

## Integration Joint Board

### 11<sup>th</sup> May 2023

<b>Subject :</b>	Equality Mainstreaming and Outcomes Report 2021-22
<b>Purpose :</b>	<ul style="list-style-type: none"> <li>• Approval</li> </ul>
<b>Recommendation :</b>	It is recommended that IJB review the attached Equality Mainstreaming and Outcomes Report and approve for publication.

<b>Direction Required to Council, Health Board or Both</b>	Direction to :-	
	1. No Direction Required	x
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

<b>Glossary of Terms</b>	
NHS AA	NHS Ayrshire and Arran
HSCP	Health and Social Care Partnership
EHRC	Equality and Human Rights Commission
PSED	Public Sector Equality Duty

<b>1.</b>	<b>EXECUTIVE SUMMARY</b>
1.1	The HSCP last published an Equality Outcomes Plan in April 2021. This plan has now been superseded by a new Equality Outcomes Plan from April 2022 which was approved at the IJB meeting in March.
1.2	As part of meeting our Specific Duties within the Equality Act, the HSCP must publish a mainstreaming and outcomes report detailing how we have progressed against our Equality Outcomes.
1.3	This report for 2021-22 has now been prepared and demonstrated positive progress towards the mainstreaming of the Public Sector Equality Duty (PSED) and the identified Equality Outcomes.
<b>2.</b>	<b>BACKGROUND</b>
2.1	As set out by the Equality and Human Rights Commission (EHRC), public bodies are required to produce a mainstreaming and outcomes report against an Outcomes Plan within two years of publication. North Ayrshire HSCP last published an equality outcomes plan covering 2021-22 in-line with the one-year Strategic Bridging Plan.

2.2	The plan set out how, as a public sector organisation, we would mainstream equality work into our day-to-day practice. In addition, as per the public sector equality duty, the plan set out eight Equality Outcomes for the HSCP to progress. These eight equality outcomes were supported by a set of 67 actions that would be delivered across all HSCP services.
2.3	In meeting our equality duties, a mainstreaming and outcomes report for the 2021-22 plan has now been produced.
2.4	<p>A key section of the report outlines how we mainstream equalities practice into our day-to-day practice. This includes information on:</p> <ul style="list-style-type: none"> <li>○ The Governance Structures of the HSCP and IJB</li> <li>○ How Equality is embedded in our Strategic Plan</li> <li>○ Our engagement practices and our locality-based working.</li> <li>○ How we develop and train our staff, providing an overview of the equality-based training available.</li> <li>○ Embedding equalities into our procurement practices</li> <li>○ Our commitment to undertaking Equality Impact Assessments on all new policies and proposals.</li> </ul>
2.5	<p>The information to be included in these reports is prescriptive. However, due to the nature of HSCPs we need not include information on:</p> <ul style="list-style-type: none"> <li>○ Our Workforce.</li> <li>○ The Gender pay gap.</li> <li>○ Statements on equal pay.</li> <li>○ Board diversity</li> </ul>
<b>3.</b>	<b>PROPOSALS</b>
3.1	As a registered public body IJBs are required to publish Mainstreaming and Equality Outcomes reports. The report covering the period for 2021-22 has now been prepared. It is proposed that this report is approved by IJB for publication.
3.2	<u>Anticipated Outcomes</u>
3.2.1	<p>The 2021-22 Equality Outcomes Plan identified the following eight equality outcomes:</p> <ol style="list-style-type: none"> <li>1. Vulnerable adults and older people are cared for, as much as possible, at home.</li> <li>2. Vulnerable young people are identified quickly and supported in their own community.</li> <li>3. Services will involve service users in the review or redesign of services that affect them.</li> <li>4. Local people are aware of the various ways they can help shape HSCP services.</li> <li>5. Local people understand how to access the right HSCP Service for them.</li> </ol>

	<p>6. Vulnerable people can access meaningful education, training and employment options.</p> <p>7. People at risk of involvement with the Justice System are redirected to positive outcomes.</p> <p>8. We better understand the Diversity in our workforce.</p>
3.3	<u>Measuring Impact</u>
3.3.1	To support the Equality Outcomes, 67 actions were identified to progress. The 'progress against equality outcomes' section provides a summary of the work progressed against each equality outcome. The more detailed update against all actions is included as an appendix.
3.3.2	Overall, progress against the outcomes was positive, with many developmental actions being completed over the course of the year.
3.3.3	<p>Many of the development actions progressed work to improve services or opportunities for those with protected characteristics. This includes improving services that support:</p> <ul style="list-style-type: none"> <li>○ Women at risk of gender-based violence.</li> <li>○ Children and young people at risk of entering the care system.</li> <li>○ Syrian families who are new Scots.</li> <li>○ Older people at risk of social isolation.</li> <li>○ Trans people accessing addiction support services.</li> <li>○ Diverting people in Mental Health Crisis away from the justice system.</li> </ul>
<b>4.</b>	<b>IMPLICATIONS</b>
4.1	<u>Financial</u> None
4.2	<u>Human Resources</u> None
4.3	<u>Legal</u> In publishing this report, the IJB remains compliant with the Public Sector Equality Duty and the Equalities (Scotland) Act 2010.
4.4	<u>Equality/Socio-Economic</u> None
4.5	<u>Risk</u> No risk implications are associated with the publication of this report.
4.6	<u>Community Wealth Building</u> None
4.7	<u>Key Priorities</u> None.

<b>5.</b>	<b>CONSULTATION</b>
<b>5.1</b>	The report was presented to Partnership Senior Management Team for review and endorsement on 20 <sup>th</sup> April 2023.

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Appendices

- Appendix 1, Equality Mainstreaming and Outcomes Report 2021-22.

**North Ayrshire**

**Health and Social Care Partnership**



# **Equality Mainstreaming and Outcomes Report 2021-22**

**NORTH AYRSHIRE**

**Health & Social Care Partnership**



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## Introduction

Following the impact of COVID-19, the ability of the Partnership to function effectively in the routine delivery of its services and duties was impaired. Pandemic safety restrictions led to many barriers being placed on services in their daily roles. Among these was the ability to effectively meet, support and engage with service users, carers and local people. While this was mostly demonstrated in our service delivery to local people in receipt of Health and Social Care support, it also impacted on the partnerships ability to effectively engage with local communities to support strategic developments and service improvements.

In April 2021, we published our one-year Equality Outcomes Plan. This one-year plan was developed to compliment the Partnership's Strategic Bridging Plan for 2021-22.

## One Year Equality Outcome Plan – 2021-22

Due to the restrictions and limitations placed on the HSCP, effective engagement and consultation to support any service development was challenging. Methods of engagement were greatly reduced, and as

For the service year April 2021 to March 2022, North Ayrshire Health and Social Care Partnership was directed a one-year Strategic Bridging Plan. This bridging plan had been created to effectively 'bridge the gap' between the end of the current plan (Let's Deliver Care Together – 2018-21) and the new longer-term strategy 'Caring Together 2022-30'.

It was originally expected that a new longer-term strategy would be published by April 2021. However, due to the impact of the COVID-19 pandemic several barriers were created that limited the scope for effective development and engagement for a longer-term plan. As such, approval was granted to create a one-year plan.

To ensure effective mainstreaming of the Equality Duty, it is important that our Equality Outcomes Plan align with our Strategic Plan. To this end, Equality Outcome Plan for 2021-22 had a short-term focus of one-year, in alignment with our strategic bridging plan. These short-term outcomes will be superseded by a revised set in-line with our longer-term strategic plan from April 2022.

## Legal Requirements

As an identified public body Integration Joint Boards are required to comply with the general and some specific duties as set out in the Equalities Act 2010.

The Equalities Act 2010 (the Act), replaced the Race Equality Duty (2002), the Disability Equality Duty (2006) and the Gender Equality Duty (2007). The Act sets out a general duties for every public authority to have due regard. The General Duties place an obligation on public bodies to:

- Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct.
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

The general duties apply to every function within our organisation, including how we plan and deliver frontline services, our role in policy making and in how we procure and contract services from outside agencies. The Act refers to this as 'mainstreaming equality'.

The public sector equality duty covers the following protected characteristics (see Appendix A for further definitions):

- Age
- Disability
- Race
- Religion or belief
- Sex
- Pregnancy and maternity
- Sexual orientation
- Gender reassignment, and
- Marriage and civil partnerships

Specific duties have been designed to help authorities meet the three needs outlined in the general duty. The specific duties were created by secondary legislation in the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The majority of authorities are required to:

- Report on mainstreaming the equality duty.
- Publish equality outcomes and report progress.
- Assess and review policies and practices.
- Consider award criteria and conditions in relation to public procurement.
- Publish in a manner that is accessible.
- Gather and use employee information.
- Publish gender pay gap information.
- Publish statements on equal pay.
- Publish gender composition of boards and produce plans to increase diversity.



Due to the legislative structure of Integration Joint Boards (IJB), Health and Social Care Partnerships are exempt from certain specific duties. This is due to the unique structure of Integration Boards in that they are not employing bodies.

As such, while IJBs direct the strategy and operations of Primary Health Care and Social Care services, all staff members remain employees of either NHS Ayrshire and Arran or North Ayrshire Council.

North Ayrshire Health and Social Care Partnership must:

- Publish a report on how it has mainstreamed equality into the day-to-day operations of the organisation.
- Publish a set of equality outcomes which it considers would enable it to better perform the general equality duty. These must be reviewed within four years of initial publication.
- Publish a report on progress towards these outcomes.
- Make any reports published fully accessible to all.
- Assess relevant policies, procedures and practices through Equality Impact Assessment

For the 2021 report, we need not:

- Gather and use employee information.
- Publish gender pay gap information.
- Publish statements on equal pay.
- Publish information on board diversity\*

However, while we are not required to report on specific duties in relation to employees, we will work closely with North Ayrshire Council and the Board of NHS Ayrshire & Arran to ensure our staff are treated in a fair and equitable manner.

\*In relation to the publishing of board diversity information, this aspect of the Public Sector Duty has now been legislated but is yet to be implemented.

## Mainstreaming the Equality Duty

Mainstreaming the equality duty simply means integrating equality into the day-to-day working of the partnership. This means considering the impact of our actions on all our services users, particularly those covered by a protected characteristic. Taking equalities into account in the way we operate should be part of everything we do. Mainstreaming the equality duty has several benefits including:

- equality becomes part of our structures, behaviours and culture.
- we can demonstrate how equality is built into everything we do.
- contributing to continuous improvement and fairer and better performance.

