EAST AYRSHIRE
Health & Social Care
Partnership

EQUALITY OUTCOMES AND MAINSTREAMING PROGRESS REPORT 2020–2022

December 2022

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1. INTRODUCTION

As part of the public sector equality duty, East Ayrshire Health and Social Care Partnership is required to publish a report every two years on the progress we have made towards meeting our equality outcomes and also on how equalities have been mainstreamed into the functions and activities of our organisation.

This report provides this overview of our progress in mainstreaming equalities into our day-to-day business processes, functions and activities and also highlights the activities we have undertaken and the progress we have achieved in advancing the four Ayrshire Shared Equality Outcomes. These activities have been focused on improving the lives of people across East Ayrshire through reducing the inequalities and barriers local residents face to living a safe, healthy and active life.

This report also provides clear evidence of our continuing commitment to promoting equality and how we continue to put equality, diversity and inclusion at the heart of how we operate as a service provider and in our collaborative work with partners.

1.1 About Us

East Ayrshire Health and Social Care Partnership formed in April 2016 bringing together health and care services in East Ayrshire. The Partnership includes the full range of community health and care services, children's health care and justice services and is also the Lead Partnership across Ayrshire and Arran for services commonly known as Primary Care Services. These services include general medical services, community pharmacy, optometry practices, dental practices, public dental service, and Ayrshire out-of-hours nursing service and Ayrshire out-of-hours social work response service.

Our partner organisations include: East Ayrshire Council, NHS Ayrshire & Arran, The Third Sector Interface (TSI) and the Independent Sector.

Our approach to leadership is based on shared values where individuals, families and carers are key partners in shaping and developing services focused on shifting the balance of power and creating equitable relationships.

1.2 Vision and Values

East Ayrshire Health and Social Care Partnership is committed to tackling discrimination; advancing equality of opportunity; and promoting good relations within our workforce and our communities. Mainstreaming equality, diversity and human rights is the process by which we will work towards achieving this as an organisation for all our residents, partners and our workforce. By considering and integrating equalities into the daily work and discharging of duties required by the Partnership, we will take equalities into account in the way we go about our business.

We developed a vision for how we would operate as a Health and Social Care Partnership. This has driven our activity over the last six years and will continue to do so. Our vision is one of:

"Working together with all of our communities to improve and sustain wellbeing, care and promote equity."

Our Partnership values underpin our approach to how we engage with and support the people within our communities and encompass the values of our partners. These values are highlighted below:

2. BACKGROUND AND CONTEXT

2.1 National Policy Context

Equality Act 2010

The Equality Act 2010 became law on 1 October 2010 and replaced previous anti-discrimination laws with a single Act. It simplified the law into a single source and ensures that everyone who is protected under law from discrimination, harassment or victimisation is afforded the same level of protection.

The Equality Act introduced the concept of nine protected characteristics (PCs), namely:

- Age
- Disability
- Gender Reassignment
- Pregnancy and Maternity
- Race
- Religion and Belief
- Sex
- Sexual Orientation.
- Marriage and civil partnership but only in respect of the requirement to have due regard to the need to eliminate discrimination.

General Equality Duty

On 5 April 2011, the Equality Act 2010 introduced a new public sector equality duty (also known as the General Equality Duty) which requires public authorities, in the exercise of their functions, to have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and any other conduct that is prohibited under this Act;
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not share it; and
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

The Specific Duties

On 27 May 2012, the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force. The purpose of the specific duties in Scotland is to help public bodies in their performance of the general equality duty. The Specific Duties place a statutory duty on public bodies to:

- report progress on mainstreaming the equality duty;
- publish equality outcomes and report progress;
- assess and review policies and practices;
- gather and use employment information;
- publish gender pay gap information;

- publish statements on equal pay;
- consider award criteria and conditions in relation to public procurement; and
- publish in a manner that is accessible.

2.2 Local Policy Context
East Ayrshire Community Plan 2015-30

The East Ayrshire Community Plan 2015-30 is the sovereign and overarching planning document for East Ayrshire, providing the local strategic policy framework for the delivery of public services by all partners. The vision set out in the Community Plan is that:

"East Ayrshire is a place with strong, safe and vibrant communities where everyone has a good quality of life and access to opportunities, choices and high quality services which are sustainable, accessible and meet people's needs."

Implementation of the Community Plan is through three thematic Delivery Plans, namely Economy and Skills, Safer Communities and Wellbeing. The Health and Social Care Partnership has a lead role in taking forward the strategic priorities under the Wellbeing theme of the Community Plan, which are:

- Children and young people, including those in early years and their carers, are supported to be active, healthy and to reach their potential at all life stages.
- All residents are given the opportunity to improve their wellbeing, to lead an active, healthy life and to make positive lifestyle choices.
- Older people and adults who require support and their carers are included and empowered to live the healthiest life possible.
- Communities are supported to address the impact that inequalities have on the health and wellbeing of our residents.

Tackling inequalities, including health inequalities, is a cross cutting priority for the Community Planning Partnership (CPP) in East Ayrshire and is at the core of the Wellbeing Delivery Plan which the Partnership leads on behalf of the CPP. Working with our partners across third sector, Public Health, Education and Vibrant Communities supports the delivery of the Wellbeing Delivery Plan and how our activities contribute to mitigating, preventing and undoing the causes and effects of inequality.

East Ayrshire Health and Social Care Partnership Strategic Plan 2021 - 2030

The East Ayrshire Health and Social Care Partnership Strategic Plan 2021-30 details how we can best meet the national outcomes and continue to improve outcomes for the people of East Ayrshire by delivering on our vision of:

Working together with all of our communities to improve and sustain wellbeing, care and promote equity

The Partnership believes that reducing the impact that inequalities have on our communities is of paramount importance and the commitments we have made within the Strategic Plan 2021-30 are designed to engender a culture which promotes equality, values diversity, protects human rights and social justice and tackles discrimination experienced by our workforce and also our residents.

Service Improvement Plans

Each of the Partnership service areas publish an annual Service Improvement Plan (SIP). These service areas include:

- Children's Health, Care and Justice Services.
- Primary Care and Out of Hours Community Response Services
- Wellbeing and Recovery Services
- Locality Services
- Allied Health Professionals

The SIPs are a key mechanism for setting out service level contributions to the delivery of the Health and Social Care Partnership's priorities and they contribute also to the Wellbeing theme of the Community Plan 2015-30.

3. EAST AYRSHIRE PROFILES

East Ayrshire is a diverse area covering some 490 square miles with a population of 121, 600 people spread over both urban and rural communities. East Ayrshire had the 16th highest population in 2020, out of all 32 council areas in Scotland.

3.1 Demographic Profile

On 30 June 2020, the population of East Ayrshire was 121,600. This is a decrease of 0.3% from 122,010 in 2019.

