

Subject: **North Ayrshire Equality Outcomes Reporting and Plan**

Purpose: To inform IJB of the NAHSCP Equality Outcome and Mainstreaming Report (2019-21), The Ayrshire Shared Equality Outcomes Report (2019-21) and seek approval for a new North Ayrshire HSCP Equality Outcome Plan (2021-22)

Recommendation: IJB approves content and online publication of Ayrshire Shared Equality Outcomes Report (2019-21)
IJB approves content and online publication of North Ayrshire HSCP Equality Outcomes and Mainstreaming Report (2019-21)
IJB approves North Ayrshire Equality Outcomes Plan 2021-22 for online publication and implementation.

Glossary of Terms	
NHS AA	NHS Ayrshire and Arran
HSCP	Health and Social Care Partnership
EHRC	Equality and Human Rights Commission
PSMT	Partnership Senior Management Team
AEP	Ayrshire Equality Partnership

1.	EXECUTIVE SUMMARY
1.1	<p>To comply with the Equalities Act 2010 and meet the obligations set out by the public sector equality duty, public sector organisations must publish a set of Equality Outcomes and associated action plan.</p> <p>Since 2017, the Partnership has contributed to the shared equality outcomes plan produced by the Ayrshire Equality Partnership. This plan will expire on 30th April 2021.</p>
1.2	<p>The final Equality Outcomes and Mainstreaming reports against the 2017-21 Ayrshire Shared Equality Outcomes plan have been produced. These have been split over two reports: a report highlighting progress against the Ayrshire shared actions (appendix 1) and the local North Ayrshire HSCP Mainstreaming and Equality Outcomes report (appendix 2)</p> <p>A new plan with a reviewed outcome set has been produced in collaboration with HSCP Services and partners through the Strategic Planning Group. This new plan is for North Ayrshire HSCP only and will cover the one-year period from April 2021 to April 2022, in line with the Partnership's Strategic Bridging Plan (appendix 3)</p>

1.3	<p>In keeping with Equality and Human Rights Commission (EHRC) publication timescales, and following approval by PSMT, these reports were published as draft versions on the Partnership website on 30th April 2021.</p> <p>Final versions of all documents will be published following formal approval by IJB.</p>
1.4	<p>IJB are asked to:</p> <ul style="list-style-type: none"> • Note the content of the Ayrshire Shared Equality Outcomes Report (2019-21) (Appendix 1) • Note the content of the North Ayrshire HSCP Mainstreaming and Equality Report (2019-21) (Appendix 2) • Note the content of draft Equality Outcomes Plan 2021-22 (Appendix 3) • Provide formal approval for publication of all documents on the HSCP website • Approve implementation of the new North Ayrshire Equality Outcomes Plan (2021-22).
2.	<p>BACKGROUND</p>
2.1	<p>North Ayrshire HSCP is a represented partner on the Ayrshire Equality Partnership. The Partnership adopted the four shared equality outcomes in 2017, alongside nine other public sector bodies in Ayrshire. This plan was the first in Scotland to publish a set of shared equality outcomes that were adopted by the partners in the Ayrshire Equality Partnership (AEP). This approach was adopted to reduce the complications around multiple sets or equality outcomes and to reduce duplication in relation to public engagement and consultation.</p> <p>From 2017, the partners worked together on the delivery of a joint action plan to contribute to the four equality outcomes. Those are that in Ayrshire:</p> <ol style="list-style-type: none"> 1. people experience safe and inclusive communities 2. people have equal opportunity to access and shape our public services 3. people have opportunities to fulfil their potential throughout life 4. public bodies will be inclusive and diverse employers <p>How we progressed against these outcomes is detailed in the Partnership’s Equality Outcomes and Mainstreaming Report (2019-2021) and the Ayrshire Shared Equality Outcomes Report.</p> <p>Throughout the four-year life of the plan, the AEP addressed many challenges in delivering truly joint actions. In some cases, it was found that intended actions could not be complete due to contradictory policies held at both local and national levels.</p> <p>As a result, it was agreed that the equality outcomes partners would continue to work towards the agreed equality outcomes but would no longer produce a shared action plan. Therefore, North Ayrshire HSCP has produced its own Equality Outcome Plan for implementation from April 2021.</p> <p>In addition, to effectively mainstream the public sector equality duty, it is important to align our equality outcomes with our overarching strategic direction. To this end, the reviewed equality outcomes plan will be for one year only and will complement the Partnership’s Strategic Bridging Plan (2021-22).</p> <p>A longer-term plan will be prepared for the period from April 2022.</p>

3.	PROPOSALS										
3.1	<p>Proposals/Recommendations</p> <p>Following the expiration of the 2017-21 Ayrshire Shared Equality Outcome Plan, it is proposed that IJB approve the publication and implementation of Partnership only Equality Outcomes Plan.</p> <p>Following a period of consultation in October 2020 there was strong support to continue forward with the established four equality outcomes. This was agreed by all AEP members, who would include the outcomes in their own plans.</p> <p>However, feedback provided by EHRC highlighted concern over the status of the four equality outcomes, suggesting that they are too high level and long-term to be effective.</p> <p>As such, all partners agreed to retain the four high level outcomes, but also produce more focussed short to medium term outcomes. The short to medium term outcomes will be more focussed on protected characteristics.</p> <p>For the Partnership the following outcomes are proposed for the service year 2021-22</p> <table border="1" data-bbox="277 779 1382 1503"> <thead> <tr> <th data-bbox="277 779 667 882">Ayrshire Shared Outcome (Long-term)</th> <th data-bbox="667 779 1382 882">HSCP Equality Outcome (Short-Term)</th> </tr> </thead> <tbody> <tr> <td data-bbox="277 882 667 1021">In Ayrshire, people experience safe and inclusive communities</td> <td data-bbox="667 882 1382 1021">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</td> </tr> <tr> <td data-bbox="277 1021 667 1227">In Ayrshire, people have equal opportunity to access and shape our public services</td> <td data-bbox="667 1021 1382 1227">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</td> </tr> <tr> <td data-bbox="277 1227 667 1397">In Ayrshire, people have opportunities to fulfil their potential throughout life</td> <td data-bbox="667 1227 1382 1397">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</td> </tr> <tr> <td data-bbox="277 1397 667 1503">In Ayrshire, public bodies will be inclusive and diverse employers</td> <td data-bbox="667 1397 1382 1503">8.We better understand the Diversity in our workforce</td> </tr> </tbody> </table> <p>Each short-term outcome will be supported by aligned actions from the Strategic Bridging Plan and service area improvement plans.</p>	Ayrshire Shared Outcome (Long-term)	HSCP Equality Outcome (Short-Term)	In Ayrshire, people experience safe and inclusive communities	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	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. 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	In Ayrshire, people have opportunities to fulfil their potential throughout life	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	In Ayrshire, public bodies will be inclusive and diverse employers	8.We better understand the Diversity in our workforce
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3.2	All documents were published on the Partnership website on 30 th April 2021 in draft format. This action was taken to ensure compliance with EHRC timescales. Formal publication of the documents will take place following IJB approval.										
3.3	<u>Anticipated Outcomes</u>										
	It is anticipated that through the implementation of the North Ayrshire HSCP Equality Action Plan 2021-22, the Partnership can demonstrate its commitment to the public sector equality duty and ensure we continue to deliver effective services to those people in our communities who are considered vulnerable and often subject to discrimination.										

3.4	<u>Measuring Impact</u>
	<p>Actions identified for implementation within the North Ayrshire Equality Outcome Plan are aligned to the Strategic Bridging Plan and other service area improvement plans.</p> <p>Updates on progress will be collected on a quarterly basis with regular reports being submitted to the Partnership Senior Management Team will provide oversight on implementation.</p>
4.	IMPLICATIONS
Financial:	There are no direct financial implications for HSCP budgets.
Human Resources:	Some actions detailed within the Equality Outcome Plan 2021-22 reflect planned work for services reviews and improvements. This may impact on relevant HSCP staff and will be managed by the appropriate service area.
Legal:	<p>The HSCP are bound by the Equality Act 2010 to review and publish a set of Equality Outcomes every four years and at intervals of no more than 2 years publish a report on progress made to achieve set outcomes.</p> <p>Reports must be published by the end of April in each publishing year.</p>
Equality:	<p>The Ayrshire Shared Equality Outcomes Report and the North Ayrshire Equality Mainstreaming and Outcomes outlines our progress in meeting our public sector equality duty.</p> <p>The new Equality Outcome Plan 2021-22 sets out our continued intentions to embed the public sector equality duty in our day to day practice.</p>
Children and Young People	Children and young people are covered by the protected characteristics as a result of age. The Children, Families and Justice Service have been consulted in the development of the new Equality Outcomes Plan, which includes a series of actions to support and improve the safety and wellbeing of local children and young people.
Environmental & Sustainability:	There are no direct implications in relation to the Environment or Sustainability as a result of publishing these documents.
Key Priorities:	In progressing actions to improve the lives of people covered by the protected characteristics the equality outcomes identified strongly reflect the priorities of the Partnership. Progress against the equality outcomes are complimentary to the HSCPs five strategic priorities in that they attempt to reduce inequalities faced by local people and support them in living safe, healthy and active lives.
Risk Implications:	No risk implications have been identified as a result of publishing these reports.
Community Benefits:	No direct implications on tendering or procurement.

Direction Required to Council, Health Board or Both	Direction to: -	
	1. No Direction Required	X
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

5.	CONSULTATION
5.1	<p>To support the development of an equality action plan, the Ayrshire Equality Partnership undertook and consultation survey exercise. The consultation ran between 13th October to 18th November 2020. In total, 128 responses were provided from across Ayrshire. 44 of those were identified as North Ayrshire residents. The method adopted focussed on an online survey created using the Microsoft Forms software. The question set was designed and agreed by AEP members. In all, it contained 10 questions relating directly to Equality Outcomes, plus an additional 'about you' section asking people for relevant demographic information. Overall, when asked if people agreed with the four Ayrshire Shared Equality Outcomes, 87% of respondents agreed they were still relevant to take forward. Further questions in relation to Equality Outcomes took both an asset and deficit approach, in that we asked respondents to reflect on positive things they have experienced as well as any negatives. In analysing responses, we took a thematic approach in which we aimed to group responses by a recurring theme. A full analysis of the responses has been complete and is available for review.</p> <p>The reports included in this paper have been reviewed and commented upon by the following management and leadership groups:</p> <ul style="list-style-type: none"> • Partnership Senior Management Team (PSMT) – 18th March 2021 • Strategic Planning Group – 30th March 2021 • Children, Families and Justice Service SMT – 13th April • Mental Health and Learning Disability Service SMT – 21st April • Health and Community Care SMT – 23rd April • Integration Joint Board – 13th May 2021
6.	CONCLUSION
6.1	<p>North Ayrshire Integration Joint Board (IJB) as a public body are required under the Equalities Act 2010, identify and publish a set of Equality Outcomes, to regularly publish reports on how they have progressed the mainstreaming of the Public Sector Equality duty, including progress made against identified equality outcomes.</p> <p>The NAHSCP Equality Mainstreaming and Outcome Report 2020/21 and the Ayrshire Shared Equality Outcome Report 2020/21 are now ready for publication.</p> <p>The North Ayrshire Equality Outcome Plan 2021-22, with a revised set of Equality Outcomes is also ready for publication and implementation.</p> <p>IJB are also asked to approve for full publication, the reports currently published as draft on the NAHSP website April 2021.</p>

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Draft Version – Pre IJB Approval

Ayrshire Shared Equality Outcomes – 2019 to 2021

FINAL PROGRESS REPORT

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Introduction

In 2017, several public sector organisations in Ayrshire produced and published a set of shared equality outcomes. Before then, every public sector organisation across Ayrshire had their own set of outcomes. Having so many different sets of equality outcomes across Ayrshire represented significant challenges in developing an overall culture of equality.

Following a significant period of development and consultation, it was agreed that a set of Ayrshire outcomes, shared by partners throughout the area, would be of greater value to local partners and the Ayrshire population by allowing a more consistent message and pooling of resources.

The equality outcomes published are that, in Ayrshire;

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

As part of the public sector equality duty, public organisations are required to publish a report on progress towards their Equality Outcomes, every two years. This report provides an update on progress made by the Ayrshire Equality Outcome Partners in progressing identified joint actions that support the achievement of the shared outcomes. It covers progress up to December 2020.

Along with other partners, North Ayrshire Health and Social Care Partnership (HSCP) identified a number of local actions to be implemented, separate from the Ayrshire shared work, yet still aligned to the four outcomes. Progress on these actions, and the HSCP mainstreaming report can be found in the companion document, ***North Ayrshire Health and Social Care Partnership: Equality Outcomes and Mainstreaming Report 2019-21*** on the Partnership's website here: <https://tinyurl.com/hrd4wnbx>

Ayrshire Equality Outcome Partners



The Ayrshire Equality Outcome Partnership is comprised of:

- NHS Ayrshire and Arran
- Ayrshire College
- Ayrshire Valuation Joint Board
- Community Justice Authority
- East Ayrshire Council
- East Ayrshire HSCP
- North Ayrshire Council
- **North Ayrshire HSCP**
- South Ayrshire Council¹
- South Ayrshire HSCP

¹ While South Ayrshire Council helped developed and supports the delivery of the Shared Outcomes, the organisation did not officially adopt them. At the time of publication, South Ayrshire Council were progressing through a 10 year Equality Action Plan, containing existing approved outcomes.

Progress against Shared Equality Outcomes

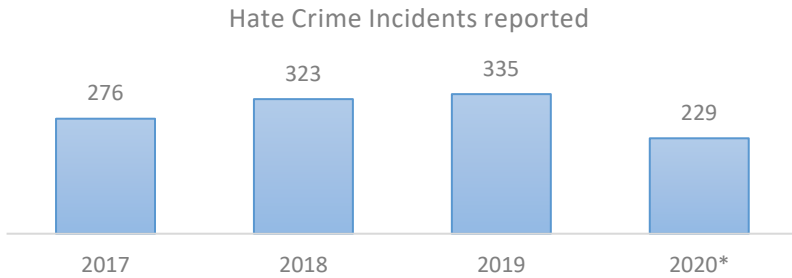
Equality Outcome 1: In Ayrshire, people experience safe and inclusive communities


In progressing this action, we intend that Ayrshire becomes a more inclusive and welcoming place to everyone, where diversity is respected and protected.

The outcome has a focus on tackling and preventing discriminating behaviour that is experienced by people in Ayrshire as a result of them possessing one or more of the protected characteristics.

In addressing this Outcome, the Ayrshire Equality Outcome Partners identified two key areas for focus. These are, Hate Crime and Prevent.

