

EAST LOTHIAN HEALTH AND SOCIAL
CARE PARTNERSHIP
PROGRESSING EQUALITIES OUTCOMES
AND MAINSTREAMING REPORT
APRIL 2023

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Introduction

East Lothian Integration Joint Board (IJB) governs the East Lothian Health and Social Care Partnership (ELHSCP) which delivers community health and social care services in East Lothian. The arrangements for the IJB and HSCP are set out in the IJB's Integration Scheme. The key functions of IJBs are set out in legislation, they are to:

- Prepare a Strategic Plan for all delegated functions
- Allocate the integrated budget to deliver the aims of the Strategic Plan
- Oversee the delivery of services.

Functions delegated to IJBs include:

- Adult social care services
- Adult primary and community health care services
- Some elements of adult hospital care.

The full list of services delegated to East Lothian IJB are shown in the [East Lothian IJB Integration Scheme](#). Health and Social Care Partnerships bring together NHS Board and Local Authority staff to develop and deliver integrated adult health and social care services, using a budget allocated by the NHS and Local Authority in line with nationally and locally agreed outcomes and targets.

Covid

The interruptions to planned service delivery caused by Covid and its restrictions has slowed delivery of some of the priorities set out in the preceding Strategic Plan. Covid's impacts on partners, such as NHS Lothian, East Lothian Council and third sector has required actions to stabilise some of their services. We are now working in partnership with them in recovering from Covid and refocusing on equalities issues. Some changes forced by Covid, such as the introduction of remote working for certain groups of staff and the use of telephone access for patients and clients need to remain as they provide efficient means of using scarce staff resources and reducing travel. However, we know from engagement that telephone access, particularly to GP services, is not universally welcomed. We will always ensure that where in-person access is needed for clinical or equity reasons this will be provided.

As we move out of Covid, we are now able to commit to co-production, which includes people who access services as well as carers and other stakeholders in the planning, delivery and review of our health and social care services. This will require honest conversations about the budgetary, staffing and other pressures facing all of our services as they continue to recover from Covid and accompanying decisions about service change that may not be universally popular.

Online services

During Covid, we had to develop a range of online services to support vulnerable service users. For example, our Justice Social work team sourced laptops through the Connecting Scotland programme and accessed online assets for service-users to enable them to complete their allocated community service hours and secure personal support. Because traditional methods for delivering unpaid work were unavailable due to Covid restrictions,

the team had to act quickly to find other ways for people to fulfil their sentences and avoid further action for being in breach. It was also an effective way of video conferencing with very vulnerable service users to ensure their continuing physical and mental wellbeing.

We also made much more use of Near Me video-conferencing for people seeking to access Mental Health and musculoskeletal (MSK) services. Near Me was subject to an extensive nationwide integrated impact assessment that has been cited as an example of good practice by the Equalities and Human Rights Commission.

Mainstreaming equality

Mainstreaming sets out to effect both cultural and systemic change in an organisation so that an equality perspective is integrated into its day-to-day working across all functions. It is a long-term, strategic approach to ensuring that equality, diversity and inclusion sit at the heart of an institution's culture and operational delivery.

All members of East Lothian Health and Social Care staff undertake mandatory equalities training to improve their awareness of their duties under the Equalities Act 2010 and Public Sector Equalities Duty.

However, there still remains work to be done to promote understanding of how this drives change at a personal, team and organisational level. More work needs to be done to improve IJB members' awareness and understanding of their responsibilities for equalities. Therefore, East Lothian Health and Social Care Partnership (ELHSCP) is now focusing on a range of activities that will drive awareness of equality, diversity and inclusion, including:

- Better and more focused use of integrated impact assessments (IIAs) when considering policy or practice change or development at the outset and during the life of projects
- Assembling better data about equalities groups who use our services and potential gaps in our understanding of what particular groups need and potential barriers for them in accessing services
- Promoting a better understanding of the use of interpretation and translation services in line with Public Health Scotland Guidance
- Identification of equalities champions in teams across the partnership to lead on equalities in their area, provide support in screening service developments and change for the need to impact assess, and lead on carrying out IIAs wherever necessary. This is in line with Equality and Human Rights Commission (EHRC) guidance, which says that effective mainstreaming requires equalities activities to be delivered in all teams across the organisation rather than being the sole responsibility of one officer or centralised team
- Providing Lothian IIA training for all officers involved in service-planning, strategy and policy
- Providing training to IIA members through the Turas online learning portal and dedicated development sessions.