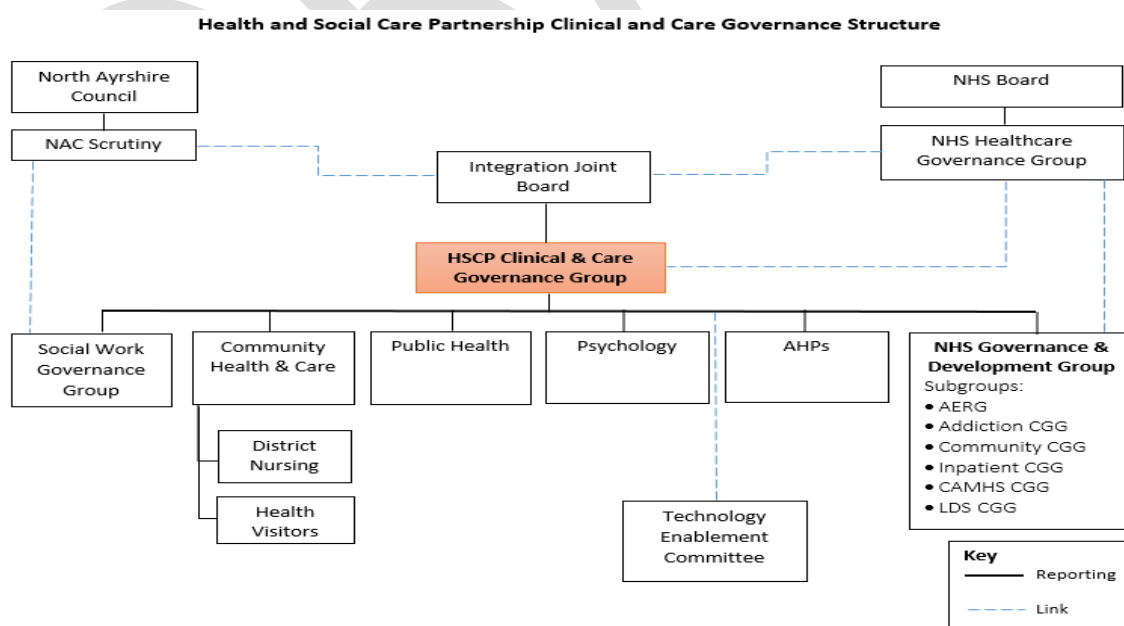
A key part of our business is to support vulnerable people and those who are often face discrimination or unfair treatment. We build this into everything we do and ensure that for each need of the general equality duty, we consider each of the protected characteristics. In addition, if we operate in a way that gives rise to treatment that is unlawful or discriminatory, we will change the way we work to prevent this.

Our partnership values were reviewed in 2022 as part of our new Strategic Plan. These values continue to underpin our approach to how we engage with and support the people within our communities. Through expressing our values, we demonstrate that we show:

## Care, Empathy and Respect

### Our Governance

Our Integration Joint Board took responsibility for the delegated functions on 1 April 2015. The IJB will build on these foundations, ensuring they are embedded by our staff, partners and communities. The diagram below outlines North Ayrshire Health and Social Care Partnership Governance Structure.



The Integration Joint Board is made up of voting members, who are either Councillors of North Ayrshire Council or non-executive Directors of NHS Ayrshire and Arran, and non-voting

members made up of persons nominated by the Council, the NHS Board, third sector bodies, service users, carers and other key stakeholders. The North Ayrshire Integration Joint Board meet monthly and further information about future meetings and previous minutes are available on the North Ayrshire Council website. You can access this information using this link, [NAHSCP Integration Joint Board - Committee Details](#)

To ensure that the needs of the general Equality Duty are considered in exercising our business functions and processes, including budget setting and project planning, there is a mandatory “Equalities Assessment” section within all IJB reports, which identifies if the papers have been assessed for equality and outlined any further action required.

As part of the requirements laid down in the Public Bodies (Joint Working) (Scotland) Act 2014, the Integration Joint Board must produce a Strategic Commissioning Plan that sets out how we will plan and deliver services and in turn how we will meet the National Health and Wellbeing Outcomes (appendix c). In addition, we must outline how the views of localities must be considered.

The role of the Strategic Planning Group is to support the Integration Joint Board in the on-going development the Strategic Plan and the continuing review of the progress of our delivery against the agreed national and local outcomes. Within North Ayrshire Strategic Planning Group every stakeholder has a key role to play in the strategic planning process and we have developed an effective programme of review and planning that promotes constructive dialogue.

The following sections set out how we have mainstreamed equalities into our activities to date.

### Equality and our Strategic Plan

Our medium-term Strategic Plan, Let’s Deliver Care Together’ 2018-21, expired in March 2021. Traditionally, this would have been replaced by a new medium to long-term strategy, however due to the additional challenges placed upon the HSCP as a result of the COVID-19 Pandemic, the decision was made to produce a one-year bridging plan instead. This bridging plan would effectively continue the priorities identified in the previous plan and offer a view of future priorities and areas for action. This approach also allowed the IJB to meet its strategic planning legal obligations.

In April 2021, the HSCP published its Bridging Strategic Plan 2021-22, maintain the HSCPs Vision that was originally established in 2015:

**All people who live in North Ayrshire are able to have a safe, healthy and active life.**

In addition, our bridging plan maintained our five strategic priorities to help us meet our vision, address local health inequalities, and improve the health and wellbeing of local people:

1. Tackling Inequalities
2. Engaging Communities
3. Prevention and Early Interventions
4. Improving Mental Health and Wellbeing, and
5. Bringing Services together



As stated, this strategic plan sought to act as intermediary between our previous medium-term plan 'Let's Deliver Care Together', and a new longer-term plan that would be published in April 2022.

In addition, the bridging plan also provided an overview on the HSCPs pandemic recovery intentions, highlighting what key actions we would take to re-mobilise our services and continue to effectively sustain the delivery of health and social care services.

These recovery actions, were mindful of the overt impact the pandemic had on vulnerable and marginalised groups. Our plan set out recovery actions to support those most at risk as a priority, including Children and young people, people with complex mental health conditions, people with a learning disability, those with drug or alcohol addictions, and older people with long-term conditions.

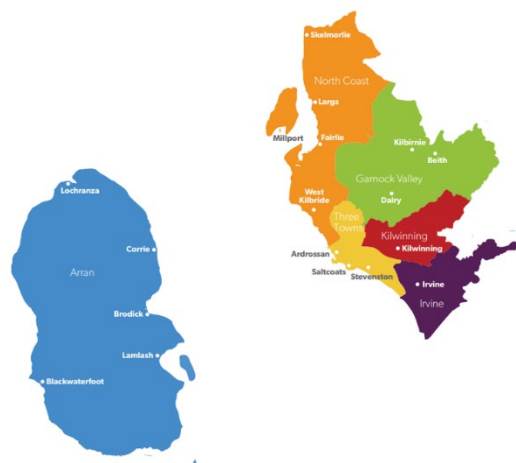
A new Partnership strategic plan 'Caring Together' has been produced for the period April 2022 to March 2030. It can be found on our website, Caring Together: NAHSCP Strategic Commissioning Plan 2022-2030.

This plan complements the development of a new HSCP Equality Outcome Plan for the same period. An online version of the [Strategic Bridging Plan \(2021-22\)](#) can be found on the NAHSCP website.

### Working in Localities

North Ayrshire is home to many different communities with differing needs and aspirations. We recognise that one single strategic or operational approach will not meet the needs of all these communities. To overcome this – and to help us identify how best to deliver the best service to our local communities - we have established six Locality Planning Forums (LPFs), one for each of the localities in North Ayrshire; these are:

- Arran
- Garnock Valley
- Irvine
- Kilwinning



- North Coast, and
- Three Towns

Each LPF is led by a Chair who is a member of the North Ayrshire IJB and supported by a local GP and a lead officer who is a member of the partnership senior management team. Other members include representatives from local health and care services, third and independent sector organisations and community members.

Each forum has a role in identifying the health and care needs of local people and informing the overall strategic planning process of the HSCP. Locality Forums are the key link between local people and the HSCP.

### Engaging Communities

Like all other organisations, restrictions put in place because of the Covid-19 pandemic made undertaking our daily tasks more challenging. In particular, this placed significant barriers to how we engaged with our communities and local people. In addressing this, we made best use of existing technology and engagement methodologies to ensure we could still attract feedback from local people on key issues facing the HSCP.

The sections below highlight some of the engagement activities the partnership delivered during the service year.

### Development of the Care Improvement Network

The Care Improvement Network has become an important platform in enabling the HSCP to engage with people in North Ayrshire while COVID-19 protections remained in place.

The purpose of the Care Improvement Network is to give people in North Ayrshire a platform to engage with the HSCP in a way that is most suited to them. We recognise that people have busy lives and may not always be able to commit to joining forums.



Instead, this platform will give people the opportunity to engage in a way that suits them whether it be via online or face-to-face meetings or completing a survey.

The network is still developing, but has already enabled local people to play an active part in contributing to our strategic plan and members have helped to inform how we work to improve our messaging and communication around mental health and wellbeing. There have also been opportunities for members to find out more about different parts of HSCP services. For example, one of our Community Link Workers attended a meeting which gave people the chance to ask questions and discuss their role.

### Consultation on a National Care Service

During September and October 2021, facilitated consultation sessions on the Scottish Government's proposals for the National Care Service for Scotland. This development would represent a significant change to how health and care services are delivered in North Ayrshire and across Scotland.

To provide an effective response to the consultation, we undertook a series of engagement activities supported by Scottish Government policy officers. In total, six engagement sessions were facilitated across the localities in North Ayrshire, either in person (following strict Covid-19 safety protocols) or virtually. These sessions provided local people the opportunity to learn more about the proposal and ask any question they may have had.

Sessions were attended by range of people, including community members, carers, service users, staff, third sector organisations and elected members.

In addition, two virtual sessions were facilitated on the development of the NCS with our newly formed Care Improvement Network

All responses received during these sessions were collated into a consultation report and submitted to the Scottish Government.

### Consulting on our New Strategic Plan

In April 2022, North Ayrshire HSCP published its new strategic plan 'Caring Together 2022-30'. To support its development an engagement programme was carried out with the North Ayrshire public. This engagement ran from 1<sup>st</sup> December 2021 to 22<sup>nd</sup> Jan 2022.

The primary method used to engage with people to enable them to inform the strategic plan was via an online survey. Due to rising Covid-19 case numbers, safety restrictions meant there was limited opportunity for face-to-face engagement.

Overall, 240 people responded to the online survey, of those:

- 114, were members of the public
- 92, were members of staff in the HSCP
- 34, identified as service users
- 21, identified as Carers, and
- 19, suggested they were 'other'

The survey asked people their thoughts on:

- our proposed strategic and locality priorities,
- the actions that we should take to work towards addressing our priorities, and
- the values that they look for in their health and social care services.

Additionally, we facilitated online sessions with our staff and the Care Improvement Network. The data collected via the consultation on the proposals for the National Care Service for Scotland will also inform the strategic plan.

## Developing our staff

Our Learning and Development section offers a wide range of training courses and development opportunities for partnership staff. Many courses available cover guidance and awareness training for working with vulnerable people who may be covered by protected characteristics. Between March 21 and April 2022, there has been a decrease in the number of training courses provided due to the pandemic. However, examples of courses delivered, and uptake is detailed below:

### Autism Awareness:

- 2 courses delivered during service year.
- 8 HSCP staff members attended.

### Child Protection Awareness Training

- 4 courses delivered during the year.
- 28 HSCP staff members attended.

## Adult Support and Protection:

Between April 2021 and March 2022, **101** training courses were provided to almost 830 members of staff. The majority of courses were delivered through Microsoft Teams (97%), with the rest (3%) being delivered face to face. The courses provide valuable training to staff members in order to effectively support and protect vulnerable adults from harm and exploitation. Many of these vulnerable adults will identify with recognised protected characteristics.

