

DUMFRIES AND GALLOWAY
INTEGRATION JOINT BOARD

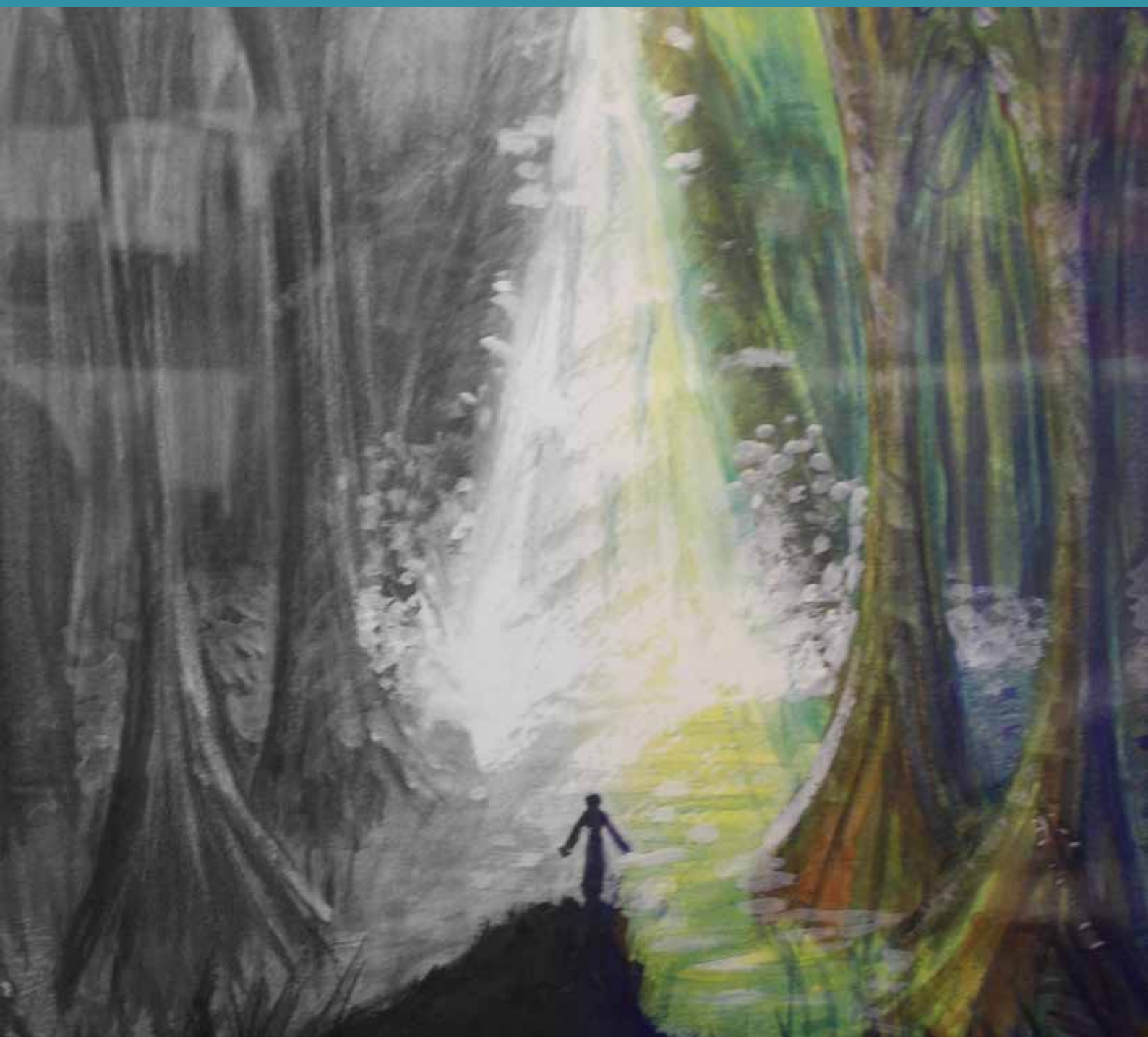
HEALTH AND SOCIAL CARE

EQUALITY AND DIVERSITY
JOINT OUTCOMES



DUMFRIES AND GALLOWAY
Health and Social Care

2017 - 2021



Introduction

The following report outlines the work undertaken by the Dumfries and Galloway Integration Joint Board (IJB) Partnership to review and develop a set of Equality and Diversity Outcomes for the period of 2017 – 2021. These outcomes have been developed jointly with Dumfries and Galloway Local Authority and NHS, with the IJB ultimately being responsible and accountable for the overall governance of progress.

The report relates to the findings from a communication and engagement plan which provided a real time snapshot of the issues facing the diverse population of Dumfries and Galloway.

Four new key outcomes with associated actions have been presented as the key focus of work for the next four years. With an annual staged approach to each outcome, and alignment to the current nine national health and well-being measures and indicators. This will enable services to embed these outcomes into their daily functions as well as dovetail into the work undertaken by the wider Equality and Diversity Mainstreaming agenda.

About the Integration Joint Board

The Dumfries and Galloway IJB Partnership is responsible for a wide range of Health and Social Care Integration (HSCI) services provided by NHS Dumfries and Galloway, Dumfries and Galloway Local Authority, Third and Independent Sector Partners and for ensuring that these are delivered in a way that contributes towards the aims set out in the Dumfries and Galloway Strategic Plan.

The Strategic Plan is clear that person centred care will be at the heart of everything that the Partnership delivers. This can only happen through the genuine mainstreaming of equality into the Partnerships daily functions, embedding approaches that take into account the protected characteristics in the planning and delivery of health and social care services.