Leadership

The Chief Officer will lead on ensuring awareness of equalities issues, duties under equalities legislation and promote a focus on equality, diversity and inclusion in all East Lothian Health and Social Care Partnership's work.

Appointment of Equalities Officer

Until last year, ELHSCP relied on NHS Lothian and East Lothian Council to provide equalities functions for it. This was not reflective of East Lothian IJB's responsibilities as a listed public body under the Public Sector Equality Duty and meant in practice that these duties were not always well understood or at the forefront of our thinking. The decision was taken to appoint an Equalities and Engagement Officer to maintain an overview of equality, diversity and inclusion in the partnership, raise awareness, promote effective use of IIAs and help staff and IJB members to access appropriate training.

East Lothian IJB Strategic Plan 2022-25

The [2022-2025 Strategic Plan](#) was approved at the 15 September 2022 meeting. The Strategic Plan has seven strategic objectives:

- Develop services that are sustainable and proportionate to need
- Deliver new models of community provision, working collaboratively with communities
- Focus on prevention and early intervention
- Enable people to have more choice and control and provide care closer to home
- Further develop/embed integrated approaches and services
- Keep people safe from harm
- Address health inequalities.

Stakeholder engagement was a key element of the activity that took place to inform the development of the Strategic Plan. A four-month engagement process involved workshops, group discussions and online approaches to gather the views of local people; third sector and community groups supporting people with a range of needs; and HSCP colleagues involved in planning and delivering services. Twenty different groups of users and carers were consulted during the initial stages of revising the Strategic Plan and evidence of discussions held was summarised to ensure that the requirements were included in the final plan.

Equality and diversity evidence

Routine collection of equalities data by services is patchy. Work is now underway to improve collection of equalities data for staff, patients and service-users.

The population of East Lothian has grown by around 10,000 during the last 10 years and the information we have about the equality and diversity groups in East Lothian is no longer accurate. We are drawing on sources of information drawn from partners (for example, East Lothian Council Housing and Education departments) to supplement our knowledge but the emergence of data from the 2022 census is eagerly awaited.

We also use population data from the Scottish Government Evidence Finder, using national information to provide insight into the experiences of equalities groups.

Stakeholder engagement

East Lothian has no formal equalities networks. We are working with East Lothian Council colleagues to look at how to set up forums and events for a range of groups that will facilitate greater engagement with older people, people with disabilities, and ethnic minority communities. The East Lothian IJB Participation and Engagement Strategy includes commitments to build stronger relationships and representation in these groups.

East Lothian Health and Social Care Ethical Commissioning Strategy

East Lothian Health and Social Care Partnership (ELHSCP) is responsible for the planning and delivery of all health and social care services for adults in East Lothian. The Integration Joint Board (IJB) Strategic Plan and ELHSCP Commissioning Strategy outline how we aim to work with providers and potential providers of adult social care in order to:

- develop services that are sustainable and proportionate to need
- deliver new models of community provision, working collaboratively with communities
- focus on prevention and early intervention
- enable people to have more choice and control and provide care closer to home
- further develop / embed integrated approaches and services
- keep people safe from harm
- address health inequalities.

Strategic Commissioning put simply is the assessment and forecast of current and future needs and the linking of investment to services to meet these needs.

There are different ways to approach commissioning, but our principles are in line with the Independent Review of Adult Social Care where they are collaborative in their approach. Actively engaging with our current providers, potential providers and community representatives in the assessment of needs and identification of gaps in service provision. We will look at innovative solutions through options appraisal, evidence-based interventions and support collaboration and partnership working between independent, voluntary and third sector providers and community groups to support service redesign.