In addition to staff groups, the service also provides bespoke training to external organisations as part of its multi-agency approach. Organisations in receipt of training include, Millport Care Centre, Scottish Fire & Rescue Service, Community Larder, Cumbrae Lodge, KA Leisure, North Ayrshire Taxi Owners, Cunninghame Housing Association, Cooriedoon Care Home, Salvation Army.

## Child Protection Committee

For the reporting period from Jan 2021 to August 2022, North Ayrshire Child Protection Committee had an overall attendance of **837** across their training events. Training was provided to organisations across the public sector in North Ayrshire, including HSCP, Education, Police, Housing and the Third Sector.

An example of the courses delivered include:

- Keeping children safe online (79 participants)
- Child protection awareness (207 participants)
- Child sexual exploitation (83 participants)
- Child sexual abuse awareness module (62 participants)
- Starting a conversation with children (101 participants)

## Embedding Equality in Procurement

The Equality Act 2010 (Public sector equality duty) or 'general duty' and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012. The 2012 Regulations specifically require an authority to consider its' equality duty when awarding contracts within its award criteria.

The tender award criteria is the formal mechanism used to determine the award of a contract. Aligned to the public sector equality duty, compliance with the Council's Equality Certificate is mandatory and conditional for all tenders undertaken, bidders must complete the Council's Equality Certificate satisfactorily at the Qualification (Pass/Fail) stage of the procurement process or may be excluded at that stage.

In terms of the workforce, a mandatory section for Fair Work Practice is included within the tender award criteria aligned to promoting equality of opportunity and developing a workforce which reflects the population of Scotland in terms of characteristics such as age, gender, religion or belief, race, sexual orientation, and disability; and a fair and equal pay policy that includes a commitment to supporting the Living Wage.

The Fairer Scotland Duty, part 1 of the Equality Act 2010 places a legal responsibility on public bodies in Scotland to pay regard to how they can reduce inequalities of outcomes caused by socio-economic disadvantage when making strategic decisions (reducing the socio-economic impact of our policies, strategies, and budget decisions).

The commissioning body has a responsibility to formally document how the impact of strategic decisions are considered. The Council is required to assess the 'equality impact' of proposals thoroughly before any decisions are taken proportionate to the decision that is being made. In addition, we must also ensure we are not impacting negatively on Human Rights or socio-economic status under the Fairer Scotland Duty. Aligned to this requirement, an Equality Impact Assessment is undertaken in the pre planning stages before any tender is undertaken to formally assess, mitigate, and record impact.

The Human Rights Act 1998 places a legal responsibility to ensure that people are treated with dignity and respect and has at its core the principles of fairness, respect, equality, dignity, and autonomy.

Aligned to protecting the rights of individuals and advancing equality of opportunity for users of services, the Partnership has made a commitment to The Charter for Involvement. The Charter reflects 12 statements aligned to Human Rights in relation to how people who use support services want to be involved in the services they get; in the organisations that provide their services; and in their wider communities. The Charter relates to anyone who receives support and covers all abilities, age, gender, race, colour, sexual orientation, or religion.

Aligned to Statement 8 'We want to be involved in decisions made by the organisations that plan and run our support' and Statement 5 'We want to be involved in choosing the people who support us', HSC commissioned services involve users of services and/or significant others in the procurement process. They are invited to take part in the award of contracts through designing quality questions in the award criteria and sitting on evaluation panels that select preferred bidders for award.



Aligned to Human Rights (Article 4: Prohibition of slavery and forced labour) and Modern Slavery Act 2015, Modern Slavery is a mandatory conditional (Pass/Fail) question at the Qualification stage of the procurement award criteria to ensure the supply chains bidders operate are lawful and ethical.

### Monitoring and Review

All legislation referenced is included within live contract terms and conditions, this provides a formal lever to the Council so that we may at our sole discretion terminate contracts should breaches of legislation occur. The Partnership's contract management framework is the formal routine mechanism to audit provider compliance with equality requirements for live contracts.

### Equality Impact Assessment

We continue to undertake Equality Impact Assessments on any new policies or budget proposals that are likely to impact on service users, local people, members of staff or other stakeholders.

Since the launch of the partnership in 2015, we have applied the same Equality Impact Assessment process to both Council and NHS budget proposals that affect the Partnership. This afforded the Partnership to achieve a greater level of consistency in equality impact assessments across the wider partnership. This has been a useful mechanism to both embed equalities practise in the partnership and further the process of integration.

We promote the completion of Equality Impact Screening forms (rapid assessment) at the development stage of any new policy or service proposal. This supports those developing a new policy to be mindful of any potential impact on equalities it may have. Towards completion, a full Equality Impact Assessment is undertaken to ensure all considerations have been taken. This approach helps to embed thinking about the various aspects of equality at the earliest stages of project or policy development.

Since 2019, the profile of Equality Impact Assessments has increased across the Partnerships, with many services actively identifying the need for robust equality assessments to help inform service redesign work.

In addition, Equality Impact Assessments are completed at the design stage for commissioned projects. The learning from these assessments help inform the Service Specification and Method Statements which are weighted and scored, forming the basis for award of tender. This ensure that any new commissioned services, meet equality requirements.

Amendments to the assessment process in the past few years have seen the inclusion of additional elements to assess the impact on both equality and inequalities. The HSCP now uses the NAC Equality and Children's Rights Impact Assessment process. This process includes the additional elements of:

- Children's Rights
- The Fairer Scotland Duty
- Island proofing

## Our Equality Outcomes 2021-22

As described the Equality Outcomes published in April 2021 were intended for one-year to compliment the Partnership's Strategic Bridging plan. These eight outcomes were identified to reflect the priorities of the HSCP and were intended to be more locally focussed.

### HSCP Equality Outcomes

1. Vulnerable adults and older people are cared for, as much as possible, at home.
2. Vulnerable young people are identified quickly and supported in their own community.
3. Services will involve service users in the review or redesign of services that affect them.
4. Local people are aware of the various ways they can help shape HSCP services.
5. Local people understand how to access the right HSCP Service for them.
6. Vulnerable people can access meaningful education, training and employment options.
7. People at risk of involvement with the Justice System are redirected to positive outcomes.
8. We better understand the Diversity in our workforce.

These outcomes are aligned to the HSCPs five strategic priorities that were identified in the Strategic Bridging Plan. The five strategic priorities are highlighted on page 6.

### Ayrshire Shared Equality Outcomes

While the above outcomes were identified to offer a more locally focussed approach by the HSCP, they still align to the high-level outcomes published by the Ayrshire Shared Equality Outcomes Partners. Those shared outcomes are:

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

More information on how these outcomes align to the HSCP local equality outcomes can be found in Appendix D.

## Equality Outcomes – progress against actions

In order to achieve our established Equality Outcomes, a number of supporting actions were identified by service leads across the Health and Social Care Partnership. In total 67 actions were identified for the 2021-22 service year.

A summary of the progress towards the outcomes is provided below. More detailed information on the progress towards individual actions can be found in Appendix E.

### Equality Outcome 1.

#### **Vulnerable adults and older people will be cared for, as much as possible, at home.**

Six actions were aligned to this outcome. Over 2021-22, four were complete with 2 being progressed into 2022-23.

Throughout 2021-22, a range of service and workforce developments took place across the HSCPs Care at Home service. This included a review of the externally provided services from third and independent sector organisations. Due to on-going Covid restrictions, the full review experienced delays and will progress into the 2022 service year. However, throughout 2021, the Care at Home Service undertook a range of activities to recruit and retain staff in order to provide greater levels of care to older frail people and those with complex health conditions.

In support of community-based care, developments in the Home First Approach in health and community care, including appointment of additional Occupational Health staff in hospital settings, should facilitate faster assessment and rehabilitation of patients.

Developments have also taken place to improve community based Mental Health Services. The HSCP has in part developed a short-term intermediate support services in the Adult Community Mental Health Team. This team also seeks to support people discharged from hospital to rehabilitate back home as soon as possible. The service processes are established, however, is currently relying on bank staff due to delays in permanent recruitment.

The CMHT has also developed a number of early intervention and prevention options, including enhancing digital support options to support people at home, and established an effective emergency mental health care community response service.

### Equality Outcome 2.

#### **Vulnerable young people and families are identified quickly and supported in their own community.**

Twelve actions were identified to support this outcome, all completed during the service year. Developments have included upskilling School Nurse Teams to better support young people with anxiety.

Throughout the year, a review of the North Ayrshire Named Person Service was completed to identify improvements to the service, the review was complete in July 2021

A Young persons Suicide Support Pathway was established, to ensure young people who may be of risk of suicide are provide appropriate and timely support.

New training and screening processes have been established to support women affected by gender-based violence and other risk factors. Through collaborative working with Police Scotland and women's aid, we have a process to reduce the number of repeat domestic abuse referrals.

In MAASH and Service Access services, recovery development workers are now available to support families at risk of substance misuse. We also established an intensive support service for parents who have experience of trauma, these pathways are available to parents in the pre-birth stage who are identified as vulnerable. In addition, the development of the Specialist Perinatal Mental Health Service (across Ayrshire) will provide additional mental health support to new mothers. Also, new mothers will also be able to access Mental Health advice from Mental Health Practitioners in their own GP practice.

### Equality Outcome 3.

**Services will involve service users in the review or redesign of services that affect them.**

Twelve actions were identified to support this outcome. Ten of those were completed during the service year. Several initiatives took place across range of partnership services which included engagement with service users.

Initiatives have included:

- Engaging with families to support their service transition into the new respite facility at Roslin House.
- Communicating effectively with parents as part of the 'Team Around the Parent Approach', an initiative to support parents who have had their children removed from their care.
- As part of the 'Promise' a number of mechanisms have been put in place to ensure children and young people can have their voices heard, this includes the Champions Board, and advocacy services provided by Barnardo's.
- To inform the relaunch of Older Peoples' Day Service an engagement exercise took place with existing services users, in the form of telephone interviews, asking them their preferences on future service options.
- The review of care services on Arran was supported by local engagement activity.
- The appointment of a dedicated Engagement Officer in Child and Adolescent Mental Health Services.
- A series of engagements with young people was employed to inform the development of Foxgrove Secure Adolescent Inpatient Service.

- In Learning Disability Services, activity has been undertaken in collaboration with Health Improvement Scotland and neighbourhood networks, using art-based approaches to engagement.

#### Equality Outcome 4.

##### **Local people are aware of the various ways they can help shape HSCP services.**

Four actions were aligned to this outcome. Three actions were complete at the end of the reporting period with one still under review. Overall, actions were taken to help improve local engagement activities across the partnership area. One of the recognised gaps was the need for appropriate operational managers to be present at the locality level for engagement purposes. Throughout the year, senior managers were aligned to each Locality Planning Forum.

In addition, through work delivered by Partnership Organisational Development, all LPFs undertook a review of their local priorities and identified a new priority set. This new set of locality priorities will be included in the new HSCP Strategic Plan from April 2022.

Going forward, partnership engagement officers will consider how best to widen the engagement of LPFs across North Ayrshire to ensure inclusion of those hardest to reach or seldom heard.

On Arran, the review of the joint Locality Partnership/ Locality Planning Forum model has been delayed because of pandemic challenges. Work will continue to be progressed into 2022.