Who are these outcomes for?

The Equality and Diversity Programme across Scotland essentially applies to everyone. Everyone has at least one or more of the nine protected characteristics.

Age	Religion or Belief	Race
Disability	Marriage or Civil Partnership	Sexual Orientation
Gender (sex)	Pregnancy & Maternity	Gender Reassignment

DIVERSITY	EQUALITY	INCLUSION
Everyone is accepted in their uniqueness and included	Equal access for everyone to the same opportunities	The sense of belonging, respect, having value and feeling supported

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Definition of Diversity

Understanding each other and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual

Queensborough Community College
(members from 140 countries)

Public sector equality duty

Dumfries and Galloway Integration Joint Board as a public body is required to ensure that equality and diversity is embedded into all of its functions and activities in line with the Equality Act 2010. The public sector equality duty is supported by the Equality Act (Specific Duties) (Scotland). Regulations came into force in May 2012.

The public sector equality duty requires public authorities to pay 'due regard' to the need to:

1. Eliminate unlawful discrimination, victimisation, harassment or other unlawful conduct that is prohibited under the Equality Act 2010
2. Advance equality of opportunity between people who share a protected characteristic and those who do not
3. Foster good relations between people who share a protected characteristic and those who do not

These requirements apply across the protected characteristics yet only the first requirement to eliminate discrimination applies to the protected characteristic of marriage and civil partnership.

There are a number of Specific Duties placed upon public bodies. The following report only pertains to the following duty:

- Duty to publish equality outcomes and report progress

The Nine National Outcomes

The nine national health and well being outcomes provide a strong strategic position to create equal access to services that are diverse aware and deliver a model of excellence in practice. In Dumfries and Galloway, the key to making sure that people with one or more protected characteristic are effectively and appropriately supported is by addressing both locally identified equality outcomes and mainstreaming the key principles of equality and diversity to serve an evolving and diverse population.

People are able to look after and improve their own health and well-being and live in good health for longer

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

People who use health and social care services have positive experiences of those services, and have their dignity respected

Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services

Health and social care services contribute to reducing health inequalities

People who provide unpaid care are supported to look after their own health and well-being, including to reduce any negative impact of their caring role on their own health and well-being

People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide

People using health and social care services are safe from harm

Resources are used effectively and efficiently in the provision of health and social care services

SUMMARY

EDO 1	Integrated services are better at using the equality information they collect to provide services that meet individual need
EDO 2	Integrated services will help to make sure that all different kinds of people feel safe, respected and supported: including staff, patients and visitors
EDO 3	All people, no matter their sexuality, gender or sexual expression will experience less unfair treatment
EDO 4 (NHS)	Young people and disabled people will be successfully supported to access work place opportunities, reducing barriers, so they feel part of the working community.

Year by Year Milestones

**April
2017**

- Equality Monitoring roll out to establish baseline of protected characteristic
- Key Actions are implemented in each locality
- Continuation of engagement and evidence collection from wider protected characteristic groups
- Identify other groups who may be experiencing discrimination or inequality

2018

- Engagement and planning with wider protected characteristic groups
- Engagement and review update report to key partners
- Partnership working merge with Public Health Inequalities agenda

2019

- Departmental delivery on key actions, based on equality monitoring
- Partnership working merge with Patient Feedback Programme
- Update to Government on progress to meet Legal Duty

2020

- Monitor, Evaluation and Review

**March
2021**

- Update to Government on progress to meet Legal Duty

Review of the 2013-2017 Equality and Diversity Outcomes

The 2013 – 2017 outcomes were merged between the council and NHS under the new duties devolved to the IJB and approved for the year 2016 – 2017. This was in conjunction with a programme of communication and engagement to review the progress of these outcomes to inform evidence based approaches to developing the new 2017 – 2021 outcomes.

The Local Authority and NHS kept responsibility for a number of their own Equality Outcomes of their own which are reported on for the year end 2017 in the Mainstreaming reports listed in Appendix 1 or can be found at:

<http://www.dg-change.org.uk/equality-and-diversity-2>

Evidence to support Equality and Diversity Outcomes

The focus for the next four years will be on annual key actions that must be undertaken to ensure equity of access and quality of service for people with one or more protected characteristics.

The Fact of What Matters

There is a plethora of evidence to support how best this can be done for each protected characteristic as well as potential variables due to the remote and rural nature of our region.

The Fact of What Matters report contains all of the evidence which informed the Outcomes. Each piece of evidence has been numbered and inserted under each new Outcome to make it easy to locate in the full version available here: The Fact of What Matters: Appendix 2 or can be found at:

<http://www.dg-change.org.uk/equality-and-diversity-2/>

Mainstreaming

The NHS Dumfries and Galloway and Dumfries and Galloway Local Authority Mainstreaming Reports set out:

1. The progress of each key partner of the IJB in making the public sector equality duty integral into all their health and social care functions and,
2. Makes the link to how the gaps, challenges and priorities identified will be addressed to ensure Equality and Diversity is embedded into the daily function of every health and social care service.