We will refer to the Fairer Scotland Duty and evidential data alongside undertaking our own Integrated Impact Assessment in order to ensure our Commissioning Strategy is inclusive to all equality groups and to those with protected characteristics. Additionally, we will work with providers to demonstrate the benefits they deliver for individuals and evidence the wider social impact they have in communities. We will continue to work with our providers to support evidence gathering of national, local and individual outcomes and all of our commissioned and internal services will work towards our commissioning intentions.

Commission intentions and key market messages

- we will work with communities, providers, advocacy bodies, carers, supported people and staff when it comes to commissioning, designing and developing services.
- we will refocus our commissioning on preventative and early intervention approaches that are outcome / recovery focussed and promote independence, participation and self-management.
- we will actively develop, support and promote community-based service provision.
- we will endeavour to commission services which will provide support within an individual's own home, local community or in a homely setting.
- we will promote an outcome-focused approach to health and social care commissioning and attempt to move away from high scale and low cost delivery models which are primarily driven by profit margins.
- the Health and Social Care Partnership will promote collaboration and innovation when it comes to procurement.
- we are committed to ethical commissioning in terms of decisions that take into account factors beyond price, including fair work, terms and conditions, career pathways, trade union recognition and sustainability of services and the environment.
- seek to address health inequalities and promote equity of access to services regardless of geography or population.
- our commissioning strategy will support a healthy market across the board, which promotes improved outcomes and choice for supported people and carers.
- we will ensure that we remain compliant with all relevant legislation and national policy.

Implementation of the Commissioning Strategy will be primarily via the work of the Integration Joint Board Commissioning Board and Health and Social Care Partnership officers.

Procurement

Through East Lothian Council

ELHSCP uses the East Lothian Council Procurement System for the bulk of its social work and social care commissioning. The council's Procurement team have recently completed the implementation of a new procurement system provided by Atamis. The system is key to managing the contract lifecycle, from planning procurement projects to managing live contracts and completing reports required as part of procurement legislation and by the Scottish Government.

It also addresses concerns raised in external assessments, internal audits and customer feedback, which indicated that the council needed to improve the way it managed its contracts.

The Atamis system enables contract managers to record customer service management activity and information electronically. Benefits of using Atamis for Contract Management include:

- ensuring each service is delivered in accordance with the agreed performance and quality levels (scorecards)
- ensuring all obligations are delivered, e.g. Community Benefits, Savings, Prompt Payment and Fair Work, Sustainability, etc.

Further support is being provided, including new procurement working Instructions (with defined Roles and Responsibilities for CSM) and training delivered by the Scotland Excel Academy.

Through NHS Lothian

We commission a range of clinical services from NHS Lothian, which also operates an ethical procurement policy. This has been developed to consider the Global Compact, a widely adopted United Nations standard for responsible business practice, covering human rights, labour rights, the environment and anti-corruption. As a globally recognised and universally applicable set of standards, the Ten Principles of the Global Compact form the basis of the Supplier Code of Conduct. The 10 principles are:

Human Rights

- Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and
- Principle 2: make sure that they are not complicit in human rights abuses.

Labour Standards

- Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- Principle 4: the elimination of all forms of forced and compulsory labour.
- Principle 5: the effective abolition of child labour; and
- Principle 6: the elimination of discrimination in respect of employment and occupation.

Environment

- Principle 7: Businesses should support a precautionary approach to environmental challenges.
- Principle 8: undertake initiatives to promote greater environmental responsibility; and
- Principle 9: encourage the development and diffusion of environmentally friendly technologies

Anti-Corruption

- Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Budget

East Lothian Health and Social Care Partnership's budgets are set through negotiation with East Lothian Council and NHS Lothian. East Lothian Council has not been able to carry out cumulative impact assessments for its budget setting and nor has NHS Lothian. We seek to redress this by building a more robust integrated impact assessment process for our own policies and practices.

Governance

Our governance arrangements are set out in statute under the Public Bodies Working Act (Scotland) 2014, which stipulates that we must have an Integration Joint Board and a Strategic Planning Group. It also sets out representation on the Integration Joint Board. Work is now underway with IJB members to improve their understanding of equalities issues and their responsibilities in terms of equalities legislation.

