

Subject: **Equality Outcome and Mainstreaming Report 2018**

Purpose: To inform IJB of the NAHSCP Equality Outcome and Mainstreaming report and the Ayrshire Shared Equality Outcome Report and seek approval for online publication.

Recommendation: It is recommended IJB notes the content of both reports and approves for online publication.

Glossary of Terms

IJB	Integration Joint Board
SPG	Strategic Planning Group
NAHSCP	North Ayrshire Health and Social Care Partnership

1. EXECUTIVE SUMMARY

- 1.1 Public sector bodies are required to produce a set of equality outcomes as part of the 'Specific Duties' outlined in the Equality Act 2010. Since April 2017, North Ayrshire Health and Social Care Partnership (NAHSCP) has worked alongside public sector partners across Ayrshire in progressing activity to support the agreed shared equality outcomes (see paragraph 2.4).
- 1.2 Included in the Public Sector Duties, is an obligation for public bodies to report progress how they have mainstreamed equalities general duty (see paragraph 2.1) into day to day practice and report progress against agreed equality outcomes.
- 1.3 Public bodies are required to publish reports every two years. April 2019, will represent two years since the Shared Equality Outcomes were launched. We are obligated to publish our Equality Mainstreaming and Outcomes report by end April 2019.

2. BACKGROUND

- 2.1 The Equalities Act 2010 sets out a number of duties that public sector organisations must adhere to. The General Duty set out in the Act places an obligation on organisations to:
 - Eliminate unlawful discrimination, harassment and victimisation and other prohibited conduct.

	<ul style="list-style-type: none"> • 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.
2.2	<p>In order to help meet the obligations set out in section 2.1 above, the Act also places a number of Specific Duties on public sector organisations, including:</p> <ul style="list-style-type: none"> • Reporting on how they have mainstreamed the equality duty • Publishing a set of equality outcomes and reporting on progress
2.3	<p>Integration Joint Boards (IJB) are bound by the Public Sector Authority duty. However, due to the nature and structure of IJBs, they are exempt from reporting on the following, within their Equality Mainstreaming Reports. IJBs need not:</p> <ul style="list-style-type: none"> • Gather and use employee information; • Publish gender pay gap information; • Publish statements on equal pay; <p>Legislation has been passed which will require IJBs to publish information on the diversity of boards, however, this legislation is yet to be implemented. As such, it is not required to be published at present</p>
2.4	<p>In April 2017, the Ayrshire Shared Equality Outcomes Partnership (including NAHSCP) published its first set of Shared Equality Outcomes and supporting action plan. The Shared outcomes are, that in Ayrshire:</p> <ul style="list-style-type: none"> ○ People experience safe and inclusive communities ○ People have equal opportunities to access and shape our public services ○ People have opportunities to fulfil their potential throughout life ○ Public bodies will be inclusive and diverse employers <p>It was intended that through sharing outcomes with partners organisations across Ayrshire we could; provide a more consistent approach to equalities, gain greater scope for public consultation and reduce 'consultation fatigue', and provide greater transparency for local people.</p>
2.5	<p>As part of the Public Sector Equality duty, organisations must provide progress reports every two years. April 2019, represents two years since the Shared Equality Outcomes were launched.</p>
3.	PROPOSALS
3.1	<p>In developing the supporting action plan, partners within the Ayrshire Shared Equality Outcome Partnership agreed on shared actions that all partners would contribute to. In addition, each individual partner identified a number of local actions that would be progressed, separate from the shared action plan, but still in supporting the four shared equality outcomes.</p> <p>As such a large volume of information is been collected for reporting.</p>
3.2	<p>It is proposed that NAHSCP publish two reports:</p> <ul style="list-style-type: none"> ○ The NAHSCP Equality Mainstreaming and Outcome report (Appendix 1)– detailing our progress in mainstreaming the equality duty and highlighting progress made in local actions ○ The Ayrshire Shared Equality Outcomes Progress report (Appendix 2) – detailing only progress against the shared actions.

3.3	This approach will benefit from avoiding publication of a large multi-tiered document, instead affording a readers more focussed and streamlined reports.	
3.3	<u>Anticipated Outcomes</u>	
	<p>Publishing the reports will provide IJB members, the EHRC, Ayrshire Equality Partners and other stakeholders an update on progress made in relation to mainstreaming the public sector equality duty.</p> <p>The reports provide examples of strong progress made towards the four equality outcomes, while also recognising areas for improvement that will be addressed during the remainder of the plan.</p> <p>Some examples of positive work include:</p> <ul style="list-style-type: none"> ○ Raising awareness of Hate Crime and Third Party Reporting Centres ○ Supporting the implementation of the 'Keep Safe' initiative across Ayrshire, helping to increase the number of safe spaces available for vulnerable people ○ Providing Trans-awareness training to staff members across Ayrshire <p>Areas for improvement include:</p> <ul style="list-style-type: none"> ○ Working closer with partner agencies to map and identify the various groups and communities covered by protected characteristics in Ayrshire ○ Continuing to scope the possibility of jointly procuring Translation, Interpretation and Communication Support (TICS) between the Ayrshire Equality Partnership ○ Continue to improve the uptake of Modern Apprenticeships by young people with protected characteristics. 	
3.4	<u>Measuring Impact</u>	
	<p>Work to monitor the shared outcomes, and cross-partner support, will continue through the Ayrshire Equality Partnership.</p> <p>At the NAHSCP level, identified equality actions are progressed and monitored through existing performance processes.</p>	
4.	IMPLICATIONS	
Financial:		There is no direct financial implications for HSCP budgets.
Human Resources:		No implication for HSCP Staff
Legal:		The HSCP are bound by the Equality Act 2010 to publish a set of Equality Outcomes and at intervals of no more than 2 years publish a report on progress made to achieve those outcomes. Reports must be published by the end of April in each publishing year.
Equality:		Report outlines our progress in meeting the Public Sector Duty in relation to mainstreaming equalities.
Children and Young People		No direct implications for children and young people as a result of publication of these documents.

Environmental & Sustainability:	No direct implications
Key Priorities:	In progressing actions to improve the lives of people covered by the protected characteristics The shared outcomes strongly reflect the priorities of the NAHSCP. Progress against the equality outcomes are complimentary to the HSCPs five strategic priorities in that they attempt to reduce inequalities faced by members of our community 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	✓
	2. North Ayrshire Council	
	3. NHS Ayrshire & Arran	
	4. North Ayrshire Council and NHS Ayrshire & Arran	

5.	CONSULTATION
5.1	No formal consultation has been taken in the production of these reports. Input and feedback has been sought from colleagues and partners in the collation of information.
6.	CONCLUSION
6.1	<p>North Ayrshire Integration Joint Board (IJB) as a public body are required under the Equalities Act 2010, 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 2018 and the Ayrshire Shared Equality Outcome Report 2018 are now ready for publication.</p> <p>IJB are also asked to approve the reports for publication on the NAHSCP website by end April 2019.</p>

For more information please contact Scott Bryan on 01294 317747 or sbryan@north-ayrshire.gcsx.gov.uk



Equality Mainstreaming and Outcomes Report 2018

April 2019

Version 1.1

Introduction.....	3
About Us	3
Legal Requirements	4
Mainstreaming the Equality Duty.....	6
Our Governance	6
Equality and our Strategic Plan	7
Localities	8
Our Partnership Voice.....	9
Our Partnership Culture	10
Developing our staff.....	10
Procurement	11
Equality Assessment	11
Our Equality Outcomes.....	13
Reporting Progress	14
NA HSCP local progress towards Ayrshire shared equality outcomes.....	15
Equality Outcome 1: People experience safe and inclusive communities.....	15
Equality Outcome 2: People have equal opportunity to access and shape our public services	20
Equality Outcome 3: People have opportunities to fulfil their potential throughout life.....	24
Equality Outcome 4: Public bodies will be inclusive and diverse employers.....	29
APPENDICES	30

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 implemented by North Ayrshire HSCP from 1st April 2017 and will be reviewed in 2021.

