

Scottish Borders Health and Social Care Partnership – Equality Mainstreaming Progress Report 2019 to 2023

This Equality Mainstreaming Report provides an overview of the key areas progressed that ensure that users of health and social care services, their families and carers will:

| Equality Outcome | Description |
|------------------|---|
| Outcome 1 | Experience fair access to services that mitigate the impact of any protected characteristics under the Equality Act (2010) |
| Outcome 2 | Be supported to access education, training and employment |
| Outcome 3 | Have improved physical and mental wellbeing, experience fewer health inequalities and will be able to live independently |
| Outcome 4 | Experience a workforce that feel valued, are skilled, competent, and reflect the diversity of the populace across the Scottish Borders |
| Outcome 5 | Feel safe, be safe, healthy, achieving, respected and included |
| Outcome 6 | Experience services that reflect the needs of the communities, address health inequalities, and which shift the balance of these services towards early intervention and prevention |
| Outcome 7 | Be confident that the information they provide, particularly in relation to the protected characteristics, will be used to make improvements to services and the way they are planned and delivered |

The report does not include an update against the following Scottish Specific Public Sector Equality Duties

- Gather and use employee information
- Publish gender pay gap information
- Publish information on equal pay
- Embed the equality duty into the IJB's procurement processes

This is because these continue to be reported through the two employing organisations of the Scottish Borders HSCP. The HSCP supports the achievement of these requirements with progress being reported in the Scottish Borders Council and NHS Borders Mainstreaming Progress Report.

The sections below outline the Scottish Borders HSCP's progress against its equality outcomes between 2019-23.

The equality outcomes set for the period 2016 to 2020 link directly to Integration Planning and Delivery Principles and the following National Health and Wellbeing Outcomes:

| National Health and Wellbeing outcome | Description |
|---------------------------------------|---|
| 1 | People are able to look after their own health and wellbeing and live for longer |
| 2 | People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community. |
| 3 | People who use health and social care services have positive experiences of those services, and have their dignity respected. |
| 4 | Health and social care services contribute to reducing health inequalities |
| 5 | People who use health and social care services are safe from harm |
| 9 | Resources are used effectively and efficiently in the provision of health and social care services |

Equality Outcome 1: Experience fair access to services that mitigate the impact of any protected characteristics under the Equality Act (2010)

The IJB has worked to comply with its Equalities, Human Rights and Fairer Scotland duties, and a Strategic Lead for Equality and Human Rights was appointed in February 2022 to lead this work. The key deliverables and progress to date include:

- February 2022 Review of current processes and approach
- April to June 2022 Coproduction of a suite of documentation to support the undertaken and publication of Equality and Human Rights Impact Assessments
- May 2022 Strategic Planning Group Equality Duty awareness session
- June 2022 Equality and Human Rights Impact Assessment documentation concluded
- June 2022 IJB Audit Committee updated on the actions to be taken to deliver compliance with the Equality Duty
- Ongoing since June 2022 Programme to embed and evidence a culture of undertaking E&HR Impact Assessments commences with senior staff responsible for reviewing and assessing Partnership services
- Ongoing since June 2022 Individual introductory and awareness sessions undertaken to support senior staff review and consult from an equalities perspective
- August 2022 – Individual discussions undertaken to support the delivery of an Equality and Human Rights Foundation Group
- September 2022 Equality and Human Rights Foundation Group established. Membership includes representatives of Mental Health Services, Third Sector, Scottish Borders LGBTQ+ Forum, People with Lived Experience, Alcohol and Drugs Partnership, SBHSCP Associate Nurse Director – Chief Nurse, Partners for Integration, External Providers of adult health and social care services. 3 of the members of the Foundation Group are members of the Partnership’s Strategic Planning Group, 2 are members of the Integration Joint Board and Partnership’s Strategic Lead for Equality and Human Rights is in attendance at Integration Joint Board.
- September 2022 Internal audit of the IJB compliance with the Equality Duty and the specific duty to assess policies and practices undertaken
- October 2022 Attendance at the Equality and Human Rights Commissions awareness sessions designed to support Partnership equality leads across Scotland to further develop their respective IJB understanding of the Equality Duty, develop SMART equality outcomes and deliver a robust approach to equality impact assessments .
- October 2022 Jointly with Glasgow City Health and Social Care Partnership’s Strategic Lead for Equalities established a national network of Partnership Leads. The purpose of this group is to deliver a peer support network, provide a cross Scotland approach to continually improving the quality of life outcomes for people using Partnership services and relationships with key equality and human rights stakeholders e.g., Equality and Human Rights Commission and the Scottish Government’s Equality Unit and National Care Service Directorate.
- October to December 2022 Equality and Human Rights Foundation Group coproduce presentation to be delivered to the Strategic Planning Group
- December 2022 Integration Joint Board and Strategic Planning Group Equality, Human Rights and Fairer Scotland Duty Development Session
- December 2022 Presentation of the rationale to the SPG to undertake an Equality and Human Rights Impact Assessment Scrutiny Role
- December 2022 Presenting a number of recommendations to the SPG developed to evidence compliance with the specific duty to assess policies and practices
- December 2022 Equality and Human Rights Governance and Performance Framework approved