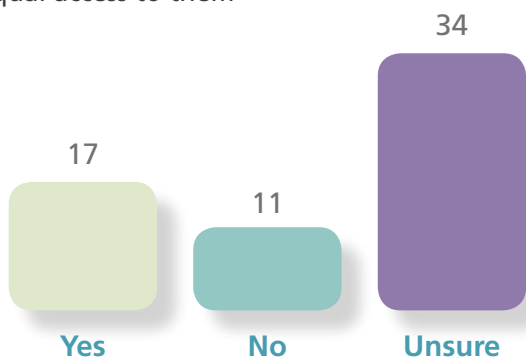
This ensures services develop with equality and diversity at the heart of all they do and respect the lives and dignity of people they support or work with who may have one or more protected characteristic. It outlines how the service can consider how to meet each duty.

In particular the outcomes further support the principles of mainstreaming equality and diversity into all health and social care service delivery but with a particular focus on local evidence that identifies the most at risk groups or themed barriers to equality.

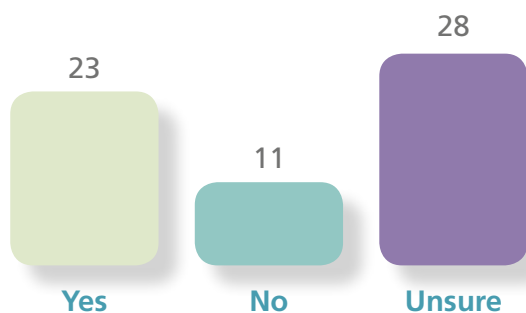
Appendix 1 or can be found at: <http://www.dg-change.org.uk/equality-and-diversity-2>

Did the IJB meet the Outcomes for 2013 - 17

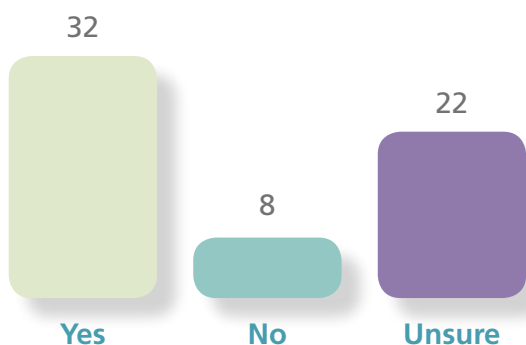
IJB1: Healthcare services, developments and policies are better able to meet the diverse health needs of local communities, promote wellbeing and reduce health inequalities, and those who require health services will have more equal access to them



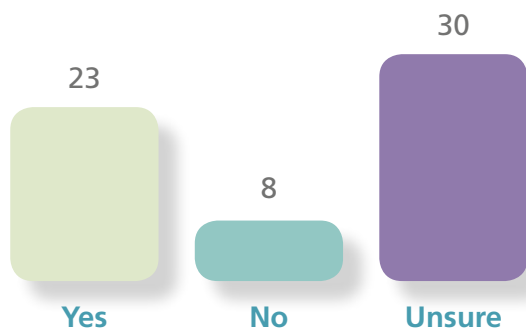
IJB2: The people who are deemed most at risk from harm will be identified, supported and protected



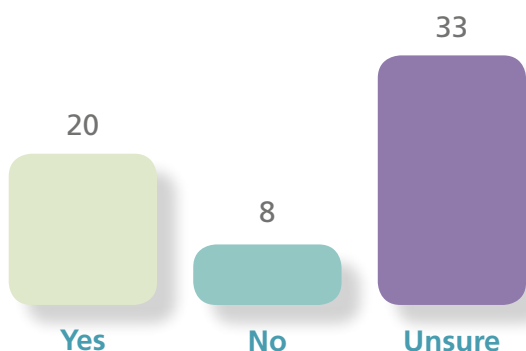
IJB3: Person centred care is delivered and meets best practice standards in relation to equality and diversity, where patients can be confident that health services delivered and staff will respect their dignity and identity



IJB4: The life chances of our people will be improved by providing opportunities, information, advice and support from our most vulnerable and disadvantaged people



IJB5: The people of Dumfries and Galloway, including those with protected characteristics experience an improved sense of community cohesion through working in partnership across local public and third sector organisations.



IJB6: The ageing population of Dumfries and Galloway is supported to lead healthy lives in their own community.



Engagement and Consultation

The consultation period began in August 2016 with communication with existing groups from across the region. As well as going out to talk to groups of people with one or more protected characteristic and the staff who support them, an evidence review was undertaken of all relevant national and local reports, need assessments and strategies. Evidence and data was collated to reflect and identify the perspective of current progress and future priorities.

During the months of February 2017 – March 2017 a public consultation took place in partnership with each locality development team and key IJB partners.

This included activities such as:

- Online Survey consultation
- Focus Groups
- A full day Public Event in each four localities
- Closed group discussions

127 Free text comments were grouped into 23 themes. The top four were:

Assess effectiveness of training	13
Positive progress (in meeting existing IJB Outcomes)	13
Equality not mainstreamed across regional service delivery	14
Appropriate & effective outcome service delivery	16

Gaps identified for further engagement over year one are as follows:

- Postcodes: (less than 5) DG4 / DG5 / DG6 / DG8 / DG13 / DG14 / DG16
- Age: Under 15 / 75 – 84 / Over 85
- Despite the fact that 16% of the total number of responses indicated that they have a disability, there were particular disabilities that were not represented: Visual Impairment / Learning Disability / Dementia / Hearing Impairment
- Numbers were also low across the themes of: Gender, Transgender, Sexual Orientation and with some religious or faith groups and ethnicity.

These groups will be specifically targeted over the duration of year one and their responses added into the two year review.