This report will provide an overview of progress achieved against the Ayrshire Shared Equality outcomes covering the first two years Ayrshire Share Equality Outcome plan as well as North Ayrshire HSCPs progress in mainstreaming equalities into our day to day business.

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 of 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. 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.

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 2019 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

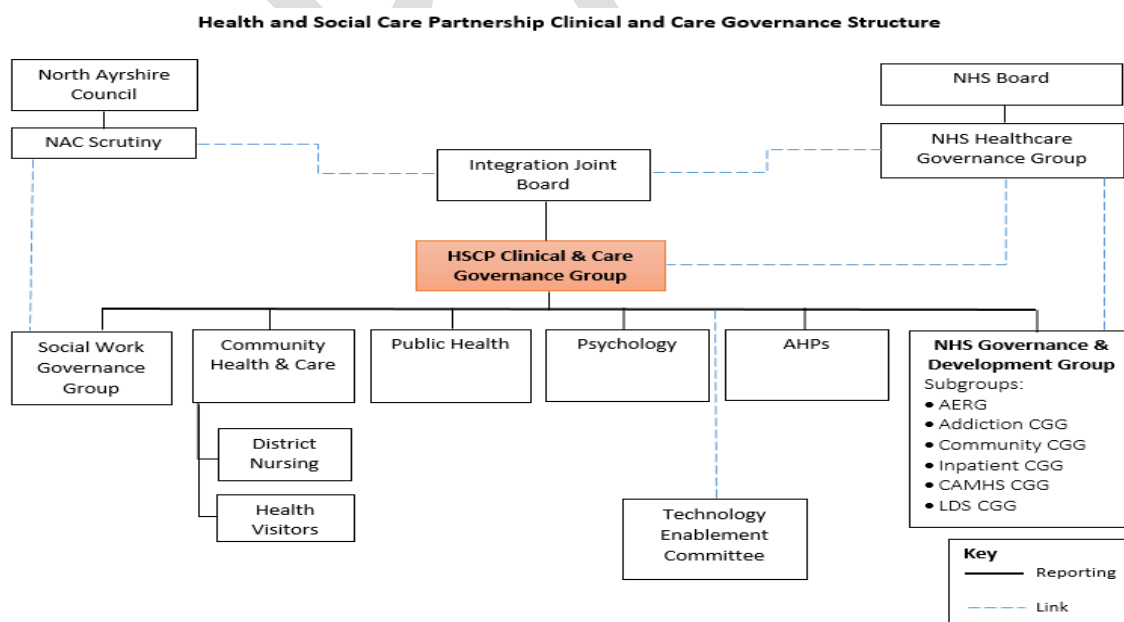
A key part of our business is to support vulnerable people and those who are often face discrimination or unfair treatment. We build this into everything we do and ensure that for each need of the general equality duty, we consider each of the protected characteristics. In addition, if we operate in 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 [online](#).

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 taken into account.

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

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

Equality and our Strategic Plan

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.



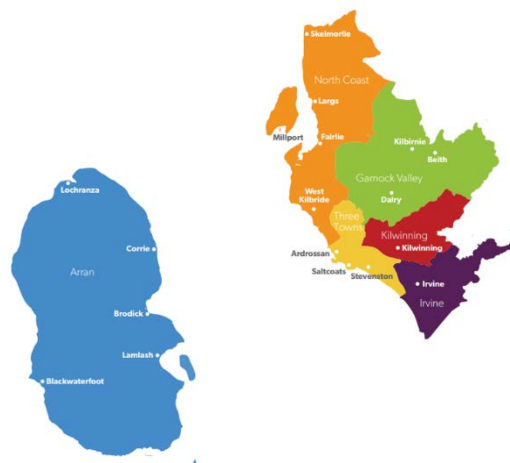
Going forward, we will support our staff to think differently when working with local people, to consider the strengths available from family, friends and local organisations and groups in order to provide a more holistic, community based approach to health and care.

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.

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 of forum has a key role in identifying the health and care needs of local people and informing the overall strategic planning process of the HSCP. The forums offer a key mechanism for local people to be involved in the decisions making process.

As such, Locality Forums are the key link between local people and the HSCP.

During the lifetime of the first strategic plan (2015-2018), the locality planning forums undertook a development period to establish create membership which would represent in the best interest of each locality, identify key local networks and agree on their key strategic priorities.

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

Through this approach, LPFs can gain a greater insight into their local communities and redirect this learning into the HSCPs strategic planning process.

In 2018, there was a review of the Terms of Reference for Locality Planning Forums which provided further clarity around the responsibilities of forum members, the purpose and powers of each forum and the mechanisms they use to influence the strategic direction of the HSCP.

This revision of the terms of reference, in companionship with a review of the Terms of Reference for the Strategic Planning Group, place Locality Planning Forums – and as such, local communities – at the heart of the HSCPs strategic planning process.

Our Partnership Voice

To ensure equality is built into everything we do, we have been working to improve how we engage with; our staff, members of the public, carers, and people who use our services. We aim to create a dialogue where people's views are included and open conversations are the new way of working, where working with local 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 2017, we took a blanket approach and asked the question to approximately 2,500 local people in the largest engagement activity the HSCP has undertaken. Feedback from this event formed the basis of the development of the 2018-21 Strategic Plan, 'Let's Deliver Care Together'.
- In 2018, we took a more focussed approach, targeting only service users. This approach was followed up by staff members learning from the conversation with the people they support and making 'one change' to improve their care experience. Working together, members of staff discussed their learning from the day and implemented 'one change' to their service. For example, in one service, staff committed to introducing a daily de-brief session with colleagues to share what people who use services and carers have been telling them.
- In 2019, we aim for the event have a 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.



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 year, this has included a key

change in how we engage with local people through consultation. While our engagements will continue to include many closed question, we are moving more to a method of open conversation with local people.

In 2018, we engaged with almost 800 people across Ayrshire as part of the Ayrshire Mental Health Conversation, this included local events, through social media and an online survey. We learned from this engagement that people's personal and honest experiences are of great value in learning what works well and what doesn't in the services we provide. Where traditionally, we would group and theme responses we will now, provide an individual response to every comment we receive and ensure that a local person's feedback is presented to and read by our senior managers and leaders.

We hope that this approach will help local people see that we will actively listen to their feedback and provide a suitable response. This wider approach to engagement conversations will be extended to all future consultation activity.

We are part of North Ayrshire Community Planning Partnership network, with responsibility for health and social care. We use websites, social media, Twitter (@NAHSCP) and Facebook (CareNA) to deliver messaging, 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, some examples of our staff training courses include:

- Awareness of the Adult Support and Protection Act 2007
- Adults with Incapacity (Scotland) Act 2000
- Autism Awareness/ Learning Disability/ Dementia / Parkinson's Awareness
- Working with Refugees and Asylum Seekers
- Person Centred Planning
- Domestic abuse (including the experiences of Women and Children)
- Various Welfare rights and benefits courses (including awareness of benefits for older people)

The Learning and Development section also deliver a one day 'Promoting Equality Course' to Partnership Staff. This training is delivered in partnership with East Ayrshire HSCP. These sessions are well attended by HSCP staff on both Council and NHS sides.

