

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

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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 HSCP Joint Needs Assessment report Scottish Borders Council (scotborders.gov.uk)	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"> • Disability (Physical Disability Group, People with Learning Disabilities, See/Hear Group, Mental Health Forum) • Age (Borders Older People’s Partnership, Dementia Working Group) • Race (People from Ethnic Minorities) • Sexual Orientation and Gender Reassignment (People in the LGBT community)
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 NDTi We Have Listened full report Scottish Borders Council (scotborders.gov.uk)	<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	Scottish Government	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

Views Expressed	Officer Response
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

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

Views Expressed	Officer Response
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

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
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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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Views Expressed	Officer Response
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

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

Views Expressed	Officer Response
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.