Key Area: 1.1	Tackling Hate Crime – Raising Awareness
What we set out to do:	To ensure people across Ayrshire experience safe and inclusive communities, we aimed to increase awareness of hate crime and avenues for reporting, including Third Party Reporting Centres
What we did:	<p>The partners recognised that hate crime continues to rise for particular groups within our community, however, under-reporting of such crimes remains an area which requires more focus. Awareness of what constitutes a hate crime required to be made clear for people as well as alternative ways of doing so.</p> <p>Building on the awareness raising work undertaken in 2017 and 2018 of what a hate crime is and ways to report, the partners held awareness raising sessions across the various partners sites to further raise awareness and also start the conversation. Five events were held from 21 to 25 October 2019 and were facilitated by Police Scotland officers involved in addressing hate crime. The events were promoted across all partner organisations using internal communication channels as well as social media mechanisms. The events were well attended, and feedback was extremely positive.</p> <p>Given the positive feedback on these events, the partners embarked upon hosting a Conference for staff in October 2020. However, because of Covid-19, the conference had to be postponed. The partners decided that the digital world offered many opportunities and therefore ran a week of webinars from 19 to 23 October 2020 with guest speakers including an introductory welcome from Police Scotland’s Chief Superintendent Farouque Hussain.</p> <p>The Hate Crime webinars proved very successful with over 200 people registering to attend over the week.</p> <p>As outlined in our 2019 report, we have devised a quarterly report to help us understand the levels of hate crime across Ayrshire. The report outlines where there is an increase in hate crimes for particular groups as well as offering opportunities to identify any areas where more work could be targeted. The group continues to scrutinise this report to ensure appropriate work can be taken forward.</p>

<p>What difference did we make:</p>	<p>It was anticipated that the increase in awareness raising around Hate Crime would result in a rise in the reporting of hate crimes before seeing a reduction. This appears to be the case; however, over the period since commencing this work figures provided by Police Scotland shows a reduction from 2017 to 2020.</p> <p>The evidence shows the following statistics of hate crime incidents being reported:</p>  <table border="1" data-bbox="398 367 1187 646"> <caption>Hate Crime Incidents reported</caption> <thead> <tr> <th>Year</th> <th>Number of Incidents</th> </tr> </thead> <tbody> <tr> <td>2017</td> <td>276</td> </tr> <tr> <td>2018</td> <td>323</td> </tr> <tr> <td>2019</td> <td>335</td> </tr> <tr> <td>2020*</td> <td>229</td> </tr> </tbody> </table> <p><i>*2020 is 'to date' figure</i></p> <p>In 2017, race was the highest and this trend continues. To support the reduction in racist hate crime, the partners have supported and promoted diversity days. More recently the partners celebrated Black History Month via a social media campaign exploring the A to Z of black history in relation to language, key figures and events.</p>	Year	Number of Incidents	2017	276	2018	323	2019	335	2020*	229
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<p>What will we do now / in the future:</p>	<p>As outlined previously the partners had planned to host a Conference for staff as, as well as providing awareness of Hate Crime, the opportunity for networking and sharing information is provided. Whilst the online webinars were successful, the partners have agreed, when the opportunity is presented again, to host the face to face Conference to allow further learning and networking.</p> <p>The partners will continue to work jointly, in conjunction with colleagues from Police Scotland to monitor the quarterly report provided and seek to implement any initiatives required to reduce hate crime incidents.</p> <p>The partners will also continue to support and promote diversity days and running further social media campaigns in relation to language, key figures and events.</p> <p>Unfortunately, circumstances prevented the opportunity to develop an online eLearning module to better support staff understanding and therefore we will take this forward and roll out to staff. At the same time the partners will continue to work together to promote what Hate Crime is to our local communities and where third-party reporting centres are located.</p>										

<p>Case Study:</p> <p>Mr C was out for a casual walk on Christmas day while his wife was preparing herself to go to family for Christmas dinner. Both Mr and Mrs C have a learning disability and are well known in their village. Mr C stopped when he heard someone shouting there was no one else around and knew with the words that were being said this man was speaking to him. The man had targeted him before using derogatory and hurtful words like spaz and mongo. Mr C began to walk a bit quicker to get away.</p> <p>Suddenly Mr C was thrown to the ground and badly beaten. Various neighbours came to assist, and he was taken to hospital with multiple injuries. Some may say Mr C was in the wrong place at the wrong time, however Mr C believes it was a hate crime as the words were hurtful and been said by this person before. The incident was reported to the police.</p> <p>Mr C had the help of a group he attended, and his Local Area Co-ordinator facilitated. Mr C spoke about his story and we made it into a drama as a lot of people within the group had experienced Hate Crime in various ways. This helped Mr C to begin to feel safe again within his community.</p> 	

Key Area: 1.1	Tackling Hate Crime - Implement the 'Keep Safe' Initiative
What we set out to do:	To ensure people across Ayrshire experience safe and inclusive communities, we aimed to implement the 'Keep Safe' initiative across partner agencies in Ayrshire. We endeavoured to do this through staff training and briefing sessions to raise awareness and through conducting an audit of existing places with a view to increasing the number of establishments registered for the initiative. This work included, delivering training as appropriate, undertaking an audit of Keep Safe places across Ayrshire and supporting the development of the initiative across all localities.

<p>What we did:</p>	<p>People who are vulnerable because of learning disabilities, physical disabilities, sensory impairment or mental health problems have the right to feel safe when they are out in the community. Unfortunately, some people can become targets for bullying and harassment and can feel intimidated, scared and frightened to go out.</p> <p>The Keep Safe initiative works with a network of businesses such as shops, libraries and cafes who have agreed to make their premises a 'Keep Safe' place for people to go if they feel frightened, distressed or are the victim of crime when out in the community. These premises have been approved by Police Scotland and the staff within these establishments receive training as do staff within organisations and people who use the service</p> <p>People who wish to take part in the initiative are issued with a contact card which will contain details of the person's name, any health concerns, any communication needs and helpful contact details for friends or family.</p> <p>There is also a free phone app which maps out all Keep Safe places across Scotland. This app allows users to map out their route in advance and supports independence when going out.</p> <p>As a starting point for this action, the partners conducted an audit of the number of establishments across the whole of Ayrshire in early 2018 and there was only one establishment in North Ayrshire.</p>
<p>What difference did we make:</p>	<p>Following the audit, the partners worked to increase the number of Keep Safe establishments across Ayrshire. When we reported in 2019, there were 46 Keep Safe premises across Ayrshire. These sites had been approved and are registered on the 'I Am Me' website which keeps a register of all approved Keep Safe establishments.</p> <p>Since then, the partners have continued to work with organisations and have further increased the number of establishments registered on the website and app. As a result of COVID-19, a few establishments are closed to the public however the number of registered places has risen to 70. At the time of writing this report the breakdown of establishments across the 3 local authority areas is 35 in East Ayrshire, 14 in North Ayrshire and 21 in South Ayrshire.</p> <p>As part of increasing the number of establishments registered for this initiative, many members of staff have also required to undergo training to ensure staff working in the establishments can fulfill the potential of the initiative.</p> <p>Whilst many people may not use the Keep Safe places, the most important benefit of having these in place is that it reassures people and gives them the confidence to lead an independent and fulfilling life.</p>

What will we do now / in the future:

In 2019, we reported that contact had been made between lead for Keep Safe in East Ayrshire and the Lead Partnership Head of Service for Primary Care and Out of Hours Community Response with a view to rolling this initiative out within primary care settings. Unfortunately, due to staffing changes and the impact of COVID-19, this piece of work did not progress. However, the partners plan to support roll-out in primary care settings that express an interest in due course. The partners will also continue to progress identification of further locations for Keep Safe places through engagement with Learning Disability service users and other relevant groups to help identify suitable locations out with statutory buildings. Ideally, Keep Safe places will be established in local business or leisure venues where people would normally visit.

The partners will continue to promote the initiative across their respective organisations and local communities to ensure people are aware of the initiative, where to go, how to get involved and importantly the benefits it can provide to vulnerable individuals.

Case Study:

The 'Things Tae Dae' Social hub have been involved with the keep safe initiative since it started in East Ayrshire. All members are Keep Safe ambassadors and were fully involved with getting the local shops to be part of the initiative.

We put together a drama called The Greatest Showman to tell the story of why people need a safe place to go, if in need of assistance. The drama highlighted the feeling of empowerment and independence of individuals who now have the confidence to go out on their own where previously they would not. The members of the 'Things Tae Dae' Social Hub were fully involved in the scripts of the scenarios they were acting out, mostly based on their own experiences.

We had the help of East Ayrshire Leisure pulling the drama together and staff were fantastic at bringing individual's out of their comfort zone.



Key Area: 1.2	Support the PREVENT initiative
What we set out to do:	Prevent is one of the four elements of CONTEST, the UK Governments counter terrorism strategy. The Counter Terrorism and Security Act (2015) places a duty on a number of specified authorities to have “due regard to the need to prevent people from being drawn into terrorism” The partners agreed to implement certain actions to support this work including raising staff awareness to better identify radicalisation and also increase awareness of the reporting procedures.
What we did:	<p>The e-learning package continues to be promoted to staff. An additional 590 staff completed the e-learning from our 2019 report taking the total number of staff to 4,502.</p> <p>The all staff Prevent briefing was revised and circulated in October 2018. This allows a clear and consistent message around Prevent to be disseminated across the whole of Ayrshire. Each partner organisation distributes these briefings using their own internal processes. Within NHS Ayrshire & Arran, this is circulated via daily digest and available on Athena. We also encourage this to be highlighted at the daily huddles and team meetings.</p> <p>There was a Multiagency Ayrshire wide Prevent Workshop hosted by East Ayrshire Council on 9 November 2018 with a table top Prevent Professionals Committee meeting.</p> <p>A Prevent presentation was also delivered to NHS Board members at the Board workshop on the 11 November 2019.</p>
What difference did we make:	<p>We have raised awareness of Prevent and our responsibility to safeguard vulnerable individuals for being radicalised; in doing so staff have started asking more questions and discussing their concerns.</p> <p>We are complying with the duties placed upon us as a named specified authority within the Counter Terrorism and Security Act, 2015. Staff are more aware of Prevent and the need to safeguard against radicalisation and the routes for reporting any concerns.</p>
What will we do now / in the future:	We will continue to provide on-line training, publish briefings and keep staff abreast of any changes in line with the Prevent strategy. We will continue to meet as a multiagency partnership and share intelligence.

Case Study:

Whilst we do not have any specific case studies to report, we are confident that staff awareness is greatly improved based on a shared understanding of the threat, risk and vulnerability in the area and the safeguarding of individuals. Therefore, should a situation arise we are confident that relevant staff would recognise vulnerability and be in a position to notice, check and share concerns about those at risk appropriately.

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Equality Outcome 2: In Ayrshire, people have equal opportunity to access and shape our public services

We recognise that in order to provide the right services to local people, we need to understand their needs and aspirations. Many people who possess one or more protected characteristic may face additional barriers to having their voices heard.

Through progressing this outcome, we intend to reduce the barriers often faced by local people when accessing our services.

Key Area: 2.1	Consultation and Engagement – Engaging with under-represented groups
What we set out to do:	<p>Through the Ayrshire Equality Partnership (AEP) the intention was to establish a database of all marginalised and under-represented groups in Ayrshire.</p> <p>This was to ensure that there was an evidence base of consultation for all our communities in Ayrshire to ensure that the needs of our service users and their views are considered in relation to the design and delivery of services.</p> <p>It was also essential to ensure that processes were developed and in place which would welcome, encourage and support marginalised and under-represented groups to inform decision-making.</p>
What we did:	<p>The AEP created a database which is available to AEP members through the AEP K-Hub group. This list is updated by members as and when required. The list consists of several diverse and marginalised groups, and covers groups from race, religion, sexual orientation etc.</p> <p>It is anticipated that this list will be organic and amended as new groups are established, and others close.</p> <p>However, the onset on COVID-19 has dramatically changed the landscape of involving, engaging and consulting with our communities. Lockdown restriction have dramatically changed the way we deliver services, and many people are now working from home. To ensure that we are all safe and that we all follow social distancing rules has we have cancelled all face to face engagement. However, we have had to be dynamic and creative in how we engage with our communities.</p> <p>Robust communications and community engagement have been central to the COVID-19 emergency response. A powerful and consistent approach to communications has been maintained across several channels, based around our ‘caring, kind and connected’ values, which has ensured that communities are well-informed and fully engaged in our collective response. Local resilience networks have been the focus for community-led activity and volunteering, to support the most vulnerable in our communities. In supporting these networks, we have recognised that people, families and communities of place, interest and identity are the experts in their own lives and in what will best</p>

	<p>support them to be healthy and well. Our experience of innovative practice in collaboration and engagement gives an opportunity to further strengthen this approach as we look ahead to the future.</p> <p>We have adopted alternative communication tools to engage with marginalised groups, whether through FaceTime, texts, Zoom, phone calls Near Me/Attend Anywhere etc., to ensure that we can connect with our communities with what matters to them through these challenging times.</p> <p>The long-term impact of COVID-19 on our communities is of primary concern, particularly the impact on employment, household incomes, poverty, and physical and mental health, all of which could exacerbate already existing inequalities. Where new and better ways of doing things have been developed in our immediate response to COVID-19, we will want to make sure that these can continue and that all those who have been affected including individuals, families, communities and local businesses, are fully engaged</p> <p>A core aspect of our Engagement is to hear from equality groups and from those who have experienced a disproportionate impact as a result of COVID-19 including shielding people, people experiencing social isolation and loneliness, people in recovery, care experienced young people and carers. Targeted engagement work is also underway with our BAME, gypsy traveller and refugee communities to ensure that they also have a voice.</p> <p>This process ensures that we are involving our marginalised groups in relation to how we deliver our services through this pandemic and beyond.</p>
<p><i>What difference did we make:</i></p>	<p>The database will give AEP members the opportunity to involve and engage marginalised groups. However, the pandemic has seen a rise in the levels of engagement with communities, groups and individuals who previously have not engaged directly with partners. We have been able to provide support, information or just be there to listen as people and communities have adjusted to a new way of living.</p> <p>This has allowed us to tailor specific support to the needs of people and to link them to other services that can provide the support they need. We have supported communities in very different ways to ensure that people are aware of the lockdown restrictions, how to keep safe, and how to access services during the pandemic.</p> <p>For example, in relation to the two Islamic Centres in East Ayrshire, contact on a monthly basis takes place to offer help and support as required. With regards to our refugees families, weekly phone calls take place to ensure that families understand the changing lock down restrictions and to offer support, We have provided translated information where appropriate and we have kept all groups up to date with the changes in service delivery and also asked for their opinions on how we can do better.</p>

	<p>For BSL users we have translated information into BSL and placed videos on our websites so that people understand how to access services, and information in relation to keeping safe. In East Ayrshire, the Corporate Officer (Equality and Diversity) has kept in contact with the chair of the Ayrshire Deaf Club to ensure that members feel supported, and any issues identified can be resolved.</p> <p>Our Local Area co-ordinators have been supporting adults with learning disabilities, some of whom have been given tablets to access zoom meetings and stay connected when face to face groups have been cancelled.</p>
<p>What will we do now / in the future:</p>	<p>The pandemic has forced us to work in different ways. However, this has allowed AEP members to be creative in the way that we engage with marginalised groups.</p> <p>We will continue to keep these connections, and work with our marginalised groups to support them to have a voice in our organisations.</p>

Case Study:

Over the past few months, we have seen an overwhelming response from our communities to the current crisis. This has been demonstrated through increased levels of community activity, a huge increase in volunteering and mutual aid, and a renewed sense of community cohesion.

“The local organisations including the council have done an exceptional job during the pandemic at a very unique and difficult time”.

Our community conversations are supporting us to reach out and hear from the groups and individuals that have been impacted most by the crisis to share their experience and hopes for the future.

“People got involved in their community and stepped up and did their best to help, people that would not normally get involved and it was great to see”.

A series of facilitated conversations have also been held with local resilience networks and community groups and an online survey, running in parallel, is allowing those unable to join a local conversation to also share their views.

“Communities have demonstrated great resilience in providing support to the many residents affected immediately by the lockdown”.

Key messages from the conversations have highlighted the importance of strong community connections and improved communication and joint working between the Council, partners and communities. Local groups now expect the partnership arrangements and joint working that developed during the emergency response to be sustained and for local people to have a stronger say in the decisions that affect their community.

Key Area: 2.1	Consultation and Engagement – Jointly Commissioning Translation, Interpretation and Communication support (TICS)
What we set out to do:	The partners set out to explore joint approach for the commissioning of translation, interpretation and communication support (TICS) services. It was agreed from the onset that this process would also include British Sign Language.
What we did:	<p>The endeavour to jointly commission a single and effective Translation, Interpretation and Communication Service has proved to be much more complex than originally anticipated. Through regular meetings and discussions, the Ayrshire Equality Partnership have discovered the various layers and regulations that need to be understood in order to effectively undertake this action. In addition to individual organisation policies and protocols, we also had to consider the various national frameworks and guidance established by National bodies.</p> <p>Service for Community Languages</p> <p>In the early stages, partners undertook a process of gathering and collating information from all organisations involved in relation to access, spend, quality of service and languages used, and mapping national contracts that could be accessed by public bodies, for example, the Scottish Government contract.</p> <p>Over the past 18 months, the partners have engaged with procurement officers in each organisation for advice and guidance on pursuing joint commissioning of services. This has involved a review of existing Commissioning Frameworks to assess value and the possibility of joint bids. In addition, work has also been undertaken in contacting service providers to establish service costs out with national frameworks.</p> <p>One promising prospect was a commissioning framework put forward by the Scottish Government for Translation and Commissioning Services to be used by the NHS. On review, the rates for the framework were agreed to be favourable and would likely lead to a reduction in overall costs compared to current provisions. Unfortunately, after clarity was sought, this framework was only available to NHS services. As such, this excluded the remaining partners. This option was pursued by NHS Ayrshire and Arran</p> <p>The remaining partners considered continuing to pursue a joint framework, however advice from Procurement officers suggested it would continue to be a complex. Nevertheless, in the continued endeavour of partnership working, it has been agreed to pursue a local agreement with service providers to research the value individually pursuing a better contract than that available through national frameworks. While the intention is for this to be a solo venture, it is expected that the framework and learning from this exercise can be shared with partners to pursue their own bespoke commissioning arrangements.</p> <p>British Sign Language</p>