In September 2018, we launched the Working with Diversity in North Ayrshire training course, which covered the experiences of a number of protected groups. 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

This is in addition to the equality training courses available through North Ayrshire Council Corporate Services.

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 ESPD includes equality as a headline question and this allows us to exclude bidders 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. 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 the evaluation of tenders by designing quality questions and sitting on evaluation panels that select preferred bidders for award. These are three 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 enable us to terminate contracts where breaches of these laws have occurred. Our contract management framework is the formal mechanism that 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.

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 – 2018', which accompanies this mainstreaming report.

[\(Link\)](#)

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>Social Isolation is a key priority for the HSCPs locality planning forums. They recognise people who are isolated or lonely, have a higher risk of developing serious health conditions compared to those who have good social connections. As a result, Social Isolation has been identified as a key priority for action across virtually all localities in North Ayrshire.</p> <p>Each Locality Planning Forum, through its membership have sought to identify the scope of social isolation in their communities and aimed to build strong networks with local statutory services and third and independent sector organisations. This approach is helping our locality forums to identify unique area based solutions to address social isolation. For example, the Garnock Valley locality has established a Café Solace that rotates regularly throughout the three towns of Kilbirnie, Beith and Dalry. Café Solace provides low cost and nutritious three course meals to local people in a community environment. Delivered by volunteers who are in Addictions recovery, Café Solace provides a safe place for people to meet and eat in their own communities.</p> <p>Further, the Irvine LPF has explored opportunities to contribute to the work of the North Ayrshire Fairer Food Strategy, which aims to enhance access to good, nutritious food and reduce the levels of 'food poverty' found locally. Irvine LPF will seek to identify and engage with local community groups that can contribute to the</p>	1, 2, 3 & 4	1, 4 & 5

		<p>ongoing food work, such as supporting local growers groups and development of allotments.</p> <p>The North Ayrshire Community Link Workers are based in all GP practices across North Ayrshire and offer alternative solutions to medical based interventions. This includes referring people to locally based community groups and opportunities, such as hobby groups, walking clubs or exercise groups – with the goal of people being engaged in social activities close to their home. This ‘social prescribing’ has a greater long term positive impact on a person’s individual by helping them stay active and engaged in their local community.</p> <p>Where now?</p> <p>Following on from work that has taken place in South and East Ayrshire - with the more formalisation of social isolation strategies and action plans – NAHSCP will seek to enhance its approach into addressing local social isolation. Early discussions have included exploring options to:</p> <ul style="list-style-type: none"> • Enhance the role of libraries as social/community access hubs – in much the same way as GP practices are the hub for health and care services, libraries would be the hub for social/community based activities. • Provide a social isolation focus to the 2019 ‘What Matters To You?’ conversation, which will help the partnership to better understand the full scope of isolation locally. • Continue to support the work of locality planning forums to identify and address community based social isolation. 		
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>There is now an established written protocol with the Programmes Approach Team (Youth Justice) and Criminal Justice. This protocol establishes clear joint working arrangements and case work boundaries for supporting young people within the Criminal Justice system. This has been agreed by both Senior Managers Team Managers in these services.</p> <p>Where now?</p>	3, 5	4 & 7

		There is now a process being developed which would enable the Programmes Approach Team to support young people up to the age of 26 years old who are Care Leavers and involved with the Justice system.		
Vulnerable People	Implementation of Children's Services Plan	<p>What we did</p> <p>'Getting it Right for You', the North Ayrshire Children's Plan set out the strategic direction of local children's services. The plan was an initiative of the North Ayrshire Community Planning Partnership, and was strongly led by North Ayrshire Education Services and North Ayrshire Health and Social Care Partnership. Building on from the findings of the social research carried out by the Dartington Social Research Unit – involving a large scale engagement with young people and families, to gather the views all local young people from birth to age 16.</p> <p>Using the information provided, the plan was structured around key age groups; Early Years, Primary Age, and Secondary School and aimed to tackle the key priorities identified from the research, those of:</p> <ul style="list-style-type: none"> • Improving engagement with school • Supporting young people to maintain a healthy weight • Preventing early initiation of substance misuse, and • Supporting social and emotional development <p>The plan focussed on a number of promises that we made to local children, young people and their families, and progress has been measured against how the Children's Services Strategic Partnership have fulfilled these promises. For example some of the promises made were to:</p> <ul style="list-style-type: none"> • Ensure children's rights are protected • Work closely with partners to ensure young people and their families are safe and protected • Care for children and young people's needs if they have an illness or disability <p>In helping to fulfil these promises, 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.</p>	1, 3 & 4, 5	1, 4, 5 & 7

		<p>We have established the Named Person Service ensuring every child in North Ayrshire has an identified care worker who will be able to access the right care and support for children when they need it.</p> <p>We have implement the Child Assessment and Plan, a joint assessment framework that is completed in collaboration with partners to ensure the needs of each young person are met.</p> <p>Taken part in the national 'Stop to Listen' project aimed at improving how local services respond to Child Sexual Abuse.</p> <p>More information on the progress of the Children's Services Plan can be found in the annual performance report: http://www.nahscp.org/wp-content/uploads/sites/101/2018/01/APR-final-for-publication.pdf</p> <p>Where now?</p> <p>As well as continuing to fulfil the promises made in the plan, the next steps for Getting it Right for you will include:</p> <p>Further developing the Named Person to improve their skills in supporting children and young people in their care.</p> <p>Updating the Inclusion Process to ensure that all young people with additional support needs are provided targeted support at the earliest opportunity.</p> <p>Building a new additional support school in the town of Stevenston to support young people with a range of needs.</p> <p>Enhance the 'Stop to Listen' pathfinder programme in more areas in North Ayrshire improving how we respond to cases of child sexual abuse.</p>		
	Implementation of Adult Support and Protection (ASP) Improvement Plan.	<p>What we did</p> <p>The Adult Support and Protection Continuous Improvement Framework was taken forward during the ASP Biennial period 2016 - 2018. This Framework is underpinned by a Self-evaluation and Audit Strategy and a Service Users and Carers Strategy. Improvement actions are converted into an ASP Work Plan and Key Performance Indicator (KPI) Report. The Adult Protection Committee - Adult Support and Protection Improvement Subgroup oversee the implementation of the work required</p>	1, 3	3, 4, 5 & 7

		<p>to take forward improvements, and progress in relation to the Work Plan and KPI Report is reported quarterly to the Adult Protection Committee and the Child and Public Protection Chief Officers' Group.</p> <p>Where now? The Adult Protection Committee are now implementing their Continuous Improvement Framework (and associated Work Plan and KPI Report) for the new Biennial Period 2018 - 2020.</p>		
Accommodation	Develop a range of supported accommodation options to support those with complex Mental Health concerns and Learning Disabilities	<p>What we did Work has been progressed with colleagues in housing and there is an established programme of building included in the Strategic Housing Improvement Plan (SHIP), to realise a range of future supported accommodation models, with builds scheduled for 2021.</p> <p>Where now? The Tarryholme Drive project, now known as Warrix Avenue and Trindlemoss, progresses according to plan with first stage build of Community Mental Health rehabilitation (Warrix Avenue) scheduled for completion February 2019. It will provide for people who will benefit from having structured support in recovering from mental ill health who no longer require the restrictive confines of a hospital environment, but are not quite ready to return to live independently. It will be a stepping stone back to their own homes and communities. The Learning Disability Day Services and Supported Accommodation (Trindlemoss) is scheduled for completion by September 2019. In addition to comprehensive day services, the complex will also host a 20 tenancy supported accommodation unit that will enable people to live safely with 24 hour on-site health and care support and for those with more complex needs there will be a six unit care home.</p>	2 & 4	2, 3, 4, 7 & 9

