

## Scottish Borders Health and Social Care Partnership



### Equality, Human Rights and Fairer Scotland Duty Impact Assessment (IA) – Stage 1 Proportionality and Relevance

Completion of the template below will give senior officers the confidence that the Equality Duty, the Scottish Specific Public Sector Equality Duties, Human Rights and the Fairer Scotland Duty have been considered at the beginning of and throughout the proposal development and that action plans are in place, where applicable, to; identify relevant stakeholders, undertake robust consultation to deliver a collaborative approach to co-producing the HIIA.

**What Integration Joint Board (IJB) report or Partnership decision does this proportionality and relevance assessment relate to:**

The IJB Strategic Plan 2023-26

**Relevant protected characteristics materially impacted, or potentially impacted, by proposals (employees, clients, customers, people using services) indicate all that apply**

Age	Disability Learning Disability, Learning Difficulty, Mental Health, Physical Autism/Asperger’s	Gender	Gender Reassignment	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief (including non-belief)	Sexual Orientation
Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

**Equality and Human Rights Measurement Framework – Reference those identified in Stage 1 (remove those that do not apply)**

<b>Education</b>	<b>Work</b>	<b>Living Standards</b>	<b>Health</b>	<b>Justice and Personal Security</b>	<b>Participation</b>
Higher education Lifelong learning	Employment Earnings Occupational segregation Forced Labour and trafficking*	Poverty Housing Social Care	Social Care Health outcomes Access to health care Mental health Reproductive and sexual health* Palliative and end of life care*	Conditions of detention Hate crime, homicides and sexual/domestic abuse Criminal civil justice Restorative justice Reintegration, resettlement and rehabilitation*	Political and civic participation and representation Access to services Privacy and surveillance Social and community cohesion* Family Life*

\*Supplementary indicators

<b>Main Impacts</b>	<b>Are these impacts positive or negative or a combination of both</b>	<b>Are the impacts significant or insignificant?</b>
Services provided by the Partnership are used by people who have the 9 protected characteristics.	The Strategic Plan seeks to improve impacts on all communities in the Scottish Borders	Significant
The Strategic Plan seeks to reduce poverty by decreasing health inequality and improving health outcomes in the borders.	Positive	Significant
The Strategic Plan will work with Housing to reduce negative impacts on health such as fuel poverty.	Positive	Significant
The Strategic Plan looks to improve access to and delivery of services, including social care, mental health, reproductive and sexual health, and palliative and end of life care.	Both – to improve services, this may require decommission of another service.	Significant
As part of social work services which the IJB commissions, restorative justice and	Both – to improve services, this may require decommission of another service.	Significant

reintegration, resettlement and rehabilitation will be impacted.		
From engaging with communities, we have learned we need to be better at participation when designing services.	Positive – the stated aim of the Partnership is to deliver person centred decision making by working with people who have experienced our services, the wider public and our partners. We are committed to ensuring that the experiences of patients, service users and the public are central to the development and delivery of services through a constant cycle of feedback, evaluation and involvement in service design and change.	Significant

<b>Is the proposal considered strategic under the Fairer Scotland Duty?</b>	Yes, considered strategic because it's a Strategic Plan
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<b>IA to be undertaken and submitted with the report – Yes or No</b> <b>If no – please attach this form to the report being presented for sign off</b>	<b>Proportionality &amp; Relevance Assessment undertaken by:</b>
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# Equality Human Rights and Fairer Scotland Duty Impact Assessment (IA)

## Stage 2 Empowering People - Capturing their Views



### IJB Strategic Plan

### Equality Human Rights and Fairer Scotland Impact Assessment Team

<b>Role</b>	<b>Name</b>	<b>Job title</b>	<b>Date of IA Training</b>
HER&FSD Advisor	Wendy Henderson	Independent Sector Lead Scottish Borders	
<i>Service Lead</i>	Clare Oliver	Head of Communications, NHS	
Responsible Officer	Chris Myers	Chief Officer, Integrated Joint Board	
Main Stakeholder (NHS Borders)	June Smyth	Director of Planning & Performance	
Mains Stakeholder (Scottish Borders Council)	Michael Cook	Corporate Policy Advisor, Chief Executive	