	<p>Unlike community languages, all partners can jointly procure for services for the translation of British Sign Language. Partners produced a joint BSL Interpreting Services Specification form that will go out to tender. The specification is in its final stages of completion (as at October 2020), with only final comments and clarification around GDPR required.</p>
<p><i>What difference did we make:</i></p>	<p>Work is still progressing to finalise agreement and implement new commissioning frameworks.</p> <p>However, it is anticipated that this service will ensure that there is consistency of approach across Ayrshire for all translation and interpretation requests.</p> <p>It will not only present a best value approach, but also an efficient process for our communities across Ayrshire in relation to accessing a professional and robust translation and interpretation service which is inclusive. Provision of clear and comprehensive communication will have a positive impact on the outcomes for all our service users. Work towards achieving this outcome is ongoing.</p>
<p><i>What will we do now / in the future:</i></p>	<p>Following key learning, work continues to find an optimal solution to ensure access to translation services is equitable across all organisations of the Ayrshire Equality Partnership.</p> <p>Going forward, NHS Ayrshire and Arran will pursue their procurement of Translation Services through the established Government Framework for Community Languages.</p> <p>On behalf of the other partners, representatives from local authorities are currently pursuing a bespoke commissioning agreement with service providers. This has involved looking at existing contracts, forecasting potential use and entering negotiations with service providers.</p> <p>Recommendations from North Ayrshire Council procurement service provided in September 2020, indicated an individual, authority based 'Quick Quote' procurement exercise would be the most efficient model going forward. This approach means annual spend on translation services is below that required for more formal and complex procurement processes. While joint procurement is still a possibility with partners, this increases the maximum spend and makes it more likely that a quick quote would not be possible.</p> <p>A final meeting with local authority-based partners will now be organised to consider the recommendations and agree forward action on procurement.</p>

Key Area: 2.2	Accessible and welcoming buildings and services
What we set out to do:	<p>In 2016, the Ayrshire LGBT+ Development Group held three locality-based Trans events across Ayrshire. Local community engagement identified there is a lack of gender identity support within Ayrshire. In addition, it was highlighted that there were issues related to gender specific services which have adversely impacted the experience of accessing our services by those identifying as transgender.</p> <p>Welcoming and accessible services would encourage greater engagement with services.</p>
What we did:	<p>We continue to explore different avenue to ensure that Trans people are not discriminated against when accessing our services. Employee training in relation to trans specific issues continues to be made available to employees and training experiences are shared across the partners. E-learning modules in relation to Trans specific training is also available and again this training is shared across the partners. Training employees allows staff to understand the issues Trans people on a daily basis and to ensure that when they do access our services and building, our staff have the knowledge and understating to treat Trans people with dignity and respect.</p> <p>A few of the partners have developed or are in the process of developing policies to support Trans employees in the workplace, and again this practice is being shared across the partners to ensure that Trans employees are supported across the partner organisations and feel welcome and respected in the organisation.</p> <p>Hate Crime Awareness Week seminars hosted by Police Scotland were organised by the Ayrshire Equality Partnership across Ayrshire in 2019 to raise awareness and highlight the issues faced by people who are victims of Hate Crime including Trans people.</p> <p>Initially in 2020, a Hate Crime Awareness Conference was planned, however due to Covid-19, the Ayrshire Equality Partnership revised plans and planned a series of five webinars covering the different aspects of Hate Crime. This included the development of a webinar from Dr Stephanie McKendry, Head of Access, Equality and Inclusion, University of Strathclyde in relation to the experiences of trans and gender diverse learners and staff in colleges and universities: moving from evidence to action.</p> <p>The presentation focused on:</p> <ul style="list-style-type: none"> • The wider context for gender diverse people • Experiences in FE and HE • The TransEDU Project

- COVID-19/ remote delivery
- What works

As the attendees were from across the public sector and beyond the webinar was broadened to cover the diverse representation of those attending, and explored the issues facing Trans people in education and communities, and how we, as organisations, can make Trans people feel welcome when accessing our buildings and services.

The Ayrshire LGBT+ Education Network which is led by Ayrshire College and East Ayrshire Council aims to engage with education practitioners across Ayrshire in sharing innovative ways to engage in LGBT educational and share best practice. The Ayrshire LGBT+ Education Network has members across the partners including health, LGBT Youth Scotland, The Terrance Higgins Trust, young people etc.

In the academic year Sept 2019 - June 2020 offered, the Ayrshire LGBT+ Network offered 10, 1-hour themed Network Meets, including a dedicated trans-focused session. As always, the Meets are open to anyone seeking to improve their professional practice especially those who have a direct working link to the experiences of LGBT+ children, young people and adults learning in Ayrshire. However, as a result of Covid-19, all planned Meets from March 2020 onwards were suspended. Trans and gender diverse experiences in any education setting remains a core element of the Network. All Network Meets prior to Covid-19 thus sought to ensure these experiences, and voices, were included and highlighted. The most attended Meet was on LGBT+ and domestic abuse (and wider examples of GBV) and this included discussions on potential trans vulnerabilities and experiences in this context. For the first time, also, a Meet was held in a Primary school, Kilmaurs Primary, in East Ayrshire, in which the school lead the session by sharing excellent practice in how they are embedding LGBT+ inclusion.

The Network aims to return, online, for academic year Sept 2020-June 2021 and will re-focus by offering 3, 1 hour to 1 hour and 30mins Meets. Themes identified so far include:

- Mental health and wellbeing and LGBT+ experiences (with a Covid-19 insight) delivered by Karen Lees, NHS Ayrshire and Arran, with support from Kerry Riddle, LGBT Youth Scotland
- Domestic abuse and LGBT+ experiences co-delivered by Sarah Millar, SAWA, and Sarah Shennan, NHS Ayrshire and Arran.

This education and learning is invaluable for our staff, giving them the knowledge and skills to engage with Trans people with confidence.

<p>What difference did we make:</p>	<p>We continue to explore different avenues to ensure that Trans people are not discriminated against when accessing our buildings and services. Employee training is essential as our front-line staff are first point of contact we need to ensure that they have the knowledge and understanding to make Trans people feel at ease when accessing our services.</p> <p>A few of the partners have developed or are in the process of developing policies to support Trans employees in the workplace, and again this practice is being shared across the partners to ensure that Trans employees are supported across the partner organisations.</p>
<p>What will we do now / in the future:</p>	<p>NHS</p> <p>We will continue to promote the trans training for staff and ensure staff are aware of the policies in place to support them and service users. During 2021/2022, NHS Ayrshire & Arran are seeking to establish an LGBT+ Staff Network which will link with the national NHS Scotland LGBT+ Network. Having a local network will allow the opportunity for staff to engage in local issues and help support and shape areas of work to make the experience of trans staff, as well as trans service users.</p> <p>East A</p> <p>The Council will continue to grow and develop work in relation to LGBT and ensure that support is provided for both our LGBT employees and members of the community.</p> <p>The Council want to ensure that a culture of inclusiveness is adopted across all services and the achievement of LGBT Youth Scotland's Foundation Charter has given us a solid base from which to grow from.</p>
<p>Case Study:</p> <p>LGBT History month has been marked by East Ayrshire Council since 2012. This year the Council took the opportunity to not only raise the Rainbow Flag, but also ran a month long social media campaign, highlighting the A to Z of LGBT. This campaign was used as an education learning experience and generated a number of retweets, and an increase in the number of followers to the East Ayrshire Equalities Twitter account.</p>	

Equality Outcome 3: In Ayrshire, people have opportunities to fulfil their potential throughout life

Many people who identify as possessing a protected characteristic may often experience barriers to achieving outcomes, whether these be economic, academic or social. By progressing this outcome, it is intended that the barriers that many people face in fulfilling their potential, can be reduced.

National and regional data evidenced a need to improve the uptake of Modern Apprenticeships (MA) by those from a Black and Minority Ethnic (BME) background; those with a declared disability; and achieve a fairer gender split in non-traditional career choices.

Key Area 3.1	<i>Increase numbers of modern apprentices from BME community</i>
<i>What we set out to do:</i>	Increase the uptake of Modern Apprenticeships from Black and Minority Ethnic Communities.
<i>What we did:</i>	<p>Individual partners continue to work in partnership with Skills Development Scotland, employers and others in targeting under-represented groups. Much of the focus has been on people with disabilities or care experienced young people, which is reflected in local demographics. However, although the population group is small, recognition is growing regarding the need to focus on those from the Black and Minority Ethnic Community.</p> <p>During 2019/20, North Ayrshire introduced a pilot work experience programme and although the main aim for this was focussed around care experienced and disabled candidates, the scheme takes a flexible approach, welcoming a young Syrian Refugee onto the programme. The work experience programme ran for 4 weeks and successful candidates would then move onto a full modern apprenticeship, this included the young person from Syria. Please see the case study below for more information.</p> <p>North Ayrshire Council's Supported Employment programme, which supports people with both physical and learning difficulties into employment, realised that they had no applications or notes of interest from people with a BME background, Following this the team commissioned a new poster showing a young black person in a wheelchair (please see poster in the case study section below).</p>
<i>What difference did we make:</i>	Although it is too early to tell if this will have an impact on encouraging anyone with a disability from the BME community to apply, it is an attempt to raise awareness that the service is there for everyone.
<i>What will we do now / in the future:</i>	North Ayrshire's Inclusive Growth Diagnostic Tool, did not highlight the minority ethnic population as a key target area, these were identified as age (young people, disabled/those with health conditions, females and parents) and could be down to the smaller proportion of minority ethnic people living in the area. This does not mean this protected characteristic will be ignored as can be seen in some of the case study evidence, however the main focus in the short to medium term will be on the groups listed.

Case Study:

North Ayrshire Council – extract from staff newsletter – Headline - **Alaa loving new life at North Ayrshire Council**

BOOKING a routine appointment with the dentist or doctor is something most of us take for granted. But for our Modern Apprentice Alaa Behar it was further proof, if that was needed, that she really has now settled in North Ayrshire and is making a new life for herself.

The 19-year-old is the first Syrian refugee to work for the Council after taking up the role with the Active Travel team over six months ago. She arrived in North Ayrshire with her family two years ago as part of our resettlement programme and has come a long way in a short period of time. She said: “I was only 10 years old and suddenly overnight things changed in Syria. It was terrible, we lost family members and were always scared of losing more.

“It was not nice, and we fled to Lebanon five years ago before we were moved to North Ayrshire as part of the resettlement programme.

“I have to be honest; it was very hard when I came here. I couldn’t speak the language, couldn’t really communicate with anyone. I went to Greenwood Academy to study and that was difficult to start with.

“I worked hard on learning English. I did this at Kilwinning College, and I knew it was so important if I was going to have a good quality of life here in Irvine.

“Things got better at school, I made friends and while the language barrier was difficult, it got easier. There were some pupils that weren’t nice to me but that was just a minority. Most were helpful.

“I feel my English is much better now. I couldn’t even book an appointment at the GP before but now I’ve made my own appointment.”

Alaa and her family have been helped by various Council services since arriving in Irvine. She even has her own ‘Scottish mum’ in the form of Sandra Mclaughlin, who helped coordinate her schooling and additional education. She added: “Sandra has been brilliant – I call her my Scottish mum. Everyone at the Council has been supportive of me and my colleagues have been really helpful and kind. “I will always miss home but I love everything about Scotland. It is my second home now. I have so much to be thankful for. I think we will always miss Syria, but we all have dreams and hopefully we can fulfil them now.

“When I was asked about working and studying with the Council I didn’t really understand. But it has been great. I really enjoy the work and am doing an SQV level 2 in business administration. “I must thank all our neighbours. They have all been very helpful and respectful to me and my family. I love everything about Irvine. I am very happy here now.”

ENDS.

Key Area 3.2	<i>Increase numbers of modern apprentices with a declared disability</i>
<i>What we set out to do:</i>	Increase the uptake of Modern Apprenticeships by people with a declared disability.
<i>What we did:</i>	<p>The Supported Employment Team in North Ayrshire run the 'Equal' programme. This is a service designed to help individuals with a physical disability, a long-term health condition, Asperger's, Autism or a learning disability to progress towards finding and keeping a job that will provide career prospects. During 2019/20 the team have been working with and supporting 4 Modern Apprentices within the modern apprenticeship placement programme. Two male (both autistic) and one female with a learning disability had placements in Business Administration and one female with a physical disability worked in Catering.</p> <p>During 2020/21 and due to the situation with the COVID-19 pandemic, only two modern apprentices have been taken on to date and support provided online. One client was placed within Business Administration supported by the Equal Team and one within Horticulture working at a School Garden supported by the Education Team. Please see information in the case study section re: Business Administration post.</p>
<i>What difference did we make:</i>	The two apprentices currently in place are benefitting from support being given from a variety of sources and both are coping well and on track with all educational materials so far. Both clients have gained a huge increase in confidence and independent living. Importantly, whilst support is continuing for both, they are now looking to develop careers within their chosen area, and we are ensuring that they are on track to achieving their ambitions.
<i>What will we do now / in the future:</i>	During 2020/21, 10 Modern Apprenticeship places were ringfenced for the Supported Employment Programme out of a total of 50 (or 20% of total places being set aside for young people with a disability or long-term health condition). The COVID-19 Pandemic has put this on hold and as can be seen above only 2 young people have been taken on as trainees (Please see case study as an example) this year so far. Whilst only two clients were offered a supported placement to date, we continue to work with the remaining 8 selected clients involving them in various online activities with a view to taking up their Apprenticeships as soon as COVID regulations allow.
<p><i>Case Study:</i></p> <p>Craig who is autistic and has Global peripheral vision disorder has been employed as Modern Apprentice within the Equal team and has been supported through the programme to create a 'Table-top Wargaming' website called 'Top Table Games'. The idea behind the games are to provide the opportunity for people to enhance a range of skills through participating in this role-playing game and to ensure people</p> <ul style="list-style-type: none"> • Gain Confidence • Learn How to communicate effectively 	

- Understand how to handle confrontation
- Gain a knowledge of negotiating skills
- Enjoy working as part of a team

The development of these skills is key to helping individuals towards finding sustainable and fulfilling employment.

Group meetings are normally held face to face, however due to the pandemic we have been conducting online visual meetings allowing participants to ‘meet’ and carry out tutorials with group discussions. Initially there were concerns that working online may be difficult for participants on a social level however this has proven to be extremely successful in breaking down social barriers, encouraging conversation around a shared interest and has shown a visible increase in confidence as the programme has progressed. Group members are meeting weekly and sharing knowledge and experience and are actively generating more ideas on future options to continue the programme development should lock down be extended.

Key Area 3.3	<i>Increase numbers of female/male enrolments in non-traditional Modern Apprenticeships</i>
<i>What we set out to do:</i>	We set to increase the number of males or females accessing Modern Apprenticeships that are contrary to historical gender bias. For example, we hope to see more females accessing work in engineering and males accessing job opportunities in care.
<i>What we did:</i>	<p>According to the most recent (2019) national survey by the ONS of UK employers, the average pay gap was 8.9%; in North Ayrshire it is (1.75%).</p> <p>The Scottish Government highlight several factors that will influence the gender pay gap. Among other factors this includes –</p> <ul style="list-style-type: none"> • Challenging the segregation of men and women into different job sectors and industries (this is based on research that shows that roles that are traditionally considered as male dominated occupations, like engineering, tend to get paid better than traditional female roles, such as within the care sector). • Having a focus on promoting non-traditional roles will help to shift the balance. <p>The partners have been working on several programmes to support this approach.</p> <p>North Ayrshire Council</p>

	<p>The North Ayrshire Employability and Skills Team revised their marketing materials during 2019 to modernise the Modern Apprentice campaign and to challenge gender stereotypes; this also included encouraging males into Early Years apprenticeships and marketing around females in manual roles (please see posters in the case study section).</p> <p>During 2019/20, one male entered an Early Years Apprenticeship and two males who joined the scheme in 2018/19 moved into full time occupations in the Health and Social Care Partnership.</p>
<p><i>What difference did we make:</i></p>	<p>In North Ayrshire placements by occupation still show a lack of females moving into traditional male occupations (such as; Vehicle maintenance, horticulture/bereavement, building/craft), however there has been some progress with males moving into traditional female occupations (for example; Early Years, health and social care, professional cookery).</p> <p>Between 2017 and 2020, ten males moved into either Early Years, Health and Social Care or Professional Cookery. No females moved into any of the other occupational areas.</p>
<p><i>What will we do now / in the future:</i></p>	<p>In North Ayrshire, the Employability and Skills Team supporting the Modern Apprentice programme will continue to advertise all positions to all potential applicants, through events with employability partners, mainstream and social media advertising and attendance at school events. Applications for posts will also be considered in more detail, scrutinising applications against placements to identify any trends.</p>

Equality Outcome 4: In Ayrshire, public bodies will be inclusive and diverse employers

This outcome aims to provide focus on public bodies in Ayrshire to ensure their hiring practices are inclusive and that workforces are reflective of the local population in which they serve.