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>An engagement and communication pilot with each locality is expected to begin in November 2018. The pilot will begin with Kilwinning LPF and cascade to all others in the coming months. The pilot will seek to identify two new roles in each LPF, an engagement officer and a communication officer. These posts will be active in each locality with the aims of engaging with local communities identifying local assets and groups and providing a greater function of communication between the LPF and local people. Each pilot will report to the Partnership's Locality Planning Forum on a regular basis.</p> <p>In addition, in 2018 the terms of reference for Locality Planning Forums was revised, solidifying their role within the Health and Social Care Partnership's strategic function and clarifying their relationship to the Strategic Planning Group and Integration Joint Board. The revised terms of reference, underlined the role of each forum to undertake effective engagement and dialogue with communities affording local people and groups a way to help influence the direction of the HSCP.</p> <p>Where now?</p> <p>The engagement pilot is now in the process of being rolled out, with advanced planning meetings taking place with Kilwinning LPF, and initial planning meetings have taken place with Irvine LPF. Both groups have decided to take alternative approaches to engagement than the original outset model of engagement/communication posts. Both groups have identified methods that would</p>	2 & 5	1, 4 & 5

		<p>be more appropriate for their local communities. It is anticipated that other LPFs will consider their own unique approach to local engagement.</p> <p>Preparations for the annual “What Matters To You?” event are considering how each LPF can engage the public in conversation to achieve the greatest impact. It is hoped that through meaningful conversations with in their own communities, each LPF can learn more about the key areas of concern and strengths among local people.</p>		
	Former/current service users will be trained as Peer researchers to gather qualitative views of current service users.	<p>What we did</p> <p>The Partnership has progressed with its Peer researcher development programme and trained researchers have now supported research projects in Mental Health, Education and Adult Support, Protection Services. The Mental Health peers utilised a mixed methodology with phone interviews and focus groups taking place, ensuring a co-produced vision for Adult Community Mental Health Services. Whereas, Education used Modern Apprentices to tackle the issue of non-attendance in North Ayrshire schools. This information was gathered using pre-existing networks of Youth Groups within North Ayrshire. The Adult, Support and Protection Peer Researchers looked at gaining information from service users who have experienced the full ASP process from Inquiry, to Investigation and to Case Conference. This was to ensure that the ASP act was effectively enacted in North Ayrshire.</p> <p>Where now?</p> <p>Peer researchers are now considered a valued asset for engaging with communities and undertaking service research. The programme of peer researchers is effectively employed when the need arises. Over the course of 2019, peer researchers will be identified, trained and employed to support the development of the new North Ayrshire Alcohol and Drug Strategy. Beyond strategy development the North Ayrshire Health and Social Care Partnership is committing to regular Peer involvement with its engagement activities. This will ensure ongoing participation and skills development for those involved as well as keeping the voice of the service user at the heart of any engagement activity that we undertake.</p>	2	3, 4, 5 & 8
	Grow our Social Media presence as a tool to	What we did	2	1, 3 & 9

	engage with local people	<p>The Partnership's own website was launched in January 2018 and continues to build up its content and is now an effective on-line resource for all information in relation to North Ayrshire Health and Social Care Partnership, including all plans and strategies, meeting and committee papers and information on available services.</p> <p>The HSCP twitter continues to grow and now has 2,215 followers and HSCP information is regularly tweeted and shared through the platform. Many HSCP services and staff members have begun twitter accounts and are actively share health and social care information and advice.</p> <p>Where now?</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 how we can gather digital feedback from local people, colleagues and partners. Moving forward the service is keen to consider more effective on-line survey options and web-based engagement tools.</p>		
Accessible and welcoming buildings and services	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>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) is currently progressing with improvement actions with regard to all 4 key recommendations made in the findings report. These are:</p> <ul style="list-style-type: none"> • Services need a greater understanding and awareness of Trans people • Services need a greater understanding of the particular ways that Trans identity may impact on alcohol or other drug use • Services need to ensure that Trans people know they will be welcomed before They arrive • Services need a greater understanding and awareness of Trans people <p>As a result of the research, NADARS implemented an action plan to address concerns raised and improve the experience of any members of the trans community who access addiction support services. This has included:</p>	1, 2 & 4	3 & 4

		<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. It has been identified that Ayrshire and Arran has few, • Trans specific support services available, however staff have been informed of nationally available support groups. • 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>Where now? NADARS will continue 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, but is unable to accommodate this until an agreed list of genders has been agreed nationally</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>The HSCP in partnership with Economies and Communities, employability team have extended the opportunities for young care experienced young people to enter into North Ayrshire's Modern Apprenticeship scheme. This continues to be a growing agenda and will soon also include the Family Firm approach for those young people whom we have Corporate parenting responsibilities for. The HSCP continues to support vulnerable young people access key development opportunities, such as the Duke of Edinburgh Award scheme as well as the John Muir awards.</p> <p>Throughcare and Rosemount teams have continued to work with individual young people and groups to enhance life skills on an individual basis through the provision of Activity Agreements and other opportunities elsewhere.</p> <p>Where now?</p> <p>The support provided is fully embedded in service and all formerly cared for young people are provided the opportunity to access employment and support and additional vocational and life skill enhancing experiences.</p> <p>There is also a multi-agency Corporate Parenting Employability group established which continues to keep this on the agenda and develops creates ways to engage with young people through employment, education and training. This group has been the main driver for the Family Firm along with the Champions board which is made up of care experienced young people and our Corporate Parenting Lead.</p>	1	1, 3 & 5

	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' support service, providing funding for two years. This programme has appointed two full time support workers to provide 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>Where now?</p> <p>This programme has now been implemented and is currently fully embedded delivered as business as usual. Support is regularly provided to young families to ensure they are able to access employment when ready. In 2019, a review of the programmes contract will take place.</p>	1	5 & 6
	Implement the 'Family Firm' programme to provide employability support to young people 15+	<p>What we did</p> <p>A Corporate Parenting and Employability Skills working group has been established which has a focus on developing the Family Firm and the Care Leavers Covenant. The group is chaired by Economy and Communities and now has an agreed terms of reference.</p> <p>The group has now approved the appointment of a Corporate Parenting Officer to take forward related work.</p> <p>The service has now began to employ formerly looked after young people, with one post being appointed to the HSCP.</p> <p>As a result of work carried out by the Corporate Parenting Coordinator the HSCP have secured ten Modern Apprenticeship places for looked after young people. This has correlated with the development and production of an employability process for services to follow to support them in providing employment opportunities to formerly cared for young people.</p> <p>Where now?</p> <p>The employability process has now been signed off by senior managers and will now be rolled out across the partnership, supported by the Corporate Parenting Coordinator. In addition to this support, the Coordinator will also be actively identifying suitable young candidates for future employment opportunities.</p>	1	3, 4 & 5