Tackling Health Inequalities

Health inequalities may be defined as systematic, unfair differences in the health of the population that occur social classes or population groups. East Lothian IJB is well placed to reduce the health consequences of inequalities by ensuring that services are resourced appropriately for those with higher needs and greatest difficulty accessing health and social care. Services should be universally available and accessible but planned flexibly to deploy proportionately greater resources towards groups or areas with greater need.

The IJB will continue to work to ensure policy development and planning recognises and takes into account people's social circumstances and other needs by ensuring that:

- services are sensitive to lower health literacy and flexible for people who may find it difficult to navigate traditional pathways
- staff are able to identify and address social issues that impact on patients' health and ability to use healthcare
- an integrated impact assessment is conducted to identify how well the proposal will impact upon inequalities of outcomes and on service users.

A new Partnership and Place Team, consisting of a Public Health Consultant, a Strategic Programme Manager and two Project Managers will work with East Lothian HSCP and wider partners to tackle health inequalities and improve population health. This will be achieved through strategic and collaborative work focusing on the social determinants of health, especially poverty, housing, employment, and education.

The team bring health improvement and health intelligence expertise to support East Lothian Health and Social Care Partnership to take an evidence-informed, person-centred approach to improving health and tackling inequalities with a focus on early intervention and prevention. The Fairer Scotland Duty places a duty on the IJB (along with a range of other public bodies) to actively consider how it can reduce inequalities of outcome caused by socio-economic disadvantage.

Disabilities

Community Transformation Project

We began to develop our Community Transformation Programme in 2018, and since then, have made considerable progress in redesigning day services and day opportunities for the following groups:

- older people and those with dementia
- people with mental health problems/illness
- people with a learning disability
- people with a physical disability
- people with Autism
- people with Sensory Impairment.

The project has been informed by extensive engagement with affected groups, both through focused work delivered by the Outside the Box agency and through engagement for the IJB Strategic Plan and Planning for an Ageing Population. This has highlighted an appetite across groups for more local, community-based support.

Community Transformation work so far has included the development of a new service model which focuses on encouraging people to be as independent of centre-based services (e.g., resource centres) as possible, by supporting them to become involved in groups and activities in their local communities and to build a social support network. For those who need more support, the model still includes centre-based provision.

Future plans include the continued development of our Resource Coordinator service; investment in additional Neighbourhood Networks; and the introduction of new employability support for adults with complex needs (in partnership with East Lothian Works). In response to feedback, we will consider how we can develop provision to include evenings and weekends, as well as how to increase provision of short breaks.

We will also be looking at the potential of our Shared Lives service to offer day-time support.

Another area of work that will feature in our Delivery Plan is the development of a Community Hub model for people who do not require specialist building based services. Community Hubs will provide an opportunity for people to take part in 1:1 work; attend group sessions; and get involved in community-based activities. This model will be piloted within the new Wallyford Learning Campus.

BSL (British Sign Language)

We are currently reviewing how well we achieved the objectives set under the East Lothian BSL Plan which we deliver in partnership with East Lothian Council, particularly in regard to barriers to access to services, which our engagement with BSL users shows is still problematic.

We are currently reviewing provision for Deaf people (BSL Users) with Deaf Action to establish new ways of working that better support BSL users in East Lothian.

We made good use of social media during Covid to share BSL information from national BSL groups, NHS Inform and NHS Lothian to try to keep BSL users informed of guidance and to address issues affecting them.

Our engagement with BSL users for the East Lothian IJB Strategic Plan last year indicated that Deaf people in East Lothian would like to have Deaf Club in the county – the nearest at the moment is in Edinburgh. Initial discussions are now underway with Deaf Action and Volunteer Centre East Lothian to establish how many people would like an East Lothian Deaf Club, where it should be, how often it should meet, what activities it should offer and how it could be funded.

Digital accessibility

During Covid we had to move more services online and used Near Me and other digital formats for mental health, physio and MSK assessment and support. These have proved effective for people with access to broadband and PCs or tablets and, for some, are more convenient than having to travel. However, we are aware that these options are less accessible for people living on a low income (due to costs of broadband, tablets etc); older people (who much prefer face-to-face); people who distrust digital access; people who have low literacy or numeracy and people whose have English as another language. Services are now looking at how to provide a range of interfaces, including digital and face-to-face.