#### Equality Outcome 5.

##### **Local people understand how to access the right HSCP Service for them.**

Ten of the twelve actions aligned to this outcome were completed during the service year. Among the key developments was the strengthening of the community hub approach that was established during the Covid 19 period. These hubs proved to be a great resource for local communities, with a range of services and support options available locally.

Work was progressed during the year to support the young females involved with the Syrian Vulnerable Resettlement Programme. Known as the 'Swans group', the young women took part in a number of initiatives including creative arts with the National Galleries of Scotland. An outcome of this programme was to increase the confidence and wellbeing of this group supporting them to settle more easily in their new home.

Other developments across the service year included work to improve the Transition of Young People as the move onto adult services, ensuring individuals and their families are fully informed of the processes involved. Through the identification of locality based mental health forums, young people are more easily able to access Mental Health advice and supports. On Arran, a single point of contact was launched, making it easier for local

residents to access HSCP services when required. Mental Health services have enhanced the availability of Digital support options for people, allowing people with low level concerns to access appropriate support at home.

In NADARS, work has progressed to promote the service as a safe place for the LGBTQ+ community. This includes displaying informative posters and updated the gender options available on the DAISy system.

### Equality Outcome 6.

#### **Vulnerable people can access meaningful education, training and employment options.**

In total, eleven actions were identified to support this action. Several initiatives took place during the year to improve access to education, training and employment opportunities for people who require HSCP support. This included a successful 12-week programme of Community Education delivered by the Rosemount Team to a group of parents and carers, building an effective CV of skills and experience.

Other developments over the year include the appointment of Modern Apprentice posts in the Drug and Alcohol Workers Team, as well as supporting the new Day Services workforce at Trindlemoss to develop further employment and training opportunities for service users.

The Pear Service, delivered by Turning Point Scotland, supported the development of an enhanced volunteer programme for those accessing addiction support services, which often led to subsequent paid employment. The Recovery College continued to deliver positive outcomes for its students, with many of its graduates moving on to positive destinations.

In Community Mental Health Services, the Individual Placement and Support Services, supported a number of service users meaningful support in order to meaningfully access the job market. The ACORN programme continues to provide service users with meaningful skills and training through its social enterprise approach.

### Equality Outcome 7.

#### **People at risk of involvement with the Justice System are redirected to positive outcomes.**

Seven actions were aligned to this outcome. All were completed during the service year. In summary, over the service year, several developments took place supporting those with experience of the Justice System. Throughout the year, employability mentors, even facing covid challenges, supported a number of service users onto positive employability outcomes, including employment, training and volunteer opportunities.

Throughout the year, we implemented our Housing First model, providing housing, addictions and mental health support to those released from prison to support their rehabilitation back into the community and reduce reoffending. This is also complimented by the review of clinical pathways for those with mental health concerns who come to the

attention of the police. The pathway ensures effective support for individuals and reduces the chance of intervention by the Justice System.

Work was also progressed by the ADP, building on addictions peer support work and the appointment of a recovery development to better support those living with addictions in our communities.

Children and Families services also progressed developments to better support women and children including implementing the Whole Family Approach, delivered by Turning Point Scotland to support diversionary work for women. In addition, the 'Safer and Together' model was established to better support those affected by domestic abuse.

#### Equality Outcome 8.

##### **We better understand the Diversity in our workforce.**

There were two actions identified against this outcome. A benchmarking exercise carried out across the Ayrshire Equality Partnership (AEP) in 2020 looked at the availability of protected characteristic information in the workforce of each organisation. Overall, the benchmarking exercise showed several gaps in the protected characteristic information available for staff in North Ayrshire HSCP. This included several areas where information was not known or not answered. This information was presented to the HSCP Senior Management Team for information, which agreed this was an area for improvement.

Through engagement and work with resource officers in the HSCP, a clearer picture of the protected characteristics of the HSCP workforce has been established. This information has now been used in the HSCP workforce plan, published in October 2022.

Work is ongoing across the parent organisations HR to improve the return rate of protected characteristic information.

## Appendix

### Appendix A – General Equality Duties and Protected Characteristics

#### General Equality Duty:

- **Eliminate discrimination**, harassment and victimisation and other prohibited conduct.
- **Advance Equality of Opportunity** - between people who share a relevant protected characteristic and those who do not.
- **Foster good relations** between people who share a protected characteristic and those who do not.

#### Protected Characteristics:

Characteristic	Description
Age	The Equality Act 2010 protects people of all ages.
Disability	Disability includes people with physical, learning and sensory disabilities, people with a long term illness and people with mental health problems.
Race	Under 'The Equality Act 2010' 'race' includes, colour, nationality and ethnic or national origins. It also includes Gypsy Travellers.
Religion or Belief	In The Equality Act 2010, religion includes any religion. It also includes a lack of religion. Belief means any religious or philosophical belief or a lack of such belief.
Sex	Both males and females are protected under The Equality Act 2010
Pregnancy and Maternity	The law covers pregnant women or those who have given birth within the last 26 weeks, and those who are breastfeeding
Sexual Orientation	The Equality Act 2010 protects lesbian, gay, bisexual and heterosexual people
Gender Reassignment	The Equality Act 2010 provides protection to someone who proposes to, starts or has completed a process to change his or her gender.
Marriage and Civil Partnership	<p>Marriage is defined as a union between two people of different or of same sexes. In addition to same sex marriage, same sex couples can also have their relationship legally recognised as 'civil partnerships'.</p> <p>This category only applies to eliminating unlawful discrimination in employment.</p>



## Appendix B. Health and Social Care Partnership Clinical Governance Structure

Text overview of image on page 5.

The image shows:

The Integration Joint Board as the overarching responsible body for the HSCP

Feeding into the IJB is the HSCP Clinical & Care Governance Group

Reporting to the HSCP Clinical & Care Governance Group are the following sub-groups of HSCP professionals

- Social Work Governance Group
- Community Health and Care (including District Nursing and Health Visiting)
- Public Health
- Psychology
- Allied Health Professionals
- The NHS Governance Development Group (overseeing: the AERG, Addiction Clinical Governance Group, Community Clinical Governance Group, Inpatient Clinical Governance Group, Children and Adolescent Mental Health Service Clinical Governance Group, and Learning Disability Service Clinical Governance Group)
- Technology Enablement Committee

The image also links the Integration Joint Board to the North Ayrshire Council Scrutiny Board and to the NHS Healthcare Governance Group.

The image shows the Social Work Governance Group linking into the NAC Scrutiny. It also shows the NHS Governance Development Group links into the NHS Health Care Governance Group.

## Appendix C: National Health & Wellbeing Outcomes

The Public Bodies (Scotland) Act 2014 defines a complete set of principles for the implementation of health and social care services in Scotland. These are the principles against which integrated services should be delivered and the quality of those services should be evaluated. The Act also defines the national outcomes and the health and wellbeing outcomes that integration is looking to achieve. These are as follows:

**1. People are able to look after and improve their own health and wellbeing and live in good health for longer**

People in North Ayrshire feel confident and able to make positive personal decisions about themselves and their families' health and wellbeing and receive the support they need to achieve their aims.

**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**

People in North Ayrshire live as independently as possible, playing an active role within their local community.

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

People in North Ayrshire are actively engaged in the design and delivery of services, ensuring that these are tailored to local needs and preferences.

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

People in North Ayrshire express what matters to them most and help design and deliver services that help them attain this.

**5. Health and social care services contribute to reducing health inequalities**

People in North Ayrshire benefit from improved lifestyles, life circumstances, life expectancies, health and quality of life, with more rapid improvements in communities that experience the highest levels of need and deprivation to reduce the inequality gap.

**6. People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing**

Carers in North Ayrshire benefit from highly accessible and proactive services designed to maintain high levels of health and wellbeing.

**7. People using health and social care services are safe from harm**

People who use health and social care services in North Ayrshire should do so safely, be free from fear or harm and have their rights and choices respected.

**8. 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**

Staff – including those of the third and independent sector – who provide health and social care services in North Ayrshire, actively participate in the programme of continuous improvement and have ownership of the future model of service delivery.

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

Individuals who provide or access health and social care services in North Ayrshire are fully engaged in assessing and allocating the resources available to local communities, and use a rigorous and transparent process to agree how maximum benefit can be attained.

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## Appendix D: Aligning HSCP and Ayrshire Shared Equality Outcomes

The table below shows how the HSCP Equality Outcomes align to those of the Ayrshire Shared Equality Outcomes.

Ayrshire Shared Outcome (Long-term)	HSCP Equality Outcome (Short-Term)
1. In Ayrshire, people experience safe and inclusive communities	1.Vulnerable adults and older people are cared for, as much as possible, at home
1. In Ayrshire, people experience safe and inclusive communities	2.Vulnerable young people are identified quickly and supported in their own community
2. In Ayrshire, people have equal opportunity to access and shape our public services	3.Services will involve service users in the review or redesign of services that affect them.
2. In Ayrshire, people have equal opportunity to access and shape our public services	4.Local people are aware of the various ways they can help shape HSCP services
2. In Ayrshire, people have equal opportunity to access and shape our public services	5.Local people understand how to access the right HSCP Service for them
3. In Ayrshire, people have opportunities to fulfil their potential throughout life	6.Vulnerable people can access meaningful education, training and employment options
3. In Ayrshire, people have opportunities to fulfil their potential throughout life	7.People at risk of involvement with the Justice System are redirected to positive outcomes
4. In Ayrshire, public bodies will be inclusive and diverse employers	8.We better understand the Diversity in our workforce

## Appendix E: Equality Outcomes – Action Updates

### Equality Outcome 1. Vulnerable adults and older people will be cared for, as much as possible, at home.

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
01:01	By 31st March 2022, we will have reviewed the independent provision of Care at Home services and identified future service models for implementation in 2022.	This is ongoing and in progress, however, continues to experience delays due to the ongoing challenges presented by the COVID 19 pandemic and on-going economic concerns. Models of provision are still being considered by senior management in Health and Community Care Services. <b>On-going.</b>	1	TI PEI	2, 4, 7, 9
01:02	By June 2021, we will increase the staffing resource within Care at Home service, providing greater capacity for people to be supported in their own home.	Recruitment within the Care at Home service has been ongoing throughout 2021 and into 2022, to increase the Care at Home workforce to cope with current levels of service demand. Nationally recruitment of social care staff is being highlighted as a huge challenge and this is being seen in North Ayrshire. In addition to attracting new social care staff, retention of the existing workforce also remains difficult due to a number of factors including ill health, alternative careers and conduct matters. There was a push on recruitment efforts in August and September of 2021 in advance of increased winter. Additional winter investment confirmed in late 2021 was welcomed and provided an opportunity for permanent recruitment to the Care at Home workforce to address unmet need in the community in North Ayrshire, however this will be dependent on successful recruitment which continues to be a challenge. <b>Complete.</b>	1	TI PEI MHW	2, 4, 7, 9
01:03	By August 2021, Review service models within the Hospital Assessment teams to further embed the Home First approach, basing discharge destination on the	The new model has been mostly achieved within the hospital assessment team, with a new team manager is in post. A new Social Worker has also joined the team and the two Occupational Therapy assistant roles have been advertised. Unfortunately this	1	PEI BST	1, 2, 5