	Implement the Employability and Skills element of the 'Care Leavers Covenant'	<p>What we did</p> <p>A Corporate Parenting and Employability Skills working group has been established which has a focus on developing the Family Firm and the Care Leavers Covenant. The group is chaired by Economy and Communities and now has an agreed terms of reference.</p> <p>The group has now approved the appointment of a Corporate Parenting Officer to take forward related work.</p> <p>Where now?</p> <p>In line with the Family Firm development, the actions from the Care Leavers Covenant have been widely circulated and assigned to appropriate to appropriate services for further development.</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>In our Learning Disability Service, we undertook review of the Job Coaching programme and established an Employability Group to look at improving employability across the HSCP.</p> <p>HSCP senior management supported a proposal from the Employability Group and agreed the next steps in the development and implementation of an integrated approach towards employability support for all patients and service users. A measurement: model and proposals to embed employability in assessment processes are under development.</p> <p>A relaunch of the Hazeldene Horticulture project took place in April 2017, which continued to provide valuable opportunities for service users with a disability, this included providing five places for therapeutic employment and providing a garden tidy schemes to a local housing association and has carried out other private contacts.</p> <p>Where now?</p> <p>To help mainstream employability support to service users, a measurement model and proposals to embed employability in assessment processes are under development.</p>	1	2, 3, 4, 5 & 6

		<p>In addition, the new Tarryholme development will host a variety of opportunities for service users through its day services provision, including learning vital skills and enabling the use of facilities for developing community enterprise groups.</p> <p>In relation to Hazeldene Horticulture, unsustainability issues has meant the service is no longer running. Existing service users will be redirected and supported at the new Tarryholme development as stated above. In addition, in June 2018 the Council agreed funding to invest in a new employment support service. Indications are that this new service will mitigate the impact of the loss of employability activity at Hazeldene.</p> <p>Further, considering the success and local value of enterprises such as the Garden Tidy programmes, work will continue with local voluntary and independent sector partners to ensure this type of activity continues with training opportunities provided.</p>		
Social Enterprise	NAHSCP will deliver in partnership with NA CPP the NA Social Enterprise Strategy.	<p>What we did</p> <p>Significant progress has been made since the appointment of a Social Enterprise Manager and Officer who provide direct support to social enterprises including Health, Social Care and related organisations. Steering Group has been active involving North Ayrshire, sector and national agency representatives including NAHSCP. Network established and supported to boost membership.</p> <p>A baseline and engagement exercise has also been carried out following a review of data from the Social Enterprise Census. The baseline mapping set out to identify all Social Enterprises in North Ayrshire.</p> <p>Where now?</p> <p>To date, 133 Social Enterprises have been identified and have been mapped by sector and North Ayrshire locality. This work showed an even spread of Social Enterprises across the area.</p> <p>There were 14 sectors identified for Social Enterprises across North Ayrshire, these include: Childcare; Education, Training and Employment; Health and Social Care; Housing; and Sports and Leisure.</p>	1	5

		<p>An engagement scheduled capturing all 133 Social Enterprises is being implemented. A template has been designed to capture relevant information, turnover, staff, volunteers, percentage trading etc This engagement will also develop growth opportunities and build bespoke action plans. The data collated will help develop our own baseline data and help inform future works.</p> <p>In conjunction with the baseline data, officers have scoped and engaged with all support partners for Social Enterprises. This has identified key partners and will allow greater engagement with each.</p> <p>Internal communication & dialogue continues to progress with internal colleagues from- HSCP, Procurement, Food development, Communities, policy etc, with a view to further developing the sector.</p>		
Promote Good Health and Wellbeing	Work with partners to promote healthy and active lifestyles	<p>What we did</p> <p>Community Link workers (CLW) are operating out of 19 of the 20 GP practices in North Ayrshire. Plans are ongoing to provide support in the remaining one. The CLWs deliver the community prescribing service offering people an alternative option for treatment than traditional medication.</p> <p>Where now?</p> <p>Community link workers continue to deliver a key service to local communities by providing them a viable alternative to medical interventions. Going forward, the Community Link Workers will become more embedded in each locality and will use their knowledge to support locality planning structures identify and address local health and care needs.</p>	3	1, 2, 4, 5, 6 & 9

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 2018.

[\(NAHSCP Link\)](#)

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.

DRAFT

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



Ayrshire Shared Equality Outcomes – 2017 to 2021

PROGRESS ON ACTIONS

Contents

Introduction	2
Ayrshire Equality Outcome Partners.....	3
Equality Outcome 1: In Ayrshire, people experience safe and inclusive communities	5
Equality Outcome 2: In Ayrshire, people have equal opportunity to access and shape our public services.....	11
Equality Outcome 3: In Ayrshire, people have opportunities to fulfil their potential throughout life	17
Equality Outcome 4: In Ayrshire, public bodies will be inclusive and diverse employers	22
APPENDICES	25

Introduction

In 2017, a number of 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;

- people experience safe and inclusive communities
- people have equal opportunity to access and shape our public services
- people have opportunities to fulfil their potential throughout life
- 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 2018.

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 2018* ([webpage link](#)).

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 a 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 required to be made clearly for people as well as alternative ways of doing so.</p> <p>The partners took the opportunity during Hate Crime Awareness Week in October to promote what a hate crime is and ways to report. In October 2017, the partners produced a leaflet providing staff and service users with consistent information to better support awareness of this issue. The leaflet was disseminated across all partner organisations along with the use of social media mechanisms such as twitter and face book to get the message out as widely as possible. This was repeated again in October 2018 with the partners also promoting the Scottish Government One Scotland campaign to put an end to hate crime.</p> <p>The use of the www.hatecrimescotland.org website also provided the opportunity to further cascade information on hate crimes and reporting mechanisms to both staff and service users.</p> <p>Through the partnership working with our colleagues in Police Scotland we have also devised a quarterly report to help us understand the levels of hate crime across Ayrshire. The report offers the opportunity to identify if there are any particular protected characteristic groups where hate crime is increasing but also to consider if there are any areas of increase where more work could be targeted to address this.</p>

<p><i>What difference did we make:</i></p>	<p>It was anticipated that the increase in awareness raising around Hate Crime that we would see a rise in the reporting of hate crimes before seeing a reduction. This appears to be the case; however, work is ongoing to support a reduction in Hate Crime incidents. The evidence identified that in 2017 race hate crime was the highest and this trend continues.</p> <p>To support the reduction in racist hate crime, the partners have supported and promoted diversity days and open days at the Mosque to encourage fostering good relations between different racial groups.</p>
<p><i>What will we do now / in the future:</i></p>	<p>Whilst one of the measurements was the number of staff trained about hate crime, the partners have focussed the first two years of this outcome on raising awareness of what this covers and ways of reporting.</p> <p>At the time of producing this mid-term report, the Scottish Government began a consultation process following on from the recommendations of Lord Bracadale's Independent Review of Hate Crime Legislation in Scotland. The consultation is scheduled to conclude on 24 February 2019.</p> <p>In the coming two-year period, the partners are looking to develop an online eLearning module to better support staff understanding in line with the outcomes of the aforementioned consultation as well as taking forward any other necessary actions as a result of the consultation.</p> <p>Over and above supporting our staff, the partners will work together to better promote what Hate Crime is to our communities across Ayrshire and where third party reporting centres are located.</p>
<p><i>Case Study:</i></p>	
<p>As indicated previously, the partners worked with Police Scotland colleagues to develop a quarterly report on hate crime and evidence showed an increase in hate crimes in an area of South Ayrshire but no third party reporting centres. Therefore, as part of the ongoing 'front door' work to NHS premises, this offered the opportunity to address this gap and establish a reporting centre.</p> <div data-bbox="1406 1098 2011 1316">  <p>REPORT IT Don't stay silent about Hate Crime</p> </div>	