A full statement of consultation can be found in Appendix 3 or can be found at:

<http://www.dg-change.org.uk/equality-and-diversity-2>

151

people answered the online survey completely
(Some respondents may have answered under more than one category)



As a member of the public **85**



As a member of staff **59**

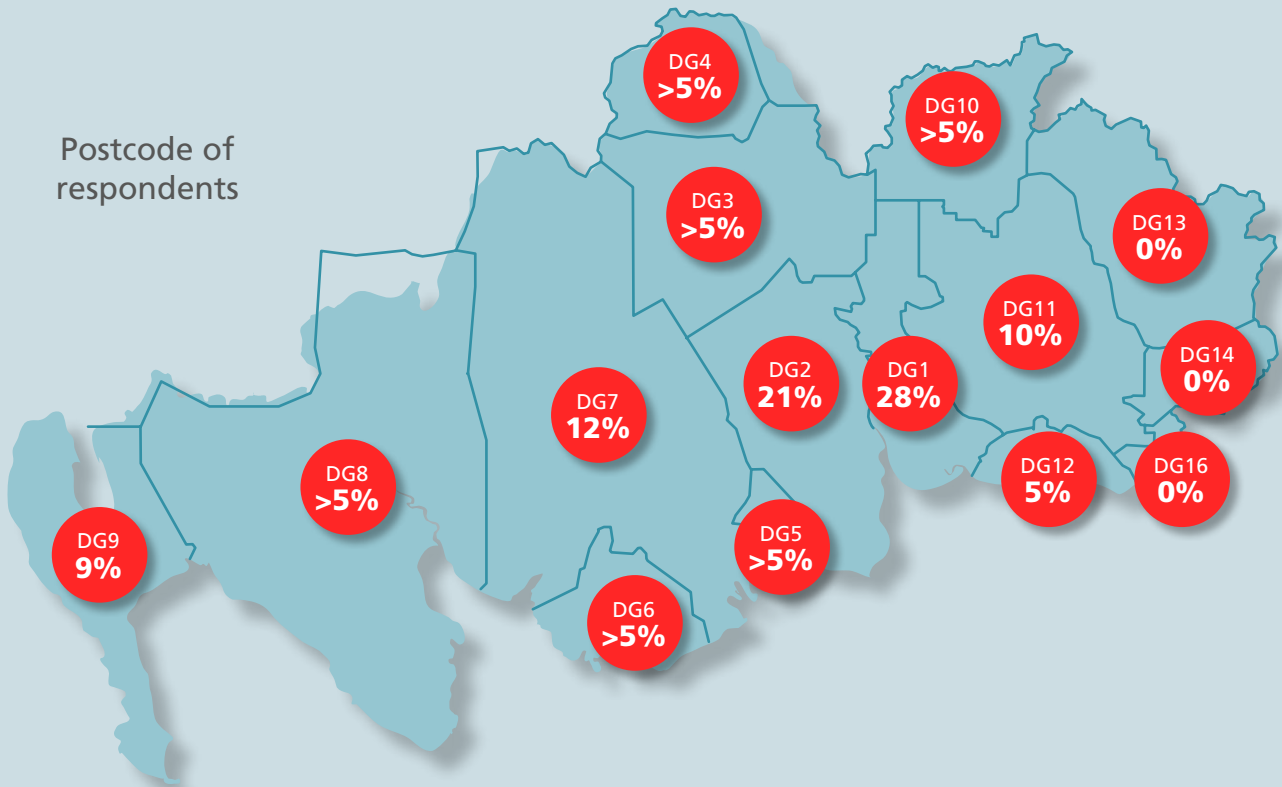


On behalf of my family **5**

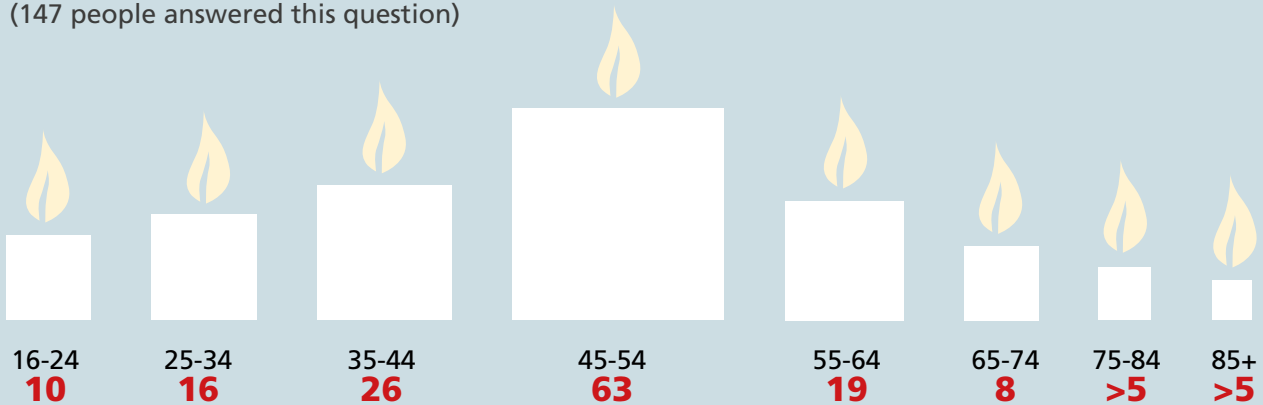


On behalf of a group or organisation **5**

Postcode of respondents



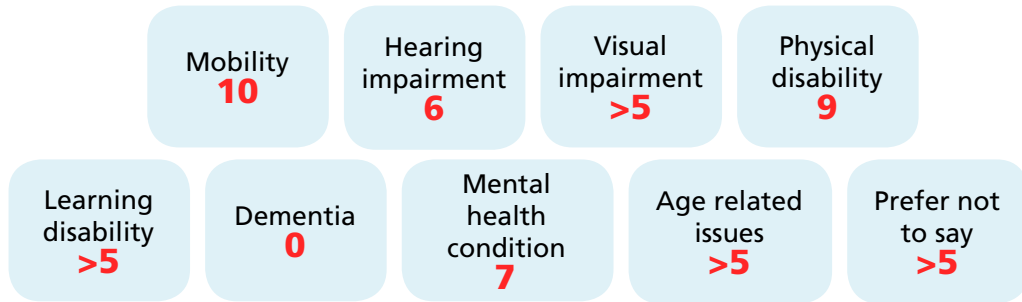
Respondents by age
(147 people answered this question)