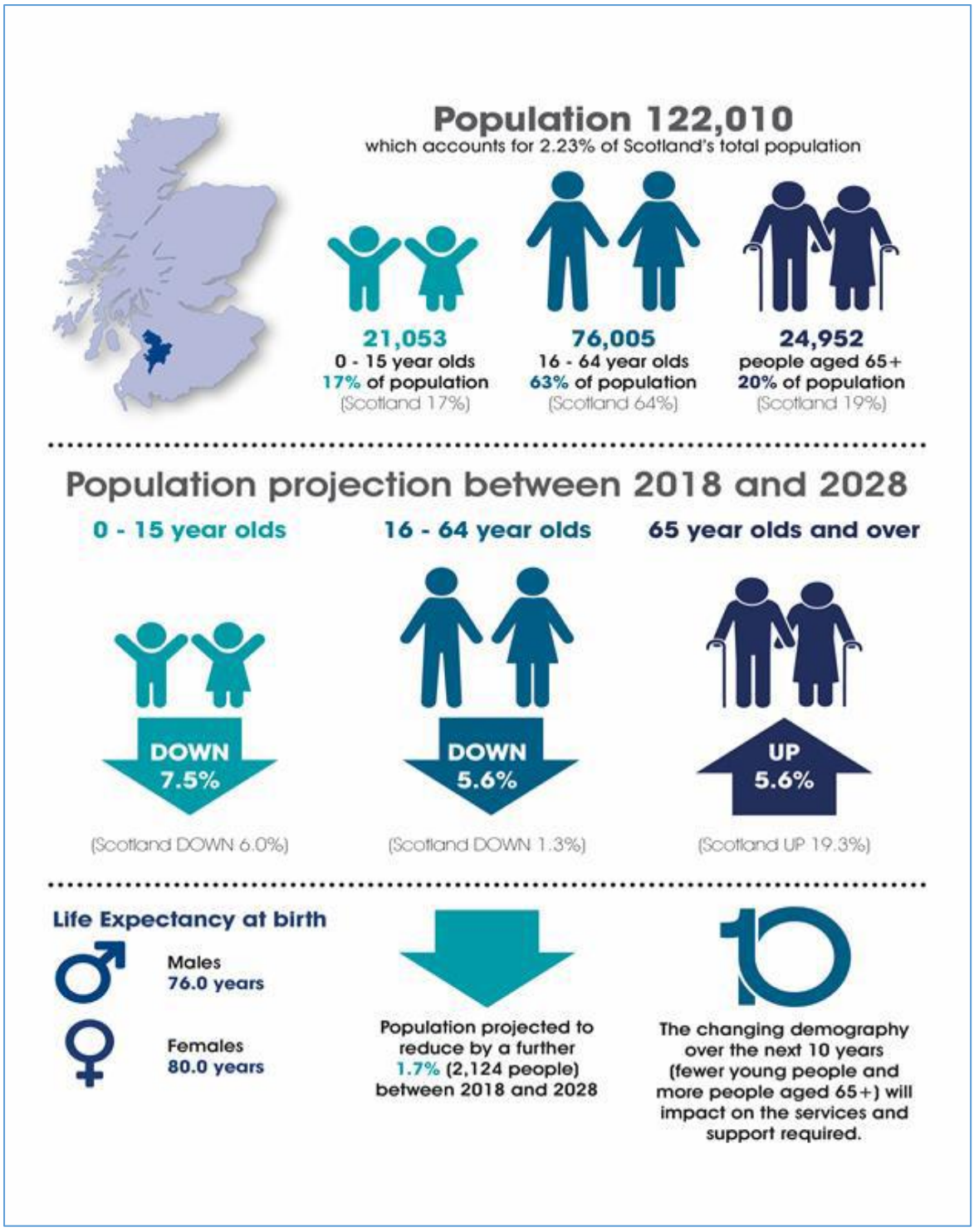
Over the next 10 years, the population of East Ayrshire is projected to decrease by 3.0% due to natural change (more deaths than births). Total net migration (net migration within Scotland, from overseas and from the rest of the UK) is projected to result in a population increase of 1.1% over the same period.

In terms of overall size, the 45 to 64 age group was the largest in 2020, with a population of 35,415. In contrast, the 75 and over age group was the smallest, with a population of 10,875.

In 2020, more females than males lived in East Ayrshire in 4 out of 6 age groups. Between 1998 and 2020, the 25 to 44 age group saw the largest percentage decrease (-18.8%). The 75 and over age group saw the largest percentage increase (+32.6%).

The projected changes to the population in East Ayrshire present significant challenges for the shape and delivery of our public services and the resources required to deliver them. In particular, while most older people do not require formal support, as people live longer we know from experience that they are likely to develop health conditions which become complex and, as a consequence, require a growing reliance on local services.

