareness of these issues in order that sensory impaired service users have a positive experience of health services.

5.0 Our Equality Outcomes

In order to meet our legal requirements we consulted with stakeholders, including the Strategic Planning Group, which helped us to shape and finalise a 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.

The agreed Equality Outcomes are as follows:

- Our work with partners and stakeholders promotes health 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 partners protects and supports people who may be at risk from harm;
- 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;
- People have a positive experience of health and social care services.

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.
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6.0 Reporting Progress

The range of work underway to meet our equality outcomes are detailed in the table in Appendix 2.

Appendix 2 – 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 contribute to tackling inequalities.

Agreed Action	Progress to date	Protected Characteristics
<p>Target our interventions and resources to narrow inequalities and to build strong resilient communities.</p> <p>Why-There are marked differences between health in different localities in Renfrewshire.</p> <p>Increase referrals to financial inclusion and employability services.</p>	<p>Activity</p> <p>Tackling Poverty</p> <p>Piloted an Enhanced Pharmacy Service, a venture set up between Community Smokefree Services and Smokefree Pharmacy Services. This is a targeted service based on high footfall / low quit rates and in pharmacies within SIMD 1&2 (in 40% most deprived data zones). To date 205 people have been supported to quit smoking for 12 weeks. This evidence has allowed the service to be sustained in the Paisley and Linwood areas and contributes to reducing the percentage of adults who smoke.</p> <p>Provided drop in and group support stop smoking services (eg: Charleston Centre, Renfrew Health and Social Work Centre and Johnstone Health Centre) Home visits provided for housebound clients.</p> <p>Worked with Cancer Research UK and NHS GG&C to target specific Cancer screening interventions appropriately which aim to educate and highlight the importance of screening in areas where screening rates are particularly poor and also increase uptake of these services.</p> <p>Activity</p> <p>Four financial inclusion sessions have been delivered to Mental health staff on the impact of Welfare Reform. A total of 41 attendees including Mental Health Team Leads, Res Teams and Family Nurse Partnership staff have been involved.</p>	<p>All</p>

	<p>Next Steps</p> <p>Going forward, 2 social media campaigns will be developed.</p>	
<p>Work with Third Sector partners to build community capacity and to increase local opportunities available to our population.</p> <p>Why - To support the planned reduction of future demand on statutory services through the provision of preventative supports in local communities.</p>	<p>Activity</p> <p>Primary Care</p> <p>Developed a GP Social Prescribing Project as a consequence of shared awareness from General Practitioners (GPs) of a significant cohort of patients who sought recurring and regular support for social issues.</p> <p>Community Connectors (Renfrewshire) is an innovative third sector collaboration, the project encompasses 3 sub projects, these are;</p> <ul style="list-style-type: none"> • GP Social Prescribing - Recovery Across Mental Health, (RAMH) • Community Health Champions Programme – Active Communities • Housing and Health Information Access Points (Linstone Housing Association) <p>To Date:</p> <ul style="list-style-type: none"> • more than 600 people have been seen by the Community Link Workers. • 163 people have received support from Linstone Housing Association • 15 community health champions have been trained and are delivering activities in their local areas and • 2276 hours of volunteering have been carried out by them. <p>Next Steps</p> <p>The initial evaluation has indicated that patients benefit from non-medical interventions that provide a sustainable improvement in their health. GP's have benefitted by having time to focus on the patient's medical needs rather than social issues. The project will be offered to a further cohort of GP practices and a full strategic evaluation will be undertaken.</p>	<p>All</p>

Activity**Alcohol & Drug Partnership**

Renfrewshire Alcohol and Drug Partnership (ADP) is working with the Network Service, Department of Work and Pensions and RAMH with the key aim of building capacity for individuals who are in recovery from addictions to become qualified Peers Support workers. Once qualified, the Peer Support Workers will provide recovery focussed interventions, role modelling and motivation towards recovery and employment for individuals accessing both addiction and employability services.

Thirteen individuals were part of the first cohort with 11 completing the programme. Participants have reported significant improvements in self esteem and enhancement of their own recovery journey.

Next Steps

Informal feedback from workplaces, mentors and individuals using local services including Job Centres has been positive. It is hoped this service will be rolled out in 2018/19.