Key Area: 1.1	Tackling Hate Crime - Implement the 'Keep Safe' Initiative
What we set out to do:	<p>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>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>Disabled and elderly people who wish to take part in the initiative will be 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>The partners conducted an audit of the number of establishments at the outset of this outcome and across the whole of Ayrshire there was only one establishment in North Ayrshire.</p> <p>The lead for Keep Safe in East Ayrshire has linked with the Lead Partnership Head of Service – Primary Care and Out of Hours Community Response to take forward this action with consideration of this taking place through the management team responsible for General Medical Services, General Dental Services, General Ophthalmic Services, Community Pharmacy and Ayrshire Urgent Care Services.</p>
What difference did we make:	<p>Following the audit, the partners worked to increase the number of Keep Safe establishments across Ayrshire. At the time of writing this report, there were 46 Keep Safe premises across Ayrshire and Arran. These sites have been approved and are registered on the 'I Am Me' website which keeps a register of all approved Keep Safe establishments.</p> <p>The partners have successfully increased the number of establishments approved and registered from one to 46 in the period since setting this outcome and associated actions. As part of increasing the number of establishments registered for this</p>

	initiative, a large number of staff have also required to undergo training to ensure staff working in the establishments can fulfill the potential of the initiative.
<i>What will we do now / in the future:</i>	<p>Following engagement with Primary Care and Out of Hours Community Response we plan to support roll-out in GP practices, dentists, opticians and pharmacies that express an interest</p> <p>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.</p> <p>The partners will continue to collect and monitor data on usage for the Keep Safe establishments and measure the impact of these initiatives on service users.</p> <p>Work is ongoing to engage with the ferry terminal on Arran to progress its registration as a Keep Safe location.</p>
<i>Case Study:</i>	
<p>At the time of preparing this report we did not have any case studies to show the impact of this initiative. That said, we are confident the staff working in the registered establishments are better informed to deal with any situation in a sensitive and supportive way. However, over the next two years the partners will continue to work to increase awareness amongst communities and staff of the initiative and the benefits it can provide to vulnerable individuals.</p>	



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>Delivery of classroom based Workshops to Raise Awareness of Prevent (WRAP) sessions continued to take place across all partner organisations. This allowed opportunities for staff to better understand the risk of radicalisation but also engage with one another around this agenda to offer the chance for debate and discussion. From 1 April 2017, 1,072 staff were trained with eight staff undertaking the train the trainers training.</p> <p>The e-learning package continues to be promoted to staff taking the total number of staff completing the e-learning package to 3,912.</p> <p>The all staff Prevent briefing was revised and circulated a number of times across all partner organisations since 1 April 2017. 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.</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:	<p>Following engagement with Primary Care and Out of Hours Community Response we plan to support roll-out in GP practices, dentists, opticians and pharmacies that express an interest</p> <p>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.</p>

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.

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	<i>Consultation and Engagement – Engaging with under-represented groups</i>
<i>What we set out to do:</i>	<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 taken into account 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>
<i>What we did:</i>	<p>The AEP commissioned Council for Ethnic Minority Voluntary Organisations (CEMVO) Scotland to develop a Pan Ayrshire approach to engagement with ethnic minority communities across Ayrshire. CEMVO worked with the three local authority areas (East, North and South Ayrshire).</p> <p>The information from the research carried out by CEMVO was used as a building block, by the Partners to develop a questionnaire that would help ascertain baseline information in relation to the different groups of people living or working in Ayrshire, which would also be broken down into local authority area.</p> <p>This information would also allow us to develop a list of marginalised and under-represented groups and give a fuller picture of the diverse population living and working in Ayrshire.</p> <p>The questionnaire was trialled at an event, however it has been agreed that further development of the questionnaire is required to ensure that information can be effectively and efficiently analysed, and that the questionnaire can be easily adapted to use in a number of different settings and is inclusive to all.</p>

	South Ayrshire Council are currently working with CEMVO to develop sustainable engagement with Black and Minority Ethnic (BME) communities living in the South Ayrshire area. Information from this approach will be evaluated and reviewed to develop a similar way of working across Ayrshire.
<i>What difference did we make:</i>	<p>At the moment there has been very little difference made. The AEP are in the process of revising the questionnaire to ensure that it can be easily adapted for different groups of people and different events. In essence the questionnaire should allow AEP members to ascertain the needs for the different communities living and working in Ayrshire, which will also be broken down into local authority area.</p> <p>Anecdotal information received from the questionnaires distributed at a local event in East Ayrshire, shows that the majority of people do not require support from public bodies, although they do access services as required, for example NHS, Education and others.</p>
<i>What will we do now / in the future:</i>	<p>Partners have reviewed the situation in relation to the questionnaire and will re-develop the questionnaire to ensure that the information required is collated and easy to extract.</p> <p>This will then allow the partners to ascertain the number of marginalised groups living in Ayrshire, their needs and the geographic locations.</p>
<i>Case Study:</i>	
<p>In 2017, Council for Ethnic Minority Voluntary Organisations (CEMVO) Scotland were commissioned to develop a Pan Ayrshire approach for engagement with ethnic minority communities across Ayrshire. CEMVO Scotland's role was to work in partnership with the partners across Ayrshire and support in the development of a collective and congruent strategy that could then be taken forward seamlessly in these areas.</p> <p>As well as identifying specific issues and nuances that affect the likelihood of engagement, the objective was also to identify if there was an appetite to create a similar collective body to the previous Ayrshire Minority Ethnic Communities Association (AMECA). The rationale behind this body was to help gather, collate and share pan Ayrshire intelligence to ensure policy development was inclusive of EM communities and allow a clearer picture of the barriers and issues faced by these communities when accessing local services.</p> <p>The rationale to CEMVO Scotland assisting with the research was their expertise in engaging with ethnic minority communities over the last 14 years and our ability to tie the work into activities that we were planning through our Health and Social Care Programme, Social Enterprise Programme and the</p>	

climate change work we deliver through our environmental programmes. By directly engaging and building trust with local ethnic minority communities living in Pan Ayrshire areas CEMVO was tasked to engage with the following communities:

- Sikh
- Pakistani
- Polish
- Nepalese
- Afghan
- Syrian
- Chinese
- Philippine

CEMVO Scotland's role was to support Ayrshire public bodies to gain a better understanding of its local ethnic minority communities and their specific needs in terms of accessing local services, such as:

- Health
- Education
- Social Services
- Policing
- Housing

CEMVO Scotland contacted a small number of individuals to take part in the research. The ethnic profile of the respondents was Gypsy Traveller, Afghan, Pakistani Muslim, Nepalese, Sikh, and Syrian. Some of the respondents were seen as leaders or were considered representatives of their communities.

Although the engagement rate was relatively low, CEMVO deemed that the quality in terms of knowledge, experience and activeness in the community of the respondents added value to developing an overall picture of each of these communities. The partners felt that the work did give a base on which to build upon. The partnership subsequently developed a questionnaire to use at local events to ascertain the needs of the local marginalised groups and to gauge appetite for the development of a voluntary organisation to support marginalised groups in Ayrshire similar to AMECA. To date the feedback from those communities with whom we have engaged does not suggest the need to establishment a voluntary organisation.