- January 2023 Ongoing discussions with Scottish Borders Council and NHS Borders to deliver synergies between the three listed public authorities
- January 2023 to March 2023 Equality and Human Rights Foundation Group focus on coproducing the Equality Outcomes and Mainstreaming Framework 2023 to 2025
- March 2023 IJB Mainstreaming Progress Report 2018 to 2023 developed and presented to the IJB for sign off.

Including the Fairer Scotland Duty 2018 requirements in the Equality and Human Rights Impact Assessment will support the IJB evidence progress against its commitment to reduce poverty and inequality, including health inequalities, a new strategic aim of the Scottish Borders Health and Social Care Partnership's developing Strategic Framework. Reporting progress against the actions identified to further reduce poverty and inequality of outcome, the opportunities to further reduce poverty and inequality of outcome and the documentation of changes made to the strategic programme/proposal/decision to reduce negative impacts in response to views expressed by people with the relevant protected characteristics, lived experience and communities/group experiencing inequality will be the responsibility of the newly formed Strategic Planning Group's Equality and Human Rights Subgroup. Membership of which reflects the protected characteristics, people or organisations representing people with lived experience and communities/groups experiencing inequality. Reports will be presented to the SBHSCP's Audit Committee, Strategic Planning Group and the Integration Joint Board.

Over the reporting period we commissioned Shared Lives to provide bespoke inclusive support to people across the Scottish Borders. Shared Lives is similar to fostering, helping people aged 16 and over with a wide range of disabilities, conditions and other support needs to live in their local community, by matching them with an approved carer. Carers share their home, family and community life with the person they are supporting, whilst providing them with the care they require in an inclusive and homely environment. Every placement is unique, with the support provided being tailored to meet the individual needs of each person. This includes people with learning disabilities or mental health issues, older adults and also young people being supported through transitional services. Further information is available from: <https://scottishborders.moderngov.co.uk/documents/s49772/6.%20d%20Appendix-2021-5%20attach%20sharedlivesbordersfinal.pdf>

Within the Scottish Borders, we have worked to implement Community Led Support which seeks to make the culture and practice of community health and social work delivery more clearly values-driven, community focused in achieving outcomes, empowering of staff and a true partnership with local people. The Social Care (Self-Directed Support) (Scotland) Act aims to ensure that care and support is delivered in ways that support choice and control over one's own life and which respect the person's right to participate in society. The Community Led Support model provides a real opportunity to embed the Statutory Principles outlined in the Act of participation, involvement and collaboration by providing a direct link between communities and health and social work practice. This led to the establishment of locality based What Matters Hubs. The Hubs offer increased opportunities for all Scottish Borders residents to access information and advice. Further information is available at: https://www.scotborders.gov.uk/info/20069/what_help_and_support_is_available/839/what_matters_hubs

This also links into the following outcomes of our statutory delivery partners:

- NHS Borders Outcome 2: Our services meet the needs of and are accessible to all members of our community
- Scottish Borders Council Outcome 2: Our services meet the needs of, and are accessible to; all members of our community and our staff treat all services users, clients and colleagues with dignity and respect

Equality Outcome 2: Be supported to access education, training and employment

The Scottish Borders Health and Social Care Partnership's Integrated Workforce Plan is aligned to the Partnership's developing equality outcomes and mainstreaming framework, and the Integration Joint Board's Commissioning Approach which includes close partnership and co-production with communities. This will ensure that people using services and staff at all levels have their voices heard as a way of participating in and influencing the development and delivery of services which deliver person centred and high-quality care. In the medium term (years 2-3), we will engage with local communities about our workplace practices in partnership with Scottish Borders Centre for Equalities.