Activity**Stigma and Discrimination**

Provided an opportunity for agencies to come together in response to the stigma, injustice and discrimination barriers faced by residents who live in Renfrewshire. In 2017 we organised a Walk a Mile event – over 1000 participants took part. The event increased awareness of stigma and discrimination and provided an opportunity to encourage open discussion about mental health issues, targeting the general population as well as specific groups such as young and older people. Our 2018 walk is planned for May.

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	Progress to date	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>Why - To achieve a greater level of consistency in equality impact assessments across the organisation and increase</p>	<p>Activity</p> <p>In 2016, Renfrewshire HSCP Integrated Joint Board agreed to use the NHSGGC EQIA toolkit for completing EQIA's. To-date 47 staff completed Equality Lead Reviewer training and some of the staff have used this training to support them when developing policies, plans and budget decisions. Over the last two years the Partnership has undertaken 11 full Equality Impact Assessments.</p> <p>In addition, we have put in place a financial planning process which includes the completion of Equality Impact Screening forms (rapid assessment) at the development stage of any new policy or service proposal.</p> <p>These approaches help to embed various aspects of equality at the earliest stages of policy/service development.</p> <p>Next Steps</p> <p>We will continue to encourage and support staff to attend Equality Impact Assessment training provided by the Equality & Human Rights Team, NHSGG&C.</p>	<p>ALL</p>

awareness.		
<p>Our communication and engagement plans will be developed to promote accessibility.</p>	<p>Activity</p> <p>IJB approved the Participation, Engagement and Communication Strategy (PEC) in 2015 and implementation plan in March 2016. PEC group established to lead and implement this work. Key achievements to increase and improve accessibility include:</p> <ul style="list-style-type: none"> • December 2016, the HSCP logo and branding was launched • Renfrewshire HSCP now uses social media effectively, in particular Facebook and Twitter. We have established protocols for use and now have 743 followers on Twitter and 382 followers on Facebook. • We used social media to promote working in our Care at Home services and reached 4,800 people. • Our first external facing newsletter, Brighter Futures, was published in Spring/Summer 2017 and was widely circulated. The Autumn/Winter newsletter was circulated at a Public Event in November 2017. <p>Renfrewshire HSCP website www.renfrewshire.hscp.scot is now set up and populated with information about our services, where to find them and how to access them. The site was tested with service users and continues to improve as information is added. A translation tab has been incorporated. The activities above are now incorporated into our regular working practice.</p> <p>Next Steps</p> <p>Priorities going forward include:</p> <ul style="list-style-type: none"> • Exploring the development of an intranet function as part of our website. • Creating a web management group to lead the operational work in developing the 	<p>All</p>

	website. <ul style="list-style-type: none"> • Developing a communications/events calendar. • Creating a local photo library. 	
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Equality Outcome 3: People who use our services are empowered to contribute and participate fully in their community

Agreed Action	Progress to date	Protected Characteristics
<p>Provide support for service users and carers to promote inclusion and participation in all aspects of planning and provision of services.</p> <p>Why - Evidence from community planning events indicate that harder to reach groups are less engaged in the planning and shaping of services.</p>	<p>Activity</p> <p>To increase engagement Renfrewshire HSCP actively supports a number of carers groups; that not only provide a forum for carers to support one another, but also allow them to contribute positively to policy and practice development. The positive working relationship with Renfrewshire Carers Centre has been an important factor in this. They are actively involved in the Strategic Planning Group and work is ongoing with Children’s Services to define a clear supported pathway which meets the Carers’ Act legislation and the needs of young carers. A Formal Consultation process on the draft eligibility criteria for Young Carers and Adult Carers has been carried out and adult support plans and young carers’ statements are being developed in consultation with adult and young carers.</p> <p>Next Steps</p> <p>Training awareness sessions are being rolled out to Renfrewshire HSCP staff to increase awareness, knowledge and understanding of the Carers Act. Renfrewshire HSCP staff are also being encouraged to complete NHS Education for Scotland’s Equal Partners in Care (EPiC) e learning modules. EPiC offers the opportunity to explore the core principles of supporting carers: Carer Aware; Caring Together; and Planning with Carers as Equal Partners.</p>	<p>All</p>