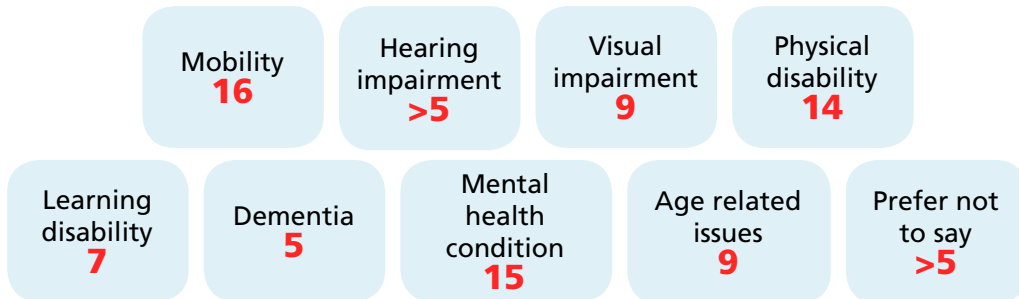
24

people who answered
have a disability
(148 people answered this
question)



36

people who answered
care for someone with a
disability
(145 people answered this
question)



What is your gender?
(148 people answered this
question)



Man
39



Woman
102



Gender
Fluid
0



Gender
Neutral
>5



Non Binary
>5



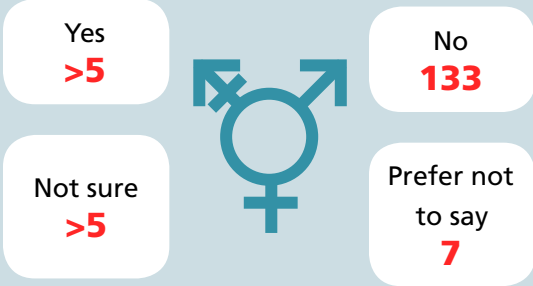
Intersex
0



Prefer not
to say
5

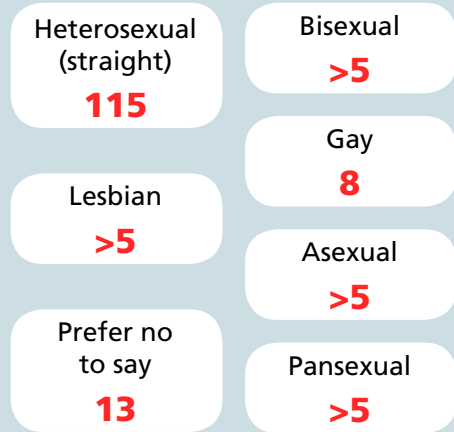
Do you now or have you ever identified as transgender?

(145 people answered this question)



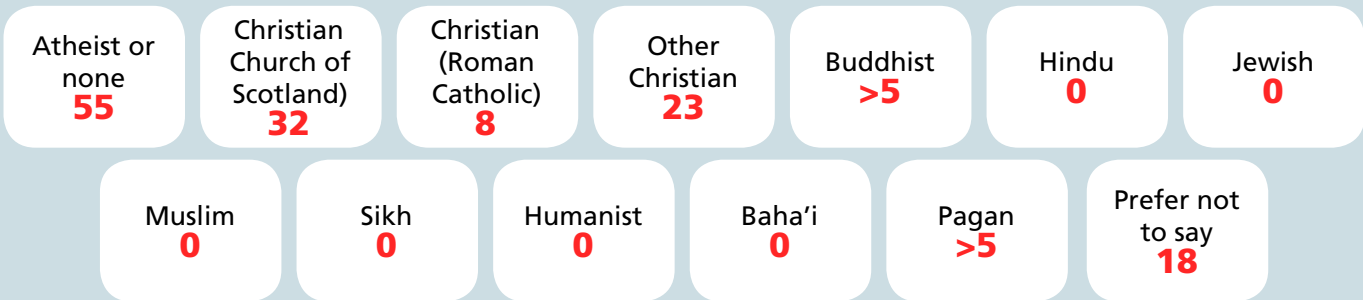
What is your sexual orientation?