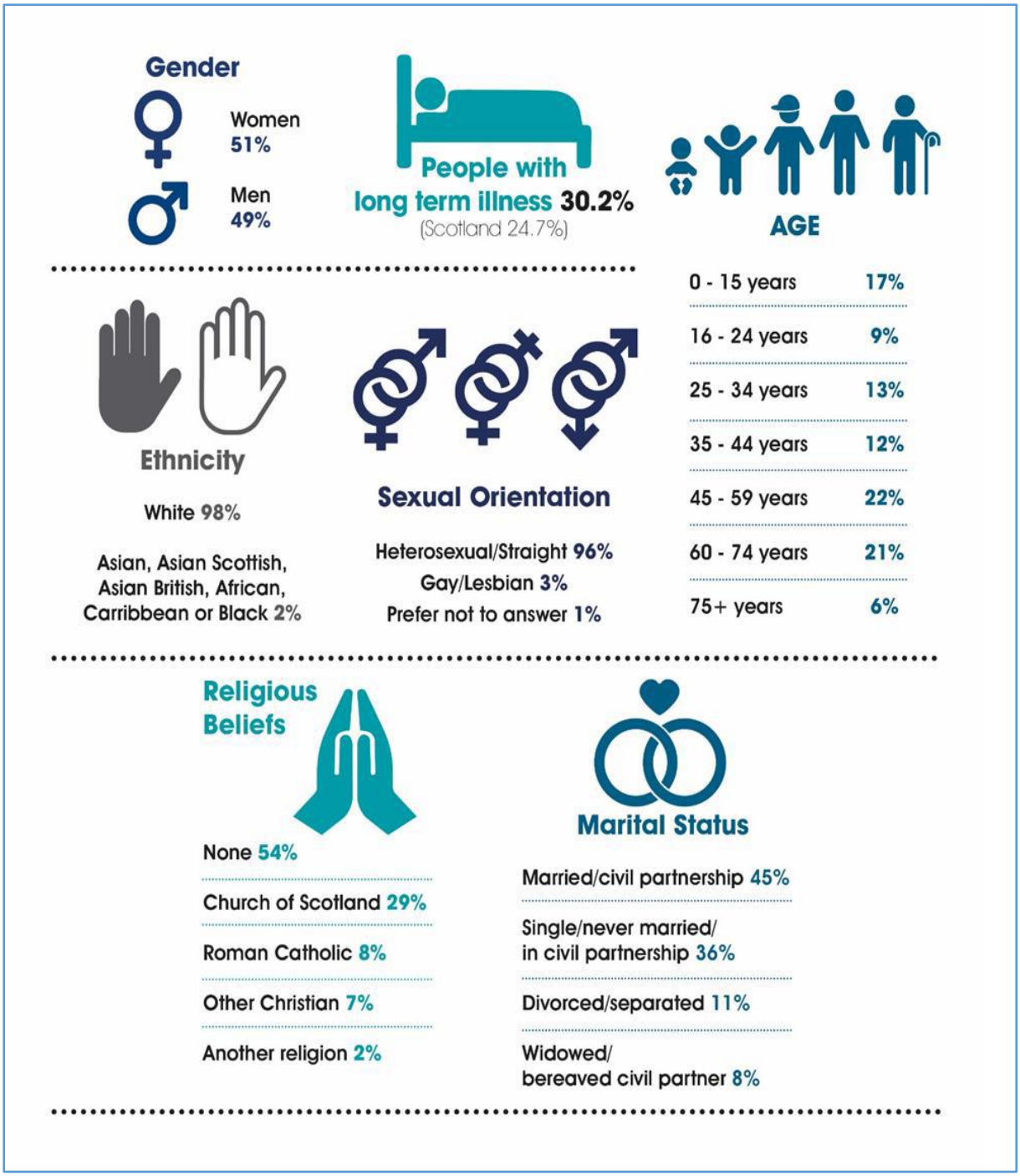
East Ayrshire Demographic Profile 2020



3.2 East Ayrshire Equality Profile

East Ayrshire has not seen a significant change in relation to the demographics, and as the information above states, the population is to remain relatively static. We know that we have a slight increase in relation to our black and ethnic minority communities due to the Refugee Programme, however this will not have a significant impact and the two largest protected characteristic groupings in East Ayrshire still remain age and disability. The equality profile from the Household Survey 2018 is shown below.

East Ayrshire Equality Profile 2018



4. EQUALITIES AND OUR DECISION MAKING

Mainstreaming the equality duty is an organisational responsibility and leadership and employee awareness is central to its success. The Integration Joint Board has worked closely with our corporate partners in East Ayrshire Council to develop a range of mechanisms and processes to ensure consideration of equalities underpins everything we do and that there is effective leadership at all levels.

4.1 Integration Joint Board

East Ayrshire Integration Joint Board (IJB) took responsibility for the delegated functions on 2nd April 2016 and is made up of voting members, who are either Councillors of East Ayrshire Council or non-executive Directors of NHS Ayrshire and Arran, and non-voting members made up of persons nominated by the Council, the NHS Board, third sector bodies, users, carers and other key stakeholders.

To ensure that the needs of the general Equality Duty are considered in exercising our business functions and processes, including budget setting, project planning and service redesign, we have positioned a mandatory “Equalities Impact” section within all IJB reports, which outlines any identified impacts to equality groups of the report proposals and any further action required.

4.2 Corporate Equalities Strategy Group

The Integration Joint Board continues to support the work of East Ayrshire Council by linking into the Corporate Equalities Strategy Group (CESG), which enables the co-ordination of actions and responses related to East Ayrshire’s Equality Outcomes; where appropriate.

The Partnership is represented on East Ayrshire Council’s CESG, which is chaired by the Chief Executive and comprises representation at a chief officer level from all departments of the Council. The Group ensures a strategic approach to the equalities agenda; ensures effective monitoring in relation to equality issues and maintains a consistency of approach to equality issues with particular emphasis on the continuation of mainstreaming equalities.

4.3 East Ayrshire Equalities Forum

The Health and Social Care Partnership is represented on the East Ayrshire Council Equalities Forum, which is chaired by the Elected Member for Equality, Inclusion and Poverty. The Forum comprises individuals and members of groups, representing all of the protected characteristics, Elected Members, Council Officers and partner representatives.

The Equalities Forum meets twice per year and, in addition, an annual equalities event is held, which reviews achievements in the previous year and identifies issues for consideration in the coming twelve months.

4.4 Ayrshire Equality Partnership

The Partnership is represented on the Ayrshire Equality Partnership (AEP), which is a multi-agency partnership aiming to support the promotion of equality and diversity including encouragement of good relations across all protected characteristic groups in Ayrshire. The group has been working together to provide opportunities for professionals and local people to develop their knowledge and skills and to encourage greater interaction among communities

Membership includes representation from:

- Ayrshire College
- Ayrshire Valuation Joint Board
- Community Justice Authority
- East Ayrshire Council
- North Ayrshire Council
- South Ayrshire Council
- East Ayrshire Health and Social Care Partnership
- North Ayrshire Health and Social Care Partnership
- South Ayrshire Health and Social Care Partnership
- NHS Ayrshire & Arran
- Police Scotland
- Scottish Fire and Rescue Service
- University of the West of Scotland

5. MAINSTREAMING THE EQUALITY DUTY

Mainstreaming the equality duty simply means integrating equality into the day-to-day processes and activities of the Partnership. This means considering the impact of our actions on all the people who use our services, particularly those who have a protected characteristic.

Mainstreaming the equality duty has a number of benefits including:

- 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 work of the Partnership is focused on supporting vulnerable people and those who often face discrimination or unfair treatment and in doing so we ensure that for each need of the general equality duty we consider each of the protected characteristics.

The Partnership utilises a range of mechanisms and processes to ensure that consideration of equalities underpins everything we do and that there is effective leadership at all levels and these are outlined in the summaries below.

Mainstreaming Equalities in Service Provision

5.1 Embedding Equality Awareness

We continue to provide all our staff with access to appropriate training to ensure that we build staff confidence, and professional assurance, to deliver high quality accessible services to the people of East Ayrshire and a range of e-learning courses are currently available to raise awareness of equality issues in the workplace and in relation to our Service delivery

Equalities focussed training that we provide for staff through our E-Learning platform LearnPro includes:

- Cultural Awareness
- Challenging Anti-Muslim Prejudice
- Gender Based Violence
- LGBT Awareness
- Myths of Immigration
- Racial Inequality
- Raising Awareness of Gypsy Traveller Communities
- Delivering an Accessible Venue

A wide range of other equalities based training and development opportunities are offered to Partnership staff by a host of different partner agencies, including Women's Aid, Vibrant Communities, Social Work Learning and Development Team, NHS Ayrshire and Arran, Corporate Equalities Section and the Organisational Development Team. These cover guidance and awareness training for working with vulnerable people who may be covered by protected characteristics.

The Violence against Women Partnership along with the Adult Protection Committee, the Alcohol and Drugs Partnership, Choose Life and MAPPA developed a Protecting People Training Framework 2022-24. The framework provides staff with an overview of suitable training pathways. The Framework was recently refreshed to include the addition of MARAC and Safe & Together training within the existing range of Violence against Women and Girls (VAWG) learning opportunities for the multi-agency workforce across this area.

5.2 Equality Champions

The East Ayrshire Council Corporate Management Team have agreed to adopt and develop Equality Champions for each service area, including the EAHSCP and these Equality Champions (often known as Diversity Champions) are to be recognised as playing a central role in disseminating good practice and encouraging the promotion of equalities within organisations.

The Equality Champion for the Partnership will be the main contact in relation to equalities for the service and they will also act as the Equality Impact Assessment (EQIA) Lead.

5.3 Equality Impact Assessments

The Partnership completes an Equality Impact Assessment on any new policy, strategy or budget proposal that is likely to have an impact on local people, the workforce or other stakeholders. If the impact of our decisions on different groups is not considered this may lead to avoidable poorer outcomes which bring additional financial burdens at a later stage. Authorities which fail to carry out EIAs risk making poor and unfair decisions which may discriminate against particular groups and worsen inequality.