With the aim of delivering purposeful occupational opportunities, there has been work under the Autism Coordinator and Autism Strategy Group to increase opportunities for Autistic people to access employment, volunteering and interests. This has included work with Employment, third sector agencies improve career advice, economic opportunities and training. In January 2023, dedicated Additional Support Needs employment events have been held with DYW Borders, the Department of Work and Pensions and South of Scotland Enterprise. In addition, in partnership with Borders College, a quiet induction process has been developed for people with additional support needs, College staff have been upskilled and an autism friendly sensory room is being developed. Social innovation training for Additional Support Needs youths was launched in August 2022 with Youth Enterprise Scotland - Funded by the Local employment programme.

The Scottish Borders Health and Social Care Partnership launched its Physical Disability Strategy in 2019, and have been working in partnership with people with Physical Disability and third sector organisations to deliver this. One of the ambitions within this is that people with a physical disability are able to participate fully in education and paid employment, enabling their talent and abilities to enrich the Scottish Borders. People with a physical disability are supported through transitions in their lives e.g. from school to work.

Equality Outcome 3: Have improved physical and mental wellbeing, experience fewer health inequalities and will be able to live independently

Section 3 of our Joint Strategic Needs Assessment report evidences the current situation relation to health inequalities in the Scottish Borders:
https://www.scotborders.gov.uk/downloads/download/877/scottish_borders_health_and_social_care_integration_strategic_plans

In line with the pressures that we have faced, we have seen a deterioration in our local Health and Wellbeing Outcomes in 2021/22. This is very much reflective of the feedback that we have received from our service users, staff, unpaid carers and partners about the significant pressures that they are under, about the challenges of being able to provide or access key services in a timely manner, and in the higher levels of risk being experienced across the whole health and social care system.

2021/22 performance for the Scottish Borders Health and Social Care Partnership against the National Health and Wellbeing outcomes are derived from national Health and Care Experience Survey feedback for people in the Scottish Borders, and summarised below:

| Scottish Borders performance | Health and Wellbeing Outcome Indicator |
|---|---|
| Better than the national average | <ul style="list-style-type: none"> • People reporting that they are able to look after their health very well or quite well • Premature mortality rate • Emergency admission rate • Spend on hospital stays where the person was admitted due to an emergency (2019/20 data) • Emergency readmissions to hospital within 28 days of discharge • Rate of falls in the Scottish Borders |
| Broadly in line with the national average | <ul style="list-style-type: none"> • Proportion of care services graded as good or better in Care Inspectorate inspections • Adults receiving care who rated the care they receive as excellent or good • People who had a positive experience of care at their GP practice • Carers who felt supported to continue in their caring role • Adults supported at home who agreed they felt safe • People in their last 6 months of life spent this at home or in a community setting in the Scottish Borders, compared to the national average |
| Below the national average | <ul style="list-style-type: none"> • Adults supported at home who agreed that they had a say in how their help, care or support was provided • Adults supported at home who agreed that their health and social care services seemed to be well co-ordinated • Adults supported at home who agreed that they were supported to live as independently as possible • Adults supported at home who agreed that their services and support had an impact on improving or maintaining their quality of life • Adults with intensive care needs in the Scottish Borders receiving care at home, compared to the national average • Occupied bed days in hospital associated to emergency admissions |

This also links into the following outcomes from our statutory delivery partners:

- NHS Borders Outcome 6: We work in partnership with other agencies and stakeholders to ensure our citizens have the freedom to make their own choices and are able to lead independent, healthy lives as responsible citizens
- Scottish Borders Council Outcome 5: Our citizens have the freedom to make their own choices and are able to lead independent, healthy lives as responsible citizens

Equality Outcome 4: Experience a workforce that feel valued, are skilled, competent, and reflect the diversity of the populace across the Scottish Borders

Our integrated workforce plan outlines the aim of the Partnership to create a culture and conditions that will help staff across the health and social care sectors to maintain or develop good physical, emotional, financial and social health as a way of supporting staff look after themselves, the people they work with and the people they care for.