(146 people answered this question)



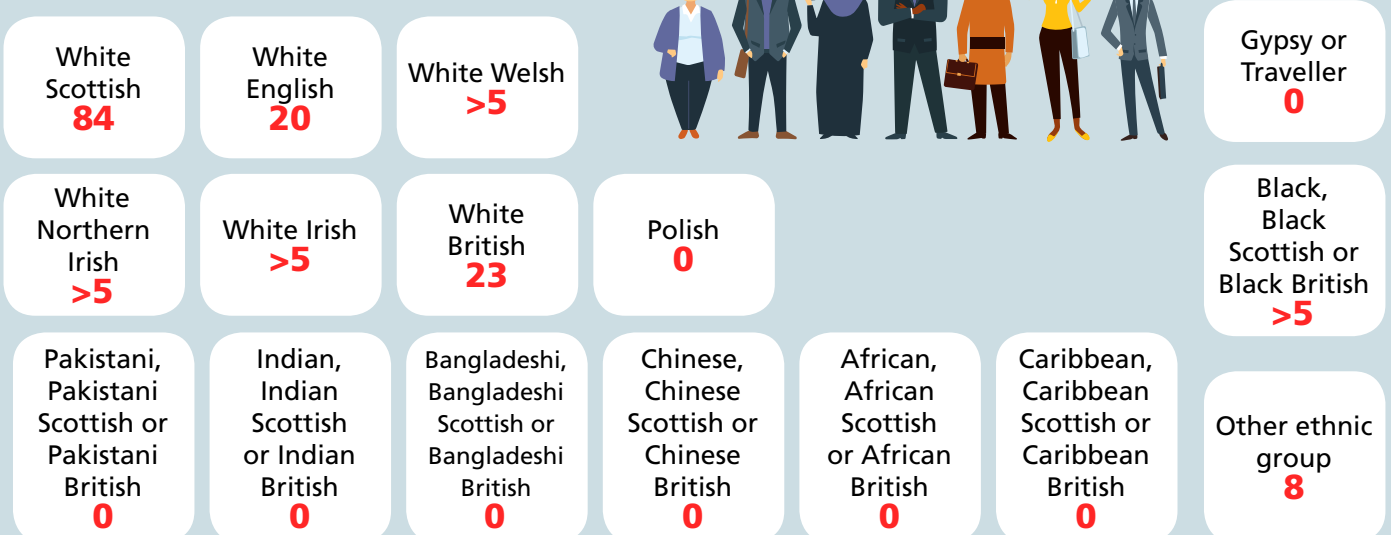
What is your religion of belief?

(146 people answered this question)

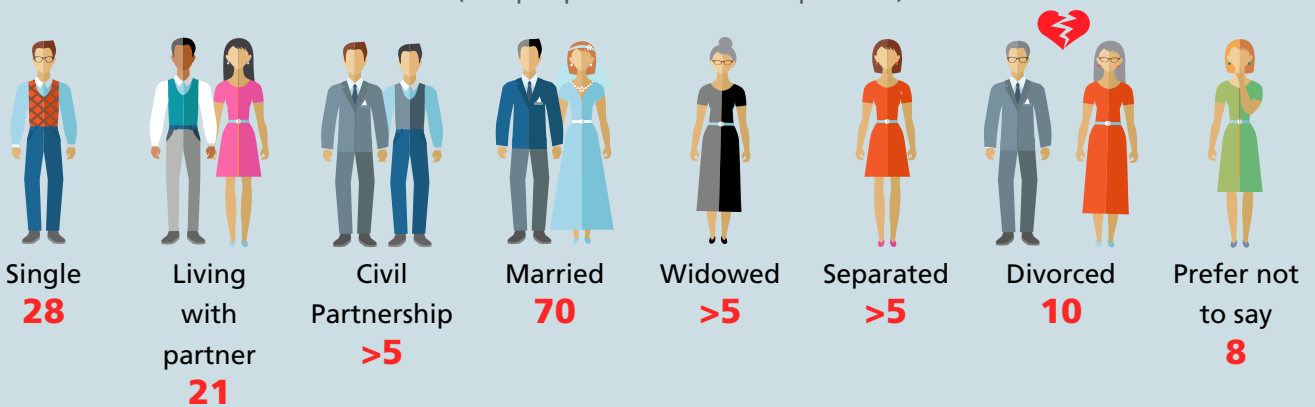


What is your ethnic group?

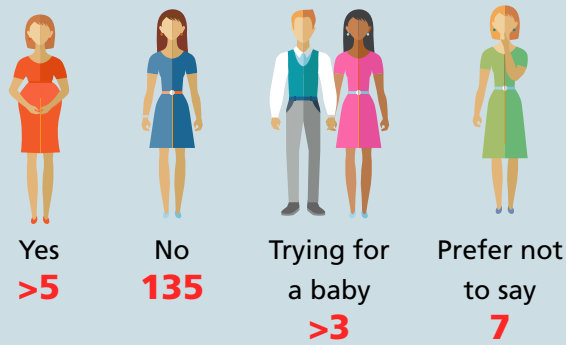
(141 people answered this question)



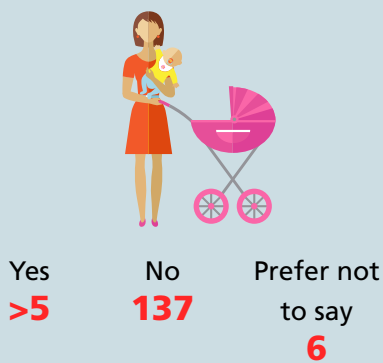
What is your marital status?
(145 people answered this question)



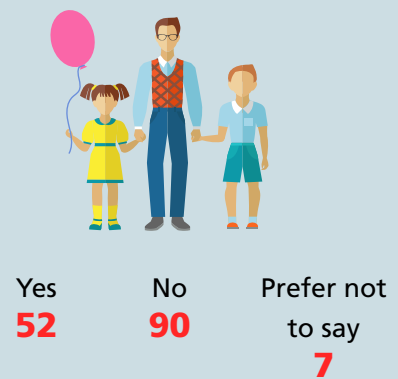
Are you pregnant?
(147 people answered this question)



Have you given birth in the last year?
(145 people answered this question)



Do you care for someone under the age of 18?
(149 people answered this question)



Key Evidence

Low numbers of respondents and skewed representation for minority ethnic and minority religion protected characteristics, which make it inappropriate to use these results to represent the views of people with those characteristics

D&G Community Survey 2014

Young people and families are often confused, and at times distressed, by the lack of information, support, and services available to meet their complex health needs

Care Quality Commission (2014)

- Staff with a disability said they had experienced bullying or harassment from their manager compared to the proportion who had experienced the same but did not have a disability (18% compared to 7%)

- In April 2016, 67.7% of the workforce was over the age of 40 compared with 13% of the workforce aged between 16 and 29.