Key Area: 4.1a	Recruitment Practices -Use alternative options for advertising posts
<p>What we set out to do:</p>	<p>Employment is one of the most strongly evidenced determinants of health. The World Health Organisation (WHO) notes that ‘unemployment puts health at risk’ and ‘unemployment has a direct bearing on the physical and mental health and even life expectancy for unemployed people and their families.’</p> <p>The Ayrshire Equality Partnership recognise the importance work in the physical and mental wellbeing of individuals, families and communities. However, it is also recognised that some recruitment practices can be a barrier to employment for particular groups.</p> <p>The Ayrshire Equality Partnership set out to support and encourage organisations to consider their current arrangements of advertising vacant posts, to ensure they are fully inclusive and accessible to all.</p>
<p>What we did:</p>	<p>Each of the partners have continued to promote their respective organisations as an employer of choice by providing employability programmes and some of these have developed over the last few years taking a more proactive approach to targeting people with various protected characteristics.</p> <p>Partners have been exploring different methods of engaging prospective employees and supporting them into employment, both within their respective organisations and to external employers.</p> <p>North Ayrshire Council</p> <p>The Supported Employment Team within North Ayrshire run the ‘Equal’ programme that is designed to support people with physical disability, long-term health conditions, Autism, Asperger’s or a Learning Disability to progress towards and sustain employment.</p> <p>One of the innovative programmes the team are working on is the SeeMe CV. To complement the paper/electronic traditional CV, the team have been working with the Ayrshire Film Company to help train individuals to produce their own video CV that can be shared with employers as part of their application process. This will show them engaged in hobbies, volunteering or work scenarios and can also include recorded</p>

	<p>references and testimonials from managers, teachers, supervisors or lecturers. This approach provided an opportunity to get a more rounded picture of a potential employee that helps to bring this person to life, more so than they may be able to express on paper.</p>
<p>What difference did we make:</p>	<p>What difference did we make?</p> <p>North Ayrshire SeeMe CV –</p> <p>Initially the programme was set up in order for clients with disabilities to show online their capabilities and skills and give a flavour of the personality behind the cv. We also saw an increase in the numbers of interviews and job offers being received. As a by-product of the programme, we have seen a huge increase in client interest in the media and technology involved. There has been a steady attendance at group meetings and discussions which has helped enormously in breaking down many of the social barriers we previously experienced. The clients themselves had increased confidence and there has been independent social interaction amongst the clients involved in the programme.</p>
<p>What will we do now / in the future:</p>	<p>North Ayrshire SeeMe CV –</p> <p>The Supported Employment Team are currently working with North Ayrshire Council Human Resources team to try and get the SeeMe CV video process available for all job applications to North Ayrshire Council. This would allow any applicant the option to upload a video in support of their application. Longer-term aspirations are for this to be adopted at a National level. Within the Supported Employment Team caseload the aim is to have every client take part in SeeMe CV production and the team have also recently embarked on a separate project with Skills Development Scotland to offer the training programme to Additional Support Needs schools within North Ayrshire which will be beginning as soon as lockdown restrictions allow.</p>
<p>Case Study:</p>	
<p>North Ayrshire Council Supported Employment Equal programme</p> <p>Our client – an individual who is Autistic and also suffers from ADHD – was extremely interested in gaining a position within Administration; High functioning, very capable using IT equipment and able to carry out all the basic administrative functions that would be required but their personality however could be perceived by some as a barrier to achieving the dream job. Their behaviour could range from being extremely introverted to extremely extroverted and the team had been coaching and supporting the client in understanding of their own behaviours. This was very beneficial and being able to see themselves on video and the reactions to any questions that the trainer would ask was a great learning curve. The Team determined that the client would need the support of an employer who could take time to train and coach them and that a possible mentor within the workplace would be a huge benefit. Initial conversations with employers indicated that this would involve too much time spent on training and coaching and it was realised very quickly that the use of the SeeMe CV would be a major benefit to all concerned. The video clips showed a vibrant young person, committed and passionate about what they want to do with their career, while acknowledging the issues and the need for coaching and tuition – but mainly showing someone who could be a huge asset to any administrative team. The SeeMe CV for this particular client was shown to the Council’s</p>	

internal Directors and this in turn encouraged the HR Director to review the Council’s own recruitment procedures (as noted above). With the added help of the SeeMe CV the client has gained a part-time position within a local lawyer’s office however has also been accepted for a Modern Apprenticeship within the Council and will begin training as soon as lockdown restrictions are lifted and training can progress.

Key Area: 4.1b	Recruitment Practices – Disability Confident Scheme
What we set out to do:	Work towards improving our award levels within the Disability Confident Scheme
What we did:	<p>Each of the partners have continued to promote their respective organisations as an employer of choice by providing employability programmes, especially for unemployed young people, whilst continuing to guarantee an interview to candidates who have a disability and who meet the minimum criteria for the post.</p> <p>We also continue to support staff who become disabled to remain in employment.</p> <p>As per our previous report our baseline data of all Partners’ activities with respect to the Disability Confident Scheme has revealed that all Partners have reached Level 2. In the interim period some of the partners have been working towards achieving level 3 of the Scheme.</p> <p>North Ayrshire Council</p> <p>Following our achievement in re-accreditation at Level 2 of the Disability Confident Scheme. We started preparing our submission for Level 3 of the Disability Confident Scheme and aimed to submit this by September 2020. However, due to the Coronavirus Pandemic this has been delayed. As result, we are exploring options of completing a digital submission to obtain level 3. In order, to achieve Level 3 of the scheme the Supported Employment Team have been liaising with the HR Team and COSLA in the potential introduction of the SeeMe CV to all applicates in the recruitment process</p>
What difference did we make:	<p>We have provided opportunities for staff to remain at work following a change to their health.</p> <p>Managers and personnel colleagues are committed to supporting staff to remain at work following a change to their health. We have provided training to these staff which has given them a greater understanding of the issues faced and potential solutions to support staff to remain in work.</p>

<p>What will we do now / in the future:</p>	<p>We will report to Partners the final outcome of the information gathering exercise on the Disability Confident Scheme, recruitment and training.</p> <p>We will support all Partners in their attempts to progress to Level 3 of the Disability Confident Scheme.</p> <p>We will continue to look at alternative methods of attracting a wide range and diverse pool of applicants for available post within all Partner organisations. Following our achievement in re-accreditation at Level 2 of the Disability Confident Scheme. We started preparing our submission for Level 3 of the Disability Confident Scheme and aimed to submit this by September 2020. However, due to the Coronavirus Pandemic this has been delayed. As result, we are exploring options of completing a digital submission to obtain level 3. In order, to achieve Level 3 of the scheme the Supported Employment Team have been liaising with the HR Team and COSLA in the potential introduction of the SeeMeCv to all applicates in the recruitment process.</p> <p>This initiative is currently used within the Supported Employment Team and has created many great opportunities for disabled individuals and assisted them in achieving employment. As part of our Level 3 submission we need to demonstrate we have policies and practices in place to ensure there are no barriers for individuals gaining employment within the Council and proactively seeking to retain and develop our employees.</p> <p>We are working towards completing our Level 3 - Leader Validation Template and aim to secure Level 3 of the scheme through digital submission with our template and supporting evidence.</p>
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Case Study:

North Ayrshire re-achieved Level 2 of the Disability Confident scheme and are exploring the feasibility of advancing to level 3. Level 2 of the Disability Confident Scheme currently supports applicants in their journey in securing employment within North Ayrshire Council. We are committed to actively looking to attract and recruit disabled individuals, providing a full inclusive and accessible recruitment process and continuing to support and develop our employees within their employment through our Employee Journey, Time to Talk and Disability Forum.

In 2019, the Council received 6639 applications of which 5.26% where disabled applicants. The Disability Confident Scheme ensures employers guarantee an interview to disabled applicants who meet the essential criteria. In achieving level 3 of the scheme we hope to see an increase in the number of applications and successful new starts.

Key Area: 4.2	Equality and Diversity Training
What we set out to do:	Improve the availability and range of equality and diversity training available to staff.
What we did:	<p>An audit of all partners' Equality and Diversity training resources is now an ongoing task with Partners sharing the availability of training resources at each meeting of the Ayrshire Equality Partnership.</p> <p>Where possible, and where a record of the training type and numbers involved, are available these have been compiled and summarised below, see the section 'What Did We Do'. This shows the type of training, how it was delivered, and the numbers involved. The figures in brackets show the equivalent training statistics for the period 2017 to 2019. Total training delivered is also shown in bold below. Again, it is worthwhile explaining that not all Partners will have access to records of all training delivered over the past four years, particularly since March 2020, when most staff were working remotely from home.</p> <p>The figures below show that a wide range of training has been delivered both face to face and remotely via different e-learning platforms. In the period 2019- 2021 a total of at least 7,556 training sessions have been delivered by Partner organisations. This is comparable to the period 2017 – 2019 when 5,333 training sessions were delivered. Accordingly, a total of 12,899 training sessions have been provided by Partner organisations since 2017. What is also noticeable is the substantial expansion of e-learning training over the period 2019 to 2021.</p> <p>What is also worth highlighting is the rapid expansion of training in areas such as Gender Based Violence, BSL, Informed Practice on Dementia, Equality Impact Assessment, Deaf and Sight Loss Awareness, Awareness of Gypsy Traveller Communities, Challenging Anti-Muslim Prejudice, Learning Disabilities, and Cultural Awareness.</p> <p>The Partners have identified that differing IT platforms and copyright issues can in some instances act as a barrier to the free and open exchange of training resources. Nevertheless, where possible training resources are being shared between the Partners.</p> <p>All Partners are reviewing their training resources on a regular basis in an effort to improve diversity and inclusiveness. Some examples of the activities already undertaken and currently underway include;</p> <p>North Ayrshire Council carried out a refresh and relaunch of their online Equality and Diversity training programme during the early part of 2020; this led to a completion rate of 627 employees in the first 9 months of 2020 compared to the whole of 2019. BSL awareness was also introduced during 2020 and a revamp of the online Equality Impact Assessment training is underway.</p>
What difference did we make:	<p>The audit of available training and training already delivered is ongoing. From the information available an indication of the training courses already delivered is as follows;</p> <p><u>Face to Face</u></p>

	<ul style="list-style-type: none"> • Equality & Diversity New Employee Induction – 56 (1480): total 1,536 • Equality Impact Assessment – (110) : total 110 • Unconscious Bias – 60; total 60 • Delivering an accessible venue – 24 (30); total 54 • Gender based violence – 310 (165): total 475 • Sensory Impairment – 8 (6): total 14 • Corporate Induction – 125: total 125 • Introduction to BSL – 10: total 10 • Promoting Excellence – Informed Practice (Dementia) – 1246: total 1246 <p><u>e-learning</u></p> <ul style="list-style-type: none"> • Equality & Diversity (Mandatory) – 3,505 (3,583): total 7,088 • Equality Impact Assessment – 82: total 82 • LGBT Awareness – 28 (194): total 222 • Deaf Awareness – 241 (35): total 276 • Sight Loss Awareness – 236 (20): total 256 • BSL – (205): total 205 • Raising Awareness of Gypsy Traveller Communities – 529: total 529 • Promoting Excellence – Informed Practice (Dementia) – 292: total 292 • Challenging Anti-Muslim Prejudice – 78: total 78 • Introduction to Learning Disability – 242: total 242 • Forced Marriage – 50: total 50 • Cultural Awareness Module 1 – 102: total 102 • Myths of Immigration – 37: total 37
<p><i>What will we do now / in the future:</i></p>	<p>We will continue to review training resources held by all Partners and consider if these can be shared and/or delivered in conjunction with other Partners.</p>

Case Study:

The following are just a few examples of where training materials have been openly and freely shared amongst the Partners.

The South Ayrshire Health and Social Care Partnership made face to face training available to all Partners in the form of a Racial Equality Workshop. This comprised training on the work that had been undertaken in conjunction with CEMVO Scotland on developing models of collaborative working between mainstream and race equality sectors for a more inclusive approach to health and social care implementation.

South Ayrshire Council shared training on *'Community Vulnerability Measures and Information Resources'*.

Community Justice Ayrshire shared two training toolkits with all Partners. They comprised *'Let's just talkabout justice: A Community Conversation'* and *'The Ripple Effect: A victim awareness toolkit'*

The North Ayrshire Health and Social Care Partnership shared training on *'Face Covering Exemptions – Not Everyone Can Wear One'* and a Scottish Government training module on *'The Impact of Covid-19 on Equality Groups'*

APPENDICES

Appendix 1 - Abbreviations

Abbreviation	Definition
AEP	Ayrshire Equality Partnership
AMECA	Ayrshire Minority Ethnic Communities Association
BME	Black and Minority Ethnic
CEMVO	Council for Ethnic Minority Voluntary Organisations
GAP	Gender Action Plan
HSCP	Health and Social Care Partnership
MA	Modern Apprenticeships
SDS	Skills Development Scotland
SFC	Scottish Funding Council
STEM	Science, Technology, Engineering and Maths
TICS	Translation, Interpretation and Communication Support
WRAP	Workshops to Raise Awareness of Prevent

Draft Version – Pre IJB Approval

Equality Mainstreaming and Outcomes Report 2019 - 2021

April 2021

Version 1.1

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Introduction

In April 2016, the North Ayrshire Health and Social Care Partnership (HSCP) published its first Equality Outcomes and Mainstreaming Report. This report identified the HSCPs commitment to improving the lives of people across North Ayrshire and to reducing the significant inequalities and barriers local residents face to living a safe, healthy and active life.

During 2016, an Ayrshire Shared Equality Outcomes Working Group was established to identify the feasibility of collaboratively producing a set of Shared Equality Outcomes. This work was successfully progressed and a shared set of four equality outcomes was adopted by North Ayrshire Integration Joint Board and a number of other public organisations across Ayrshire. These new outcomes were approved by North Ayrshire IJB from 1st April 2017 and will be reviewed in 2021.

The first equality outcome and mainstreaming report against the 2017 plan was presented to IJB in April 2019. This covered progress made in the first two years of the Ayrshire Shared Equality Outcomes Plan. It can be found on our website here: <https://tinyurl.com/hrd4wnbx>

This report will provide an overview of progress achieved against the Ayrshire Shared Equality Outcomes covering the local implementation of the Ayrshire Share Equality Outcome plan since April 2019, as well as North Ayrshire HSCPs progress in mainstreaming equalities into our day to day business.

This is the final report against the Ayrshire shared equality outcomes plan (2017 -21).

About Us

North Ayrshire Health and Social Care Partnership was established in April 2015. We manage and monitor the joining together of community health and social care services. Our partner organisations include: North Ayrshire Council, NHS Ayrshire & Arran, The Third Sector Interface (TSI) North Ayrshire and the Independent Sector.

Through partnership working our vision is that:

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

In our strategic plan we identified 5 key strategic priorities:

1. Tackling Inequalities
2. Engaging Communities
3. Bringing Services Together
4. Prevention and Early Intervention
5. Improving Mental Health and Wellbeing

All our work fits within our five strategic priorities. Through these priorities we aim to work together with local people to tackle the significant social and health inequalities that exist in North Ayrshire. We will meet our priorities by making changes to the Health and Care

services we deliver and growing the assets in our local communities. In doing this we will support local people of any age and from any background to live safely at home, or in a homely setting, as close to family, friends, and the local community as possible.

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Legal Requirements

The General Equality Duty

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 One for further definitions):

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

The Specific Duties

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 a number of 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

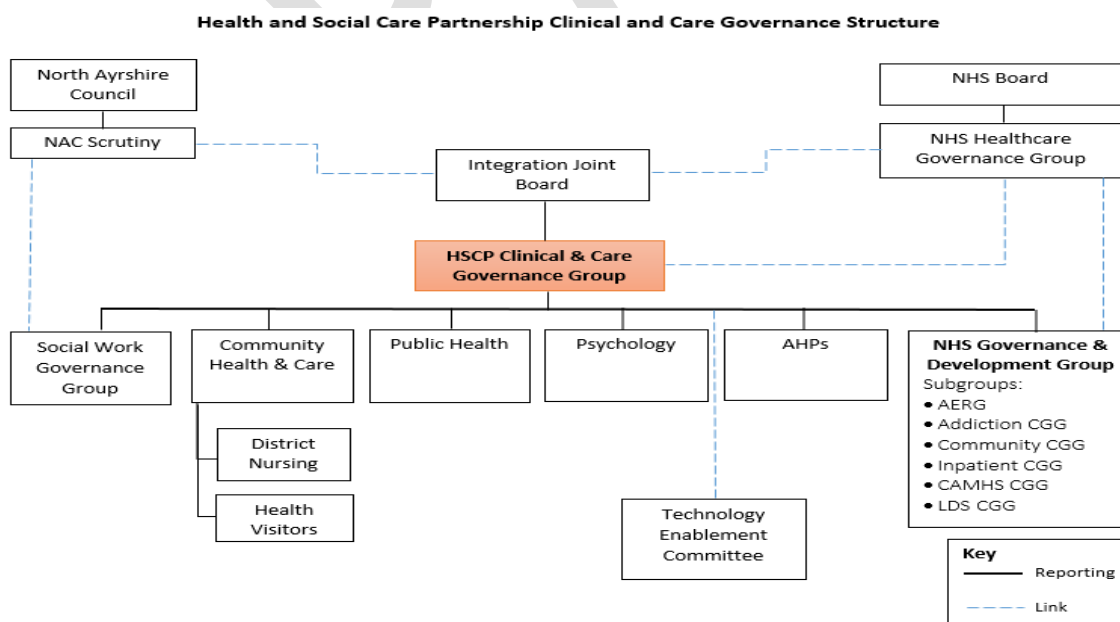
A key part of our business is to support vulnerable people and those who are often face discrimination or unfair treatment. We build this into everything we do and ensure that for each need of the general equality duty, we consider each of the protected characteristics. In addition, if we operate in 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 underpin our approach to how we engage with and support the people within our communities. Through expressing our values, we demonstrate that we are:

Person Centred; Respectful; Efficient; Caring; Inclusive; Honest; and Innovative

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,

users, carers and other key stakeholders. The North Ayrshire Integration Joint Board meet on a monthly basis and further information about future meetings and previous minutes are available on the North Ayrshire Council website here: <https://tinyurl.com/373we7pk>

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 2). 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 ongoing 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

Reducing the impact that inequalities have on people and local communities is at the heart of the North Ayrshire HSCP Strategic Plan 2018 – 2021, ‘Let’s Deliver Care Together. Published in April 2018, ‘Let’s Deliver Care Together’ is the second strategic plan produced by the partnership. Once more, it set out our five key priorities to help us improve the health and wellbeing of local people over the next three years, which are:

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

In this strategic plan we have sought to change the conversation we have with local communities and have identified local people, clearly, as key partners in improving the health wellbeing of local people. As we continue to improve our local services, we will also be working closer with our communities, listening to their concerns, views and ideas and supporting them to optimise and make full use of the strengths and assets available to local people.