## Evidence Gathering (will also influence and support consultation/engagement/community empowerment events)

Evidence Type	Source	What does the evidence tell you about the protected characteristics affected?
Data on populations in need	Joint Strategic Needs Assessment <a href="#">HSCP Joint Needs Assessment report   Scottish Borders Council</a> ( <a href="http://scotborders.gov.uk">scotborders.gov.uk</a> )	Overall the data is saying the protected characteristic groups have increasing needs for health and social care services, especially older populations.
Data on relevant protected characteristic	Both Joint Strategic Needs Assessment and We Have Listened reports	<p>Overall the data is saying the protected characteristic groups have increasing needs for health and social care services, especially older populations.</p> <p>The JSNA provides statistics covering the following protected characteristic groups: Age, Disability (including physical, learning, autism, dementia and mental health), Gender, Religion and Ethnicity (Race).</p> <p>The We Have Listened report gathered feedback from the following groups:</p> <ul style="list-style-type: none"> <li>• Disability (Physical Disability Group, People with Learning Disabilities, See/Hear Group, Mental Health Forum)</li> <li>• Age (Borders Older People’s Partnership, Dementia Working Group)</li> <li>• Race (People from Ethnic Minorities)</li> <li>• Sexual Orientation and Gender Reassignment (People in the LGBT community)</li> </ul>
Data on service uptake/access	Both Joint Strategic Needs Assessment and We Have Listened reports	The needs assessment reported on the numbers of people using a service and the projected need in future. It is expected there is increasing need for more services in future for those of an older age and for those with disability.
Data on socio economic disadvantage	Joint Strategic Needs Assessment	The literature suggests there are pockets of deprivation in the Scottish Borders. The Inequalities section found on pages 14-18 describe disadvantage in more depth. There is further evidence about economic disadvantage in the Housing section on page 21-32.

		<p>The We Have Listened report also included an engagement with members of the Local Housing Strategic to understand issues for those who are homeless. The survey was also shared with people in prison, there were 12 responses.</p> <p>Finally a member of the project team attended a Local Housing Strategy meeting around Gypsy traveler communities to note some of the challenges these communities face in accessing health and social care services.</p>
Research/literature evidence	Joint Strategic Needs Assessment	The JSNA provides statistics covering the following protected characteristic groups: Age, Disability (including physical, learning, autism, dementia and mental health), Gender, Religion and Ethnicity (Race).
Existing experiences of service information	We have Listened Report <a href="#">NDTi We Have Listened full report   Scottish Borders Council (scotborders.gov.uk)</a>	<p>This is captured in detail in the engagement but overall people feel their access to health and social care services could be improved, especially for primary care (GPs and dentists in particular). There could be more support for carers, and communication could be better between services but also between services and the service user.</p> <p>The HSCP partnership is good at crises intervention and working with partners and community groups to provide support.</p>
Evidence of unmet need	Both JSNA and We Have Listened reports	The engagement has told us there is a need to have better communication between service and service user.
Good practice guidelines	<a href="#">Scottish Government</a>	The Scottish Government provides advice and guidance on the best way to plan and deliver integrated health and social care.
Other – please specify		
Risks Identified		
Additional evidence required		

## Consultation/Engagement/Community Empowerment Events

Please read the NDTI 'We have Listened' report for further detail - [NDTI We Have Listened full report | Scottish Borders Council \(scotborders.gov.uk\)](#)

### Event 1: Locality: Eildon

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
17/08/2022	Focus Centre, Galashiels	14 (plus 261 responses to the survey)	All

\*Attendance by category – including but not limited to: People using the service, people not using the service - currently, unpaid carers, paid carers, key stakeholders (organisation and job title)

Views Expressed	Officer Response
Communication needs to be improved, with care and health services telling people what is happening and when. Also access to information about what's available in terms of support and keeping yourself well.	This is captured in the 'Ways of Working' part of the Strategic Framework.
More preventative support –particular reference to a first responders service to take the burden off friends and family with no medical experience or knowledge	Captured in the 'Focusing on prevention and early intervention' objective of the Strategic Framework.
Develop support to carers, including through respite	Captured in the 'Supporting unpaid carers' objective of the Strategic Framework.
Primary care –improved access to GPs and use of advanced nurse practitioners	Captured in the 'Improved access to services' objective of the Strategic Framework.
Joined up care between different services and professionals	Captured in the 'Ways of Working' part of the Strategic Framework.

### Event 2: Locality: Cheviot

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
17/08/2022	Abbey Row Community Centre, Kelso	2 (plus 88 responses to the survey)	All

<b>Views Expressed</b>	<b>Officer Response</b>
Access to good medical care when you need it, including through community nurses and consider opportunities for greater use of the community hospital	Captured in the 'Improved access to services' objective of the Strategic Framework.
Closer integration between health and social care –particularly follow up care from hospital in the community	Captured in the 'Ways of Working' part of the Strategic Framework.
Local planning and developing services, so that the voice of lived experience is heard	Captured in the 'Ways of Working' part of the Strategic Framework.