NHS D&G Equality and Diversity Workforce Data Report, 2016

Staff who reported not being heterosexual said they had experienced bullying or harassment from a colleague (26% compared to 14% of heterosexuals).

Stonewall Unhealthy Attitudes Report

37% of deaths were found to be avoidable for people with a learning disability as compared to 11% in the general population

The Confidential Inquiry into premature deaths of people with intellectual disabilities in the UK, 2014

- 24% of participants commented that they struggled in waiting rooms because staff sometimes failed to notify them that it was their turn.
- 18% of participants felt that the NHS does not provide them with full information about their health or give them choice in how they are treated.
- 27% of participants reported difficulties with written correspondence. In particular, letters often asked for telephone confirmation of attendance at appointments, which resulted in reliance upon hearing family members or friends. Subsequent delays in response times were reported.

2012 Report on NHS BSL/English interpreting provision within health settings in Scotland

- LGBT people are less likely to access some key health services such as GP surgeries and are more likely to use A&E services and minor injury clinics.
- LGBT people who have been to their GP in the last year were more likely to rate their experience as poor or extremely poor than the general population
- In 2013, the employment rate for disabled people was 43.3% compared with 80.3% for non-disabled people.
- Compared with other mental health patients, patients with a LD or autism are likely to have longer stays in mental health, addiction or LD inpatient beds

Is Scotland Fairer Report, 2015

2017 – 2021 Equality and Diversity Outcomes (EDO)

The following new set of equality and diversity outcomes have been developed to support the implementation of the strategic plan, and contribute towards each of the local delivery plan priorities. The outcome measures and indicators are matched to the system measures and indicators already being reported through the governance of the strategic plan and therefore can also be used, alongside qualitative evaluation to inform progress on this programme of work. The outcomes finalised here detail four priority areas to be focused on over the next four years in a staged approach. The outcomes are based on the evidence review, the review of the previous outcomes and the engagement consultation responses.

Workforce

The IJB are not responsible for workforce outcomes. They are the responsibility of each key partner that delivers health and social care services. However the Workforce Outcomes of the IJB partners are reported here because this is a joint four year outcomes approach.



EQUALITY AND DIVERSITY OUTCOMES 2017 – 2021

EDO 1 Integrated services are better at using the equality monitoring information they collect to provide services that meet individual needs

IJB Health & Well Being Outcome	Protected Characteristics	General Equality Duty
1, 2, 3, 4, 5, 6, 7, 8, 9	1, 2, 3, 4, 5, 6, 7, 8, 9	1,2,3
<p>Evidence links</p> <p>Age: EV1, EV2, EV3, EV4, EV6, EV7, EV9, EV11</p> <p>Disability: EV14, EV23, EV27, EV28, EV29, EV30, EV31, EV32, EV33, EV34</p> <p>Sex (gender): EV37, EV40, EV42, EV43, EV44, EV45, EV46, EV47, EV49, EV50, EV51</p> <p>Gender reassignment (transgender): EV56, EV58, EV59</p> <p>Pregnancy and maternity: EV62</p> <p>Race: EV63, EV64, EV65, EV67, EV68, EV69, EV70, EV71, EV72, EV73, EV74, EV77</p> <p>Religion or belief: EV78, EV80, EV82, EV83, EV84, EV85</p> <p>Sexual orientation: EV87, EV88, EV89, EV90, EV91, EV93, EV94, EV95, EV96, EV97, EV98, EV101, EV102, EV103</p> <p>Marriage and civil partnership: EV104, EV105, EV106, EV107</p>		
Actions		Responsible Partners
The new Equality Monitoring form is agreed by IJB and mainstreamed across all IJB partners		All IJB Partners
Equality monitoring is used in all engagements, registrations and assessments of an individual's journey of accessing services		All IJB Partners
Staff are trained on how to use equality monitoring and how that improves their practice delivering services to a diverse population		All IJB Partners
Data collected from equality monitoring is used to inform developing services, activities and deliver care that suits people's needs		All IJB Partners
Groups directly affected by service changes are consulted and involved in the design of best approaches		All IJB Partners
Population data from key partners sources is shared to better inform service development		All IJB Partners
Raise Public awareness of equality monitoring changes and purpose		All IJB Partners
Raise Public awareness of the diversity needs of those with protected characteristics		All IJB Partners
Easy Read versions of key information for people is made available where needed		D&G Local Authority NHS Dumfries and Galloway
Translation / Interpretation Policy is improved and linked to strategic plan		D&G Local Authority NHS Dumfries and Galloway
IT departments across the partnership work together to capture equality monitoring information that informs the delivery of services that suits people's needs		All IJB Partners
Ensure the Equality and Diversity Working Group are knowledgeable of the issues that affect all people with one or more protected characteristic in this region		All IJB Partners

EDO 2 Integrated services will help to make sure that all different kinds of people feel safe, respected and supported; including staff, patients and visitors.