Going forward, we will support our staff to think differently when working with local people, to consider the strengths available from family, friends and local organisations and groups in order to provide a more holistic, community-based approach to health and care.

By taking this approach, we can help communities develop into safe and supportive environments where local people can thrive and maintain healthy lives. We will continue to support local people to effectively manage their own health and wellbeing, providing information on appropriate community support services or referral to formal support services when the need arises.

A new Partnership strategic plan has been produced for the period April 2021 to March 2022. It can be found on our website, [here](#).

This plan complements the development of a new HSCP Equality Outcome Plan for the same period. It can be found [here](#).

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.

Since the launch of the new strategic plan ('Let's Deliver Care Together' 2018-21), the LPFs have been preparing to undertake locality wide community engagement. This engagement process will be led by each forum and will seek to support the forums to better understand

the local concerns and aspirations of communities. It is hoped the engagement will help the forums to:

- Map out local community assets (community groups, support organisations)
- Achieve a better understanding of groups and communities in each locality
- Identify the local health and care needs and aspirations of each locality

Since April 2019, our locality planning forums have continued to improve their engagement with local communities and in many cases have turned that engagement into positive local action. Over the period, LPFs have expanded their membership to ensure representative from a range of interest groups, including people with lived experience of services, carers and young people.

Some examples of positive community development work undertaken by the LPFs has included:

- Promoting positive mental health to young people in Arran High School
- Development of a pocket size mental health support directory for Pupils in Largs Academy
- Undertook an intergeneration social action research exercise on Arran for community members to identify local priorities
- Took steps with partner organisations to establish a mental health consortium to jointly bid for funding to improve the mental health of local people in Kilwinning.
- Raised awareness to parents of pupils in Irvine Royal Academy of participatory budgeting opportunities to help respond to concerns raised in relation to evolving drug dealing/misuse concerns.
- Delivered Social Isolation courses in the Garnock Valley supported by Community Link Workers.

Meaningful Conversations

To ensure equality is built into everything we do, we have been working to improve how we engage with people who use our services, carers, our staff, and local people. We aim to create a dialogue where people's views are included and open conversations are the new way of working, where working with people is central to our joined-up approach to health and social care services.

Since 2017, we have participated in the annual 'What Matters to You Conversation?' This event, held on the 6th of June every year, provides us with a focussed opportunity to ask our service users, staff members and local people, what matters to them?

- In 2019, What Matters to you took had locality focus, with our Locality Planning Forums using the day as an opportunity to actively engage with their local communities to help identify what matters to them about their health and social care services. In total, LPFs engaged with 299 local people. Responses the day were pulled together into a report and used by each LPF to help shape locality priorities.
- Despite challenges around effective engagement due to the COVID-19 Pandemic, the Partnership still took part in What Matters to You 2020? As expected, the response was lower than received in previous years. However, the day still managed to collect



responses from 137 local people. Over half of these were provided through the various community hubs set up to support local people during the lockdown period. This feedback helped us clarify the key challenges facing our local communities.

We use a range of methods to engage with people and gather their experiences, views and concerns to help inform service improvements. Over the past two years, this has included a key change in how we engage with local people through consultation. Our developing engagement methods now prefer open conversational approaches, as opposed to more traditional closed response, or tick-box questions. Some examples of our engagements over the past two years are below:

ADP Engagement

Between May and June 2019, we supported the North Ayrshire Alcohol and Drug Partnership (ADP) undertake an engagement consultation to help inform the development of its new 3-year Strategy. We worked together with our partners and engage with people with lived experience of alcohol or drug misuse to help us design an effective engagement strategy. Overall, there were 384 responses to the consultation, gathered through; an online survey, doorstep interviews, and focus groups.

In addition, a decision was made to extend the duration of the consultation in order to try and improve the number of men responding. Initial feedback was predominately from women, however most people who access ADP service are male. As such, efforts were made to engage with men's support groups to help increase their input to the consultation. This strategy worked and the number of male responses increase.

Thinking different doing better

In 2019, we launched our 'Thinking Different, Doing Better' staff engagement initiative. This initiative created a unique experience for staff members to consider what the local role of the HSCP is. Created in partnership with our colleagues from the third and independent sector, people going through TDDDB were able to experience many different rooms that provided an overview of what health and social care means locally.

The experience culminated in a conversation with the HSCP Director. Each conversation generated improvement suggestions for taking forward.

By early 2020, over 3,000 HSCP staff and almost 400 community members had been through the experience.

North Ayrshire Wellbeing conversation

To inform the development of the new HSCP strategic plan, the North Ayrshire Wellbeing Conversation was launched on the Friday 23rd October 2020. The ambitious conversation will run for 18 months, up to March 2021. Feedback from this conversation will help inform the direction the Partnership's one-year strategic bridging plan from 2021-22, and the longer-term plan due to be published in April 2022.

To date the conversation has heard from 371 people, who have provided valuable information on what they do to keep healthy and well. Going forward, the partnership



will continue to target specific groups and individuals who are often marginalised, particularly those with protected characteristics, and ensure their voices are listened to and acted upon. There will be further conversations and different ways to get involved, when the current social distancing measures are relaxed.

As part of the conversation, we are asking people if they would like to be more involved in shaping health and social care services. For those who agree, they will be invited to join the North Ayrshire Care Improvement Network and will have greater opportunities to input to the development of future services.

We have continued to grow our social media presence. We use websites, social media, Twitter (@NAHSCP) and Facebook to deliver messaging, and engage with online communities of interest, both nationally and locally. Our services also engage with people via social media, reference and focus groups. This approach enables us to promote our services and the benefits of partnership working as well as to engage with a wider audience in the sharing of best practice and topical stories.

Our Partnership Culture

Within North Ayrshire Health and Social Care Partnership we use a strengths-based approach, and build on the dedication and expertise available of our staff, partners and communities

Our Organisational Development (OD) strategy enables:

- The development of an effective partnership - working with people who use our services, carers, volunteers, employees and communities
- Building on a commitment to shared principles and a collaborative culture
- Continuing improvement of services that provide better outcomes for people

All aspects of this strategy are delivered in a way that promotes equality, values diversity, protects human rights and tackles discrimination. Respect is reflected in our published values and success will be through getting the most out of our diverse staff and communities as we promote and uphold principles and practices of equality and diversity.

Unleashing the potential in people opens new possibilities for health and social care and values the capacity, resilience and wellbeing of all.

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. Over the past year, 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:

- Awareness of the Adult Support and Protection Act 2007
 - 64 people have completed e-learning course
 - 26 people completed the ASP Level 2 (1 day)

- 6 people completed the ASP Level 1 (half day)
- 11 staff members completed the Adults with Incapacity (Scotland) Act 2000 training
- 29 staff members attended Autism Awareness Training
- 6 staff members attended Dementia Awareness Training
- 15 members of staff attended Domestic Abuse Awareness Training (including the experiences of Women and Children)
- 18 staff members attended Various Welfare rights and benefits courses (including awareness of benefits for older people)
- 22 people attended Child Protection Awareness training
- 41 staff members attended Understanding adult mental health

Other available courses that were unable to be delivered over the past year include, awareness courses in relation to; Learning Disability, Dementia and Parkinson's Disease, training for people working with Refugees and Asylum Seekers and training around Person Centred Planning. It is anticipated these courses will be delivered again when it is safe and practical to do so.

In addition, a pan-Ayrshire 'Promoting Equality course', available for all staff across the three partnerships has also been unavailable. The training was built around the duties under the Equalities Act 2010. The range of workshops included:

- Working with asylum seekers and refugees
- Transgender awareness
- Growing up gay in North Ayrshire
- Religious diversity and anti-discrimination
- Working with travelling communities
- British Sign Language awareness

It is anticipated that this course will be available as soon as it is safe to do so.

Service led training

The North Ayrshire Adult Support and Protection Service and the Child Protection Committee provide bespoke training courses for staff members, in addition to those run centrally by HSCP Learning and Development.

Adult Support and Protection:

Between April 2019 and December 2020, **91** training courses were provided to almost 1000 members of staff. The majority of courses were delivered face to face up until March 2020. 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 the 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, The Ayrshire Community Trust, Ayrshire College, Irvine Housing Association and North Ayrshire Women's Aid.

Further information on courses provided and partner organisations supported during the period can be found in appendix 5.

Child Protection Committee

The North Ayrshire Child Protection Committee publish an annual Learning and Development report. Information provided covers the period from January to December 2019. The 2020 report will not be available until summer of 2021.

During 2019, 15 training courses were available to both staff and multi-agency partners. Over that period, **34** training sessions were delivered to **733** multi-agency staff (including Social Services, Education, Health, Third Sector, Police Scotland and Housing).

A list of the courses provided are available at appendix 6.

Procurement

The requirements

The Equality Act 2010 (Public sector equality duty) or 'general duty' and the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 is the legislative framework that underpins equality when procuring services.

The 'general duty' in procurement means that we must have due regard to eliminating unlawful discrimination, harassment and victimisation and other prohibited conduct; advancing equality of opportunity between people who share a relevant protected characteristic and those who do not; and fostering good relations between people who share a protected characteristic for all procurements undertaken. The 2012 Regulations specifically require an authority to consider its' equality duty when awarding contracts within its award criteria.

Examples of what we do locally to meet these requirements in Health and Social Care

Our tender documentation allows for Equality to be considered within the Technical Envelope under Award Criteria on a pass/fail basis. For example, where a bidder cannot confirm that they have an equality policy in place they will not move on the next stage of evaluation and are therefore excluded for the bidding process. Further, at the technical stage, a specific quality question is included within every tender to assess fair work practice, including the living wage and equality, when selecting bidders for award. In terms of meeting equality outcomes, service users are involved in consultations on the Service Specification and the evaluation of tenders by designing quality questions and sitting on evaluation panels that select preferred bidders for award. These are five examples of how we embed equality within the procurement process.

Contractual requirements

Equality requirements are included as contractual conditions, and specific requirements are incorporated into service specifications. For example, compliance with the Equality Act 2010 is a contract condition and fair access to services are specifically written into specifications. These conditions mean that we may at our sole discretion terminate contracts where breaches of these laws have occurred. Our contract management framework is the formal mechanism that robustly audits provider compliance with equality requirements when contracts are operational.

Equality Assessment

We continue to undertake Equality Impact Assessments on any new policies or budget proposals that are likely to have an impact on 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.

Our Equality Outcomes

An equality outcome is a result which we aim to achieve in order to further one or more of the three needs of the general equality duty:

- To eliminate discrimination
- Advance equality of opportunity
- Foster good relations

By focusing on outcomes rather than objectives, we aim to achieve practical improvements for individuals in North Ayrshire who experience discrimination and disadvantage. Equality outcomes are therefore results intended to achieve specific and identifiable improvements in people's life chances.

Equality Outcomes 2017-21

During 2016, the North Ayrshire HSCP worked alongside other public sector organisations across Ayrshire, to develop a set of shared equality outcomes. The benefits of working together to develop these outcomes include:

- A more consistent approach to equalities across the area
- Greater scope for consultation while reducing 'consultation fatigue'
- Greater Transparency for local people

In April 2017, the Ayrshire Shared Equality Outcomes Partnership published our first set of Shared Equality Outcomes. In it we identified four equality outcomes that we could progress together. These outcomes are that, in Ayrshire:

- 1. People experience safe and inclusive communities**
- 2. People have equal opportunities to access and shape our public services**
- 3. People have opportunities to fulfil their potential throughout life**
- 4. Public bodies will be inclusive and diverse employers**

As well as sharing outcomes, the pan Ayrshire group have also developed a supporting action plan that outlines what we hope to achieve on a Pan-Ayrshire level as well as organisation specific actions.

An update on progress against these Ayrshire shared actions can be found in the '**Ayrshire Shared Equality Outcomes Report 2019-21**', which accompanies this mainstreaming report. It can be found on the HSCP website here: <http://nahscp.org/partnership-strategies-plans-reports/>

More information on the Ayrshire Equality Partnership can be found in **appendix 4**.

Reporting Progress

Information relating to our equality outcomes is gathered on a regular basis for the purposes of internal reporting. This information is regularly reviewed by the Partnership's Senior Management Team and Performance and Audit Committee.

The following sections provide a progress update of activity against the local North Ayrshire HSCP actions identified to support the shared equality outcomes.

The 'Ayrshire Shared Equality Outcomes Report – 2018', which accompanies this mainstreaming report. Can be found here ([Link](#))

The following progress update is organised by the four Shared Equality Outcomes. Against each of the North HSCP actions, we also demonstrate how it links to both our five strategic priorities and the nine national health and wellbeing outcomes, which are listed below:

HSCP Strategic Priorities

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

National Health & Wellbeing Outcomes

1. People are able to look after their own health and wellbeing and live in good health for longer
2. People are able to live – as far as reasonably practicable – independently in a home or homely setting in their community
3. People who use health and social care services have positive experiences of those services and have their dignity respected
4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services
5. Health and social care services contribute to reducing health inequalities
6. People who provide unpaid care are supported to look after their own health and wellbeing
7. People who use health and social care are safe from harm
8. People who work in health and social care service feel engaged with the work they do and are continuously supported
9. Resources are used effectively and efficiently in the provision of health and social care services

Further information on the nine national health and wellbeing outcomes can be found in appendix 2.

NA HSCP local progress towards Ayrshire shared equality outcomes

Equality Outcome 1: People experience safe and inclusive communities

In progressing this action, we intend that Ayrshire becomes a more inclusive and welcoming place to everyone, where diversity is respected and protected.

The outcome has a focus on tackling and preventing discriminating behaviour that can be experienced by people in Ayrshire as a result of them possessing one or more of the protected characteristics.