Health and Social Care Staff across the partnership are offered the opportunity to undertake iMatter annually, with action plans developed based upon the outputs, forming a key part of the Healthy Organisation Culture element of the National 2020 Workforce Vision.

This also links into the following outcomes from our statutory delivery partners:

- NHS Borders Outcome 1: We are seen as an inclusive and equal opportunities employer where all members of staff feel valued and respected and our workforce reflects our community
- NHS Borders Outcome 7: We work in partnership with other agencies and stakeholders to ensure the difference in rates of employment between the general population and those from underrepresented groups is improved
- Scottish Borders Council Outcome 1: We are seen as an inclusive equal opportunities employer where all staff feel valued and respected and our workforce reflects our community.
- Scottish Borders Council Outcome 6: The difference in rates of employment between the general population and those from under-represented groups is improved.

Equality Outcome 5: Feel safe, be safe, healthy, achieving, respected and included

Within the Scottish Borders in 2021:

- 77.3% of adults supported at home agree they feel safe
- 93.4% of adults reported that they were able to look after their health well
- 70.5% of adults supported at home agree that their services improve or maintain their quality of life
- 63.4% of adults agree that they had a say in how their help, care or support was provided.

As noted above, there has been significant work undertaken to develop the Community Led Support agenda, and this is currently being re-invigorated. There are close links with our third sector partners, including Borders Care Voice who work with people and providers to promote equality and support change in health and social care, who are members of the Integration Joint Board and Strategic Planning Group. In addition, further work is planned with the Third Sector Interface to promote this agenda

further, and with our broader Community Planning Partners.

Our new Health and Social Care Strategic Framework aims “to help the people of the Scottish Borders to live their lives to the full, by delivering seamless services that place them at the heart of everything we do.”

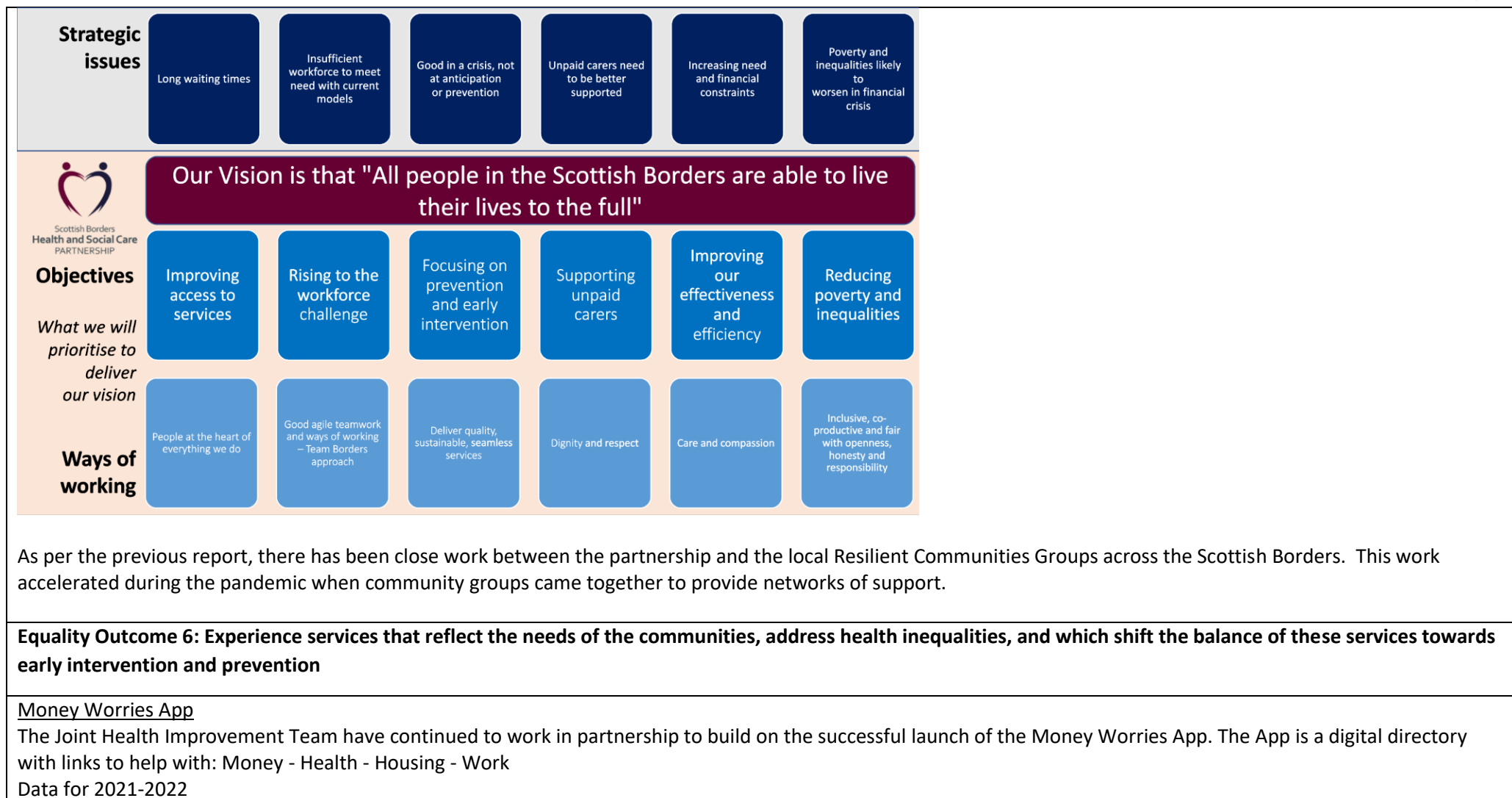
To develop our new Strategic Framework, we listened to our Communities, and commissioned the National Development Team for Inclusion to undertake an extensive and inclusive approach to this. As part of this, 737 people responded to our online survey; and we engaged with 130 people from eleven groups of stakeholders to listen to the views of people from different equality groups. The groups were:

- Physical Disability Group
- See/Hear Group
- Mental Health Forum
- Self-Directed Support (SDS) Group
- People with Learning Disabilities (from Local Citizens Panels)
- Dementia Working Group
- Carers (through survey responses and noting the involvement of carers in a number of these stakeholder sessions)
- Borders Older People’s Partnership
- People from Ethnic Minorities (employees at Farne Salmon)
- People in the LGBT community, and a;
- Homelessness workshop (part of Housing Strategy engagement).

Further information is available from the link below to the We Have Listened reports:

https://www.scotborders.gov.uk/downloads/download/877/scottish_borders_health_and_social_care_integration_strategic_plans

The feedback was used to understand what matters to our communities and to understand the strategic issues which could impact on the health and wellbeing outcomes in the Scottish Borders. These themes and the associated objectives and ways of working are listed below.



| April 2021 - March 2022 | |
|--------------------------------|-------------|
| Activity | Amount |
| Total Users / Downloads | 444 |
| Screen Views | 1494 |
| Sessions | 736 |

We had a total of 444 downloads between 1st April 2021 and 31st March 2022. People using the App are engaging in more than one session, this suggests they are accessing support in more than one area. We have invested time in the development of a 20 minute information session to:

- Raise Awareness of the App
- Encourage 'real-time' download
- Enable staff to signpost people to the App Information sessions have been facilitated with:
 - Scottish Borders Health and Social Care Partnership Community Hubs
 - NHS Borders Contact Tracing Team
 - NHS Borders Community Testing Team
 - Live Borders Library Services
 - Scottish Borders Council CLD Youth and Adult learning services
 - Home Energy Scotland
 - Elected Members

Real time evaluation has confirmed staff:

- Are confident to talk about money
- Sessions have raised awareness of income maximisation support
- Are more aware of the App post session
- Have increased confidence to signpost people to the App post session

Low and Slow: A holistic approach to address food and fuel poverty

The Scottish Borders Health and Social Care Partnership Joint Health Improvement Team worked in partnership with Changeworks, Morrisons Supermarket and Burnfoot Community Futures to launch a successful Low and Slow project across Hawick and Newcastleton. This eight week project aimed to reduce fuel and food bills by providing a home energy assessment, advice & support and slow cooking recipes.