### Event 3: Locality: Tweeddale

<b>Date</b>	<b>Venue</b>	<b>Number of People in attendance by category*</b>	<b>Protected Characteristics Represented</b>
18/07/2022	Peebles Community Centre, Peebles	3 (188 responses to the survey)	All

<b>Views Expressed</b>	<b>Officer Response</b>
Improving communication (and understanding) between services and with communities and those accessing services	Captured in the 'Ways of Working' part of the Strategic Framework.
Provide longer-term support for those with mental health challenges and support for people with dementia and their families	Captured in the 'Improved access to services' objective of the Strategic Framework.
Working better together, improving access to services and increasing professional and support capacity	Captured in the 'Ways of Working' part of the Strategic Framework as well as in the 'Improved access to services' objective.
Prevention, not intervention	Captured in the 'Focusing on prevention and early intervention' objective of the Strategic Framework.

### Event 4: Locality: Teviot & Liddesdale

<b>Date</b>	<b>Venue</b>	<b>Number of People in attendance by category*</b>	<b>Protected Characteristics Represented</b>
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18/08/2022	Evergreen Hall, Hawick	7 (90 responses to the survey)	All
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Views Expressed	Officer Response
Need to focus on the growing demands around dementia, including treating people with dignity and respect, good quality day services, support for carers and training for staff	Captured in the 'Improving our effectiveness and thinking differently to meet need with less', 'Supporting unpaid carers' and the 'Rising to the workforce challenge' objectives of the Strategic Framework.
Improving the assessment process for health and social care – through skilled and knowledgeable staff	Captured in the 'Rising to the workforce challenge' objective of the Strategic Framework.
Changing to providing people with/preparing them for what they need before they need it. Prevention focus	Captured in the 'Focusing on prevention and early intervention' objective of the Strategic Framework.
Attracting and retaining health and care staff to address shortages and pressures	Captured in the 'Rising to the workforce challenge' objective of the Strategic Framework.
Developing the strategy in order that it influences and reads across to others –e.g. placemaking	Captured in the 'Ways of Working' part of the Strategic Framework.

## Event 5: Locality: Berwickshire

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
19/08/2022	Southfield Community Centre, Duns	2 (85 responses to the survey)	All

Views Expressed	Officer Response
GP access and dentistry provision	Captured in the 'Improved access to services' objective of the Strategic Framework.
Communication and engagement with the local community	Captured in the 'Ways of Working' part of the Strategic Framework.
Better monitoring of service provision in terms of availability and quality	Captured in the 'Improving our effectiveness and thinking differently to meet need with less' objective of the Strategic Framework.

Promotion of the Borders as a great place to live and work in to attract health and social care professionals to address staff shortages, impact of retiring professionals	Captured in the 'Rising to the workforce challenge' objective of the Strategic Framework.
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## Event 6: Physical Disability Group

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
25/08/2022	Online (Teams)	12	Disability (Physical)

Views Expressed	Officer Response
Address variation in GP services – learn from good practice that exists and improve and communicate the triage system/role of GP receptionists	Captured in the 'Ways of Working' part of the Strategic Framework.
Address staff shortages in social care and improve communication and consistency	Captured in the 'Rising to the workforce challenge' objective of the Strategic Framework.
Join up services to take a preventative, partnership approach in which the Third Sector has a key role, as shown during Covid	Captured in the 'Ways of Working' part of the Strategic Framework as well as in the 'Focusing on prevention and early intervention' objective.

## Event 7: See/Hear Group

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
25/08/2022	Online (Teams)	12	Disability (Sight and Hearing Impairment)

Views Expressed	Officer Response
Waiting lists for audiology – these are getting longer so 'going in the wrong direction'	Captured in the 'Improved access to services' objective of the Strategic Framework.

Staffing shortages – often due to difficulties recruiting staff	Captured in the ‘Rising to the workforce challenge’ objective of the Strategic Framework.
Need to use multiple formats and ways to engage people – some people prefer face to face contact which can conflict with professionals finding technology a better use of their time.	Captured in the ‘Improving our effectiveness and thinking differently to meet need with less’ objective of the Strategic Framework.