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
	capability and rehabilitation potential of patients.	<p>did not generate required interest and these posts will be readvertised.</p> <p>Throughout the year the HSCP appointed three Occupational Assistant roles. Additional Scottish Government funding has been allocated and will provide a dedicated Mental Health Officer within the team to support complex discharges and further add to the establishment.</p> <p><b>Complete.</b></p>			
01:04	Develop a short-term intermediate support service within the Adult CMHT to provide support at home to prevent hospital admission, facilitate discharge from hospital, and support people while the await implementation of commissioned services.	<p>Due to delayed discussions with NHS and NAC human resources, and lack of policy to advertise joint posts below 8A, permanent posts have been unable to be recruited to. However, as an interim, bank nursing staff were employed on a fixed term basis, to trial new model of care. This has proven very successful.</p> <p>Support continues to be provided via bank workers and continues to work well. Permanent posts have now been progressed through memorandum of understanding and are out to advert.</p> <p><b>Ongoing.</b></p>	1	PEI MHW	1, 2, 4, 7
01:05	Develop further Mental Health digital solutions to enhance choice and improve scope for individuals to remain independently at home with appropriate support.	<p>There are a range of alternative solutions available for individuals. Computerised CBT continues to be very well received with steady demand and capacity. Silver Cloud is now available. Telephone and Attend Anywhere has been utilised for one to one engagements. Both 'Attend Anywhere' and 'Microsoft Teams' have been explored as an option for Group Work.</p> <p>Face to face appointments have remained open throughout pandemic where appropriate, and face to face groups have been commenced and postponed dependent upon government restrictions.</p> <p>We continue to work closely with our Digital Health Nurse Consultant to develop new innovative ways of working. N</p> <p>We continue to work closely with our Digital Health Nurse Consultant to develop new innovative ways of</p>	1	EC PEI BST	2, 7

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		working. Confirmation of preferred group work platforms have now been confirmed and will be utilised moving forward. <b>Complete.</b>			
01:06	Develop a model to respond to emergency mental health care with a community-based response, supporting individuals at home where possible, or facilitating a speedy discharge from hospital when not.	<p>There are several pathways to urgent mental health services now in place. Within the community mental health team, a duty service provides same or next day assessment for any required referral; although these are mostly conducted within the community mental health team base, if necessary, this can be within the individuals own home.</p> <p>A Police Scotland Pathway is available 24 hours per day, in which police Scotland can contact the Crisis Resolution Team for any mental health concerns. The crisis team will provide advice, telephone, or face to face assessment wherever required. Dependent upon risk, this may be within the individuals own home. Likewise, the Crisis Resolution Team will respond to any NHS24 or AUCS calls, providing similar response.</p> <p>At this moment in time, the unscheduled care service completed a scoping exercise for a potential Scottish Ambulance Pathway. A request to undertake a pilot has been funded through Action 15 monies and recruitment is now progressing. Following induction, training and development a start date shall be confirmed.</p> <p><b>Complete.</b></p>	1	PEI BST MHW	3, 4, 7

Equality Outcome 2. Vulnerable young people and families are identified quickly and supported in their own community.

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
02:01	Refocus the school nursing role to include emotional health and wellbeing as a priority. This will help to improve the mental wellbeing of children and young people.	School Nursing team is currently undergoing recruitment into the service to support the delivery of the School Nursing Pathways and Priority areas. All current school nurses have completed the LIAM training which is 'Let's Introduce Anxiety Management' in children. <b>Complete.</b>	1	PEI HW	1, 4, 5
02:02	By June 2021, Named Person Service processes and procedures will have been reviewed and improvements identified where applicable, to ensure Named Persons and Lead Professionals are provided with effective and efficient early intervention & preventative support in meeting the needs of children, young people and their families.	The review of the Named Person Service has been undertaken and an evaluation report is pending approval at the next Children's Services Executive Group meeting on the 27/07/21. <b>Complete.</b>	1	MHW	7
02:03	Develop and review a Young Person's Suicide Support Pathway, to effectively refer concerns raised at Hospital Emergency Departments to Service Access for speedy response for young people unknown to services.	The Young Person's Suicide Support Pathway has now been developed and is operational. The Pathway has been endorsed by the Social Work Governance Board and the IJB. A process has been set up on Carefirst to capture the referrals and ongoing work is taking place to streamline information system. The Pathway will be evaluated in September 2021. <b>Complete.</b>	1	PEI EC MHW	1, 5, 7
02:04	Routine gender-based violence screens will be completed by Health Visitors and Family Nurses.	All women are offered gender based violence routine enquiry at various points within the health visiting pathway. North Ayrshire currently sits at a completion rate of 96%, the highest percentage across the three Ayrshires. We have set an improvement target for 100% during 2021/22; however, due to the sensitivities around GBV, it remains to be seen whether this target can be reached. All women continue to be offered routine enquiry for GBV at various points across the HV pathway.	1	EC TI PEI	7



ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<b>Complete.</b>			
02:05	Train all Interventions Team Managers and Senior Officers in ASP process to ensure that risk is recognised for both children and adults	Bespoke ASP training has been delivered to all Interventions Services Team Managers and staff. <b>Complete.</b>	1	TI PEI	7, 8
02:06	Embed Recovery Development Workers within MAASH and Service Access to improve support to vulnerable families affected by substance misuse	<p>A pilot using Recovery Development Workers from NADARS within the MAASH and Service Access Team took place from December 2020 to April 2021. This pilot has now been evaluated with impressive results with every person referred for this service engaging with a Recovery Development Worker. An application has been made to the CORRA PDI (Partnership Drug Initiative) for three year funding to develop this initiative further.</p> <p>We were asked to submit additional information to the CORRA PDI by the end of September 21. This information was submitted on time.</p> <p>The CORRA PDI funding application for 2 Recovery Development Workers has been successful. The award is subject to conditions, outlined below.</p> <p>The Steering Group were interested in this proposal and could see it had merit. They felt the proposal had answered the majority of the queries from the initial stage sufficiently.</p> <p>However, they requested that the grant be conditional on:</p> <ul style="list-style-type: none"> <li>○ Clarity on the roles of people with Lived Experience, to ensure the post holders receive appropriate roles that reflect an appropriate skill and responsibility</li> <li>○ Clarity on the support and supervision those post holders will receive, with a keen view on how the staff members will be nurtured and supported appropriately.</li> </ul> <p><b>Complete.</b></p>	1	EC PEI TI	1, 3, 7
02:07	We will reduce the number of repeat domestic abuse referrals through	MAASH now take all domestic referrals when previously they only followed up on referrals where there were children linked to the	1	PEI	7

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
	collaborative working with the Police and Women's aid, to develop a dedicated multi-agency holistic response to domestic abuse.	<p>case. Monthly MAASH strategy meetings now take place with Justice Services Senior Manager, Police Scotland, MAASH Team Managers and HSCP Performance Officer in attendance. The Performance Officer prepares a monthly statistical dashboard with details of monthly referrals to the service The Dashboard and statistical illustration for EEI/MAASH has provided clarity to staff/Team Managers regarding where we should be streamlining and prioritising our service.</p> <p>The MAASH Strategy Response meeting continues to take place every month and the domestic violence referrals are scrutinised. There have been months where the domestic violence figures have reduced and months where there has been an increase.</p> <p>This action now is complete as we have a robust data dashboard, meeting schedule and response system in place to scrutinise referrals/repeat referrals and we respond timeously to vulnerable young people and families to support to them in their communities. <b>Complete.</b></p>			
02:08	Develop, with Children First, an intensive support service for trauma experienced parents who are reluctant to accept agency support. Working collaboratively with Early Years Social Work and Health Visiting Teams, the service will work intensively with vulnerable families to prevent escalation of child protection concerns.	<p>A contract for the new service was issued in July 2021, with a new practice initiative agreed with Child Protection Advisors and Health colleagues to support parents in the pre-birth stage who are as identified as vulnerable.</p> <p>Pathways for Prebirth Early Intervention and Prevention work was established by Safeguarding Midwifery, Community Midwifery and Third Sector.</p> <p>Work was undertaken across adult services and Penumbra to develop effective worker pathways for support.</p> <p>Service was launched in September 2021 with a pilot period of one year.</p> <p>Since launch, the service has:</p> <p>1) Has offered this more enhanced approach to a small number of families, this has included yoga and mindfulness groups.</p>	1	PEI TI	1, 6, 7

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<p>2) Developed and agreed a pathway for supporting parents proactively at the Prebirth stage. The families who will be supported have unborn babies who more vulnerable to CP involvement due to parental adversity.</p> <p>3) Developed information leaflets explaining the service, and how it was developed in consultation with those with lived experience. An evaluation of the programme will be undertaken at the end of the pilot year.</p> <p><b>Complete.</b></p>			
02:09	Prioritisation of children and young people where risk and need are identified as requiring specialist services intervention and support.	<p>CAMHS engaged in an organisational change process as the service moves to configure the service based upon clinical need and presentation. The new Service consists of CAMHS, Child &amp; Adolescent Neurodevelopmental Service and the new Unscheduled Care Pathway.</p> <p>With regards to the prioritisation of children and young people where risk and need is identified, this service will operate 7 days per week from 7am in the morning until 9pm in the evening. It will aim to offer a 'same day – next day' response where there is identified risk or need.</p> <p>Up until the change process was initiated, CAMHS was delivered within a Locality context, Monday to Friday 9am – 5pm.</p> <p>Through the work of the CAMHS Extreme Team Implementation group the Administrative and business support capacity which had been managed within the three HSCP structures in their respective localities will be formally merged under Lead Partnership by the end of financial year 2021-22 with staff and finance transferring over.</p> <p><b>Complete.</b></p>		PEI MH	
02:10	Implementation of Specialist Perinatal Mental Health Service (Pan Ayrshire)	<p>Reviewed by wider health and social care partnership.</p> <p>New perinatal mental health service is now in operation, thanks to</p>	1	PEI MH	

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
	providing specialist mental health care for pregnant and new mums.	<p>internal mental health supports, interim accommodation has been sourced whilst longer term accommodation found.</p> <p>New service consists of:</p> <ul style="list-style-type: none"> <li>• Consultant psychiatry (0.7 WTE),</li> <li>• Psychology (0.2)</li> <li>• Nursing staff (2.6)</li> <li>• OT (0.6)</li> </ul> <p>Accommodation group aware of longer term ask and considering options.</p> <p><b>Complete.</b></p>			
02.11	GP based Mental Health Practitioners will be established as first point of contact for expectant/new mothers who require mental health advice or support.	<p>The programme seen an increase of 13 Mental Health Practitioners in North HSCP. The MHPs are aligned to GP practices across North Ayrshire based on clinical need and priority.</p> <p>To support governance and supervision of the MHPs a full-time Team Leader has also been appointed.</p> <p>MHPs continue to remain within GP practices with every mainland GP practice now having access. The ability to engage with patients faced challenge during the COVID period. These issues were addressed at GP practice level and discussed at wider multi-disciplinary group meetings.</p> <p>Future developments will look at effective absence cover for the service, in the event of extended leave- and to reduce service risk.</p> <p><b>Complete.</b></p>	1		
02.12	Adult CMHT to establish protocol to prioritise assessment for expectant or new mothers referred direct to the service who may have bypassed GP MH practitioner	<p>New perinatal service in operation, Perinatal SOP to be reviewed and updated as appropriate. The perinatal service has a professionals advice line that can be utilised when considering referral to mental health services, not just the perinatal team – the team would advise on the most suitable route to access the most appropriate service.</p> <p><b>Complete.</b></p>	1	PEI TI MH	

Equality Outcome 3. We will involve service users in the review or redesign of services that affect them.