Physiotherapy Outpatient Triage Test of Change

The outpatient physiotherapy team have been reviewing all self-referring patients by phone at present. They are undertaking a test of change to offer patients the choice of being reviewed by phone or face-to-face.

If the feedback is positive, they intend to offer a choice of telephone or face-to-face assessment at one of four sites (Haddington, Musselburgh, Dunbar, or North Berwick on specific days from Monday to Friday.

Their long-term goal is to offer multiple clinics at different sites (in response to local demand,) offering a mix of face to face and telephone reviews, determined by patient choice. This choice is especially important for vulnerable patients who may have communication, financial or accessibility challenges.

Staffing, recruitment and retention

East Lothian IJB employs only two members of staff, the Chief Officer and the Chief Finance Officer. All other staff working for East Lothian Health and Social Care Partnership are employed by either East Lothian Council or NHS Lothian. Both organisations are keen promoters of Modern Apprenticeships, which support young people with paid work that helps them to get experience and work towards a recognised qualification. This also applies to issues such as:

- race recruitment retention
- disability recruitment and retention
- workplace adjustments
- increasing diversity through recruitment

- internships for disabled people.

More information about these issues will be found in the East Lothian and NHS Lothian Mainstreaming reports.

Our workforce

The way that ELHSCP employs and supports its workforce is determined by the relevant policies of East Lothian Council and NHS Lothian. It is difficult to understand the representation of people with various protected characteristics in the ELHSCP workforce as East Lothian Council and NHS Lothian cannot disaggregate the information they collect about employees at an ELHSCP level. This means that currently for ELHSCP we cannot analyse:

- findings by age, ethnicity, sexual orientation, disability, religion, pregnancy and maternity
- intersectionality
- equal pay
- representation of minority ethnic or disabled people in our workplace
- pay gap information.

East Lothian Council and NHS Lothian report this information at an organisational level annually online.

We will continue to work with East Lothian Council and NHS Lothian to see how data can be flagged to enable analysis at an ELHSCP level.

Staff development

The Adult Wellbeing Workforce Development Team promotes a comprehensive range of training events throughout the year, including promoting EMPPO Adult Protection training, open to all ELHSCP staff, to inform practice when supporting services users. There is a strong focus needs of people in vulnerable groups, including those with learning and physical disabilities, women fleeing domestic abuse and vulnerable young people.

Staff support networks

NHS Lothian offers support networks for some minority ethnic staff and LGBT (Lesbian, Gay, Bisexual and Transgender) staff which ELHSCP staff employed by NHS Lothian can access. There are no similar East Lothian Council networks but ELHSCP is pursuing the potential for an LGBT staff network for East Lothian Council-employed staff.

Older People

East Lothian's population of 107,900 will grow to 121,743 by 2043. This rate of growth is amongst the highest in Scotland. The highest growth will be in the 65-74 and 75+ age bands, with the over 75s population increasing markedly. As a result of this, there will be an increase in the number of people affected by frailty, dementia and long-term conditions.

This knowledge underpins our commitments in the East Lothian Strategic Plan 2022-25, which has been informed by extensive engagement, including with older people and carers. Key findings from this engagement have driven strategic commitments to:

- deliver new models of community provision, working collaboratively with local communities
- focus on prevention and early intervention.
- enable people to have more choice and control and provide care closer to home.

These commitments also underpin our Planning for an Ageing Population work programme which has been engaging with older people, carers and communities to look at future models of care that enable older people to continue living in their communities for as long as they are able, supported by local community support/activities, with the provision of statutory support when necessary. We are at the outset of this process, which will focus on co-production with local communities to develop support that reflects local circumstances and needs.

Race

Information about ethnic minority and minority ethnic groups in East Lothian is not very robust and East Lothian has not had a Racial Equality Network for over 10 years. Data from East Lothian Council Education and Housing services and translation and interpretation requests indicate that our biggest ethnic minority groups are Polish, Bulgarian and now Ukrainian. We also have a small community of Syrian refugees. There are also very small numbers of African, South Asian and Southeast Asian people in towns around the county. We hope that data from the 2022 Census will offer greater clarity but that will not be available until at least the end of 2023.