Feedback from participants suggests Low & Slow demonstrates a collective impact:

- The project led to food and fuel savings
- Increased confidence to cook using a slow cooker
- Having more time to spend with family Low & Slow also impacted on individuals
- 1 participant has been awarded £1200 towards energy debt
- 1 participant has been signposted to Citizen's Advice Bureau Example in action A Low & Slow participant was signposted to Changeworks following an unexpected rise in their energy bills. Changeworks contacted their energy supplier and shared feedback with the participant about small changes they could make. As a result of these changes their energy bills dropped by 50%.

Community Benefits Gateway Is now live in the Scottish Borders!

The Gateway aims to connect Third Sector organisations and NHS Scotland suppliers who may be able to support local project needs with an 'in kind' offer. An 'in kind' offer could include: volunteering, work placement opportunities, professional advice, capacity building training, assistance to build community facilities and much more! A partnership group has been established to review applications on the basis of three priorities:

- Reducing Health Inequalities
- Contributing to Anti-Poverty Work
- Improving health & wellbeing The Gateway is part of NHS Scotland's ambition to ensure that through all of our areas of work we bring maximum benefits to the people of Scotland. Access the portal https://nhsns.service-now.com/community_benefit See the short animation https://www.youtube.com/watch?v=RyeU_4-Ztg0

Financial Inclusion in Early Years

Financial Inclusion work is supported by the Money Worries Leaflet (2019) which is used by Health Visitors and Midwives. Referrals to Financial Support Team and total gains are noted below.

April 2021 - March 2022

500 referrals

A 35% increase in last years figures

April 2021 - March 2022

total gains for pregnant women
and families with young children

£1.25 million

Best Start Grant

We continue to support the Best Start grant scheme.

72% of these applications were authorised in Scottish Borders, this is above the average for Scotland.



Further information on the other work of the Scottish Borders Health and Social Care Partnership Joint Health Improvement Team in the annual report is available at:

<https://www.nhsborders.scot.nhs.uk/media/897985/JHIT-Annual-Report-2021-22.pdf>

Equality Outcome 7: Be confident that the information they provide, particularly in relation to the protected characteristics, will be used to make improvements to services and the way they are planned and delivered

As noted in equality outcome 1, the IJB has worked to comply with its Equalities, Human Rights and Fairer Scotland duties, and a Strategic Lead for Equalities and Human Rights was appointed in February 2022 to lead this work.

A number of new developments have acted as pathfinders with the new Equalities, Human Rights and Fairer Scotland documentation, including major projects such as the:

- Development of the new Health and Social Care Strategic Framework
- Hawick Care Village
- Tweedbank Care Village
- Teviot and Liddesdale Day Services Task and Finish Group
- Gala Resource Centre Review of Temporary Closure due to Pandemic Restrictions
- Development of a Hospital at Home Service
- Scottish Borders Health and Social Care Partnership's Integrated Workforce Plan
- Scottish Borders Health and Social Care Partnership's – Evidencing Compliance with the Duty to Assess policies and practices
- Review and relaunch of the SBHSCP Locality Working Groups
- SCBHSCP Finance Plan
- Social Prescribing

- Day Support Service Review
- Dementia Strategy

Prior to June 2022 the following impact assessments were undertaken using the previous documentation:

- Physical Disability Strategy
- Complex Care Unit
- Scottish Borders Homecare Reablement Approach
- Primary Care Improvement Plan (PCIP)

In addition, an IJB Equalities and Human Rights Foundations Group was established in September 2022 and the aim is to develop a network of Equality and Human Rights Service Specialists. Senior Managers in each of the Partnership services will be asked to identify their service specialist. This to embed a culture of equality and human rights across Partnership services.

Our Strategic Planning Group now considers each new development including the Equalities, Human Rights and Fairer Scotland Impact Assessment prior to consideration at the Integration Joint Board. Should the group not be content with the approach or contents, then they can request further work and prevent the proposal from being considered by the Integration Joint Board

Following engagement with our communities through the 'We have Listened report', as noted in equality outcome 5, we have gone back out to communities communicate how this feedback has informed the development of our strategic framework.