Since the Partnership's inception, we have applied the same Equality Impact Assessment process to both Council and NHS budget proposals, which has enabled a greater level of consistency in equality impact assessments across our Integration Partners.

From 2023 the Partnership will strengthen its arrangements to ensure that each service identifies Team members to be trained in taking forward EQIAs and Fairer Scotland Duty assessments and in doing so create small teams of experts.

5.4 Fairer Scotland Duty

The Fairer Scotland Duty (FSD) came into force on 1 April 2018 placing a legal responsibility on named public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions.

Through undertaking EQIAs and the Fairer Scotland Duty assessments, the Partnership promotes equality of opportunity, social justice and social inclusion, the guiding principles of the East Ayrshire Community Plan.

To fulfil our legal obligations in respect of EQIAs and the FSD, the Partnership actively considers how we can reduce inequalities of outcome in all the key strategic decision we make and we provide information on the outcome of EQIA and FSD assessments in all strategic reports we provide to the IJB.

5.5 Equality Monitoring

The Liquid Logic management information system utilised by the Partnership captures information on every service user's ethnicity, age, and gender, as well as their main client group to determine any disability or disabilities. There is also optional information collected on first language and religion. This classification information is built into operational reports that will show service activity by client and their equality

characteristics. In turn this allows the department to monitor uptake of service and service activity by these characteristics.

Mainstreaming Equalities in Stakeholder Engagement

5.6 Participation and Engagement

Health and social care services continue to undergo extensive transformational change in order to better meet the demands of changes in our population and to ensure consideration of equality is central to our response to this transformational change, the Partnership has implemented a revised Communication Strategy 2020-21.

The Partnership recognises that early involvement in public engagement will allow us to share and shape key messages around the service redesign and that providing information early keeps people at the centre of everything we do, addresses inequalities and enables people to live their best life.

The Partnership is committed to listening and responding to all of our citizens and we understand East Ayrshire's challenges because of the participation of those people who use health and social care services, their families and carers and our local communities and partners, is central to the way we work.

Recent examples of the Partnerships public engagement exercises includes:

- A review and evaluation of our IJB Stakeholder Forum, which consists of public/user, carer and third sector IJB representatives and members, was carried out in April 2022. The review provided the opportunity to further involve users of our services, carers and public across EAHSCP governance structures.

- The HSCP and partners have been involved in planning and delivering a Wellbeing for All Participatory Budgeting (PB) exercise across the three HSCP localities, namely Kilmarnock, Northern and Southern. PB is a process that enables local people to decide how and where money is spent to address local priorities. It also supports residents and local groups to engage wider across their communities. Over £250,000 was distributed to local groups through this exercise.

- The HSCP worked collaboratively with the Carers Centre to deliver a number of online and physical overview sessions which allowed us to further explore the benefits and barriers to meaningful involvement from a Carers perspective.

- Promotion of our services, sharing of our information and encouraging people to get involved continues to happen via a variety of engagement stalls at events and local venues. Asking people what is important and what truly matters to them has encouraged many people from across our communities to get

involved and has led to the Partnership Engagement Officer to develop an 'Involved people' database of contacts.

- As part of our development activities for the new Participation & Engagement Strategy we will be engaging with a wide range of our communities through an equalities informed approach to our annual 'Local Conversation Event'. These events will allow for us to showcase HSCP current areas of work, engage and discuss future activities and allow participants to shape what meaningful engagement means to them.

As the examples of public engagement highlight, the Partnership works closely with our communities, listening to their concerns, views and ideas, support them to optimise and make full use of their strengths, skills and assets and enable them to have their voice heard in decisions that affect them.

In respect of our staff, we support them to think differently when working with local people, to consider the natural supports available from family, friends and local organisations and groups in order to provide a more holistic, community based approach to health and care, that respects their rights as individuals

Mainstreaming Equalities in Partnership Working

5.7 Partnership Provider Statement

The Partnerships approach to collaborative working with our stakeholders promotes equality, values diversity, protects human rights and tackles discrimination. We recognise that we do not deliver services in isolation and the contribution of partners from all sectors is essential to identify positive outcomes for individuals.

The Partnership has developed a Partnership Provider Statement for our community of providers that builds on local good practice, recognising the need for change and ensuring that we are best placed to respond to it together. With our providers we collectively shape provision by understanding and managing demand through enabling peoples' rights and capabilities, recognising any pressures and taking future opportunities in line with strategic priorities.

5.8 Locality Planning Groups

The Partnership has developed co-ordinated, multi-agency working arrangements on a geographical basis based on three agreed Locality Planning boundaries. These are Northern Locality (Annick and Irvine Valley), Kilmarnock Locality and Southern Locality (Ballochmyle, Cumnock and Doon Valley).

These arrangements are providing an effective mechanism for partners involved in communities to collectively agree actions and to work in partnership to improve outcomes. Each of the Locality Planning Groups have involved NHS and Council staff and those from the third and independent sectors working with service users, carers and community-based groups to plan and deliver care and support provision. This has

involved identifying needs and assets within each locality area and developing plans related to these, building local networks and reference groups to shape action and influencing strategic planning and commissioning.

Going forward, we will use our 'Local Conversation' events to continue to recruit members of the community on to our Locality Planning Groups.

5.9 East Ayrshire Violence against Women Partnership (EAVAWP)

EAVAWP is a multi-agency partnership established with the aim of addressing violence against women and girls, including domestic abuse and gender based violence, within the strategic framework of the East Ayrshire Community Plan.

EAVAWP contributes to the Safer Communities and Wellbeing themes of the Community Plan through its work to; reduce inequality and build a fairer and more inclusive East Ayrshire, protect vulnerable people and families, encourage responsible citizenship and support positive health and wellbeing outcomes across the lifespan.

The EAVAWP is comprised of East Ayrshire Health and Social Care Partnership, Police Scotland, NHS Ayrshire and Arran, Ayrshire College, the Third Sector, HMP Kilmarnock and wider East Ayrshire Council services across Education, Housing, Corporate Equalities, Vibrant Communities, Early Years and Community Safety services.

The EAVAWP Strategic Plan 2021 - 2024 outlines the key themes that EAVAWP has identified to continue to implement Equally Safe in East Ayrshire and work towards preventing and eradicating all forms of VAWG in East Ayrshire. Using a co-ordinated approach, the partnership will achieve this by:

- Leadership and governance
- Promoting equality
- Support needs - Specialist Services
- Preventing violence - Early intervention
- Interventions with perpetrators and building an evidence base of unmet need
- Engaging with women and girls with lived experience
- Learning together by building up local evidence
- Learning and development
- Monitoring and evaluating our progress

A new and updated multi-agency VAWG training calendar from Women's Aid was disseminated across all partners in April 2022 and a total of 16 multi-agency domestic abuse training events (Dynamics of Domestic Abuse, Children and Young People's experiences of domestic abuse and Identifying Risk & Supporting Recovery) were delivered to 248 participants. In addition all VAWG training sessions were updated to include MARAC information.