Both the council and ELHSCP acknowledge that more needs to be done to build better awareness of the needs of people in these groups and work is now underway with partners in East Lothian Council to explore the potential for a new forum which will seek representation from ethnic minority groups.

The East Lothian IJB has also committed to reaching out to ethnic minority groups to build awareness and capacity to participate, and secure better representation and engagement in strategy and service development.

The council's Sphera system and NHS Lothian Datix incident logging systems both provide staff with the opportunity to report hate speech and racially motivated incidents. However, it is not clear how well staff use these.

NHS Lothian offers minority ethnic support networks for staff, which ELHSCP NHS-employed staff can access but there is nothing similar in place for staff employed by East Lothian council.

Gypsy Travellers

Contact with Gypsy Travellers has become more difficult with the demise of the caravan pitches at Whitecraig, following a fire. It is unlikely that Whitecraig will re-open and we are waiting for a decision from East Lothian Council about the development of any similar accommodation elsewhere in East Lothian. This means that our understanding of issues for the travelling communities comes through partners like MECOPP's gypsy traveller worker and involvement in forums, for example:

- work with the Lothian Gypsy Traveller Forum
- work with Edinburgh Roma Forum.

Health Visitors and Midwives have supported families travelling through East Lothian during the spring and summer at roadside encampments, when they are aware of them.

Sex

Both NHS Lothian and East Lothian Council as employers are committed to working practices that support and advance women in employment, for example, through flexible working, home working, parental and carers' leave, and training and support.

ELHSCP takes part in a range of groups and activities that focus on women's issues, including:

- The Violence Against Women and Girls Groups
- 16 Days of Action awareness-raising campaign
- Safe Spaces (through East Lothian Council).

ELHSCP also funded a research project by the Young Women's Research Collective to:

- understand how many young women and non-binary people in East Lothian have experienced abuse or harm in their own relationships, and how many have experienced sexual assault
- understand where they go for support currently, if there are barriers to getting support, and what kind of support is needed.

The findings from this project will drive service improvement and lead to the evolution of services so that they better suit the needs of young people in the local community. This project was designed by a group of young women from East Lothian, The Young Women's Research Collective.

The project was run by YWCA Scotland – The Young Women's Movement, for Edinburgh Rape Crisis Centre and Women's Aid East and Mid Lothian. It builds on the work of [The Rise Report: Supporting young women in their intimate relationships](#) which details the findings of a national research project that investigates young women's experiences and understanding of unhealthy relationships, domestic abuse and access to support

Adult Support and Protection

In terms of adult protection, our case load mainly relates to older people and adults with learning disabilities. We work in partnership with East and Midlothian Public Protection Office (EMPPO) to address these to ensure positive outcomes for service-users and carers and to meet our statutory duties. We also work in partnership with EMPPO to build awareness of child and adult protection issues for both the public and staff, and EMPPO facilitates training and events open to all staff. In terms of awareness raising, ELHSCP's communications team has worked over a number of years to promote the White Ribbon Campaign, 16 Days of Action and developed awareness videos on Protecting Vulnerable Adults (during Covid) and the Herbert Protocol for social media. It has also worked with EMPPO on the development of a communications strategy.

Mental Health

During Covid, ELHSCP focused on supporting people in East Lothian and staff with their mental health. Traditional face-to-face methods could not be offered due to infection control restrictions and many more people were living with poorer mental health during lockdowns, for a variety of reasons including shielding and social isolation. For these reasons, ELHSCP quickly developed phone support via the CWIC Mental Health Phone Line, whereby mental health occupational therapists and mental health nurses assessed callers to establish what supports would be beneficial. This included onward referral to other mental health services, many of whom provided support via Near Me and other video-conferencing methods. They also developed new support videos and online materials for people living with poorer mental health and linked to national health improvement assets.

This approach brought greater contact with some groups, for example, young men, but the teams have now moved back to a range of supports, including individual and group face-to-face sessions and telephone support. Telephone support has relieved some of the pressure on GPs as people can refer themselves to the phone line direct. However, we are aware that phone assessment is less suitable for people who don't have English as their first language, including BSL users, and that video conferencing presents problems for people who cannot afford or access broadband, are not IT literate or who distrust online interfaces.