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 Partners met on a regular basis to discuss the development of a Pan Ayrshire approach to tender for TICS services. This was to ensure that there was a consistent approach for all our communities across Ayrshire accessing support and to secure best value for all public bodies involved.</p> <p>The process involved 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>
What difference did we make:	<p>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 of our service users. Work towards achieving this outcome is ongoing.</p>
What will we do now / in the future:	The working group will continue to develop a tender process to ensure that the tendering process is open transparent and robust.
Case Study:	
There is no available case study as this Equality Outcome is still progressing.	

Key Area: 2.2	<i>Accessible and welcoming buildings and services</i>
<i>What we set out to do:</i>	<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>
<i>What we did:</i>	<p>A number of avenues were utilised to ensure that Tran's people are not discriminated against when accessing our services. Staff training in relation to trans specific issues was made available to staff and training experiences shared across the partners. This training was evaluated to be positive for those staff involved. E-learning modules in relation to trans specific training is also available and again this training will be shared across the partners.</p> <p>A few of the partners have developed or 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>The Ayrshire LGBT+ Education Network was created by Ayrshire College and East Ayrshire Council and aims to improve the educational experiences of LGBT+ children, young people and adults learning in Ayrshire through the sharing of best practice. The Network was launched in February 2018.</p> <p>Since that time, the Network has held two further meetings at the College and ran three locality-based 'Join the Network' events across Ayrshire in November 2018.</p> <p>Whilst the Network aims to improve educational experiences of LGBT+ people, it also offers opportunity to share learning, knowledge and understanding across all partners to ensure access to all public services in Ayrshire are trans inclusive. This work is ongoing to embed across all partner organisations. Definitely</p>
<i>What difference did we make:</i>	<p>The development of training and policies within the partner organisations has raised the awareness of the issues Tran's people face on a daily basis, and has also provided a point of contact for staff in relation to seeking further advice or learning to ensure that our services are inclusive for Trans people.</p>

	<p>The Network now includes a mailing list of over 100 practitioners from across the partners. It remains the only Network of its kind in Ayrshire and continues to demonstrate its impact upon practice. The last two meetings, for example, included trans-specific focuses with 100% of Network members reporting an improved knowledge and understanding of trans policy and practice.</p> <p>Feedback from one of the sessions noted that:</p> <ul style="list-style-type: none"> • 100% of participants felt the show and share sessions would have a positive impact on their current practice • 95% felt that they broadened their knowledge and understanding of transgender policy and practice
What will we do now / in the future:	<p>The Network aims to continue growing and meeting its objective, and is one part of the development of work with trans people in Ayrshire.</p> <p>We will work with the Scottish Trans Alliance and other organisations to develop trans specific training across Ayrshire.</p>
Case Study:	
<p>The Ayrshire LGBT+ Education Network was established to improve the educational experiences of LGBT+ children, young people and adults learning in Ayrshire through the sharing of best practice. The Network was launched in February 2018.</p> <p>Since that time, the Network has held two further meetings at the College and ran three locality-based 'Join the Network' events across Ayrshire in November 2018.</p> <p>Whilst the Network aims to improve educational experiences of LGBT+ people, it also offers opportunity to share learning, knowledge and understanding across all partners to ensure access to all public services in Ayrshire are trans inclusive. The Network now includes a mailing list of over 100 practitioners from across the partners.</p> <p>The impact has been phenomenal in a short space of time:</p> <ul style="list-style-type: none"> • 100+ Members • Had over 40 people attend our meetings at any one time • Members mostly from education – primary and secondary schools and college but also NHS, vibrant communities, charities, and third sector organisations • All eight secondary schools in East Ayrshire now have an equality or LGBT pupil group compared to only four before the network was launched. 	



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.

Key Area: 3	<i>Increase numbers of modern apprentices from protected groups</i>
<i>What we set out to do:</i>	<p>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.</p> <p>These specific groups matched those identified by Skills Development Scotland (SDS).</p> <p>Care-experienced young people remains a national and regional priority for many of the partners involved in delivering on the shared, regional Equality Outcomes 2017-2021. This specific group were not identified as priority in these Equality Outcomes. However, some consideration by partners was given to those who identify as being care-experienced especially given many are defined also as Corporate Parents.</p>
<i>What we did:</i>	<p>Some progress has been made by partners in establishing an Ayrshire-wide baseline to identify under-represented groups. SDS provides an understanding of where under-representation exists across key, specific groups in Ayrshire and works with training providers, employers and others to tackle this under-representation. Individual partners, in partnership with for example SDS, employers and others, are now seeking to develop or enhance their own action plans to support targeting the under-representation identified. It is clear nevertheless that real change across the identified under-represented groups will require significant cultural and societal changes. As such, further partnership working across all partners involved will be needed to support these cultural and societal changes.</p>
<i>What difference did we make:</i>	<p>There remains a mixed picture across Ayrshire in respect of BME, gender, and disability representation in Modern Apprenticeships. Further information by identified group can be found in the following sections.</p>
<i>What will we do now / in the future:</i>	<p>Partners through the shared, regional Equality Outcomes 2017-2021 have committed to tackle under-representation where identified in MA uptake. This commitment remains unchanged.</p> <p>North Ayrshire Council, for example, have approved a new 3 year investment in its own MA programme and as part of this, an increased focus on care experienced young people and disabled young people. The ambition is to have 20% of MAs each year</p>

	<p>either being care experienced or having a disability. Ayrshire College meanwhile remains committed to, for example, fairer gender representation across all subject choices and careers where under-representation is significant. The College's Gender Action Plan 2018-2021 outlines the actions it is taking to address under-representation. It will also continue partnering with NHS Ayrshire and Arran in the delivery of community programmes such as Project SEARCH designed to improve employment opportunities for those who identify as having a disability.</p>
--	---

Key Area 3.1	<i>Increase numbers of modern apprentices from BME community</i>
<i>What we set out to do:</i>	We set out to increase the uptake of Modern Apprenticeships from Black and Minority Ethnic Communities.
<i>What we did:</i>	Individual partners, in partnership with for example SDS, employers and others, are now seeking to develop or enhance action plans to support targeting the under-representation identified. It is clear further notable partnership working is required to support the achievement of the identified actions of Equality Outcome 3.
<i>What difference did we make:</i>	Reflecting on locality data provided by SDS as well as individual partner information in the reporting period, it is shown that across Ayrshire, the uptake of a MA from those who identify as BME is lower than in comparison to those who identify as White Scottish and White British. Little change or impact is evident from year 2017 to year 2019. It could be argued, that while all locality figures in Ayrshire are below the national average of 1.7%, this might be reflective of local BME populations in Ayrshire opposed to, for example, discriminatory recruitment processes.
<i>What will we do now / in the future:</i>	<p>Partners through the shared, regional Equality Outcomes 2017-2021 have committed to tackle under-representation where identified in MA uptake.</p> <p>Partners will continue to engage with internal and external stakeholders to understand what barriers, if any, exist that may be underpinning the current lack of BME representation in MA. It presents an opportunity also for all partners involved in the shared, regional Equality Outcomes 2017-2021 to learn and share good practice where evident.</p>