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
03:01	Complete the delivery of the ASN campus and respite house engagement strategy with the Children and Families Disabilities team being in situ.	Children and Families Disabilities Team moved into new Lockhart Campus week beginning 11 June 2021. Mungo Foundation received keys for Roslin House week beginning 11 June and completed local induction and familiarisation to the building. First young people stayed overnight in the facility in July. <b>Complete.</b>	2	EC MHW	1, 3, 4
03:02	Progress the Radical Test Site which has developed a small Parents Collaboration Group to inform practice/provide consultation and advice to the experiences of parents who have their children out-with their care, and help shape the care most suited to them.	The 'Team Around The Parent Approach' commenced in August 2021. This is a support service for parents who have had their children removed from their care. The aim is to help them feel supported and heard at distressing time. An evaluation protocol has been agreed, including programme outcomes that will be measured through qualitative data drawn from parents who have utilised the service. The Parents Collaboration forum were regularly consulted in regard to evaluation tools. The support programme also provides signposting support, linking parents with any necessary supports which should assist them to take part in the parenting assessment at Pathways. The support is parent led but focused on providing a "tool kit "of practical self-soothing supports. A communication profile has been developed with each parent to assist them to highlight where barriers or challenges have been experienced when they have attempted to express their feelings or opinions. The approach involves, individual one to one weekly sessions over a 6- week period. Six parents have now utilised this enhanced support, they have provided evaluation and feedback enabling ongoing development of the approach.	2	EC	3,

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<b>Complete</b>			
03:03	Scope the potential to extend 'Signs of Safety' approaches and enhancing families/family group conferencing as a potential dual strategy approach. This would enhance solution focused support plans to enable children and young people to remain within their family units where at all possible.	<p>The implementation of Signs of Safety will follow the Implementation of the Safer and Together model. This is to ensure any new approaches are effectively embedded, whilst not negatively impacting current operational practice within Child Protection systems.</p> <p>The programme, will begin implementation of Signs of Safety from March 2022. Implementation meetings began in January 2022 to develop an effective programme roll out.</p> <p><b>Carried Forward.</b></p>	2	TI PEI	
03:04	Children and young people have access to key staff, carers, to discuss and ensure their voice is heard, in terms, of LAAC Review, Children's Hearings, Foster Care and Kinship Care Reviews.	<p>North Ayrshire has a strong commitment to 'The Promise', the national commitment to young people which also has a strong focus on involving children and young people in decisions which affect their lives.</p> <p>The HSCP has several support mechanisms for children and young people to allow their voices and views to be heard.</p> <p>All children and young people, who are care experienced, are encouraged and supported to express their views and have their voices heard, via a range of sources, such as Children's Hearings and LAAC Reviews.</p> <p>The North Ayrshire Champions Board is also a key method for engagement, as it is made up of a group of care experienced young people who are involved various engagement opportunities.</p> <p>Further, commissioned by the HSCP, Barnardos Advocacy Service, provide advocacy support for children and young people in relation to attendance at Children's Hearings, LAAC Reviews and within the Child Protection process.</p> <p><b>Complete</b></p>	2	TI EC	
03:05	From June 2021 begin Remobilisation of Older People's Day Service combining	IJB approved a plan for remobilisation of Older People's Day Services in August 2021 and the planning for remobilisation has	2	EC MHW	

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
	traditional days services with additional outreach options, using learning from telephone interviews undertaken with day service users.	<p>commenced, with anticipated reopening in early 2022.</p> <p>The service has been engaging with Alzheimer's Scotland who re-opened its Day Service in Ardrossan, on a greatly reduced capacity basis, in late 2021. It is anticipated that the service will begin to increase its delivery of Day Services throughout January and February 2022 to support individuals currently on the waiting list for day services.</p> <p>Engagement with services users was undertaken to help identify possible future day opportunities, include alternative options to traditional location-based services.</p> <p><b>Complete</b></p>			
03:06	Progress the redesign of services on Arran, including the views of local people and services users.	<p>Local engagements on Arran progressed to help inform the redesign of local services.</p> <p>In addition a refresh of locality priorities took place in 2021 with the Locality Planning Forum members.</p> <p>Further discussions and consultation planned in relation to the new National Care Service. This took place on Arran in late October 2021.</p> <p>Further consultations on local priorities will take place in 2022 as part of the ongoing developments for Caring for Ayrshire.</p> <p><b>Complete.</b></p>	2	EC	
03:07	Ensure the involvement of young people in the review of CAMHS service, recruitment of specialised engagement officer.	<p>Our Engagement and Participation officer is now in post and actively involved in multiple improvement projects and directly engaging young people. An example of that is through our Pan-Ayrshire Leisure project as part of the Autistic Spectrum Disorder (ASD) pre and post diagnostic pathways.</p> <p><b>Complete.</b></p>	2		
03:08	Engage services users for involvement in future developments as we move to implement the Royal College of Psychiatry Accreditation Scheme.	<p>CAMHS have appointed an engagement officer to work with children and families. Discussions with senior leadership have also taken place to consider how best to support the Patient reference following the retirement of the latest group chair. Consideration is</p>	2		

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		ongoing as to how best to reinstate and refresh and refocus the group. <b>Carried forward</b>			
03:09	Continue engagement with service users to inform Ayrshire Mental Health Conversation	<p>Due to the Covid pandemic and the challenges on all services over the past 18 months we have had little to no opportunity to progress any substantial engagement activity. We have agreed a plan to support the Public Reference Group to refresh its membership and we are arranging meetings with the Chair of this group to plan how they can lead and advise on wider public engagement with the partnership. This will include a review of progress against the current Ayrshire Mental Health Conversation priorities and outcomes as we come to the half-way mark of the national Mental Health Strategy (2017-2027) next year.</p> <p>We have made progress in the area of engagement with young people and have appointed a CAMHS engagement officer – we have also developed the KIDSCREEN tool to better understand the experience of young people accessing CAMHS. A programme of engagement work is currently being considered with a focus on transition from Children's/young people to adult services to improve the experience of young people and families in alignment with national recommendations.</p> <p>We have also collated engagement feedback of people's experiences during the pandemic to better inform our mobilisation and recovery and renewal plans.</p> <p><b>Complete.</b></p>	2	EC MHW	
03:10	Engage with the Young People's forum to support and inform the development and operationalisation of the new National Secure Adolescent Inpatient Service,	Young people have been involved in the development of aspects of design of the facility and the log and further consultation will take place in the procurement of furniture and the art strategy which	2	EC MHW	3, 4, 5



ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
	Foxgrove, in partnership with the National Stakeholders Group	binds the therapeutic milieu of the facility. <b>Complete.</b>			
03:11	Progress service user involvement in Learning Disability strategy implementation	<p>Our engagement approach linked to the strategy shifted because of the need to support transition of our day services to Trindlemoss in 2019. We undertook extensive engagement with staff, carers, and clients linked to this, but there is a need for us to reconnect with the broader population we support (and other stakeholders), to ensure ongoing development of relevant, inclusive, services and communities. Our survey work undertaken in Summer 2020 has informed this, as will recent engagement activity undertaken within Day Opportunities.</p> <p>Further developing our engagement with service users remains an area for development. We have linked with the HSCP Engagement Officer in relation to this, and will continue to work with them to ensure that people with a learning disability are appropriately considered within their work, and that we also make appropriate use of them to support our engagement activity. We continue to keep service users and their families informed about key developments which affect them.</p> <p>We worked with the HSCP Engagement Officer to facilitate the input of clients to the new North Ayrshire Strategic Plan in early 2022. The Engagement Officer is also involved in our ongoing involvement activity linked to the Day Opportunities service, along with AIMS Advocacy and the Ayrshire ARC Scotland Development Worker. The ARC Scotland worker will be linking into Day Opportunities to support staff there in engaging with customers and involving them in further developing the new model.</p> <p><b>Complete</b></p>	2	EC TI	
03:12	Undertake review of learning disability day services	We continue to work with Healthcare Improvement Scotland as part of their Day Services Learning Collaborative and have benefitted greatly from being linked into sessions run by the	2	TI EC	

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<p>National Development Team for Inclusion. We are now working with HIS on a process mapping exercise encompassing the integrated LD team as well as day services, to better understand the existing process and opportunities for improvement within it. We are also hoping to link with PAMIS in the near future with regard to addressing the needs of people with profound and multiple disabilities within our day services work.</p> <p>Our work with HIS around process mapping across the Learning Disability Service, including Day Opportunities, remains ongoing. Linked to the work within the Day Services Learning Collaborative, we are working with Neighbourhood Networks and other partners to undertake an arts-based exploration of the lives of people with learning disabilities, using storytelling as a medium for capturing and sharing a range of experiences.</p> <p>These stories will help us in shifting how communities think about people with learning disabilities, and also inform our thinking around the role of services in relation to community inclusion.</p> <p><b>Complete.</b></p>			

#### Equality Outcome 4. Local people are aware of the various ways they can help shape HSCP Services

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
04:01	Hear the voices of local communities through representation at Locality Planning Forums. This will create greater opportunities for local communities to have a say on what services are required within their locality and how they should be delivered.	<p>HSCP Senior Managers are now active participants in the Irvine and Three Towns LPF's. Work has taken place to identify the HSCP LPF priority areas. The priorities of each LPF will be affirmed prior to progressing with the SPG, PSMT and others.</p> <p>A meeting will take place on the 19/01/22 involving Senior Management to discuss developing Locality Planning in North Ayrshire HSCP. The meeting will focus on the following points</p> <ul style="list-style-type: none"> <li>• What value the current approach to locality Planning in North Ayrshire has brought to the Partnership?</li> <li>• What measures can be taken in order to improve the current approach to locality planning in North Ayrshire HSCP to make best use of the resources we have?</li> </ul> <p>A new set of Locality Priorities have been identified that will be included into the new Partnership Strategic Plan, due for publication in April 2022.</p> <p><b>Complete.</b></p>	2	EC	3, 4, 5
04:02	Contribute to the review of the pilot of the combined LPF and LPP forum on Arran.	<p>The Arran LPF Pilot has continued to meet during 2021. A date to review the pilot has yet to be agreed following Covid challenges.</p> <p>A discussion on the review of the LPF and LPP pilot on Arran took place at a meeting late February 2022. While no formal review was planned, it was agreed that specific HSCP engagement should take place on the island. This will be progressed in 2022 with HSCP officers.</p> <p><b>Ongoing</b></p>	2	EC	3, 4, 5
04:03	Locality Planning Forums will expand approaches in engaging with local communities	<p>Locality Planning Forums have affirmed their priorities for the next year. A round of meetings will take place between October and November 2021 and discussed how we can develop our engagement approach with the local community.</p> <p>Partnership Engagement officer is to consider possible future engagement opportunities and forum meeting formats.</p>	2	EC	3, 4, 5

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<b>Complete</b>			
04:04	Through the North Ayrshire Wellbeing Conversation, we will identify and induct members to the North Ayrshire Care Improvement Network	<p>The Care Improvement Network has been launched and is under active development. We have contacted approximately 80 people via surveys and online meetings to establish the best ways of engaging with people and developing the network.</p> <p>We will continue to engage and encourage people to become involved and made aware of the Care Improvement Network as we engage on the next strategic plan.</p> <p><b>Complete.</b></p>	2	EC	3, 4

Equality Outcome 5. Local people understand how to access the right HSCP Service for them.