## Event 8: Mental Health Forum

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
25/08/2022	Old Gala House	8	Disability (Mental Health)

Views Expressed	Officer Response
Need to combat stigma and lack of understanding around mental health	Captured in the ‘Reducing poverty and inequalities’ objective of the Strategic Framework.
More focus on prevention – and the need to keep people out of hospital	Captured in the ‘Focusing on prevention and early intervention’ objective of the Strategic Framework.
Better information and support to carers	Captured in the ‘Supporting unpaid carers’ objective of the Strategic Framework.
Importance of people with lived experience influencing at strategic level and service level	Captured in the ‘Ways of Working’ part of the Strategic Framework.
Improve consistency and communication from [paid] carers	Captured in the ‘Supporting unpaid carers’ objective of the Strategic Framework.
Better access to mental health services	Captured in the ‘Improved access to services’ objective of the Strategic Framework.
Better communication from mental health practitioners	Captured in the ‘Ways of Working’ part of the Strategic Framework.

## Event 9: Dementia Working Group

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
30/08/2022	Old Gala House	40	Age

			Disability
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<b>Views Expressed</b>	<b>Officer Response</b>
Before diagnosis- good advice and screening services	Captured in the 'Focusing on prevention and early intervention' objective of the Strategic Framework.
Getting a diagnosis- recognizing the emotional impact on all involved	Captured in the 'Ways of Working' part of the Strategic Framework.
Post diagnostic care - key contacts, consistent support and information	Captured in the 'Improved access to services' objective of the Strategic Framework.
Living with dementia including more support from registered day and night support services: support for carers and meaningful activities for the cared for person	Captured in the 'Supporting unpaid carers' objective of the Strategic Framework.
Integrated care and support- professional navigators, reassessment and reviews	Captured in the 'Ways of Working' part of the Strategic Framework.
Advanced care planning – including financial advice and future care planning and crisis plan	Captured in the 'Focusing on prevention and early intervention' objective of the Strategic Framework.

## Event 10: Borders Older People Partnership

<b>Date</b>	<b>Venue</b>	<b>Number of People in attendance by category*</b>	<b>Protected Characteristics Represented</b>
31/08/2022	Online (Teams)	4	Age

<b>Views Expressed</b>	<b>Officer Response</b>
Provide good information and advice about what is happening and support at local level – this helps with prevention Community Engagement on the Health and Social Care Strategic Framework	Captured in the 'Ways of Working' part of the Strategic Framework and in the 'Focusing on prevention and early intervention' objective of the Strategic Framework.
Continue to develop technology – this can address social isolation for those who are housebound	Captured in the 'Improving our effectiveness and thinking differently to meet need with less' objective of the Strategic Framework.

Providing the right care, at the right time and in the right place	Captured in the 'Improved access to services' objective of the Strategic Framework.
Providers need to work together to provide support	Captured in the 'Ways of Working' part of the Strategic Framework.

## Event 11: People with Learning Disabilities

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
September 2022	Online (Teams)	13	Disability

Views Expressed	Officer Response
Consistent use and better awareness of learning disability markers/alerts.	Captured in the 'Reducing poverty and inequalities' objective of the Strategic Framework.
Transport for independence. People with a learning disability often have difficulties using public transport – exacerbated if staying in a rural area.	Captured in the 'Improved access to services' objective of the Strategic Framework.
Social care support - which can work well, but not for everyone. Staff need to have right approach and understanding. Carers don't have enough time to spend with people.	Captured in the 'Improving our effectiveness and thinking differently to meet need with less' objective of the Strategic Framework as well as the 'Supporting unpaid carers' objective.
Day support services - Some people are happier coming out of day services but still need activities and stimulation.	Captured in the 'Supporting unpaid carers' objective of the Strategic Framework.
Carer support and respite - some carers would welcome additional respite support to give people time away from caring responsibilities but with more good experiences for people e.g. Jumbulance holidays where people have a good holiday with activities	Captured in the 'Supporting unpaid carers' objective of the Strategic Framework.
Communication – it's often a problem knowing who makes decisions and who to go to for information about services, particularly during Covid and about what's happening in the community	Captured in the 'Ways of Working' part of the Strategic Framework.

Volunteering and work opportunities – which are really important for people with a learning disability for independence and self-esteem.	Captured in the ‘Reducing poverty and inequalities’ objective of the Strategic Framework.
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## Event 12: People from Ethnic Minorities

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
September	Farne Salmon, Duns	18	Race

Views Expressed	Officer Response
Better access to GPs	Captured in the ‘Improved access to services’ objective of the Strategic Framework.
Recruitment of health and social care staff – technology may help	Captured in the ‘Rising to the workforce challenge’ objective of the Strategic Framework.
Availability of NHS dentists	Captured in the ‘Improved access to services’ objective of the Strategic Framework.