<p>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.</p> <p>Support local forums, and voluntary and community based groups to develop opportunities for people to have a voice and express their views.</p>	<p>Activity</p> <p>Supported the work of the Carers Centre and Roar Connections for Life (Low Level, Preventative, Health & Wellbeing Services for Older Adults in Renfrewshire). These organisations have now been successful in securing contracts with Renfrewshire Council on behalf of Renfrewshire HSCP to deliver services which dovetail to our Strategic Priorities. Securing funding has enabled the organisations' to access over £500K of external funding into the Renfrewshire area .This has supported the organisations' visions and complements and enhances Renfrewshire HSCP strategic planning objectives - for example falls strategy.</p> <p>Next Steps</p> <p>In the next year we will progress and expand work already planned including :</p> <p>Setting up an integration network with the support of local Black, Minority, Ethnic (BAME) led community groups and the Diversity and Equality Alliance in Renfrewshire (DEAR) group. This will help ensure partner agencies work together to reduce inequalities for BAME communities and will promote equitable access to services and opportunities and develop innovative approached for tackling social isolation across all groups in society.</p> <p>In collaboration with NHSGG&C and other stakeholders consulted with Renfrewshire Visually Impaired Forum to hear the issues/barriers that people with a sensory impairment experience when using health services. A DVD has been produced for staff and aims to raise awareness of these issues in order that sensory impaired service users have a positive experience of health services.</p>	<p>Age, Disability, Race</p>
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Equality Outcome 4: Our work with our partners protects and supports people who may be at risk from harm.

<p>Promote Gender Based Violence (GBV) training</p>	<p>Activity</p> <p>Renfrewshire HSCP is a key partner in Renfrewshire Gender Based Violence Strategy Group's</p>	<p>Sex</p>
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<p>plan to all staff across partner organisations and develop GBV strategy.</p> <p>Why - Gender based violence is a function of gender inequality and abuse of male power and privilege. It takes the form of actions that result in physical, sexual and psychological harm or suffering to women and children. It is perpetrated predominantly by men and experienced disproportionately by women. It transcends society and Renfrewshire HSCP is committed to building a workforce with the skills to identify</p>	<p>multi-agency training consortium. The consortium is led by the Women and Children First Co-ordinator and delivers GBV training to staff across Renfrewshire. In 2016/17 80 HSCP staff accessed this training.</p> <p>Renfrewshire HSCP has implemented Sensitive Routine Enquiry (SRE) in key priority setting as outlined in CEL_41. A specific training programme is in place to ensure staff are trained to deliver SRE. In 2017/2018 23 staff from Children and Families team attended training. Records of the Community Mental Health Teams (CMHT) and Children and Families Team are audited twice per year to establish the percentage of service users who have been asked about their experience of domestic abuse and childhood sexual abuse. The audit results of the CMHT records in August 2017 showed SRE taking place in 75% of cases, in the Children and Families Team it was 50%. In 2017/2018, 26 staff from the Children and Families Team attended Risk Identification Checklist (RIC) Training.</p> <p>Next Steps</p> <p>In line with Renfrewshire HSCP GBV Training Plan, SRE and RIC training will be delivered to staff within the CHMTs, Older Adult Mental Health Services, Mental Health Inpatient Services and Addiction Services.</p> <p>The Gender Based Violence Strategy Group will publish its local strategy outlining the priorities for a multi-agency approach to tackling Gender Based Violence in Renfrewshire.</p> <p>The bi-annual audits of CMHT and Children and Families Team records will continue and Addiction Services will be added to the audit cycle towards the end of 2018.</p>	
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and support women and children who are affected.		
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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	Progress to date	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.	<p>Activity</p> <p>Training has been delivered to over 80 staff across Renfrewshire HSCP on The Talking Mats communication symbols tool which uses unique, specially designed picture communication symbols that are attractive to all ages and communications abilities. It can help people with communication difficulties to:</p> <ul style="list-style-type: none"> • understand and consider issues discussed with them • express their opinions effectively • be included in decision making <p>The Talking Mats communication symbols tool are used within our day centres and make it easier both for people with dementia to keep to topic and for the listener to follow the track of the conversation. It also supports people with communication difficulties to express negative as well as positive views.</p>	Disability/Age
Deliver health checks to clients with Learning Disabilities.	<p>Activity</p> <p>Renfrewshire Learning Disability Service Nurses have been trained to deliver oral health awareness sessions to service users within day services and approximately 240 service users have been included in these sessions.</p>	Disability