Key Area 3.2	<i>Increase numbers of modern apprentices with a declared disability</i>
<i>What we set out to do:</i>	We set out to increase the uptake of Modern Apprenticeships by people with a declared disability.
<i>What we did:</i>	Individual partners, in partnership with for example SDS, employers and others, are now seeking to develop or enhance action plans to support targeting the under-representation identified. It is known that partnership working through, for example, Project Search, is supporting an improving picture.
<i>What difference did we make:</i>	Reflecting on locality data provided by SDS as well as individual partner information in the reporting period, it is shown that across Ayrshire, the uptake of a MA from those who have a declared disability is lower in comparison to those who do not have a declared disability. All locality areas in 2016-17, according to SDS information, were relatively similar in % uptake of those with a declared disability. It is a more variant picture within individual partners. North Ayrshire Council, for example, saw an improvement of MA disability declaration between years 2017-2018. Ayrshire College, NHS Ayrshire and Arran, and East Ayrshire Council meanwhile continued to work in partnership through Project Search. Ayrshire College also undertook a short research project to improve staff disability declaration. Following this, a trend increase was evident in all staff declaring disability status.
<i>What will we do now / in the future:</i>	Partners through the shared, regional Equality Outcomes 2017-2021 have committed to tackle under-representation where identified in MA uptake. Having such a commitment, partners have the opportunity to share learning and engage further with external stakeholders to improve uptake and outcomes of those MA's with a declared disability.
<i>Case Study:</i>	
<p>Delivered by Ayrshire College, the Project Search course helps young people from East Ayrshire, age 17 to 29, with a learning disability or on the autistic spectrum become more employable. The full-time course helps people to build transferable skills and better understand their own strengths in the workplace.</p> <p>During the course, interns has three opportunities to experience different areas of an organisation to find what they enjoy and that they are good at.</p> <p>Some individual examples of how Project Search has supported local young people in Ayrshire can be seen in the link below:</p> <p>Project SEARCH – Creating Connections : http://www1.ayrshire.ac.uk/schools/creating-connections/playlists/</p>	



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>	Individual partners, in partnership with for example SDS, employers and others, are now seeking to develop or enhance action plans to support targeting the under-representation identified. Ayrshire College, for example, are required by the Scottish Funding Council (SFC) to create, develop and deliver a Gender Action Plan (GAP). The GAP is a whole-College approach to improve gender balances in key subject choices and careers. The GAP includes actions across themes such as Infrastructure and Encouraging Applications. The GAP, therefore, outlines the College's commitment to gender equality. The College is a training provider and as such, will continue to partner with external stakeholders like employers, schools and SDS.
<i>What difference did we make:</i>	<p>Reflecting on locality data provided by SDS as well as individual partner information in the reporting period, it is shown that across Ayrshire, female uptake of Modern Apprenticeships in traditionally male dominated careers such as Engineering is lower in comparison to male uptake. This pattern is mirrored for male uptake of Modern Apprenticeships in traditionally female dominated careers such as Care.</p> <p>In the reporting period, the overall number of male MA's across Ayrshire is higher than in comparison to female MA's. This incidence, however, very much is reflective of MA's offered and thus uptake according to gender identity. In North Ayrshire Council, for example, the overall number of female MA's was higher in both 2017-18 and 2018-19. Closer inspection at what MA's offered shows a clear gender split between what is traditionally seen as 'female' or 'male' careers. That said, some progress is noted in improving these gender imbalances; for example, the number of female Health and Social Care MA's in 2017-18 was 5 to 1 male and in 2018-19, it was 2 to 2 and thus a fair gender split.</p> <p>Such an incidence is not widely seen across all partners and indeed highlights that some learning can be shared through the partners.</p>
<i>What will we do now / in the future:</i>	Partners through the shared, regional Equality Outcomes 2017-2021 have committed to tackle under-representation where identified in MA uptake. It is evident that some learning could be gained through the sharing of any good practice between partners.

Case Study:

Ayrshire apprentice, Anna Manson, received Skills Development Scotland's Apprenticeship Ambassador of the year award 2018.

Anna, an engineering apprentice with Spirit Aerosystems in Prestwick, opted for an apprenticeship over higher or further education, preferring the 'hands on' that direct work experience brings.

Having a strong engineering background in her family, Anna had always thought about entering the field. Anna carried out her apprenticeship at Spirit Aerosystems and attended Ayrshire College throughout her training.

Now Anna is part of a campaign to promote Scottish Apprenticeship Week and has taken part in awareness raising campaigns for science, technology, engineering and maths (STEM) subjects.

You can read more about Anna's achievements through the links below:

Anna Manson / Apprentice of the year:

<https://ayrshirecollegeblog.wordpress.com/2016/03/01/meet-the-apprentice-anna-manson-spirit-aerosystems/>

<https://www.skillsdevelopmentscotland.co.uk/news-events/2017/december/anna-is-scotlands-top-ambassador/>



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: 4.1	<i>Recruitment Practices -Use alternative options for advertising posts</i>
<i>What we set out to do:</i>	<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>
<i>What we did:</i>	<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>Partners are also continuing to explore how best to utilise social media to promote job opportunities, as well as targeted advertising using third sector organisations.</p> <p>We continue to liaise with external partner organisations specialising in providing employment opportunities to specific sectors of the workforce, examples include DYW Ayrshire and Skills Development Scotland.</p> <p>Some partners are exploring recruiting future colleagues via local Education Departments, School twitter accounts, colleges and universities direct.</p>

<i>What difference did we make:</i>	Managers and recruitment staff are more aware of the benefits of providing opportunities to under-represented groups including young people, disabled, LGBT. Having a more diverse workforce will allow services to be designed and delivered with service users at the core.
<i>What will we do now / in the future:</i>	<p>We will report to partners the final outcome of the information gathering exercise on recruitment practices in order to learn from the experiences of alternative engagement.</p> <p>We will continue to look at further alternative methods of attracting a wide range and diverse pool of applicants for available post within all partner organisations.</p> <p>We will consider positive recruitment practices in an effort to develop a more diverse workforce for the future.</p>
<i>Case Study:</i>	
No current case study as work is progressing	

<i>Key Area: 4.1</i>	<i>Recruitment Practices – Disability Confident Scheme</i>
<i>What we set out to do:</i>	<p>Employment is also 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>There is also recognition that some recruitment practices can be a barrier to employment for particular groups.</p>
<i>What we did:</i>	<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>Baseline data of all Partners’ activities with respect to the Disability Confident Scheme has revealed that all Partners have reached Level 2. This audit will also attempt to establish which of the Partners are working towards Level 3 and what experiences and resources are available that can be shared.</p>

<i>What difference did we make:</i>	<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>
<i>What will we do now / in the future:</i>	<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.</p>
<i>Case Study:</i>	
<ol style="list-style-type: none"> 1. NHS Ayrshire & Arran are in the sixth year of running Project Search which is an employability programme designed to improve the employment prospects of young people with learning disabilities and autism spectrum disorders. As result of this programme, a number of young people have secured jobs/further training opportunities e.g. Modern Apprentice programmes. 2. NHS Ayrshire & Arran have retained a number of staff in post by making adjustments. e.g. for one employee we have: <ul style="list-style-type: none"> • Purchased equipment to allow them to continue to use their PC • Purchased a foot stool and office chair • Relocated them to a different office • Altered the lighting • Amended their start and finish times, the days that they work and reduced their hours of work. • Redesigned their job removing tasks that they were finding it difficult to perform effectively. 	

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