Key Area	Action	Narrative	Strategic Priority	National Outcome
Social Isolation	We will work with partners to identify and promote services or activities that can reduce the impact of Social Isolation	<p>What we did:</p> <p>In 2019, the Partnership supported the implementation of the 'Co-creating libraries health and wellbeing' initiative. The initiative aimed to expand the role of local libraries to be key partners in locality based multi-disciplinary teams. The initiative created a new local model for libraries which would jointly develop a peer-learning based learning and development programme that makes the most of the skills available in librarians, local people, third sector partners and health and care professionals.</p> <p>The model is led by local people in collaboration with local libraries and health and care services and aims to provide key support to two key groups; young people with low to moderate mental health concerns, and those experiencing social isolation. In effect, in future local libraries will be a valuable asset for local people to help maintain and improve their health and wellbeing.</p> <p>Early engagement attracted over 400 local people to a library fun day that hosted a range of health and wellbeing activities. The event attracted positive feedback and identified improvements to build on.</p> <p>Since 2019, many HSCP Locality Planning Forums have continued to consider social isolation as a key priority for action. Pre-pandemic, the LPFs undertook a number of key engagement events to support local communities address social isolation and the impact that can have on health and wellbeing. Recognising that social isolation is</p>	1, 2, 3 & 4	1, 4 & 5

		<p>often a complex issue, the LPFs and HSCP engagement officer worked with colleagues from the CPP Locality Partnership and engagement colleagues from the Economy and Communities Directorate:</p> <ul style="list-style-type: none"> • In the Garnock Valley a focussed event at addressing issues around social isolation and loneliness was delivered in December 2019. The event was well attended by community members and many of the methods used during discussions was based around intergenerational working. The event identified a number of realistic actions and opportunities to help address social isolation in the area. • On Arran, a series of meetings took place to support young people on the island who were concerned about access to appropriate Mental Health and wellbeing support services. • In Irvine, action to address social isolation was led by colleagues in Connected Communities and focussed on developing connecting pathways and caring conversations for people at risk of social isolation. • The Kilwinning Locality Planning Forum, in partnership with Community Learning and Development, Third Sector and Library staff hosted an event to identify local need in relation to Mental Health concerns. The findings would help inform a consortium bid National Lottery funding to help develop additional resources or services to improve support in the area. <p>In addition, in Kilwinning further events were held with locality groups to develop a Mental Health curriculum, namely the 'Practical Approaches to Mental Health course'. This would be provided by local organisation in a coordinated manner, in order to improve mental health support available in Kilwinning.</p> <ul style="list-style-type: none"> • The North Coast and Cumbrae LPF hosted two events to help address social isolation and young people's mental health concerns. <p>The first event brought community groups together in a capacity building event, to increase awareness of mental health concerns locally. Thereafter the groups would be empowered to cascade the session within their own communities. In Largs Academy, the LPF support the school's Mental Health ambassadors to create and publish a 'pocket guide to mental health services'. This would be available to all school pupils in the North Coast. While the services included in the guide were approved by Mental Health Services, the design and overall content</p>		
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		for the guide was the work of the young people involved. The guide has since been published with over 1000 guides being distributed to pupils across the North Coast.		
Youth Crime	Whole systems approaches are employed to divert young people away from, and support those who enter, the Criminal Justice system.	<p>What we did</p> <p>The Programmes Approach Team established a written protocol for supporting young people at risk of entering the justice system. Using a whole system approach, this protocol sets out clear joint working arrangements and case work boundaries for supporting young people within the Criminal Justice system.</p> <p>Since 2019, the Effective and Early Intervention (EEI) element of the whole system has been realigned to the Multi-Agency Assessment and Screening (M.A.A.S.H) team. This approach ensures the continued flow of appropriate referrals of risk young people to the Programmes Approach Team.</p> <p>Further, during 2019 mapping work has been undertaken by service leads to consider extending the diversionary support to care experienced young people up to the age of 26. Currently, the support is only available to those up to 21. Discussion have taken place with Throughcare, Justice Service and Housing Colleagues to assess possible demand and support options for this age group. The service is awaiting confirmation of national ringfenced funding to allow implementation.</p> <p>Throughout 2020, the Programme Approach Team has adapted its delivery of service to ensure diversionary support is still provided with the challenge of Pandemic restrictions. This has proved challenging for the Programmes Approach Team; however, they have ensured regular telephone contact with young people and have undertaken risk assessed one on one meetings when essential.</p>	3, 5	4 & 7
Vulnerable People	Implementation of Children's Services Plan	<p>What we did</p> <p>The 2016-20 Children's Services Plan has been brought to a close in 2020. Some of the key highlights over the period of the Plan are –</p> <ul style="list-style-type: none"> • North Ayrshire Schools have been working towards the UNICEF Rights Respecting School Award with over 90% our local schools being recognised at the First Level for the Recognition of Commitment. 	1, 3 & 4, 5	1, 4, 5 & 7

		<ul style="list-style-type: none"> • 78% of children are achieving their developmental milestones at the time the child starts primary school (2018/19) • Since April 2019, there have been 143 referrals to the secondary counselling service. Of these, 36 young people have finished their counselling sessions with over 90% of pupils reporting improvement following this support. Counselling is one of a range of mental health supports available. • In response to the Covid-19 pandemic, we have also ensured that our secondary school counselling services continued during lockdown through telephone counselling. • In 2018/19, we had 1,373 young people leaving school. 94% of school leavers progressed to a positive destination, 34.7% to higher education, 35.7% to further education and 19.3% progressed directly into employment. • We were the first Council to introduce Real Nappy Incentive Scheme which could save families up to £1,300 per child on the cost of disposable nappies, whilst reducing the environmental impact of nappies by 40 per cent. • 2,752 families have taken part in Family Learning interventions • During 2019/20 our Active Schools team delivered 7748 activity sessions. The North Ayrshire Sports Academy was attended by 51 pupils. 22 qualifications and 36 SQA Leadership Qualifications were awarded. • Prior to the Covid-19 pandemic, a Challenge Team was created in two schools, Greenwood Academy and Elderbank Primary. The team includes four Social Workers, three Family Care Workers, three Mentors and a Registered Nurse. The Challenge Teams work in partnership with a range of other services. This new model of a schools-based team approach will enhance and develop our current ways of working to support children to remain living at home with their families. The team will also identify concerns within families at an earlier stage and, through working together with families and the wider school community, increase the likelihood of remaining with family and therefore ultimately improving children's outcomes. <p>More information on the progress of the Children's Services Plan can be found in the annual performance report: http://nahscp.org/wp-content/uploads/2020/12/CSP-Performance-Report-2019-20.pdf</p>		
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		<p>A new Children’s Services Plan 2020-23 has been developed. The Plan sets out the strategic direction of Children’s Services. The Plan is part of the North Ayrshire Community Planning Partnership planning structures and builds on the progress made in the previous Children’s Services Plan 2016-20 (Getting it Right for You). The key priorities were developed using the previous priorities along with further evidence and data. There was consultation with young people. The priorities are:</p> <ul style="list-style-type: none"> • Children and young people’s rights and views are respected and listened to • Act early to improve what happens next • Make things fairer and better • Support mental health • Help children and young people to be active and healthy <p>The plan and its progress is monitored by the Children’s Services Strategic Partnership. The Partnership includes representatives from: North Ayrshire Council, NHS Ayrshire and Arran, North Ayrshire Health and Social Care Partnership, Police Scotland, Scottish Children’s Reporters Administration, Children’s Panel, Third Sector, and Scottish Fire and Rescue Service</p>		
	<p>Implementation of Adult Support and Protection (ASP) Improvement Plan.</p>	<p>What we did</p> <p>The Adult Support and Protection Business Plan 2020 – 2022 amalgamated the Continuous Improvement Framework, the Self Evaluation and Audit Strategy and the Service User and Carers Engagement Strategy for ASP, into one cohesive document. This allowed for closer alignment with Child Protection Documentation and provided a single, clear document to provide a Work Plan for taking forward Adult Support and Protection improvements over the biennial period 2020 – 2022. The Adult Protection Committee - Adult Support and Protection Improvement Subgroup, oversee the implementation of the work required to take forward improvements and progress in relation to the Work Plan. The Work Plan and associated KPI Report is reported quarterly to the North Ayrshire Adult Protection Committee and the Child and Public Protection Chief Officers' Group.</p> <p>Where now?</p> <p>The North Ayrshire Adult Protection Committee are now implementing and regularly reporting on their Adult Support and Protection Business Plan 2020 – 2022.</p>	<p>1, 3</p>	<p>3, 4, 5 & 7</p>

Accommodation	Develop a range of supported accommodation options to support those with complex Mental Health concerns and Learning Disabilities	<p>What we did</p> <p>The Learning Disability Day Services and Supported Accommodation (Trindlemoss) was completed in November 2019 with the door opening the following January. In addition to comprehensive day services, the complex hosts a 20 tenancy supported accommodation unit that enables people to live safely with 24 hour on-site health and care support and for those with more complex needs is a six unit care home.</p> <p>Further, work has been progressed with colleagues in housing and the established programme of building included in the Strategic Housing Improvement Plan (SHIP). In addition to the accommodation at Trindlemoss, four other supported accommodation sites are in the later stages of development.</p> <ul style="list-style-type: none"> • In Dalry, Bessie Dunlop Court was completed in December 2020 and contains 15 supported homes for people with complex mental health issues, learning disabilities or complex physical impairments. • July this year will see the opening of the new Flatt Road supported accommodation site in Largs that will include 22 supported homes. The supported accommodation element is part of the overall site development that will also include affordable community housing and sheltered accommodation. • In November a 10 unit site will be opened in Kilwinning at St Michaels Wynd, and in January 2022, the final phase of the plan will see the completion of the rebuild of 15 supported homes at Caley Court in Stevenston. <p>Each site will be supported by a commissioned staff provider. The commissioning of these providers was greatly informed by consultation with service users and residents who helped design their preferred staffing models.</p> <p>Further each site will have access to a community hub. It is envisioned that these hubs can be multi-use and can include the options of, providing service support, hosting day service opportunities, and being a social hub for supported accommodation residents and the local community. Developing the community hub resource should support good relations between the service users resident in the supported accommodation sites and the mainstream community.</p>	2 & 4	2, 3, 4, 7 & 9
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Equality Outcome 2: People have equal opportunity to access and shape our public services

We recognise that in order to provide the right services to local people, we need to understand their needs and aspirations. Many people who possess one or more protected characteristic may face additional barriers to having their voices heard.

Through progressing this outcome, we intend to reduce the barriers often faced by local people when accessing our services.

Key Area	Action	Narrative	Strategic Priority	National Outcome
Consultation and Engagement	Locality Planning Forums will engage with local communities and services to identify locality specific priorities	<p>What we did:</p> <p>During 2019, following on from the revision of Terms of Reference and additional membership and the Locality Planning forums undertook a refresh of their identified priorities. Building on from the enhanced knowledge with each forum (including additional members from Carers Representatives, HSCP staff and young people) and data provided through locality profiles, the LPFs took a strong lead in a locality focussed 'What Matters to You?' day in on June 6th.</p> <p>Through 'What Matters to You?' the LPFs actively engaged with a large number of local people and identified what mattered to them about Health and Social Care.</p> <p>Based on all relevant feedback, each LPF reviewed their priorities. In many cases, the findings supported existing priorities, including concerns around low level mental health and social isolation. In other areas, priorities were reviewed and updated to be more relevant and removed in some cases. For example in the North Coast, the LPF had identified Musculo-skeletal conditions a priority due to demand on GP practices. Following HSCP review and additional MSK/physio support, this priority was considered to be achieved and closed off.</p> <p>To help progress and action identified priorities, a priority pathway was established and presented to all LPF members. It demonstrated how the LPFs Strategic Planning Group could turn priorities and locality-based concerns into action by escalating issues to the Strategic Planning Group and Integration Joint Board.</p>	2 & 5	1, 4 & 5

		Locality Planning Forums continue review and enhance their membership and attracting new views to help inform the priority setting for local areas. LPF input is prioritised at Strategic Planning Group meetings, ensuring local issues are raised, discussed and progressed for action.		
	Former/current service users will be trained as Peer researchers to gather qualitative views of current service users.	<p>What we did</p> <p>Peer researchers are considered a valued asset for engaging with communities and undertaking service research. We recognise the importance of working with people who have lived experience of health and social care services to help influence and shape service improvements.</p> <p>Since April 2019, the Partnership has continued to engage peer researchers and those with lived experience to support our service developments, including:</p> <ul style="list-style-type: none"> • Refreshing our award-winning Young People’s Citizenship and Participation Strategy, ensuring our young people continue to have a voice in local and national decisions that affect them. • Hosting a consultation with the Mental Health Youth Ambassadors in an ‘En-Lightening Capacity Building Event’ to redress their perceived deficit of bespoke Mental Health services for young people on Arran. The Capacity Building session was very well received by The Mental Health Youth Ambassadors who engaged enthusiastically, articulating their needs, issues and aspiration for bespoke youth Mental Health services. • Hosting an event within the North Coast which aimed to engage the Mental Health Youth Ambassadors in a bespoke breakfast blether and capacity building session to a co-produce a pocket guide to well-being services in the North Coast; designed for and by young people. The initiative was a direct result of the discussion dinner/expressed needs, issues and aspirations of the young people. • The Champions Board is a group of care experienced young people aged between 15 and 23 years who work together with Corporate Parents to create change within the care system, as well as working to develop a Care 4 Yourself Mental Health toolkit and advice specifically for care experienced children and young people. Over the past year, the Champions Board have continued to challenge the language and stigma that exists within the care system. 	2	3, 4, 5 & 8

		<ul style="list-style-type: none"> Enhancing the membership of our Locality Planning Forums to further include people with lived experience of services. 		
	Grow our Social Media presence as a tool to engage with local people	<p>What we did</p> <p>The Partnership's own website is updated on a regular basis and is an effective online resource for all information in relation to North Ayrshire Health and Social Care Partnership, including plans and strategies, meeting and committee papers and information and contact details for all available services.</p> <p>The NAHSCP Twitter following continues to grow and now has 3,450 followers, with information regularly Tweeted and shared through the platform. In addition, a new NAHSCP Facebook page was launched in 2020, which has 2,330 followers to date, with work ongoing to increase our reach on this platform.</p> <p>In the past year, two Facebook groups have also been set up which sit within the NAHSCP Facebook platform. One of these is a well-used group for users of Trindlemoss learning disability services, and in early 2021 the North Ayrshire Sensory Impairment Group was set up to boost communication with those living with visual and hearing impairments in North Ayrshire.</p> <p>The number of services with their own social media platforms continues to grow, with the Learning Disability Team being the latest to launch Twitter accounts and a Microsoft Teams group has been set up for administrators of social media accounts within NAC and NAHSCP to encourage cross promotion and shared messaging to increase audience reach.</p> <p>NAHSCP messages are now regularly posted via NAC Youth Services platforms to improve our messaging to young people, with North Ayrshire's Virtual Community Centre pages also playing an important role in sharing our information to the wider population.</p> <p>The Partnership continues to consider all options when engaging with local people. As well as building a strong social media presence, we are also looking to improve</p>	2	1, 3 & 9

		<p>how we can gather digital feedback from local people, colleagues and partners. Moving forward the service is keen to consider more effective online survey options and web-based engagement tools.</p>		
<p>Accessible and welcoming buildings and services</p>	<p>North Ayrshire Drug and Alcohol Recovery Service (NADARS) will consider the recommendations made by the Scottish Transgender Alliance (STA) to improve the experience of Trans' people accessing Addiction Support Services</p>	<p>What we did</p> <p>Following on from a national survey carried out by the Scottish Transgender Alliance, the North Ayrshire Drug & Alcohol Recovery Service (NADARS) created an action plan to address recommendations made. This has included:</p> <ul style="list-style-type: none"> • Providing Transgender Awareness training to all members of NADARS staff. This also includes a role out of awareness sessions to staff in other locality areas. Staff are also being encouraged to complete the Stonewall LGBT Good Practice Module. • Staff have been informed of the various support services available to members of the Trans community affected by addiction issues. • NADARS staff explored the possibility of including 'trans-friendly' logos on service leaflets and promotional material, however no approved logo has been provided to the NADARS service. In lieu of this the service has produced an information leaflet for the LGBT community, providing information on appropriate support services. <p>NADARS has continued to work with the Scottish Transgender Alliance to help improve the experience of the trans community who access addiction services. A further recommendation from the research was for services to enhance the gender selection options in assessment paperwork. NADARS is keen to support this change and will accommodate this when an approved list of wider gender options is agreed at a national level. Until then, an 'Other' option is available on NADARS assessments.</p>	<p>1, 2 & 4</p>	<p>3 & 4</p>

Equality Outcome 3: People have opportunities to fulfil their potential throughout life

Many people who identify as possessing a protected characteristic may often experience barriers to achieving outcomes, whether these be economic, academic or social.

By progressing this outcome, it is intended that the barriers that many people face in fulfilling their potential, can be reduced.