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
05:01	Further embed and develop the Community Hubs established throughout the pandemic, continuing locally based partnership working to respond to community need.	<p>The Community Partnership Forum was developed from the work and legacy of the community hubs. The Community Partnership Forum meet monthly and is attended by a range of services across Council, Partner and Third Sector Agencies and is a forum for networking, sharing best practice, developing partnership interventions and approaches to ensure that services respond to need in the community.</p> <p>The group membership continues to evolve with Council, Partnership, Third Sector and Voluntary groups represented. Given that we are an island community Arran is represented and the group has had input from local church groups and the Foodbank. As a result of the approach locally based partnership to assist our service users have been strengthened.</p> <p>A annual report will be produced on the work of the group.</p> <p><b>Complete</b></p>	2	TI EC BST MHW	4, 5, 8, 9
05:02	Ensure the young females involved with the Syrian Vulnerable Resettlement Programme are confident, meet their aspirations, are independent, healthy, and able to access various services when required and lead fulfilling participatory lives as New Scots within their communities	<p>The young females involved with the Syrian Refugee Resettlement Programme are involved in a creative initiative with the National Galleries of Scotland . This initiative which is funded by the Youth Recovery Fund and is a Partnership between NAHSCP, North Ayrshire Council and North Ayrshire Alcohol and Drug Partnership uses art as a platform to promote positive mental health and wellbeing and to assist young people to build their confidence, self-esteem and realise their aspirations. Since this initiative commenced several months ago the young females form the Syrian community have been regular attenders/contributors at weekly virtual sessions. The National Galleries have hosted weekly face to face session at Eglinton Park and the attendees have included 6 young females from the Syrian Resettlement Programme.</p> <p>Females from the Syrian Refugee resettlement Programme successfully participated in a range of pro social activities with the</p>	2	TI EC	3, 4, 5

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<p>National Galleries of Scotland and an evaluation report will be completed by the National Galleries.</p> <p>The group of young females which are called the Swans Group have now been taken over by Connected Communities who will embed this group further into local communities and local community activities.</p> <p><b>Complete</b></p>			
05:03	Young people with additional support needs in North Ayrshire, and their families, will be provided with a more effective transition into adulthood, which delivers greater access to a range of provisions and supports in the local community.	<p>Children's Services in North Ayrshire continue to progress with work to strengthen transitions for young people with additional support needs, and their families, into adult hood. An Area Resource Group and Transitions Planning Group has been re-established in this reporting period. Improvements have also been identified to improve operational practices, procedures and guidance for professionals in how best to support families that will be taken forward in early 2022.</p> <p>A new transition process was approved by PSMT in early 2022.</p> <p><b>Complete</b></p>	2		3, 4, 6
05:04	By December 2021, Children, young people and their families will be able to more readily access appropriate and timely mental health and wellbeing supports through establishing a North Ayrshire Community Mental Health and Wellbeing Collaborative or collaboratives across the local authority.	<p>Within this service year it has been established that there are a number of locality based forums in place that can support in taking forward Community Mental Health and Wellbeing priorities and actions identified by the Community Mental Health and Wellbeing Framework Steering Group. As a result there is no longer a requirement for separate collaboratives to be established but enhancing locality based approaches to address local need remains a priority.</p> <p><b>Complete</b></p>	2	EC MHW	1, 4, 5, 6
05:05	Support local implementation of Caring for Ayrshire programme	<p>The Caring for Ayrshire prioritisation work, highlighting the order in which each locality should receive capital investment to support future objectives is under development. A short life working group will finalise this work by December 2021 and report to the IJB for approval.</p>	2	TI PEI BST MHW	All

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		The local Caring for Ayrshire work is now complete and was approved by NHS Ayrshire and Arran Integrated Property Board. <b>Complete.</b>			
05:06	Implementation of Primary Care Improvement Plan	<p>The implementation of the primary care improvement programme continues. Increasing support across all the GP Quality Clusters, with additional MSK physiotherapy, Community Treatment and Care Nursing Teams and pharmacotherapy services, all making good progress.</p> <p>This work is clearly aligned with mental health improvements in primary care and the mental health occupational therapy model, which was piloted in the north coast cluster, with one senior Occupational Therapy (OT) staff member successful in supporting people with long COVID-19, mental health conditions and individuals with access to employability support.</p> <p>As a result, two further occupational therapists have been recruited and roll-out has commenced across other GP practices. The OT posts work closely with all the MDT staff, e.g. Community link worker, pharmacy, MSK physio and CTAC nurses, to provide a holistic support to complex individuals. There is also a continuing ambition to expand mental health practitioners and their service resilience model.</p> <p>There are specific recruitment challenges on the isle of Arran and new skills mix models are being actioned. All these services are looking to enhance their services to provide greater levels of resilience for GP practices, for example to provide cover for sickness absence, through recruitment and skill mix.</p> <p><b>Complete</b></p>	2	TI PEI MH BST	1, 2, 3, 4, 5, 8
05:07	Progress the integration of teams and implement new models of care to ensure high quality, safe and sustainable services	<p>Complex Care pilot and MDT meetings are now underway on Arran. Unscheduled Care new Nurse Practitioner role is currently being recruited.</p> <p>New nurse practitioner roles have been appointed and the new</p>	2	BST	8, 9

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
	in our community hospitals and island services	<p>unscheduled care rota commenced in November 2021. Further recruitment planned for early 2022 to unscheduled care team, complex care/MDT so that new model of care can be delivered.</p> <p><b>Complete.</b></p>			
05:08	Enhance and further refine Intermediate Care and Rehabilitation hubs, improving the streamlining of access to rehabilitation services.	<p>Effort continues to enhance and refine access to intermediate care in North Ayrshire. There has been continued focus on streamlining business support processes and on maximising the workforce available to support rehabilitation. In terms of community rehabilitation, progress has been made to integrate the Health and Therapy Team, community physiotherapy and falls teams – in improving efficiency, and experience for staff and service users. Focus has also continued to expand the enhanced intermediate care team in providing fast response, viable alternative to hospital admission. Progress has now also commenced to bring referral management for podiatry services into the Intermediate care and rehab hub in North Ayrshire.</p>	2		
05:09	Launch the Single Point of Contact on Arran by Dec 2021, providing residents of the island a single access point for all health and social care services	<p>Infrastructure work for the launch of Netcall on Arran is due to be completed in August. Single Point of Contact was expected to be in place by March 2022</p> <p>Unfortunately, due to a major IT fail on Arran the development has been delayed. Plans are now being updated and it is anticipated that this will be back on track by April 2022.</p> <p><b>Complete.</b></p>	2	EC PEI	1, 3, 5
05:10	Expand access to the increased range of supported digital options for Mental Health supports as part of a tiered model for service delivery	<p>The service will continue to utilise digital platforms that have been implemented successfully during the pandemic, this blended model of service delivery will enable greater access for individuals via the use of digital technology such as attend anywhere. This service has also utilised email direct to patients for sharing reading materials for interventions. The service will also pilot a digital safety plan, originally devised by NHs Lanarkshire and implemented there to</p>	2	EC	1, 3, 4



ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		extremely good effect. These developments are likely to remain ongoing as digital platforms & technology progresses. <b>Complete</b>			
05:11	Logos and posters to be displayed which identifies North Ayrshire Drug and Alcohol Recovery Service as being a safe space for LGBTQ+ and trans communities.	Posters from LGBT Youth Scotland and Stonewall Scotland are displayed within the waiting area of Caley Court which identifies NADARS as being a safe space for LGBTQ+ and trans communities. <b>Complete</b>	2	TI MHW	3
05:12	Standardised data sets to be included in the Drug and Alcohol Information System (DAISy) which includes wider gender identity options.	We made contact regarding the new national alcohol and drug recording system (DAISy) system and here are the options which have been included in the new national data set:: <ul style="list-style-type: none"> <li>• Male</li> <li>• Female</li> <li>• Not Specified (not stated, not recorded)</li> <li>• Not known (indeterminate sex, intersex)</li> </ul> <b>Complete</b>	2	TI MHW	3

Equality Outcome 6. Vulnerable people can access meaningful education, training and employment options.

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
06:01	Identify preferred tender for service provider to implement intensive employment support programme for care experienced young people into employment and training. Seek to improve confidence and self-esteem post lock-down using creative approaches. Programme to launch late 2021.	Off Programme – Action could not be complete due to issues in identifying and commissioning an appropriate service provider.	3	TI PEI	4
06:02	Utilise available funding to undertake joint initiative with Community education using adult tutors support literacy development with families involved with Rosemount team to improve employability prospects. Initiative will utilise work placement and voluntary options and provide adult learning awards.	<p>A 12-week programme of community education was commenced in September 2021. In total 6 parents/carers accessed the programme.</p> <p>with all participants being provided with Google chrome books and support with IT literacy.</p> <p>The group attended weekly sessions at the Redburn Community Centre, Irvine, facilitated by staff from Connected Communities and Rosemount. This provided an opportunity to support parents and carers to develop their resilience, confidence, and skills, with the intention of bringing them closer to the job market.</p> <p>The programme had set sessions focused on how to build a CV, IT skills, and setting achievable goals. However, it was also flexible enough to respond to the individual needs of each participant with one-to-one sessions provided to those who required them, e.g., to support with literacy.</p> <p>The group completed a session focused on community mapping, which increased their knowledge of local groups in Irvine that either themselves or their families could be involved in. We also had an input from the Irvine Locality Community Link Worker service and Money Matters, which created links for future engagement.</p>	3	EC BST MHW	1, 3, 5

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<p>Finally, during the October holidays, all participants and their families were invited to engage in two days of activities that were facilitated by the Arran Outdoor Centre, including Canoeing, Orienteering, and Rock Climbing. This was well attended and the feedback from the group was that it had both increased their confidence and appreciation for the outdoor spaces available to them in their local community. This was one of several activities that encouraged participants to focus on positive health and wellbeing.</p> <p><b>Complete.</b></p>			
06:03	Create Modern Apprentice post in the Drug and Alcohol Workers team. The MA will be identified from known young people with experience of family addiction issues.	The HSCP was notified in July 2021, that an application for funding to the Corra Foundation, Improvement Fund had been approved. The grant has been awarded specifically for the salary of a Modern Apprentice and associated costs to develop the Child & Adolescent Specialist Substance Team (CASST).	3	PEI MHW	1, 4, 5, 7
06:04	Through rehabilitation support provided through the Dirran's Centre, we will support service users to develop meaningful skills, support their independence and assist them on their route to positive outcomes.	The Dirrans successfully continued to deliver its supports via alternative service delivery throughout the pandemic. The Dirrans fully re-opened in late 2021, however continues to operate with a mixed model of delivery based on individual needs	3	TI MHW	1, 2, 4, 5
06:05	Support development of new Day Services workforce for those with a learning disability following the move to Trindlemoss	<p>Staff change within Trindlemoss is ongoing, in terms of those existing staff choosing to move on, and new staff being recruited. Staff team consolidation is expected to be complete by end of May 2022.</p> <p>As part of our involvement in the HIS Collaborative, we are working with the other HSCPs in the Collaborative to explore routes for linking the National Development Team for Inclusion to the Day Opportunities workforce, with a view to supporting them to</p>	3	MHW	8, 9