## Event 13: Self-Directed Support

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
September 2022	Online (Teams)	5	Age Disability

Views Expressed	Officer Response
Staff recruitment and training – including to use equipment	Captured in the ‘Rising to the workforce challenge’ objective of the Strategic Framework.

Communication - through a range of methods (too much reliance on internet to find information) and having a central source of information available	Captured in the 'Ways of Working' part of the Strategic Framework.
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## Feedback gathered: Unpaid Carers

Reviewed survey results from Carers Needs Assessment. Protected characteristic: Age, Gender, Disability

Views Expressed	Officer Response
Carers' own health and wellbeing affected by their caring role	Captured in the 'Supporting unpaid carers' objective of the Strategic Framework.
Support from GP practices in relation to their caring role	Captured in the 'Supporting unpaid carers' objective of the Strategic Framework.
Time out for carers	Captured in the 'Supporting unpaid carers' objective of the Strategic Framework.
Better information	Captured in the 'Ways of Working' part of the Strategic Framework.

## Feedback gathered: LGBTQ

Questions circulated through LGBTQ networks, 13 responses came back. Protected characteristic: Sexual Orientation, Gender and Gender Reassignment.

Views Expressed	Officer Response
Recognition of LGBT rights and needs and LGBT Equalities training for Health and Social care staff for a better understanding of LGBT people.	Captured in the 'Reducing poverty and inequalities' objective of the Strategic Framework and in the 'Rising to the workforce challenge' objective.
Reassurance on safety for LGBT people for personal choice and dignity when accessing health and social care resources.	Captured in the 'Reducing poverty and inequalities' objective of the Strategic Framework.
Mental health services – appointments are hard to get, GPs lacking understanding of LGBT people with mental health issues and often only attempting to help people through medication, lack of communication resulting in stress. More investment needed including in suicide prevention through meeting spaces and activities	Captured in the 'Improved access to services' objective of the Strategic Framework.
Invisibility of older people and improvement of health and social support for this age group	Captured in the 'Reducing poverty and inequalities' objective of the Strategic Framework.

Difficulties accessing primary care	Captured in the 'Improved access to services' objective of the Strategic Framework.
More local and community support would be better and support to reduce social isolation	Captured in the 'Ways of Working' part of the Strategic Framework.
More meaningful consultation and involvement of LGBT people	Captured in the 'Ways of Working' part of the Strategic Framework.

### Discussion with staff: Homelessness

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
24/08/2022	Online (Teams)	Although 400 people with lived experience were invited, none came along so the discussion was held with staff who work closely with this group instead. Feedback from an early engagement survey carried out in Oct-Nov 2021 was also looked at.	Disability (mental health/addiction)

Views Expressed	Officer Response
Shortages in local housing provision - people have to move away from support networks	Captured in the 'Improving our effectiveness and thinking differently to meet need with less' objective of the Strategic Framework.
Shortage of safe homeless accommodation for vulnerable groups of people	Captured in the 'Improving our effectiveness and thinking differently to meet need with less' objective of the Strategic Framework.
Joined up approach for individuals with mental health problems	Captured in the 'Improving our effectiveness and thinking differently to meet need with less' objective of the Strategic Framework as well as in the 'Ways of Working' part of the Strategic Framework.
Lack of affordable housing for key workers in NHS and social care	Captured in the 'Rising to the workforce challenge' objective of the Strategic Framework.



## Discussion with staff: Gypsy Traveler Community

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
18/08/2022	Online (Teams)	Discussion was held with staff who work closely with this group. Feedback from 3 interviews at St. Boswell's Fair were incorporated	Race Religion and Belief

Views Expressed	Officer Response
Institutional racism is a barrier to accessing services.	Captured in the 'Ways of Working' part of the Strategic Framework as well as in the 'Reducing poverty and inequalities' objective of the Strategic Framework and in the 'Improved access to services' objective of the Strategic Framework.
Not having a permanent address makes it difficult to access appointments.	Captured in the 'Improved access to services' objective of the Strategic Framework.
Common to have self-diagnoses as people are reluctant to attend GP for minor symptoms. Common to have late presentation of illness.	Captured in the 'Focusing on prevention and early intervention' objective of the Strategic Framework.
Some sites have better access to facilities and services than others (Innerleithen is a good model, Victoria Park working less well).	Captured in the 'Improved access to services' objective of the Strategic Framework.