Key Area	Action	Narrative	Strategic Priority	National Outcome
Employability	Support formerly cared for young people to access Employment, Education or Training.	<p>What we did</p> <p>Approaches for supporting care experienced young people to access employment support, additional vocational and life skill enhancing experiences are fully embedded in service in the service.</p> <p>The HSCP Aftercare Service has continued to work closely with colleagues in the Economy and Communities Directorate to ensure care experienced young people have access to employment, education or training opportunities. Compared nationally, on average a higher proportion of care experienced young people achieve a positive destination, compared to other local authority areas.</p> <p>North Ayrshire Council continues to ringfence up to ten Modern Apprentice placements each year for care experienced young people. Unfortunately, no modern apprenticeships have been award over the past year due to COVID restrictions. However, Ambition Agreements are still being progressed with young people in Throughcare Service and a high number of young people have accessed further and higher education opportunities. To support those accessing further or higher education opportunities, the Care Experienced Bursary is available to all care experienced young people.</p> <p>Preparations are in place for North Ayrshire's 'Kickstart Initiative', which is a wage subsidy programme with over 200 positions identified. Given that all NAC departments are Corporate Parents, all directorates involved with care experienced young people ensure corporate parenting responsibilities put local care experienced young people to the forefront in supporting them to attain the best outcomes they can.</p>	1	1, 3 & 5

		In addition, through procurement processes, North Ayrshire Council will ensure, where appropriate, employment or training opportunities for young people are included as 'Community Benefits', when tendering for major works. This approach encourages companies bidding for work in North Ayrshire to provide some form of support benefit to the local community.		
	Provide employability support to parents of Early Years children	<p>What we did</p> <p>The HSCP has, in partnership with Economy and Communities, Commissioned the 'We Work for Families (WWfF)' support service, providing initial funding for two years. This programme provides employability advice and support to new mums and dads. The service is accessed by referral from Health Visitors and Family nurses and is provided to those most in need.</p> <p>There are now 4 staff (team leader and 3 key workers) working on the WWfF programme. A new contract was issued in August 2020 and will be renewed annually whilst funding remains in place. As funding priorities have changed so has the remit for the programme, for example, we got additional funding to support employed parents on low income to improve their employment situation - WWfF now has an officer dedicated to this; this has been useful in that we are now able to support parents that had previously gone through the programme and moved into work as well as other low income employed parents. Health visitors remain the main referral route.</p> <p>The programme continues to be delivered in North Ayrshire and is offered to parents/ carers identified by either the Health Visitor or the Family Nurse. Since the start of the programme in 2017, 492 requests for assistance have been made to WWFF.</p> <p>Going forward we are also going to focus more on young parents again with referrals coming from health visitors and family nurse practitioners.</p>	1	5 & 6
	Implement the 'Family Firm' programme to provide employability	<p>What we did</p> <p>The Family Firm approach was overseen by the Corporate Parenting and Employability Skills working group. Chaired by colleagues from Economy and Communities, over the past two years the group has prioritised employment</p>	1	3, 4 & 5

	support to young people 15+	<p>opportunities for local young people, with a strong focus on providing support to care experienced young people.</p> <p>Over the period, the 'Family Firm' model has been superseded by new approaches. These approaches include the ring-fencing of 10 Modern Apprenticeship placements for Care Experience young people each year, helping them to begin a meaningful career.</p> <p>The group is also overseeing the local implementation of the Kickstart programme which creates work placements with employers for 16 to 24 year olds. To date, 173 posts have been identified with local employers. Further development of this programme will seek to create another 80 opportunities. The working group will seek to ensure there are opportunities for care experienced young people within this programme.</p>		
	Implement the Employability and Skills element of the 'Care Leavers Covenant'	<p>What we did</p> <p>Like the 'Family Firm' approach, the Employability and Skills element of the 'Care Leavers Covenant' has also been superseded by new approaches. Education, training and employment opportunities of care experienced young people is still a key focus of the Corporate Parenting and Employability Skills working group. In addition to Modern Apprenticeships and the Kickstart programme, the working group will also oversee the implementation of the Young Person Guarantee. This is funding from the Scottish Government to give young people an offer of employment, education, modern apprenticeship or volunteering. This funding will be used to enhance employment support services for young people, including those who are care experienced.</p>	1	3, 4 & 5
	Review and development of job coaching services for those with a Learning Disability or with Mental Health concerns.	<p>What we did</p> <p>During 2019, the Learning Disability Service continued to refocus both day services and employability support services around the Trindlemoss development, reviewing existing delivery and staffing models around the new community focussed hub. A full review of the employment support and job coaching service and subsequent implementation was planned for completion during 2020. This was unable to be</p>	1	2, 3, 4, 5 & 6

		<p>delivered, unfortunately, with focus redirected to ensuring all those who accessed services were fully supported to remain safely at home.</p> <p>Throughout the Pandemic period, consideration has been given to how the service could best develop following recovery. The service continues its vision that all people with a learning disability are able to access meaningful, paid and rewarding employment.</p> <p>Going forward the service will consider amalgamating the employability service into its overall day service structure, leading to greater opportunities for all those accessing day services. In addition to supporting people to develop valuable job skills and accessing employment opportunities, through engaging with the Community Wealth Building Strategy, the service will seek to develop sustainable social enterprises, led by service users.</p> <p>It is anticipated that the day centre hubs can be used as community assets, were social enterprises can be based and which will provide a benefit to all in that community. In addition to Trindlemoss, community hubs are due to be launched alongside other supported accommodation sites across North Ayrshire, including Largs, Dalry, Kilwinning and Stevenston. Using these assets the day opportunities and employability support services will be more widely available to residents across North Ayrshire.</p>		
Social Enterprise	NAHSCP will deliver in partnership with NA CPP the NA Social Enterprise Strategy.	<p>What we did</p> <p>As part of the Social Enterprise Strategy a scoping exercise was undertaken by officers in which 119 local social enterprises were identified and mapped in relation to the type of service they provide. Engagement with these local enterprises form a base line dataset to inform future local developments.</p> <p>The North Ayrshire Social Enterprise strategy completed came to an end in 2020 and has since been superseded by the NAC Community Wealth Building Strategy (2020 – 2025). At the heart of this strategy is the focus to invest more in local communities and business and building a stronger local economy and improve opportunities for all. The strategy will seek to grow the local economy and ensure local people are paid at least the living wage.</p>	1	5

<p>Promote Good Health and Wellbeing</p>	<p>Work with partners to promote healthy and active lifestyles</p>	<p>What we did</p> <p>The HSCPs Community Link Workers (CLW) are fully embedded in all GP practices in North Ayrshire and have an essential role in our locality planning forums, providing valuable advice and support to local people often through community prescribing in which the offer offering people an alternative option for treatment than traditional medication. This includes sign posting the many social and health focussed opportunities based in people’s own communities and often delivered by our partners in the third and voluntary sector.</p> <p>In Partnership with KA Leisure Active Lifestyles Team, the HSCP deliver a Health and Wellbeing programme which offers a broad range of activities within local communities to support people to become more active and adopt a healthier lifestyle. This includes a range of preventative services, health screening, signposting, health education and physical activity opportunities.</p> <p>Before the COVID-19 Pandemic on average, HARP delivered 84 classes per week with 22 of those to support people with specific conditions.</p> <p>Since the Pandemic, the service has responded well, providing continued support through telephone calls and zoom classes. Sessions being delivered weekly include:</p> <ul style="list-style-type: none"> • Stroke / Neuro rehab • Hip and Knee Rehab • Circuits • Bone Health • Chair Based Exercises <p>In addition, recognising the impact of social isolation during this period, focus was made to ensure regular contact with participants including the delivery of ‘Walk n’ Talk’ groups and social chat sessions.</p>	<p>3</p>	<p>1, 2, 4, 5, 6 & 9</p>
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Equality Outcome 4: Public bodies will be inclusive and diverse employers

This outcome aims to provide focus on public bodies in Ayrshire to ensure their hiring practices are inclusive and that workforces are reflective of the local population in which they serve.

As a non-employing body, no locally specific actions were identified by North Ayrshire Health and Social Care Partnership. Instead, HSCP officers continue to work closely with colleagues in our parent organisations, North Ayrshire Council and NHS Ayrshire and Arran to ensure employment practices are not discriminatory against any protected groups.

Further information on activity progressed to date against this outcome can be found in the **Ayrshire Shared Equality Outcome Report 2019-21**.
<http://nahscp.org/partnership-strategies-plans-reports/>

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APPENDICES

Appendix 1 – 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:

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 2 – National Health and 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 3 – Abbreviations

Abbreviation	Definition
ASP	Adult Support and Protection
ADP	Alcohol and Drug Partnership
ASD	Autistic Spectrum Disorder
CAMHS	Child and Adolescent Mental Health Services
CareNA	Care North Ayrshire
CLW	Community Link Worker
EHRC	Equality and Human Rights Commission
EIA	Equality Impact Assessment
GP	General Practice
HSCP	Health and Social Care Partnership
IJB	Integration Joint Board
LAAC	Looked After and Accommodated Children
LPF	Locality Planning Forum
MA	Modern Apprenticeships
NADARS	North Ayrshire Drug and Alcohol Recovery Service
NHS	National Health Service
OD	Organisational Development
SHIP	Strategic Housing Investment Plan
TSI	Third Sector Interface

The Ayrshire Equality Partnership is comprised of:

- NHS Ayrshire and Arran
- Ayrshire College
- Ayrshire Valuation Joint Board
- Community Justice Authority
- East Ayrshire Council
- East Ayrshire HSCP
- North Ayrshire Council
- North Ayrshire HSCP
- South Ayrshire Council
- South Ayrshire HSCP



Appendix 5 – Adult Support and Protection Training Provision

Adult Support & Protection Training April 2019 – December 2020

Listed below are the Adult Support & Protection Training Courses, delivered during the above period. All courses were delivered on a face-to-face basis up until March 2020, following this they were moved to virtual platform using Microsoft Teams on an interim basis, with the exception of Council Officer Training, which was delivered face-to-face, due to its business critical nature.

During this time 91 training interventions have been delivered, attended by just under 1000 members of staff. The training is a mixture of multi-agency and HSCP staff role specific.

ASP Training April 2019 - March 2020

Courses	Number of courses
ASP Level 1	12
ASP Level 2	10
Financial Harm Awareness	3
Self-Neglect Awareness	6
Council Officer Training	1
Council Officer Refresher Training	2
ASP for Team Managers / Leaders	1
Good Recording & Defensible Decision Making in ASP	1
Role of Second Person	3
Understanding Domestic Abuse	2
Protecting Adults	2
Financial Harm for Practitioners	1
Protecting People	5
Protecting People Toolbox Talk	3
Investigative Interview Refresher	1
Crossing the Acts	1
Total	54

Bespoke

The above training numbers include the multi-agency training available through the ASP training calendar, and bespoke sessions requested by specific teams and organisations. During the period ending March 2020, bespoke training was delivered to the following organisations and business areas:

- NAC Care at Home
- The Ayrshire Community trust
- NAHSCP District Nurses
- Accessibility
- North Ayrshire Drug & Alcohol Recovery Service (NADARS)
- Hutton Park Care Home
- Taxi Owners/ drivers subcontracted to NAC
- NAC Transport Hub

- Ayrshire College (Kilwinning & Ayr Campuses)
- Irvine Housing Association
- NAC Library Staff
- Men's Shed (Garnock Valley)
- North Ayrshire Women's Aid

ASP Virtual Training April 2020 - Dec 2020

Courses	Number of courses
Role of the Council Officer	1
Good Recording and Defensible Decision Making in ASP	3
Investigative Interview Refresher	1
Introduction to ASP	3
ASP Overview	13
Role of Second Person	2
Financial Harm Awareness	2
Initial Decision Making in ASP	2
Self-Neglect Awareness	2
Understanding Domestic Abuse	2
Council Officer Training (Face-to-face)	1
Sexual Harm Awareness (Pilot)	1
ASP for Care Home Staff	2
Total	35

Covid-19

A virtual calendar was made available from September 2020 focusing on specific learning of training courses designed for face-to-face training. Included within the above numbers are, like previous period, a mixture of courses attended from the virtual ASP Training Calendar and bespoke requests.

The following organisations and business areas requested bespoke ASP training during the period from April 2020 – December 2020:

- Cooriedoon Care home
- Department for Work & Pensions
- North Ayrshire Women's Aid
- Ayrshire Urgent Care Service
- Adult Mental Health Liaison Team
- Community Mental Health NHS team
- NAHSCP Service Access

Appendix 6 – Child Protection Committee – training provided

Course	Sessions
Child sexual exploitation and trafficking	3
Working with resistance	4
Keeping Children and Young People Safe Online	3
Chronology workshop	2
Domestic Abuse Session	2
Working with Children and Young People Displaying Problematic Sexual Behaviour	2
Aim 3 Intervention	1
Child Sexual Abuse	2
Children's Rights	2
Child Protection Awareness	5
Resilience: Trauma Informed Practice	3
National Risk Framework	2
Children Who are Fatally Injured or Harmed by Their Parents	1
SCRA-Mock Hearing Sessions	2
SCRA-Non Disclosure (Cancelled due to low numbers)	0
TOTAL	34



Draft Version – Pre IJB Approval

**NORTH AYRSHIRE EQUALITY
OUTCOMES**

2021 - 2022

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Introduction

All public authorities in Scotland must comply with the public sector equality duty as set out in the Equality Act 2010. This means that all public authorities, as part of their day to day business, must show how they will:

- Eliminate unlawful discrimination, harassment and victimisation and any other conduct that is prohibited under this Act
- Advance equality of opportunity between people who share a relevant protected characteristic and those who do not share it
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it

The protected characteristics referred to in the Equality Act 2010 are:

- Age,
- Disability,
- Gender reassignment,
- Marriage and civil partnership,
- Pregnancy and maternity,
- Race and ethnicity,
- Religion and belief,
- Sex
- Sexual orientation.

We are all likely to have more than one protected characteristic that makes up our individual identity. More information on the protected characteristics is available at appendix A.

A one-year equality outcomes plan

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

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, this Equality Outcome Plan will have a short-term focus of one-year. These outcomes will be reviewed by April 2022 with a view to publishing longer-term equality outcomes in line with a new long-term Strategic Plan.

North Ayrshire Health and Social Care Partnership

North Ayrshire Health and Social Care Partnership (the Partnership) provides locality-based health and social care services for people throughout their life: from birth through childhood, teenage years and adulthood.

Our services areas include:

- Children, families and justice services,
- Adult health and community care services and
- Mental health, addictions and learning disability services

Our teams include: allied health professionals (dietitians, physiotherapists, occupational therapists, speech and language therapists), addictions workers, care at home, care homes, child immunisation, community alarm and digital health, community link workers, money matters, nurses (including specialist nurses), paid carers, psychologists and psychiatrists, social workers (across all age groups), residential adult & childcare staff and volunteers.

In addition, dentists, GPs, optometrists and pharmacists (primary care professionals) work together with us. We also work closely with the Third sector, the Independent sector, Housing Services, NHS acute hospitals, Alcohol and Drug Partnerships, Ayrshire wide Partnerships, Police Scotland, local councillors, and many others.

We want to ensure people in North Ayrshire can access community support in their locality and, as required, contact the right health and social care professional, at the right time. We all work together to provide high quality, safe and sustainable care, as seamlessly as possible for the person needing support.

Lead Partnership Arrangements

The Partnership also delivers a Lead Partnership role across all of Ayrshire, which describes what primary care services the North Ayrshire Integration Joint Board (IJB) will manage on behalf of NHS Ayrshire & Arran (NHS A&A). This is also true in East and South Ayrshire, where both council authorities have their own delegation schemes with NHS A&A.

Across Ayrshire, the following services are managed by a lead partnership:

- Primary Care Services (GP practices, Dentistry, Optometry) are managed by East Ayrshire HSCP
- Mental Health Services (Psychiatry, CAMHS, Inpatient Services) and Children's Health Visiting Service are managed by North Ayrshire HSCP
- Integrated Continence Services, Joint Equipment Store, and Family Nurse Partnership are managed by South Ayrshire HSCP



Further information in relation to Ayrshire's lead partnership arrangements can be found in our joint Lead Partnership Statement. <https://tinyurl.com/2aaemxym>

What are Equality Outcomes

National guidance on setting equality outcomes notes that these should be proportionate and relevant to the functions and strategic priorities of the organisation setting them, and that they may include both short and long-term benefits for people with protected characteristics.

From the outset of the development process, the following definition was applied to ensure consistency and rigour.

Outcomes are not what we do, but the beneficial change or effect which results from what we do. These changes may be for individuals, groups, families, organisations or communities.

Specifically, an equality outcome should achieve one or more of the following:

- Eliminate discrimination
- Advance equality of opportunity
- Foster good relations

In aligning with the Partnership's one-year Strategic Bridging Plan, the new Equality Outcomes are to be considered short-term and will be reviewed within 1-year of publication.

Ayrshire Shared Equality Outcomes

In April 2017, along with our Ayrshire Shared Equality Outcomes Partners, we published our 4 Shared Equality Outcomes. Those are that in Ayrshire:

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

To support these actions a joint action plan was developed with partners and implemented over the 4-year period of the plan. Ending in March 2021, our achievements in delivering this plan can be found in our Equality Outcomes and Mainstreaming reports on our website.

<https://tinyurl.com/hrd4wnbx>

The Ayrshire Equality Outcomes Partners agreed to continue with the four identified outcomes into the new planning cycle. Feedback collected through public consultation also supported this decision, as detailed below.

Engagement and Consultation

The Ayrshire Shared Equality Outcome Partners undertook a period of public consultation to help inform the development of new Equality Outcomes to be in place by April 2021. This consultation was promoted across all of Ayrshire and Arran and lasted for five weeks from 13th October 2020 to 18th November 2020.

The method adopted focussed on an online survey created using the Microsoft Forms software. The question set was designed and agreed by AEP members. In all, it contained 10 questions relating directly to Equality Outcomes, plus an additional 'about you' section asking people for relevant demographic information.

Overall, 128 responses were received. The Ayrshire Equality Partnership accepts the limitations of this response level but recognises the additional challenges to engagement during the pandemic period.

65% of responses to the survey were female, **19%** identified as having a disability, **13%** were in a protected age group (under 16 or over 65), **6%** identified their religion as either, Buddhist, Jewish, Muslim, Pagan or Spiritual, **5%** identified as gay, lesbian or bi-sexual, **4%** identified their race/ethnicity as either Asian, Black or mixed/multiple ethnicity. No one identified within the gender reassignment or pregnancy and maternity characteristic,

From the survey we learned that **87%** of respondents felt the four Equality Outcomes were still relevant to take forward. The feedback and learning from the survey will be used to inform the outcome action plans for each partner organisation.