	<p>In addition 45 staff have been trained across the services as part of a rolling programme provided by the Oral Health team.</p> <p>Next Steps</p> <p>There will be opportunities to continue training for all new staff.</p>	
<p>Support the development and implementation of an information portal to ensure that care needs, independence, emotional well being and dignity of users is met.</p>	<p>Activity</p> <p>An information portal is currently being developed to enable service users and professionals identify and access local services as part of our approach to optimise how Self Directed Support works and also the wider health and wellbeing agenda.</p> <p>Next Steps</p> <p>Continue to promote and update information on the portal.</p>	<p>ALL</p>

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

Agreed Action	Progress to date	Protected Characteristics
<p>Support young people with learning disabilities and autism in the transition from children and young people services to</p>	<p>Activity</p> <p>To support and enable the transition process, we have established links with the schools. Time is spent collating information on the young people the year before they are due to leave school and My Plans are prepared before the transition takes place. A period of familiarisation/orientation is undertaken during the last months of school and over the summer prior to the placement commencing.</p>	<p>Disability</p>

<p>adult services. Why – National and local strategies identify gaps in services, support and access to information and services.</p>	<p>This has proved successful with increased access to information and services in the transition process appropriate to individual needs.</p>	
<p>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. Why – As above.</p>	<p>Activity Training sessions have taken place with the Community Mental Health Team and Housing Team, with 50 staff attending autism awareness training provided by the Autism Connections Team. To date 80% of staff across our day services have completed autism awareness training and up to 40% within the Respite service. All staff are supported to complete the ILearn Autism Awareness module. This has increased awareness and assisted staff to build their confidence, providing outcome focused support for adults at key transitions and change.</p> <p>Next Steps Future training dates will be planned on request and the Autism Strategy Working Group has secured through NHS Education for Scotland (NES) 15 free licences for an on line modular training course. Feedback from participants will form part of a national evaluation of the modules being undertaken by NES.</p>	<p>Disability</p>

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	Progress to date	Protected Characteristics
<p>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.</p>	<p>Activity</p> <p>All Clients within services including: supported accommodation, residential care, day care and respite services have a Care Plan. The Intensive Care Management Team ensure that regular care plan reviews for adults in supported living, link with providers to embed and support an outcome approach for clients.</p> <p>In addition Renfrewshire HSCP provides extensive support to carers across a range of client groups. In learning disabilities, for example, there is a 10 bedded, purpose-built respite centre, and day services allow carers to benefit from a regular break. Care at home and day services for older people are designed to offer respite for carers, and our dedicated respite units within HSCP residential care homes enable carers to go on holiday safe in the knowledge that their relative is being well cared for.</p> <p>Next Steps</p> <p>The team will work closely with the Review and Commissioning team in the design of current and future care plans.</p>	<p>Disability</p>
<p>RHSCP services will listen to the views of patients, service users and carers to capture experience and improve our services.</p>	<p>Activity</p> <p>Renfrewshire HSCP services have been working with a local volunteer to gain valuable insight into patient and carer experience in the areas of District Nursing, Rehabilitation & Enablement and Podiatry. The initiative draws on Healthcare Improvement Scotland's Person-Centred Health and Care Programme to facilitate conversations, focusing on the 5 'Must Do With Me' elements of care.</p>	<p>ALL</p>

This has been found to be an effective way of engaging with patients and carers to get their views, independently of the care or service provider, and to then give feedback to the service in a constructive way.

The output reports from conversations provide an analysis of the findings of the experience of service users and carers which has been helpful in improving experience by creating improvement plans for implementation by the services.

Next Steps

To expand this opportunity to other services within Renfrewshire HSCP we will:

- Allocate a member of staff to be responsible for overseeing the initiative
- Plan a programme of recruitment for volunteers
- Arrange volunteer training and agree support, in developing the initiative
- Develop a timetable of services who would potentially make use of the initiative over a 12 month period

APPENDIX 3 - General Equality Duty and Protected Characteristics

General Equality 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 Act 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	Marriage is defined as a union between two people of different or of same sexes. In addition to same sex marriage, same sex couples can also have their relationship legally recognised as 'civil partnerships'. This category aims to eliminate unlawful discrimination in employment.