# Equality, Human Rights and Fairer Scotland Duty Impact Assessment

## Stage 3



## Analysis of findings and recommendations

### IJB Strategic Framework 2023-26

Please detail a summary of the purpose of the proposal being developed or reviewed including the aims, objectives and intended outcomes

The proposal is concerned with the development of the renewed IJB Strategic Plan for the time period of 2023-2026. The Strategic Plan has since been developed into a Strategic 'Framework' and is positioned as a high level framework document to be used across Scottish Borders health and social care.

The Strategic Framework seeks to improve the outcomes of our communities, and is based on understanding the needs of our communities. The mission is "To help the people of the Scottish Borders to live their lives to the full, by delivering seamless services that place their needs at the heart of everything we do." The Framework was developed by:

1. Considering the social determinants of health
2. Considering the challenges we currently and would expect to face in the Scottish Borders, including analysing our Strengths Weakness Opportunities and Threats
3. Reviewing our performance against the National Health and Wellbeing outcomes in the context of the actions taken in our last Strategic Plan.
4. Understanding our local population public health needs ('Needs of our Communities; report)
5. Engaging and listening to our communities and understanding their expressed needs ('We have Listened' reports)

There are 6 key objectives outlined in the Framework:

1. Improving access to services
2. Rising to the workforce challenge
3. Focusing on prevention and early intervention
4. Supporting unpaid carers
5. Improving our effectiveness and efficiency
6. Reducing poverty and inequalities

The Framework also acknowledges we need to change our ways of working, particularly around communication and engagement with the public and making our services more streamlined and efficient. These new ways of working are as follows:

1. People at the heart of everything we do
2. Good agile teamwork and ways of working – Team Borders approach
3. Deliver quality, sustainable, seamless services
4. Dignity and respect
5. Care and compassion
6. Inclusive, co-productive and fair with openness, honesty and responsibility

The intended outcomes are aligned with the 9 national wellbeing outcomes. The ambition for the Framework is:

- 95% of adults able to look after their health well (currently 93.4%)
- 85% of adults supported at home agree they are supported to live independently (currently 73.1%)
- 80% of adults agree that they had a say in how their help, care or support was provided (currently 63.4%)
- 75% of adults supported at home agree that their health and social care services are well coordinated (currently 59.3%)
- 80% of adults receiving any care or support rate it as excellent or good (currently 73.9%)
- 80% of people have a positive experience of care at their GP practice (currently 65.9%)
- 80% of adults supported at home agree that their services improve or maintain their quality of life (currently 70.5%)
- 70% of carers feel supported to continue in their caring role (currently 29.4%)
- 85% of adults supported at home agree they feel safe (currently 77.3%)

Equality Act 2010 – Relevant Protected Characteristics as identified in Stage 1 (remove those that do not apply)

Protected Characteristic	Equality Duty		What impact and or difference will the proposal have	Measures to evaluate/mitigating actions
Age	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	Measured through the 9 Health and Wellbeing Outcomes  Delivery through: <ul style="list-style-type: none"> <li>- Service / Programme Plans</li> <li>- Locality Plans</li> <li>- Health and Social Care Annual Plans</li> <li>- Local Housing Strategy</li> </ul>
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above
	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above
Disability	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	See above
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above
	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above
Gender Reassignment	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	See above
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above

	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above
Marriage and Civil Partnership	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	See above
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above
	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above
Pregnancy and Maternity	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	See above
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above
	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above
Race	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	See above
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above
	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above
Religion & Belief including non-belief	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	See above
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above

	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above
Sex	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	See above
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above
	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above
Sexual Orientation	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		Positive, the proposal seeks to reduce these.	See above
	Advancing equality of opportunity		Positive, the proposal seeks to advance this.	See above
	Fostering good relations by reducing prejudice and promoting understanding		Positive, the proposal seeks to achieve this.	See above

**Equality and Human Rights Measurement Framework Human– Reference those identified in Stage 1 (remove those that do not apply)**

Article	Enhancing or Infringing	Impact and or difference will the proposal have	Measures to evaluate/mitigating actions
Education	Higher education and lifelong learning	The 'Rising to the workforce challenge' objective will focus on improving this	Actions will be taken through the IJB Workforce plan to improve outcomes on education and workforce.
Work	Employment Earnings	The 'Rising to the workforce challenge' objective will focus on improving this	See above.