A MARAC (Multi-Agency Risk Assessment Conference) is a local meeting where representatives from statutory and non-statutory agencies meet to discuss individuals

at high risk of serious harm or murder as a result of domestic abuse. The Ayrshire MARAC went 'live' across North, South and East Ayrshire in August 2022 and the MARAC Coordination Team is now fully in place. The primary focus of the MARAC is to safeguard the adult victim. However, the MARAC will also make links with other processes and agencies to safeguard children and manage the behaviour of the perpetrator.

East Ayrshire Violence against Women Partnership, and its member organisations, have continued to support the 16 Days of Action campaign. This campaign seeks to raise awareness of the reality of domestic violence and pushes for positive change to increase women's safety. Across the period 2020-22 East Ayrshire Violence against Women Partnership, and its member organisations, continued to support the campaign and co-ordinated a wide range of activity to promote 16 Days of Action throughout East Ayrshire

Mainstreaming Equalities in Employee Development

5.10 Developing our Workforce

East Ayrshire Health and Social Care Partnership values the contribution of all our employees who work in the delivery of services to local communities and we are committed to equality and to treating all of our workforce with the dignity, respect and consideration they deserve and in helping staff to reach their full potential at work. We also recognise that a diverse organisation with a range of abilities, experience and skills is more likely to be sensitive to the needs of the diverse community that we serve.

5.11 FACE Qualities and Behaviours

FACE qualities and behaviours have been embedded across all East Ayrshire Council services, including those delivering Partnership services. FACE represents the qualities and behaviours that residents of East Ayrshire feel we should all demonstrate, both now and into the future, namely Flexible, Approachable, Caring and Empowered.

The framework that has been used to embed FACE is fully aligned with the equalities agenda in terms of inclusion and equal opportunity and informs the recruitment and development of our workforce. By embedding FACE in the workforce and communities the aim is to strengthen the relationships that will help us to transform and build a fairer, kinder and more connected East Ayrshire.

5.12 Workforce Wellbeing Plan

A Wellbeing Recovery and Renewal Group was established in 2020 as part of the emergency response to Covid-19 and over the past two years the group has evolved into a network of wellbeing partners, with membership spanning the Partnership, the Council, third sector and community partners. Workforce wellbeing has been a key area of focus and the Group has led on the development of various supports, including setting up a network of local wellbeing hubs for Partnership staff, in response to winter and system pressures.

As part of this work, the Partnership has published its Workforce Wellbeing Plan, which is focussed on the provision of support for our workforce and to build on what has already been established, with new and targeted activity developed in response to emerging needs. The revised Plan outlines the activities and actions to be undertaken to;

- Sustain and further develop the Wellbeing Group
- Sustain the role of Wellbeing Coordinator
- Refresh awareness of the supports already available
- Sustain the interventions in collaboration with EAC Healthy Working Lives
- Explore the enhancement of direct financial support for the workforce
- Promote wellbeing conversations with every staff member
- Encourage 'time out' sessions for every team

Mainstreaming Equalities in Procurement

Procurement for the Partnership is undertakenby East Ayrshire Council and also NHS Ayrshire and Arran in line with their respective procurement strategies and policies.

The 'general duty' in procurement means that we must have due regard to eliminating unlawful discrimination, harassment and victimisation and other prohibited conduct; advancing equality of opportunity between people who share a relevant protected characteristic and those who do not; and fostering good relations between people who share a protected characteristic for all procurements undertaken. The 2012 Regulations specifically require an authority to consider its' equality duty when awarding contracts within its award criteria.

All procurement activity conducted by East Ayrshire Council or the NHS on behalf of the Partnership is required to meet basic principles of transparency, accountability, fairness and proportionality and the Council ensures equality is mainstreamed into our procurement processes through;

- Carrying out public procurement, and mainstreaming the general equality duty, through use of the European Single Procurement Document by Scottish Government which is used as a template for the selection of suppliers including Equality and Diversity.
- Agreement that the degree to which equality and diversity requirements are specified and incorporated within procurement documentation would vary according to the goods, services or works being purchased and these are assessed on a case by case basis.

6. EQUALITY OUTCOMES

As noted in section 2, all public authorities in Scotland must comply with the public sector equality duty, also known as the general equality duty. This means that as part of our day to day business, the East Ayrshire Health and Social Care Partnership must evidence and report on how they are progressing the three needs of the general equality duty.

In progressing the equality outcomes, the aim of the Partnership is to achieve specific and identifiable improvements in people's life chances and to achieve practical improvements for individuals in East Ayrshire who experience discrimination and disadvantage.

Ayrshire Shared Equality Outcomes 2021-25

Each of the public sector organisations across Ayrshire, including the NHS, Councils and the three HSCPs deliver and/or support the delivery of services to the same communities. As a result of these close working links between and across these key public sector organisations in Ayrshire it was agreed that service delivery itself could be improved if approaches were consistent and driven through the development of joint equality outcomes. In addition, partners believe that a shared set of equality outcomes between the Ayrshire public sector organisations would help to further mainstream the equalities agenda.

The Ayrshire Equality Partnership published its second set of Shared Equality Outcomes in 2021.

The Ayrshire Shared Equality Outcomes are:

1. People experience safe and inclusive communities
2. People have equal opportunities to access and shape our public services
3. People have opportunities to fulfil their potential throughout life
4. Public bodies will be inclusive and diverse employers

Reporting Progress

As part of the public sector equality duty, every Local Authority in Scotland is required to publish a report on progress towards their equality outcomes every two years. The previous report by East Ayrshire Council was published in 2021 and is not due to be reported on again until April 2023. The 2023 report will provide details on the progress made by East Ayrshire Council and its partners in progressing the actions to support the achievement of the shared outcomes.

As detailed in this report, the Partnership makes a significant contribution to the progress achieved in East Ayrshire in meeting the four equality outcomes and the table in Appendix 1 provides a detailed overview of specific actions and activities that have been undertaken and/or supported by the Partnership in the pursuit of each of the equality outcomes.

Appendix 1

Shared Ayrshire Equality Outcomes – Supporting actions and activities undertaken by East Ayrshire H&SCP 2020-2022

Equality Outcome 1: People experience safe and inclusive communities

In progressing this outcome we intend that Ayrshire becomes a more inclusive and welcoming place to everyone, where diversity is respected and protected.

Key Area	Action	Narrative
Social Isolation	Work with partners across our communities to identify and promote services or activities that can reduce the impact of Social Isolation	Since the onset of the COVID-19 Pandemic in 2020, Community Planning Partners have taken a collaborative approach to protect the wellbeing of East Ayrshire residents and the most vulnerable in our communities. Staff across the Partnership made wellbeing check calls to vulnerable people as part of the shielding pathway support and have continued this throughout 2021/22 to give people a 'friendly ear', ease feelings of social isolation and give people the opportunity to raise any wellbeing issues, with the frequency of calls varying from two times a week to fortnightly depending on individual need. Tackling social isolation and loneliness remains a priority for Locality Planning in East Ayrshire, with a clear recognition that people in our communities who are isolated or lonely, have a higher risk of developing serious health conditions compared to those who have good social connections. Progress on this and other priorities are reported to the Strategic Planning Group on a quarterly basis.