The mental wellbeing of staff has also been at the forefront, including initiatives like:

- [PROMIS](#)
- East Lothian Council Wellbeing Wednesday.

Refugees and Asylum Seekers

Initial support for refugees has been provided by East Lothian Council housing teams, and they link people up with primary care services in their area. The provision of health services is devolved to the Scottish Government which has directed NHS Scotland to provide health services to all refugees and asylum seekers, including people whose claim for asylum has been refused, on the same basis as anyone legally resident in Scotland.

However, it is not clear how well refugees and asylum seeker use health services, for example, mental health. This may be down to their own reluctance, lack of knowledge of services and difficulties with phone access. We are aware that refugees and asylum seekers experience problems in accessing NHS dentistry, but that is a problem for many people in East Lothian. This is an area for development.

Integrated Impact Assessments (IIAs)

Audit of current IIAs

As recommended by the Equalities and Human Rights Commission (ECHR), an audit has been carried out into the number of IIAs undertaken and the number of strategies, policies and practices that would have been in the scope of IIAs over the seven years of East Lothian Integration Joint Board's (IJB) existence. This reveals that our use of IIAs has been poor.

There are a number of reasons for this, including lack of knowledge of requirements amongst officers and IJB members, over-reliance on the equalities functions of the council and NHS Lothian, and consequent failure to have our own dedicated resource to:

- promote awareness of equalities
- co-ordinate IIA activity and training
- ensure that IIAs are an integral part of the planning process and are undertaken both at the outset of policy and practice development and as an evaluation tool throughout the life of policies and practices
- ensure publication of IIAs for East Lothian IJB in an easy-to-find and accessible format.

IIA/Equalities Training

IJB members

IJB members have been asked to complete the TURAS training on equalities by the end of March 2023.

They have been asked to take part in a development session in April 2023, which will highlight the current issues with compliance in producing IIAs, their duties as IJB members to ensure that IIAs are in place wherever necessary when considering decisions about policies and practices, and that they are confident to question their absence, when necessary.

ELHSCP Officers

All relevant ELHSCP staff have been encouraged to take part in Lothian IIA group training which is delivered four times a year. Uptake has been encouraging, but the situation with training will continue to be monitored to ensure that those involved in policy and strategy development and service development or change have undertaken the training and are aware of their responsibilities in this area.

Equalities Champions

In line with the findings of the *Effective Scottish Government decision-making* report about mainstreaming equalities across an organisation, each team or area in ELHSCP will appoint an Equalities Champion. This person's role will be to provide a focus for equalities in their area, and specifically, to drive the screening of all activities in their area and implement IIAs whenever appropriate. Their initial screening reports will be sent to the Equalities and Engagement Officer for review who will either concur with the findings of the screening report or recommend further action and provide support, where necessary. Equalities Champions will be trained in all aspects of delivering IIAs or will support other members of their team to do so.

Screening reports

The Equalities and Engagement Officer has developed a stand-alone equalities screening report (see Annex 2), based on materials used successfully by IJBs elsewhere in Scotland, to help staff to determine whether an IIA is required. This expands on the Flow Chart in the

Lothian IIA Guidance. A screening report will be carried out routinely at the outset of any new policy or practice.

It is further recommended that policies and practices contained in the audit at Annex 1 are screened and evaluation IIAs carried out within the next 12 months, where appropriate.

Screening reports will be attached to all IJB Committee reports relating to policy and practice to demonstrate that initial assessment has been done and what has led to the decision to IIA or not.

Committee reports and IIAs

IIAs will be attached to committee reports as part of the document under consideration.

Evidence for IIAs

Census information about East Lothian is very out of date as we currently rely on evidence from the 2011 Census and are still awaiting information from the 2021 Census from National Records of Scotland. It is unlikely that any of this information will be available before the end of 2023. In intervening period between censuses, the population of East Lothian is projected to have grown by around 10,000.