	Occupational segregation Forced Labour and trafficking*		
Living Standards	Poverty Housing Social Care	<p>The 'Reducing poverty and inequalities' objective particularly focuses on achieving better outcomes for those in poverty.</p> <p>Housing is recognised as a partner in achieving the strategic objectives in the Framework.</p> <p>Social Care services are a service under the IJB which will be required to implement changes which achieve the 6 objectives and 9 National Health and Wellbeing outcomes.</p>	<p>The Strategic Framework will be delivered in partnership with Housing teams and Community Planning Partnership (CPP) to reduce poverty and improve issues around housing.</p> <p>Housing and Homelessness is incorporated within the Strategic Framework.</p> <p>Services will also be measured against the 9 National Health and Wellbeing outcomes.</p>
Health	Social Care Health outcomes Access to health care Mental health Reproductive and sexual health* Palliative and end of life care*	The Strategic Framework seeks to improve outcomes for all these areas by delivering the 6 key objectives and 9 National Health and Wellbeing outcomes.	Will be measured through the 9 National Health and Wellbeing outcomes.
Justice and Personal Security	Conditions of detention Hate crime, homicides and sexual/domestic abuse Criminal civil justice Restorative justice Reintegration, resettlement and rehabilitation*	<p>Community Justice is an IJB partner and will be required to support delivery of the 6 objectives.</p> <p>This is also captured in the National Health and Wellbeing outcome: Adults supported at home agree they feel safe.</p>	Will be measured through the National Health and Wellbeing outcome: Adults supported at home agree they feel safe. Aiming to achieve 85%, currently the figure is 77.3%.

Participation	<p>Political and civic participation and representation</p> <p>Access to services</p> <p>Privacy and surveillance</p> <p>Social and community cohesion*</p> <p>Family Life*</p>	<p>The Strategic Framework recognises our communities have not been well engaged in the past and it is difficult to get the right care at the right time.</p> <p>The Framework seeks to improve this with new and improved ways of working.</p>	<p>The Communications and Engagement Strategy, which is part of the Strategic Framework delivery, will outline actions to improve this.</p> <p>Reinstatement of the Locality Working Groups is a key action to ensuring better community participation in the delivery of the Framework objectives.</p>
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### Fairer Scotland Duty

Identify changes to the strategic programme/proposal/decision to be made to reduce negative impacts	The key objective: 'Reducing poverty and inequalities' seeks to reduce health inequalities on disadvantaged groups. Delivery of the other 5 objectives will also help reduce negative impacts on services users of the health and social care system.
Identify the opportunities the strategic programme/proposal/decision provides to reduce or further reduce inequalities of outcome	The key objective: 'Reducing poverty and inequalities' seeks to further reduce inequalities of outcomes. Much of this work will be delivered through Public Health and with partnership working with the Community Partnership Plan (CPP).

### Are there any negative impacts with no identified mitigating actions? If yes, please detail these below:

<p>The limited budget placed on the IJB means there will be difficult financial decisions to be made in future. This could for example result in the closure of a service or reallocation of resources to deliver work. This may not always have a positive impact on staff or service users, but is necessary for the sustainability of health and care services in the Scottish Borders.</p> <p>This negative impact will be monitored through the Financial Framework and by the IJB Board.</p>
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## Equality, Human Rights & Fairer Scotland Duty Impact Assessment Recommendations

What recommendations were identified during the HIA process:

Recommendation	Recommendation owned by:	Date recommendation will be implemented by	Review Date
A number of people have said communication needs to be better both between services and between services and their users. The communication the IJB has with the public could also be improved. This is captured in the Strategic Framework and will be improved upon through the Communications and Engagement Strategy.	Chris Myers, Chief Officer IJB Clare Oliver, Head of Communications and Engagement, NHS	March 31 2026	Annual
Numerous groups across the protected characteristics have said access to services was poor, particularly to access primary care (GPs and dentists specifically mentioned).  Improving access to services is one of the 6 key priorities.	Cathy Wilson, General Manager, Primary and Community Services	March 31 2026	Annual
Many groups recognised that the system was back to front, we are good in a crises but not good at prevention.	Sohail Bhatti, Director of Public Health, NHS	March 31 2026	Annual