Key Area	Action	Narrative
		CVO's Connect Calls continued to work to reduce social isolation and loneliness and maintain safety for people of all ages in East Ayrshire, performing 217 calls per week (as at April 2021). Connect Calls staff were able to work from home in this period, linking virtually to people, resulting in no interruption to the project. This continued provision provided valuable support and friendship during a very difficult period for vulnerable people in East Ayrshire including older people, people with additional support needs, people with addictions, people who were socially isolated and those impacted by poverty. Excellent partnership working continued in operating this programme, with referrals received from a range of agencies. The team worked closely with East Ayrshire Council and were made aware of potential scams or bogus calls that might affect clients, with this information being passed on during calls. The callers also liaised with other support services on behalf of clients to promote independence and wellbeing.
Mental Health	Implementation of the Ayrshire and Arran Mental Health Strategy 2019-27 and the East Ayrshire Mental Health Delivery Plan 2019-22	The Ayrshire and Arran Mental Health Strategy 2019-27 and East Ayrshire Mental Health Delivery Plan 2019-22 delivery arrangements provide more preventative, effective support for people who require additional support in local communities, ensuring improved access. The local plan outlines 7 strategic aims and associated outcomes to be achieved. The overarching aim is to ensure area wide equality in terms of access to and provision of supports and care opportunities in helping people to improve their mental wellbeing. Suicide Prevention is outlined in the Mental Health Delivery Plan and has been a key area of focus for East Ayrshire following an increase in suicide deaths between 2016 and 2020. A range of suicide prevention activity was undertaken in 2021/22 including: • Raising awareness of the signs of potential suicide through Safetalk training across the workforce and interested members of the public;

Key Area	Action	Narrative
		• Developing trained Suicide First Aiders within the workforce; • Supporting prevention campaigns through social media; • The Suspected Suicide Review Group met on a six-weekly basis to review cases and identify related circumstances and service provision gaps to inform future prevention work; and The East Ayrshire Suicide Prevention website was launched, containing key information and contact details including: Mental Health Practitioners, local GP Practices, Suicide First Aiders, other support directories and relevant training courses. The MHO Service continues to meet statutory demand and requirements in regards to the local authority's duties in respect of the Mental Health Act and Adults with Incapacity (AWI) legislation. The service continued to experience significant challenges during 2021/22, with additional pressures relating to the back-log of AWI renewals, incoming new referrals, supporting decision making processes and limited team capacity. In response, the MHO service has been reviewed, supported by additional funding from the Scottish Government in recognition of the challenges that MHO services are facing nationally. East Ayrshire Council continues to support annual recruitment to the MHO Award to support the Retention and Recruitment Plan for the MHO service.
Wellbeing	Support the development of local wellbeing hubs	The CVO received funding from the Scottish Government in 2022 to purchase a building in Cumnock to develop 'The Nest Cumnock', and the organisations involved are currently working with a number of large funders that are interested in supporting the refurbishment. This new community wellbeing hub in Cumnock is intended to improve the wellbeing of residents, with the community having already prioritised the need for a flexible space to improve local facilities and expand opportunities in the area. The shared vision for The Nest is to facilitate, promote, and develop a range of existing and new community activities in a fully refurbished community base, engage with local

Key Area	Action	Narrative
		people to develop their participation and interest in local activity, build strategic and long-lasting relationships and to recruit local volunteers to promote the work within the area.
Domestic Abuse	Work in partnership with the East Ayrshire Violence Against Women Partnership and other agencies to tackle domestic abuse.	A number of impacts and risks for women and girls emerged during the COVID-19 pandemic and the restrictions that followed in its wake, including greater risk of domestic abuse as a result of lockdown and challenges in access to safe housing, constraints in terms of safe spaces and challenges for front line services in offering support. From the outset of the pandemic tackling domestic abuse was recognised by the EAVAWP as a priority and they focussed on reducing these risks, and helping to safeguard people within their local communities. Partner organisations also worked rapidly to redesign their services to ensure that women and children continued to be supported and new referrals accepted. The EAVAWP continues to work towards the outcomes set out in the national Equally Safe Strategy for preventing and eradicating violence against women and girls. This continues to be a positive and proactive partnership, with comprehensive membership. The EAVAWP has continued to monitor and respond to need throughout 2021/22, with increased levels having been experienced during the pandemic associated with circumstances relating to COVID-19 restrictions.
Care Experienced Young People	Implement the Corporate Parenting Action Plan	The Partnership's Promise team work to influence and achieve positive transformational change in East Ayrshire, ensuring that the voices of children and young people are central in delivering our aspiration to #keepthepromise. A Promise Oversight Group has been established to take forward and oversee this work who undertaking a self-evaluation of progress against the outcomes identified in The Promise: Plan 21-24. This evaluation will enable the HSCP to assess the work already

Key Area	Action	Narrative
		underway to #keepthepromise and will provide an evidence based baseline to guide priorities for the next stage of implementation. The newly established Kinship Support Team have continued to provide bespoke support to kinship carers in East Ayrshire throughout 2021/22, whom have greatly benefited from the support, with the team having helped some families to move out of crisis situations during this period. An approach of developing peer to peer kinship support for carers is being progressed at the time of reporting, based within local hubs and clusters where kinship carers can meet to share their experiences, support and learn from each other, in addition to accessing training and assistance directly from the Kinship Support Team if required. In March 2021 a total of five young people came to East Ayrshire through the National Transfer Scheme for Unaccompanied Asylum Seeking Children (UASC). All these young people have been successfully resettled from Kent and are being supported by Children & Families in partnership with Housing services. To date the support arrangements for the young people have been really positive and the UASC support worker has both directly provided and coordinated support and services to the young people. They have been linked into ESOL language classes and community activities as well as being supported to manage their tenancy and daily living and leisure activities.
Public Protection	Implementation of East Ayrshire Adult Protection Committee Improvement Plan 2018-20	An extensive framework for assurance and oversight of all public protection activity was established in April 2020 in response to heightened levels of vulnerability during the COVID-19 pandemic to ensure strengthened local support for adult protection and avoidance of harm. The framework was directly accountable to the Chief Officer Group in East Ayrshire and continued across 2021/22 due to the prominent rise in the

Key Area	Action	Narrative
		Omicron variant from December 2021. The protection team has remained central to the coordination and delivery of multi-agency protection work, examples include: • Introduction of a fast track route for vulnerable people in the community to a range of specialist mental health practitioners and resources; • Continued access to call blockers to reduce the risk of telephone scams and fraud; • Supporting the Mental Health Fund Access Panel to ensure that monies available were disseminated to grass roots groups who will have a key role in supporting communities as we move forward to the 'new normal'; • Ayrshire wide Adult Protection Committee events including *Forced/ Predatory Marriage – What can we do?*, and *COVID-19: The impacts for Adults at Risk of Harm;* • establishing a Practice Improvement Governance Group to oversee and drive forward the Adult Protection Improvement Plan following the Adult Protection Inspection in 2020/21; • development of the Ayrshire Hoarding Guidance: Supporting People Affected by Hoarding Disorder, alongside relevant training; 270 adult protection referrals and 3,010 adult concern referrals received in 2021/22 Overall annual reduction of 26.7% in referrals • promotion of the National Adult Support and Protection Day in February 2022, which was extended to a week campaign of activity in East Ayrshire; and • delivery of numerous protection awareness and wellbeing events targeted at schools, young and adult carers, as well as offering wellness sessions to professionals working in protection situations

Equality Outcome 2: People have equal opportunity to access and shape our public services

We recognise that in order to provide the right services to local people, we need to understand their needs and aspirations. Many people who possesses one or more protected characteristic may face additional barriers to having their voices heard.