This plan was also submitted for review and comment to a number of the Partnership's key leadership groups:

- Partnership Senior Management Team (PSMT) – 18th March 2021
- Strategic Planning Group - 30th March 2021

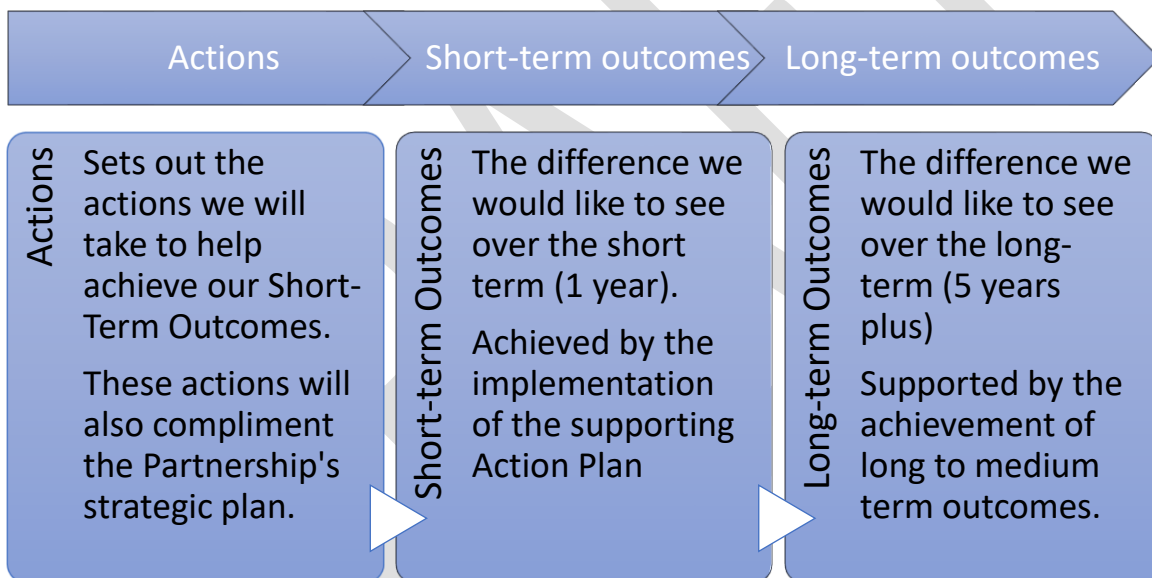
- Integration Joint Board – 13th May 2021

Developing Short-term local outcomes

During December 2020, seminars were held with representatives from the Equality and Human Rights Commission (EHRC). Feedback from EHRC suggested that the four outcomes set out in the 2017 Shared Equality plan were of too high a level, suggesting they are more ‘long term outcomes’ or mission statements. To address this, the Equality Outcomes Partners agreed to maintain the four outcomes as ‘long term outcomes’ and identify individual organisational outcomes for the short to medium term.

In addition, learning from the period highlighted the complexities of sharing joint actions across multiple partner agencies. Going forward, the Equality Partners agreed to not produce a shared action plan. Instead, each partner will create their own organisational action plan and share any best practice identified with partners.

The graphic below sets out North Ayrshire’s Equality Outcome pathway



Our Outcomes

We have identified eight short-term Equality Outcomes the Partnership will progress from April 2021. As identified in our approach, HSCP Equality Outcomes are intended to be short-term and will be reviewed within one year in line with the development of the Partnerships Strategic Plan from April 2022.

How these outcomes align with our five strategic priorities and national outcomes is detailed in the outcomes map at appendix C.

Ayrshire Shared Outcome (Long-term)	HSCP Equality Outcome (Short-Term)
In Ayrshire, people experience safe and inclusive communities	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
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.
	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
In Ayrshire, people have opportunities to fulfil their potential throughout life	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
In Ayrshire, public bodies will be inclusive and diverse employers	8.We better understand the Diversity in our workforce

Related strategies

Our endeavours to meet these equality outcomes will be underpinned by several relevant strategies and policy directions including:

- North Ayrshire HSCP Strategic Bridging Plan 2021-22: <https://tinyurl.com/dn4hccaw>
- Caring for Ayrshire programme: <https://tinyurl.com/4mxf5ey6>
- North Ayrshire Council Plan (2019-24): <https://tinyurl.com/znum4u8>
- Public Health Scotland Strategic Plan (2020-23): <https://tinyurl.com/87n2zps>
- Independent Review of Adult Social Care in Scotland: <https://tinyurl.com/4z5rja59>

By contributing to each of these plans we will seek to actively improve the access to and quality of public services for all.

Equality Action Plan

During the 2021/22 service year, the Partnership will deliver a number of key actions that will endeavour to review services and ultimately improve health and wellbeing outcomes for local people. These majority of these actions will be delivered through the implementation of the Strategic Bridging Plan.

The following table describes the rationale for each of the identified short-term equality outcomes. It also aligns the key actions from the Partnership's Strategic Bridging Plan to those equality outcomes.

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
1. Vulnerable adults and older people will be cared for, as much as possible, at home	<p>People are best cared for at home. The partnership will support people to receive the health and social care support they need at home. We will support people to live as independently as possible, at home for as long as it is safe to do so. Partnership services will be more community focussed in the future and will be supported by a vibrant third and independent sector.</p>	1:1	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.	HCC	Age Disability
		1:2	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.	HCC	Age Disability
		1:3	By August 2021, Review service models within the Hospital Assessment teams to further embed the Home First approach, basing discharge destination on the capability and rehabilitation potential of patients.	HCC	Disability
		1:4	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 they await implementation of commissioned services.	MH&LD	Age

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		1:5	Develop further Mental Health digital solutions to enhance choice and improve scope for individuals to remain independently at home with appropriate support.	MH&LD	All
		1:6	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.	MH&LD	All
2. Vulnerable young people and families are identified quickly and supported in their own community	Supporting people at the earliest possible stage will help address a situation before it reaches crisis point. This is true for both health and social circumstances. By responding to an issue as soon as it arises, we can prevent any long-term negative impacts it may have.	2:1	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.	C,F&J	Age
		2:2	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.	C,F&J	Age Disability

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		2:3	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.	C,F&J	Age Disability
		2:4	Routine gender-based violence screens will be completed by Health Visitors and Family Nurses.	C,F&J	Sex
		2:5	Train all Interventions Team Managers and Senior Officers in ASP process to ensure that risk is recognised for both children and adults	C,F&J	Age Disability
		2:6	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.	C,F&J	Age
		2:7	Embed Recovery Development Workers within MAASH and Service Access to improve support to vulnerable families affected by substance misuse	C,F&J	Disability

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		2:8	We will reduce the number of repeat domestic abuse referrals through collaborative working with the Police and Women's aid, to develop a dedicated multi-agency holistic response to domestic abuse.	C,F&J	Sex
		2:9	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.	C,F&J	Age Pregnancy & Maternity
		2:10	Prioritisation of children and young people where risk and need is identified as requiring specialist services intervention and support.	MH&LD	Age Disability
		2.11	Implementation of Specialist Perinatal Mental Health Service (Pan Ayrshire) providing specialist mental health care for pregnant and new mums.	MH&LD	Age Pregnancy & Maternity Disability Sex
		2.12	GP based mental health practitioners will be established as first point of contact for expectant/new mothers who require mental health advice or support.	MH&LD	Age Pregnancy & Maternity Disability Sex

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		2.13	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	MH&LD	Age Pregnancy & Maternity Disability Sex
3. We will involve service users in the review or redesign of services that affect them.	To ensure Partnership services are right for the people who use them, we will always seek to actively engage the views and ideas of service users to help us improve our services.	3:1	Complete the delivery of the ASN campus and respite house engagement strategy with the Children and Families Disabilities team being in situ.	C,F&J	Age Disability
		3:2	Progress the Radical Test Site which has developed a small Parents Reference Group to inform practice/provide consultation and advice to the experiences of parents who have their children out with their care and the types of support and intervention that they feel would benefit.	C,F&J	Age
		3:3	Scope the potential to extend families/family group conferencing and signs of safety approaches as a potential triangulated 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.	C,F&J	Age
		3:4	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	C,F&J	Age

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
			Hearings, Foster Care and Kinship Care Reviews.		
		3:5	From June 2021 begin Remobilisation of Older People's Day Service combining traditional days services with additional outreach options, using learning from telephone interviews undertaken with day service users.	HCC	Age
		3:6	Progress the redesign of services on Arran, including the views of local people and services users. (RB)	HCC	All
		3:7	Use the views collected during engagement activities to help inform the development of a Physiotherapy service for those with neurological conditions.	HCC	Disability
		3:8	Further enhance the use of Care Opinion to collect the view of those who use our services.	HCC	All
		3:9	Ensure the involvement of young people in the review of CAMHS service, recruitment of specialised engagement officer.	MH&LD	Age
		3:10	Engage services users for involvement in future developments as we move to implement the Royal College of Psychiatry Accreditation Scheme.	MH&LD	Disability

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		3:11	Continue engagement with service users to inform Ayrshire Mental Health Conversation	MH&LD	Disability
		3:12	Engage with the Young People's forum to support and inform the development and operationalisation of the new National Secure Adolescent Inpatient Service, Foxgrove, in partnership with the National Stakeholders Group	MH&LD	Age
		3:13	Progress service user involvement in Learning Disability strategy implementation	MH&LD	Disability
		3:14	Undertake review of learning disability day services	MH&LD	Disability
4. Local people are aware of the various ways they can help shape HSCP services	The Partnership values the views of local people and are regularly consulted on programmes of work undertaken. The partnership is continually seeking to improve the scope and method of engagement.	4:1	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.	C,F&J	All
		4:2	Contribute to the review of the pilot of the combined LPF and LPP forum on Arran.	HCC	All

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		4:3	Locality Planning Forums will expand approaches in engaging with local communities	F&T	All
		4:4	Through the North Ayrshire Wellbeing Conversation, we will identify and induct members to the North Ayrshire Care Improvement Network	F&T	All
5. Local people understand how to access the right HSCP Service for them	Local people will require different support at different times. It is important that people are aware of the correct service for them and can quickly identify and access the most appropriate support.	5:1	Further embed and develop the Community Hubs established throughout the pandemic, continuing locally based partnership working to respond to community need.	C,F&J	All
		5:2	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	C,F&J	Sex Race
		5:3	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.	C,F&J	Age Disability

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		5:4	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.	C,F&J	Age Disability
		5:5	Support local implementation of Caring for Ayrshire programme	HCC	All
		5:6	Implementation of Primary Care Improvement Plan	HCC	All
		5:7	Progress the integration of teams and implement new models of care to ensure high quality, safe and sustainable services in our community hospitals and island services	HCC	All
		5:8	Enhance and further refine Intermediate Care and Rehabilitation hubs, improving the streamlining of access to rehabilitation services.	HCC	All
		5:9	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	HCC	All

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		5:10	Expand access to the increased range of supported digital options for Mental Health supports as part of a tiered model for service delivery	MH&LD	Disability
		5:11	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.	MH&LD	Gender Reassignment Sexual orientation
		5:12	Standardised data sets to be included in the Drug and Alcohol Information System (DAISy) which includes wider gender identity options.	MH&LD	Gender Reassignment
6. Vulnerable people can access meaningful education, training and employment options	Often the most vulnerable people in our community face difficulty in engaging with learning or accessing meaningful training or employment opportunities. The Partnership will seek to support these vulnerable groups to achieve positive outcomes.	6:1	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.	C,F&J	Age
		6:2	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.	C,F&J	Age

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		6:3	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.	C,F&J	Age
		6:4	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.	HCC	Disability
		6:5	Support development of new Day Services workforce for those with a learning disability following the move to Trindlemoss	MH&LD	Disability
		6:6	Implementation of locality-based development work in Garnock Valley (Neighbourhood Networks) for services users with a Learning Disability	MH&LD	Disability
		6:7	Enhance volunteer approaches for those accessing addiction support services, focussing on employability support	MH&LD	Disability
		6:8	MH Recovery College will continue to support people with MH issues to improve access to education and training.	MH&LD	Disability

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		6:9	The individual placement and support service, will support individuals within MH services to regain meaningful employment.	MH&LD	Disability
		6:10	College wellbeing and liaison post will support students to remain in education with Ayrshire College. Covering all campuses across Ayrshire.	MH&LD	Disability Age
		6:11	Develop sustainable social enterprise in ACORN service, providing training and recovery services to people with complex Mental Health concerns.	MH&LD	Disability
7. People at risk of involvement with the Justice System are redirected to positive outcomes	Often people enter the justice system as a result of negative environmental factors. Involvement with the Justice System can also lead to stigma and resulting in poor outcomes. By providing support to those involved or at risk of being involved with the justice system, we can help people away from the justice system, reduce re-offending and improve outcomes.	7:1	We will improve the employment opportunities to support people with criminal records into employment.	C,F&J	All
		7:2	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.	C,F&J	Disability
		7:3	Work in collaboration with Police Scotland and Children First to develop a 'Whole family approach' for Women subject to Diversion from prosecution	C,F&J	Sex Age

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
		7:4	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.	C,F&J	Sex Age Pregnancy & Maternity
		7:5	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.	MH&LD	Disability
		7:6	Review of clinical pathways for individuals with mental health concerns coming to attention of police, police custody and court.	MH&LD	Disability
		7:8	Implement the court distress pathway to provide greater support to those with complex Mental Health issues who face the justice system.	MH&LD	Disability
8. We better understand the Diversity in our workforce	A brief benchmarking exercise undertaken between the Ayrshire Shared Equality Outcomes partners	8:1	Report the findings of the Workforce Benchmarking exercise to Partnership Senior Management Team with recommendations for Action.	F&T	All

HSCP Equality Outcome	Rationale	Action ID	Supporting Action	Service Area	Protected Group
	demonstrated an information deficit in relation to the protected characteristics of the North Ayrshire workforce. In order to help address any inequalities based on protected characteristics, it is vital we have a wider understanding of Partnership staff.	8:2	Identify and implement action to address the protected characteristic information deficit.	F&T	All

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Appendices

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:

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	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'. This category only applies to eliminating unlawful discrimination in employment.

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 C: Outcomes Map

Ayrshire Shared Outcome	HSCP Equality Outcome	HSCP Priority	National Health & Wellbeing Outcomes	Other National Outcomes
In Ayrshire, people experience safe and inclusive communities	Vulnerable adults and older people will be cared for, as much as possible, at home	Tackling Inequalities	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	
	Vulnerable young people are identified quickly and supported in their own community	Prevention & Early Intervention	7. People using health and social care services are safe from harm	<u>Children's Outcomes</u> We have improved the life chances for children, young people and families at risk
In Ayrshire, people have equal opportunity to access and shape our public services	Services will involve service users in the review or redesign of services that affect them.	Engaging Communities	4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services	<u>Children's Outcomes</u> Our children have the best start in life and are ready to succeed
	Local people are aware of the various ways they can help shape HSCP services	Engaging Communities	4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services	
	Local people understand how to access the right HSCP Service for them	Improving Mental Health & Wellbeing	1. People are able to look after and improve their own health and wellbeing and live in good health for longer 3. People who use health and social care services have positive experiences of those services and have their dignity respected	
In Ayrshire, people have opportunities to fulfil	Vulnerable people can access meaningful education,	Tackling Inequalities	3. People who use health and social care services have positive experiences of	<u>Children's Outcomes</u> Our young people are successful learners,

<p>their potential throughout life</p>	<p>training and employment options</p>		<p>those services and have their dignity respected</p>	<p>confident individuals, effective contributors and responsible citizens</p>
	<p>People at risk of involvement with the Justice System are redirected to positive outcomes</p>	<p>Prevention & Early Intervention</p>	<p>4. Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services</p>	<p><u>Children's Outcomes</u> We have improved the life chances for children, young people and families at risk</p> <p><u>Justice system Outcomes</u> Social inclusion to support desistance from offending</p>
<p>In Ayrshire, public bodies will be inclusive and diverse employers</p>	<p>We better understand the Diversity in our workforce</p>	<p>Bringing Services Together</p>	<p>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</p>	

Appendix 4 – Ayrshire Equality Partnership

The Ayrshire Equality Partnership is comprised of:

- NHS Ayrshire and Arran
- Ayrshire College
- Ayrshire Valuation Joint Board
- Community Justice Authority
- East Ayrshire Health and Social Care Partnership
- East Ayrshire Council
- East Ayrshire HSCP
- North Ayrshire Council
- North Ayrshire HSCP
- South Ayrshire Council*
- South Ayrshire HSCP



*South Ayrshire Council is an Equality Outcomes Partner but did not adopt the four Shared Equality Outcomes.