<p>Focusing on prevention and early intervention is one of the 6 key priorities.</p>			
<p>It was acknowledged by many groups that unpaid carers need more information and respite to better deliver care. This was particularly raised by the unpaid carers group and learning disabilities group, however also mentioned by the Mental Health Forum and Dementia Working Group. These actions will be delivered through the Carers Workstream.</p> <p>'Supporting unpaid carers' is one of the 6 key priorities.</p>	<p>Lynn Gallacher, Borders Carers Centre Jenny Smith, Borders Carers Voice</p>	<p>March 31 2026</p>	<p>Annual</p>
<p>From the engagement, it is apparent that the public are aware of the staff shortages in health and social care. Several groups remarked training was needed to provide a better service, for example around LGBTQ+ rights and needs. These recommendations will be delivered through the IJB Workforce Plan</p> <p>Suggestions were made to make the Borders an attractive place to live</p>	<p>Erick Ullrich, Organisational HR Manager, SBC Clare Smith, Workforce Human Resource Manager, NHS Borders Wendy Henderson, Partners for Integration, Scottish Care</p> <p>Jenni Craig, Community Planning Partnership, SBC</p>	<p>March 31 2026</p>	<p>Annual</p>

<p>and work to help fill gaps, a priority for the CPP plan. The IJB needs to work in partnership with the CPP to make the Borders a more attractive place to work.</p> <p>'Rising to the workforce challenge' is one of the 6 key priorities.</p>	<p>Chris Myers, Chief Officer, IJB</p>		
<p>It is recognised that we need to change our way of working and be more streamlined and efficient when it comes to staffing and our resources. Various groups recommended using technology more to improve our effectiveness in delivering services.</p> <p>Discussion with staff who work with homelessness raised there was also a strong link between health and housing. Partnership working with housing teams and with the CPP may help address these wider issues.</p> <p>'Improving our effectiveness and thinking differently to meet need with less' is one of the 6 key priorities.</p>	<p>Gwyneth Lennox, Interim Chief Officer, Adult Social Work &amp; Practice, SBC</p> <p>Jenni Craig, Community Planning Partnership, SBC Donna Bogdanovic, Housing, SBC</p> <p>Chris Myers, Chief Officer Hazel Robertson, Chief Finance Officer</p>	<p>March 31 2026</p>	<p>Annual</p>
<p>There are various protected characteristic groups who suggested</p>	<p>Sohail Bhatti, Director of Public Health, NHS</p>	<p>March 31 2026</p>	<p>Annual</p>

<p>better training for staff to reduce stigma and improve understanding of their protected characteristic was needed. This was raised by the mental health forum, learning disability, LGBTQ+ people, older people, those in the community justice system who completed the survey and by staff who work with the gypsy traveller community.</p> <p>'Reducing poverty and inequalities' is one of the 6 key priorities.</p>	<p>Wendy Henderson, Partners for Integration, Scottish Care</p>		
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### Monitoring Impact – Internal Verification of Outcomes

How will you monitor the impact this proposals affects different groups, including people with protected characteristics?

<p>The Strategic Framework will be supported by a number of high-level frameworks to enable its delivery which include:</p> <ul style="list-style-type: none"> <li>- Integrated Financial Framework</li> <li>- Integrated Workforce Plan</li> <li>- Communications and Engagement Strategy</li> </ul> <p>These will all have an IIA associated which consider the impacts from the protected characteristics.</p>
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### Procured, Tendered or Commissioned Services (SSPSED)

Is any part of this policy/service to be carried out wholly or partly by contactors and if so, how will equality, human rights including children's rights and the Fairer Scotland duties be addressed?

The Health and Social Care Strategic Framework will be used by the Integration Joint Board, NHS Borders, Scottish Borders Council (joint partners in the Health and Social Care Partnership), Primary Care Providers, Independent and Third Sector providers and partners involved in the 'Enjoying Good Health and Wellbeing' theme of the Community Planning Partnership. Where services or programmes are commissioned by the Health and Social Care Partnership, they will directly align to the Strategic Framework, our associated Equalities and Human Rights mainstreaming process, and IJB governance. This will be considered at strategic (IJB) and operational (HSCP) level. In addition, the Commissioning Board pays due regard to the HSCP's Fairer Scotland duties.

### **Communication Plan (SSPSED)**

Please provide a summary of the communication plan which details how the information about this policy/service to young people, those with a visual or hearing sensory impairment, difficulty with reading or numbers, learning difficulties or English as a second language will be communicated.

The National Development Team for Inclusion were contracted to gather the initial needs of the communities to develop the Strategic Framework. They engaged with those who have a learning disability, who have sensory impairment and people who consider English as a second language. Since the Strategic Framework has been developed, these groups have been contacted again to discuss the Strategic Framework.

An Easy Read version has been created of the Strategic Framework and is available on the IJB website.

A Braille version as well as alternative language may be requested, but until the request is made, not yet produced.

### **Signed Off By:**

**Chris Myers, Chief Officer, Scottish Borders Health and Social Care Integration Joint Board**

### **Date:**

**7 March 2023**