Key Area	Action	Narrative
Stakeholder Engagement	Implementation of digital communication solutions	The introduction of innovative digital solutions during the COVID-19 pandemic allowed services to maintain contact with the people that use them. Teleconferencing solutions, such as 'Near Me', allowed services to minimise the impact of face-to-face restrictions and have more flexibility in the delivery of support. The Technology Enabled Care (TEC) Pathfinder team worked closely with the TEC Community Connector on the development of the Digital Champion network to enhance residents' digital skills, increase digital confidence and to promote digital inclusion within the Irvine Valley. Other areas of the Partnership utilised Connecting Scotland funding to provide connected devices with unlimited Wi-Fi to people in the community. This was aimed particularly at elderly and low income households with carers to allow them to access services digitally and stay in contact with friends and families from the comfort of their own home. The Mind of My Own software application has been utilised within Children's Services to gather children and young people's views. Young people can use it independently or be supported by practitioners, to express feelings about their wellbeing and on a range of issues that are important to them. An 'Express App' is also available for younger children with additional support needs and a new feature within this was developed in 2021/22 which allows users to set up accounts and complete the 6 Express features either independently or with support. Mind of My Own empowers young people to have a voice and ensures that their views and feelings are heard, whilst providing an

Key Area	Action	Narrative
		attractive way for children and young people to start the conversation. The app also enables staff to capture and evidence their views, ensuring they are heard and considered, meeting quality standards relating to the voice of the child. More than 250 statements from children and young people have been received through this platform to date.
	Use lived experiences to inform and plan services	Children's Health Care and Justice have led on the successful first phase of Safe & Together implementation. The 'Core' delivery of Safe & Together has been facilitated and delivered by CHCJ to the majority of Children & Families, Justice and Early Years Health professionals in 2020/ 21. There has been a significant profile of the journeys and lived experiences of children and survivors, ensuring their voice is actively represented in the Steering Group to ensure both strategic planning for children & adults have a more informed understanding of the pathways to harm. To support the development of the HEART (Help Everyone At the Right Time) Model, numerous local services including: Education, Early Years, School Nursing, Health Visiting, CAMHS, Vibrant Communities, Social Work, Housing and Allied Health Professionals, have been preparing staff, redesigning their structures and have nominated key people to be part of six new Community Teams, which formally commenced work in April 2022. These teams will come together to host launch events, sharing family stories to ignite conversations about how services can work more effectively together to better serve their communities going forward. Funding has also been secured for three Implementation Support Workers who will work alongside the Programme Lead to support the Community Teams. As HEART embeds in the coming months, the hope is that families and communities will experience benefits in terms of more available and responsive support.

Key Area	Action	Narrative
Communication	Implementation of the East Ayrshire H&SCP Communication Strategy	The partnership has continued to implement its communications strategy, which was revised in 2021 in line with the annual review of the HSCP's strategic plan to reflect a three year strategy from 2021 onwards. As the new participation and engagement strategy is developed, we will ensure that our communications strategy aligns well with and supports our engagement activities to help facilitate transformational change in the way we provide our services. We believe that consultation, listening, learning, timely planning and good communication are all essential to the success of planning health and care services that meet the needs of both our geographical communities as well as our diverse range of communities of interest. We have been developing our digital communications platforms and channels over the past two years, providing new capabilities and reach through email marketing. Our social media accounts have been developed to provide information related to the health and social care partnership, promote health and social care campaigns, and share engagement opportunities. Processes are now in place to support planning the development of health and wellbeing campaigns over a coming year, allowing us to create and deliver a range of information and resources for wide and various audiences, supporting the HSCP's strategic priorities. In 2021 we reached a significant milestone in our communications strategy, launching a new website for the health and social care partnership. The website has a significant focus on signposting a wide range of self-help health and wellbeing information in an engaging format. The website also provides information about the health and social care partnership, the organisations we work with, and how people can get involved with

Key Area	Action	Narrative
		the partnership. The website also provides a link to NHS Inform's Scotland's Service Directory and Health and Social Care Alliance Scotland's ALISS (A Local Information System for Scotland) directory, providing searchable health and social services locally. Work to increase our digital communications opportunities for partner organisations has continued. We are meeting health and wellbeing organisations and groups to promote the various opportunities we can offer, and to understand how they communicate with their service users and members. Developing this network is allowing us to increase the reach of both our partner organisations and groups, as well as the information provided by the HSCP.
	Develop a 'Localities Communications Charter'	A key initiative, shared by the three Locality Planning Groups is the development and implementation of a 'Localities Communications Charter' and the establishment of a common approach to engagement and information sharing within our communities. This is expected to be completed by the summer of 2022 and is regarded as a key priority to enhance wider community involvement in decision-making and to ensure the different communities across our localities are kept informed of health and wellbeing events
Locality Planning Groups (LPGs)	Community representation on LPGs	Our Locality Planning arrangements are providing an effective mechanism for partners involved in communities to collectively agree actions and to work in partnership with local residents to improve wellbeing outcomes. Working together in each of the three Localities is helping the Partnership to plan and deliver better services to improve local health and wellbeing with a Locality Planning Group in each of the three areas to lead on this work.

Equality Outcome 3: People have opportunities to fulfil their potential throughout life

Many people who identify as possessing a protected characteristic may often experience barriers to achieving outcomes, whether these be economic, academic or social.

Key Area	Action	Narrative
Choice and Control	Ensure vulnerable people have their voices heard	The East Ayrshire Advocacy service have continued to advocate for vulnerable people in our communities throughout 2021/22 to ensure that their voices were heard and their views were considered when decisions were being made about their lives. A new learning module was created in 2020/21 which provides a comprehensive overview of Self-Directed Support (SDS). This course has been particularly valuable to social workers and support assistants in helping them refresh their knowledge and also for those who are new to the service, to ensure we are able to support people as best as possible to have choice and control over their care needs. We continue to develop our approach to Self-Directed Supports in Children and Family Services. Currently, it is well embedded with our Children with Disabilities Services, however the 2021/22 has seen personal budgets allocated across Children and Family Localities to great effect.
	Support people to maximise their independence	The Older Persons Day Service provides a locally based space at eight sites across East Ayrshire for older people with complex needs to receive support and social activities to help maintain their health, independence and wellbeing. The service implemented an outreach programme from May 2020 following disruption of their building-based service due to COVID-19. The outreach approach allowed people to participate in their interests within their own home, providing carers with respite and delivering social stimulation for people in difficult circumstances.