IJB Health & Well Being Outcome	Protected Characteristics	General Equality Duty
1, 2, 3, 4, 5, 6, 7, 9	1, 2, 3, 4, 5, 6, 7, 9	1,2,3,4,5,6,7,9
Evidence links Age: EV1, EV2, EV4, EV6, EV7, EV9 Disability: EV14, EV23, EV28, EV29, EV30, EV31, EV32, EV34 Sex (gender): EV40, EV43, EV44 Gender reassignment (transgender): EV56, EV58, EV59 Race: EV65, EV67, EV68, EV70, EV71, EV72, EV74, EV77 Religion or belief: EV78, EV80, EV81, EV84 Sexual orientation: EV88, EV89, EV90, EV91, EV93, EV94, EV95, EV97, EV103 Marriage and civil partnership: EV104, EV105, EV106		
Actions	Ownership	
The new hospital should aim to be an exemplar of new models of care and innovation which used in partnership with community health and social care services	All IJB Partners	
The new hospital will support people to understand new models of care and innovation	NHS Dumfries and Galloway	
Accessible toilets are introduced that meet the needs of a wide range of people	NHS Dumfries and Galloway	
Gender neutral areas for staff, visitors and patients	NHS Dumfries and Galloway	
Create a volunteer programme of 'happy to help' direct support in hospital: new comment / complaint process to enable people to ask for clarification	NHS Dumfries and Galloway	
Staff trained to incorporate reflective practice questions into patient experiences "Is there anything I could have done better for you today?"	All IJB Partners	
Support unpaid Carers as valuable members of hospital teams & ensure their roles are recognised by staff and they are acknowledged for their contribution towards innovative practice	All IJB Partners	
Work in partnership with community health and social care services so that people return from hospital to a safe caring environment	All IJB Partners	
People are supported in their life choices when staying in the single rooms of the new hospital to protect them from isolation and to keep safe	NHS Dumfries and Galloway	
Explore the opportunity to make appointment access to the hospital more suitable to the individual by looking at appropriate appointment times, transportation considerations and IT systems	All IJB Partners	

EDO 3 All people, no matter their sexuality, gender or sexual expression will experience less unfair treatment.

IJB Health & Well Being Outcome	Protected Characteristics	General Equality Duty
1, 2, 3, 4, 5, 6, 7, 8, 9	3, 8, 9	1

Evidence links

Sexual orientation: EV87, EV88, EV89, EV90, EV91, EV92, EV93, EV94, EV96, EV97, EV99, EV100, EV101, EV102, EV103

Gender reassignment (transgender): EV56, EV57, EV58, EV59

Actions	Ownership
Up skill all staff to enhance ability to recognise and deal with bullying and harassment and work collectively to prevent incidents	All IJB Partners
Understanding LGBT Issues is integrated into the daily functions of all staff working in integrated services	All IJB Partners
Use the LGBT Kite Mark for both adult and youth services	All IJB Partners
Explore the options of LGBT Champions	All IJB Partners
Explore options for LGBTI staff network/focus groups	All IJB Partners
Provide submission to the Stonewall Workplace Equality Index 2017	NHS Dumfries and Galloway
Ensure this outcome links to national public awareness campaigns and the opportunity to raise public awareness	All IJB Partners
Ensure all groups identified as experiencing unfair treatment are supported in the development of their care plan and given the self management tools to engage with services and manage their own health and well-being	All IJB Partners
Ensure lessons learnt from this approach are applied to growing evidence of other identified protected characteristic local groups experiencing unfair treatment in services.	All IJB Partners

EDO 4 More young people and disabled people will be successfully supported to access work place opportunities, reducing barriers, so they feel part of the working community

IJB Health & Well Being Outcome	Protected Characteristics	General Equality Duty
1, 6, 7, 8, 9	1, 2	1
<p>Evidence links</p> <p>Age: EV1, EV5, EV7, EV9, EV10</p> <p>Disability: EV12, EV13, EV14, EV15, EV16, EV17, EV18, EV19, EV20, EV21, EV22, EV24, EV25, EV26, EV35, EV36</p>		
Actions		Ownership
Implementation of the NHS 'Developing the Young Workforce Strategy' key actions with IJB partnership		NHS Dumfries and Galloway
Gain Disability Confident Level 2 award within 12 months and begin working towards level 3		NHS Dumfries and Galloway
Training and awareness raising for staff on unconscious bias		All IJB Partners
More recognition of the value of transferable skills		All IJB Partners
Ensure lessons learnt from this approach are applied to growing evidence of other identified protected characteristic local groups experiencing barriers to being supported into work.		All IJB Partners

Key Supporting Documentation

Appendix 1 NHS Mainstreaming report and Local Authority Mainstreaming report

Appendix 2 The Facts of What Matters Evidence report

Appendix 3 Statement of Consultation

These can all be found at: <http://www.dg-change.org.uk/equality-and-diversity-2>

Alternative Formats

If you would like this document in alternative formats such as Braille, large print, audio or in a language of your choice, please contact us:

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Email: LHyland@nhs.net

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DG1 4TG

If you have any comments on this report, or would like to arrange for a group you are involved in to take part in the ongoing engagement activities then please use the contact details above to get in touch.

Thank you

Special thanks to LGBT Youth services for the use of the Identity Exhibit artwork.