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		enable/develop opportunities for clients, including employment and training, and expand their awareness of good practice taking place elsewhere. HIS themselves will also be undertaking a workshop with Day Opportunities staff in the coming months. <b>Complete.</b>			
06:06	Implementation of locality-based development work in Garnock Valley (Neighbourhood Networks) for services users with a Learning Disability	<p>Neighbourhood Networks have successfully established themselves within the Garnock Valley, and earlier this year reached their operating capacity in terms of the number of individuals they could support. They adapted successfully around the restrictions associated with Covid, developing a range of online opportunities as well as providing socially distanced opportunities to meet within communities. The success of their digital offering led to it being opened up to clients supported by the integrated community LD team, but not part of the Garnock Valley network. Recent staff changes within the network have created a fresh opportunity to look at its activity in the context of broader developments within the Learning Disability Service.</p> <p>The success of the 1st Neighbourhood Network in the Garnock Valley (as reflected in a recent activity summary shared by the Network manager) has led to the establishment of a second with a wider remit, as well as discussions regarding further implementation in other North Ayrshire localities. We aim to work with Neighbourhood Networks to evaluate their activity, with an aim to report in the first half of 2022.</p> <p>Establishment of the Networks has been very positively received by a range of partners, including colleagues working in Primary Care, and clearly demonstrates the Partnerships commitment to pro-active, empowering support for individuals and communities. The success of the existing Network activity has also been submitted as a success story to the NHS Board.</p> <p><b>Complete.</b></p>	3	TI EC MHW	4, 5

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
06:07	Enhance volunteer approaches for those accessing addiction support services, focussing on employability support	<p>The Turning Point Scotland, PEAR service received funding to facilitate a pathway for those with lived experience into volunteer work within the service and then subsequent paid employment through sessional or full-time posts. The service has trained nine individuals to date, three of which have progressed to paid employment within the PEAR service while two remain currently active.</p> <p>Another group of volunteers are being advertised for and hopefully recruited soon.</p> <p>There is further work being carried out by the ADP community link worker in supporting individuals in to volunteering at the Recovery Cafe and accessing training, however COVID has prevented the work being carried out.</p> <p>The Wellbeing and Recovery College allows individuals to access courses aimed at recovery, and individuals from NADARS and PEAR access this when available.</p> <p>The Eglinton Community gardens, part funded by the ADP, provides supported skills in gardening and growing own food, the garden also provides for access to volunteer in the work but also access volunteering through the NA Rangers Service, there is also a allotment in another area at Eglinton which allows access for self-growing for those attending the Recovery Cafe and recipes for cooking.</p> <p>The ADP will continue to look at other pathways and sources of training, volunteering etc. ADP funding and proposals via 'Corra' national funding will also encourage further developments in this area.</p>	3	TI MHW	1, 3, 4, 5
06:08	MH Recovery College will continue to support people with MH issues to improve access to education and training.	The mental health recovery college remains in commission until June 2022. The College has had several graduates during 2021-22, given 3 years in operation. Management is in discussion regarding	3	TI MHW	1, 3, 4, 5

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<p>next opportunities. Graduates of college, currently have opportunity for volunteer peer work.</p> <p>The Recovery college is in process of going out to tender. This tender will award the successful provider the contract for a further 5 years. The college has proven hugely successful and recent north Ayrshire partnership evaluation of the service showed the positive impact it was having on individuals across North Ayrshire in terms of their mental health and wellbeing as well as supporting those suffering from mental illness.</p>			
06:09	The individual placement and support service, will support individuals within MH services to regain meaningful employment.	<p>Individual placement and support (IPS) service delivered positive results for those experiencing Mental illness and access to job market.</p> <p>However, a test of change of having the IPS service open to the Primary Care Mental Health (PCMHT) aspect of the service did not prove sustainable due to the deviation from the services core model and principles.</p> <p>The IPS contract will end in 2022, following the provided submitting notice.</p> <p>New employability support models are now being considered by PCMHT.</p> <p><b>Complete.</b></p>	3	TI MHW	3, 4, 5
06:10	College wellbeing and liaison post will support students to remain in education with Ayrshire College. Covering all campuses across Ayrshire.	<p>College wellbeing and liaison worker in post.</p> <p><b>Complete</b></p>	3	TI MHW	5
06:11	Develop sustainable social enterprise in ACORN service, providing training and	ACORN model is currently offering between 1 and 2 half days workshop/practical training to individuals. Alongside this the HUB	3	TI MHW	3, 4

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
	recovery services to people with complex Mental Health concerns.	has been developed to offer 'classroom' based education to compliment this, supporting individuals to positively manage their mental health. Partnership working continues to progress with Ayrshire College to offer education and training that will help individuals move on. <b>Complete.</b>			

Equality Outcome 7. People at risk of involvement with the Justice System are redirected to positive outcomes.

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
07:01	We will improve the employment opportunities to support people with criminal records into employment.	Employability mentors sit within Justice services taking referrals for any service users currently involved in Justice services or involved within the past year. The aim is to integrate service users into support for health & wellbeing, vocational and accredited training, education, volunteering, and successful employment tailored to their individual needs. Due to covid restrictions during 2021 it has been challenging to secure opportunities for service users. Contact with service users has been ongoing throughout the pandemic initially via telephone and a return of face-to-face appointments since April 2021. During 2021 the service received 22 completed referrals, aided 1 service user in a volunteering role, 10 into training opportunities and 12 job outcomes have been gained, alongside the hard work of service users to achieve these positions. The service also engages with available employability opportunities, attending job fayres when possible. <b>Complete.</b>	3	TI	3, 4, 5, 7

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
07:02	Development of a robust formal working partnership with peer workers in the Alcohol and Drug Partnership to encourage additional supports, inclusiveness, community reintegration and enhance support to service users subject to Drug Treatment and Testing Orders.	The working partnership with peer workers across Ayrshire in the Alcohol and Drug Partnership (ADP) continues to work well. The Drug Treatment and Testing Order (DTTO) Service has received CORRA funding for an addition Recovery Development Worker who will encourage inclusiveness, community reintegration and provide support to service users subject to DTTO. Following the standard recruitment process a suitable individual was appointed to the post of Recovery Development Worker, with the new individual starting their post in November 2021. <b>Complete.</b>	3	TI BST MHW	1, 4, 5
07:03	Work in collaboration with Police Scotland and Children First to develop a 'Whole family approach' for Women subject to Diversion from prosecution	Through monies received from Community Justice Ayrshire to appoint a "Whole Family Approach" worker to complement the diversion Team, we have completed a quick quote process and Turning Point Scotland (TPS) has been awarded the contract. TPS Undertook a recruitment process to appoint new worker, who took up post in November 2021. Discussions between TPS and HSCP identified clear outcomes for the service to progress. <b>Complete.</b>	3	TI BST MHW	1, 2, 3, 4, 5
07:04	Embed the 'Safer and Together' model to enhance our response to domestic abuse, providing support to children and their non-abusing parents. The model will support children (including pre-birth) and non-abusing parents to remain together in a supportive and safe environment, whilst working with perpetrators to reduce harm to the child and promote family safety.	Safe and Together model overseen the training of 20 Social Work practitioners trained in the Safe and Together institute accredited programme. This approach is about keeping the child Safe and Together with the non- abusing parent in cases of domestic violence, whilst working alongside perpetrators to reduce their risk of harm. Agency response should be more domestically abuse informed preventing perpetrators utilising child welfare/protection processes as part of a pattern of coercive control.	3	TI PEI	3, 4, 5, 7



ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<p>Additional training was also offered to other Social Work and Police Staff to support the implementation of the model.</p> <p>Additional funding was also approved to appoint an implementation manager to oversee the mainstreaming of the Safe and Together approach.</p> <p>Five members of staff also complete the 'Train the Trainer' accreditation and are now able to provide further training to colleagues locally.</p> <p>In January 2022, a steering group was formed to plan on-going case audits to review the impact of the model, and address any ongoing implementation challenges.</p> <p><b>Complete.</b></p>			
07:05	Implementation of Housing First model in collaboration with housing addictions and mental health services to support those released from prison, reduce reoffending and help deliver sustainable housing and promote recovery.	<p>A Community Psychiatric Nurse commenced with Housing First Service in August 2021. This is for an initial period of one-year fixed term bases as a test of change. This will be reviewed in August 22, with a possibility to extended funding for an additional two years, if this model is assessed as being of benefit.</p> <p><b>Complete.</b></p>	3	TI BST MHW	3, 4, 5
07:06	Review of clinical pathways for individuals with mental health concerns coming to attention of police, police custody and court.	<p>Individuals who are required to be assessed at Court continue to be assessed by the Community Forensic Mental Health Team five days a week.</p> <p>Police Custody arrangements and police pathway continue to be supported via the Crisis Service.</p> <p><b>Complete</b></p>	3	BST MHW	3, 4, 5
07:07	Implement the court distress pathway to provide greater support to those with	<p>The development of the new Court Distress Service was supported through Action 15. Service has been established with staff appointed. Those staff were also accepted onto NES Enhanced</p>	3	MHW BST	3, 4, 5

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
	complex Mental Health issues who face the justice system.	<p>Practitioner Programme. This learning will inform the model of care going forward.</p> <p>The programme steering group included representation from Health, Justice and Police Scotland.</p> <p>Through the NES programme we are receiving backfill money and plan to use this to supported the team with technology, admin and a project lead to look at and review all the service outcome measures.</p> <p>Programme went live in October 2021.</p> <p><b>Complete.</b></p>			

#### Equality Outcome 8. We better understand the Diversity in our workforce.

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
08:01	Report the findings of the Workforce Benchmarking exercise to Partnership Senior Management Team with recommendations for Action.	<p>Benchmarking work carried identified significant gaps in protected characteristic information provided in Workforce Statistics. This was identified as an area for improvement.</p> <p>The findings from this exercise were presented to NAHSCP PSMT for information and awareness. The report also included an overview of the findings from Scottish Association of Social Worker (SASW) on prevalence of racism in Social Work in Scotland.</p> <p>PSMT agreed improvement in this area would be welcomed. HSCP officer responsible for Equalities will engage with colleagues in Parent organisations to identify improvement actions.</p> <p><b>Complete.</b></p>	4	TI BST	8
08:02	Identify and implement action to address the protected characteristic information deficit.	<p>Through engagement with HSCP Resource Officer, a clearer benchmark picture of the overall HSCP workforce (including both NAC and NHS staff) and their protected characteristics has been established.</p>	4	TI	8

ID	Action	Narrative	AEP Outcome	Strategic Priority	National Outcome
		<p>This information will help establish a partnership wide baseline, with which to measure future improvements. Information collated has been used across the HSCP and in particularly used to inform the development of the HSCP Workforce Plan.</p> <p><b>Complete.</b></p>			