Key Area	Action	Narrative
Tackling Homelessness	Implementation of the Housing First programme	East Ayrshire's Housing First programme launched in August 2021 and aims to provide a stable home with intensive wraparound support for homeless people with multiple and complex needs. This collaborative, trauma-informed approach includes wider homelessness prevention measures, accessible housing options advice, substantial investment in the increase of housing supply, robust partnership working and resourced, and flexible, wraparound housing support.
Financial Inclusion	The Financial Inclusion Team (FIT)	The Financial Inclusion Team (FIT), together with its partners, has continued to support people in East Ayrshire to access key benefits. During 2020/21, the EA Money team assisted with 1,788 referrals, with the financial gains achieved for East Ayrshire residents totalling £3,660,994 in 2020/21 and a further £3,416,331 in financial gains for East Ayrshire residents in 2021/22. The FIT has seen a 45% increase in referrals in 2021/22, 14% higher than pre-pandemic levels. The team has expanded their work through launching a schools-based pathfinder project aimed at supporting families in the Loudoun Academy cluster area (including the local primary school and early years centre). The team continues to provide support through the In Court Advice service and Employability programme.
Prison Health and Social Care Services	Supporting people to access health and social care in custody	The pre-liberation programme has continued to be delivered at HMP Kilmarnock during the reporting period, with the aim of providing prisoners who are nearing liberation back into the community, with information to support their transition. Due to ongoing social restrictions resulting from the COVID-19 Pandemic, the programme was adapted from face to face workshops to written format, incorporating advice and information regarding a range of wellbeing and socioeconomic themes such as: how to open a bank account, CV writing skills, medicine management, fire safety, naloxone training and healthy diets. The team delivering this project have developed the documentation content in this period and hope to resume face to face delivery in 2022. Community re-

Key Area	Action	Narrative
		integration meetings were also initiated with a wide range of partners, discussing and creating support plans for liberated prisoners. Despite the impact of Covid-19 on service provision, the Ayr Housing Aid Centre's Prison Housing Advice Service and the Housing Options Team continued to work collaboratively and adapted their delivery throughout 2021/22 to ensure those exiting prison were identified at an early stage and provided with suitable accommodation on release. This included those identified within the Early Prisoner Release programme, involving close collaboration across key services. The Speech and Language Team have continued to deliver interventions throughout 2021/22, including: • Screening all new prisoners for speech, language and communication needs to identify those who would benefit from specialist interventions; • provision of easy to read materials and resources to help understanding of prison processes and rules, including an information pack pertaining to prison induction and orientation; • provision of specialist input for prisoners with voice disorders and dysphagia; • advice given to partners including prison custodial staff, social work and forensic psychology, on how to modify communication to improve participation; and • provision of speech, language and communication awareness training to all new custodial staff, with the aim of reducing misunderstandings, problematic behaviours and aggression Feedback from patients in the reporting period has been positive, with people reporting: improved relationships with family members, intentions to volunteer upon liberation and improved abilities in resolving conflict and navigating difficult conversations. Custodial

Key Area	Action	Narrative
		staff have also reported reduced occurrences of misunderstandings and improved compliance with prison rules, and Addictions Caseworkers reported that individuals have had a greater understanding of what was being asked of them regarding their treatment plans
Employability	Maximisation of Employment Opportunities	The East Ayrshire Health & Social Care Partnership Strategic Plan 2021-30 sets out our short, medium and long-term ambitions. One of the focus areas through to 2024 includes 'Caring for Our Workforce' where the partnership has set out its commitment to assessing organisational understanding of racism and any structural barriers that may exist within delivering a strategic response to ensure equal, fair and proportionate access to employment and representation in the workforce. During the COVID-19 Pandemic, Justice Services partnered with Apex Scotland to support service users to cover money management, healthy eating and stress and anxiety. Free online courses were also utilised, which have benefited people's work and life skills. Through accessing these resources, there is evidence to suggest that people have developed their interpersonal, vocational and employability skills, in addition to reducing the risk of reoffending and improving individual outcomes, with some gaining employment through unpaid work placements at East Ayrshire CVO. A best value review of our Care at Home service recommended a number of improvements including a new structure with new roles (implemented in June 2021), to create clearly defined roles with a focus on delivering high quality, responsive care in an efficient and sustainable service. This has created a new career pathway with a range of job roles and provides scope to build on relationships with partners to establish new sources of employment through apprenticeships and Education links. A new learning and development resource, the Social Care Learning Hub, was also established in early 2022 and is already making an impact in supporting induction and

Key Area	Action	Narrative
		ongoing learning and development for all social care staff, contributing towards the delivery of safer and more effective care.
Asylum Seekers	Support resettlement of Asylum Seeking Families and Individuals	Throughout 2020/21 families and individuals have been supported through the provision of warm, safe and secure homes and support staff have developed their skills in working with vulnerable people who are fleeing conflict or persecution. Support staff have also worked closely with other agencies to ensure those being re-settled in East Ayrshire are coached with the appropriate skills in: managing a tenancy, accessing health services, accessing education/English language classes and accessing community resources to facilitate integration within local communities, in addition to being provided with emotional support to manage previous trauma experience. This model connects families and young people to local services and assets that will help them thrive, grow and build a network of support that enables freestanding and sustainable independence. A housing support model was also developed which provides up to six resettlement placements for asylum seeking 16/17 year olds through the UK Government's National Transfer Scheme. A number of young people are now placed in East Ayrshire as a consequence of this development. In 2021/22 organisations have continued to work in partnership across East Ayrshire in regards to the Ukrainian, Syrian and Afghan refugee programmes to minimise risk for minority community groups and encourage social inclusion. Community groups moving into local authority areas are identified at an early stage and all local programme updates are fed into a national Community Impact Assessment managed through the Partnership's Prevention and Community Wellbeing team, which provides an overview to the national team of resettlement numbers across Scotland.

Equality Outcome 4: Public bodies will be inclusive and diverse employers

This outcome aims to provide focus on public bodies in Ayrshire to ensure their hiring practices are inclusive and that workforces are reflective of the local population in which they serve.

As a non-employing body, no locally specific actions were identified by East Ayrshire Health and Social Care Partnership. Instead, HSCP officers continue to work closely with colleagues in our parent organisations, East Ayrshire Council and NHS Ayrshire and Arran to ensure employment practices are not discriminatory against any protected groups. Below are some examples of the way in which the Partnership supports diversity in employment.

Key Area	Action	Narrative
Recovery	Implement Alcohol and Drugs Partnership Strategic Plan	The Alcohol and Drugs Partnership (ADP) developed a programme of peer outreach workers employed within four targeted areas (Dalmellington, Auchinleck, Shortlees and North Kilmarnock), in the reporting period to create opportunities for promoting recovery and employment. These individuals have lived experience of alcohol/drugs and are local to the area in which they work, enabling them to target those furthest away from appropriate services and supports.
Equally Safe Workforce	Work in partnership with the East Ayrshire Violence Against Women Partnership and other agencies to tackle domestic abuse.	At the beginning of 2021, the Head of People and Culture in East Ayrshire Council agreed to establish a new People and Culture Equality Forum in response to the Equalities and Human Rights Committee seeking information about organisations within the public sector approach to increasing employment of black and minority ethnic people. The aim of the new Forum is to ensure that the principles of the Equality Act 2010 are embed in all activities, practices and interactions with our service users, wider communities and partners. The group will report to the Corporate Equalities Strategy Group and will meet quarterly and call on services within the council as and when required. At present, the membership consists of members from

Key Area	Action	Narrative
		the People and Culture Team, Health and Social Care Partnership, Corporate Support and a Trade Union Representative.