At the moment, we have to draw on other sources of information such as Public Health Scotland and Scottish Government Evidence Finder data to try to extrapolate data at an East Lothian level for equalities groups. Therefore, the information we work with is less accurate than we would like. The availability of more accurate data about equalities and vulnerable populations in East Lothian at the end of this year will greatly improve our understanding of who East Lothian's people are and the evidence that we have for impact assessment.

We are committed to working with partners in East Lothian Council and our Third Sector Interface, Volunteer Centre East Lothian, to identify and build participation networks for equalities, Fairer Scotland and geographical groups. Actions to do this are set out in our Participation and Engagement strategy, which will be presented to the IJB for approval in May 2023. This should give us qualitative data about lived experience and barriers to accessing services, which can be used to inform future policy and practice development.

We will also investigate the establishment of staff networks for people in equalities groups to offer peer support and drive improvement based on their experience, in line with recent Mental Welfare Commission guidance and requests.

Risk Register

From 2023, equalities mainstreaming, compliance with Public Sector Equalities Duty and IIAs will be placed on the East Lothian Health and Social Care Partnership Risk Register and regularly reviewed for compliance and level of risk to ELHSCP.

Recording and reporting

Screening reports and IIAs

Screening reports to establish the need for IIAs will be introduced across ELHSCP so that it is a requirement to have carried out a screening report at the outset of any new policy or practice development. Screening reports and IIAs will be made available online to

encourage greater transparency and clarity about our processes. Screening reports and IIAs will be sent to the Equalities and Engagement Officer for review and for publication, when completed. The structure and accessibility of the webpages and associated downloads will be kept under constant review and modified as necessary by the Equalities and Engagement Officer.

Equalities reports

The Equalities and Engagement Officer will prepare two reports a year on equalities issues including:

- good practice
- developments in equalities legislation and case law
- training
- procedure
- compliance and number of IIAs
- sources of qualitative and quantitative data.

This will be shared with IJB members, staff and managers to grow a greater understanding of Equalities and Fairer Scotland issues and keep them at the forefront.

Person-centred

In the East Lothian IJB Strategic Plan 2022-25, we have committed to continuing to focus on giving people more choice and control. This helps to address the different needs and wishes of people in groups with multiple protected characteristics. This approach is already embedded in our social work assessment and review processes and we are also trying to promote greater uptake of Self-Directed Support to enable people to source support which is culturally appropriate, meets their needs and achieves better outcomes.

Person-centred care is also at the heart of our primary care services which are developing so that they can use a range of interfaces to make services more accessible to people in rural areas, who are poorly served by public transport or who are time poor due to work or caring commitments.

Innovative approaches like Community First use community volunteers to support older people who are rehabilitating after hospital discharge by finding occupations that interest and fit in with the life of the service-user so that they are more inclined to move. For example, volunteers might support a service-user to access an activity that interests them, like going into town on the bus for a coffee. Mobility is improved and potential for social isolation is reduced.

Networks

East Lothian Health and Social Care Partnership is an active participant on a range of equalities groups, including:

- Gypsy Travellers Forum
- Roma Forum
- IJB Equalities Network

- Lothian Public Sector Equalities Duty Group
- East Lothian Poverty Group (Fairer Scotland).

East Lothian Health and Social Care Equalities Outcomes interim report

In 2021, East Lothian Health and Social Care Partnership published its Equalities Outcomes for 2021-2025. It set out a number of key themes that it wanted to deliver, together with an Action Plan.

Equality Outcomes

Equitable Access to services

People know what support and services are available and know how to access them

We should be proactive about sharing information in other languages (in line with prevalence in our community, for example, Polish) and other formats, for example easy read and BSL. Information will be available on request in other languages or formats, and we will continue to support interpretation and translation.

Progress

- we have drafted guidance for all ELHSCP staff about the legal and ethical requirements for sourcing accredited interpretation and translation services
- we have begun monitoring of usage of interpretation and translation services across our organisation and will keep this under review.
- we have begun work on improving our knowledge of the ethnic makeup of the population of East Lothian by encouraging greater use of equalities monitoring of service-users and patients. This knowledge will be greatly supplemented by data from the 2022 Census
- we have committed to working with partners in East Lothian Council and the third sector to establish networks for ethnic groups and people with other protected characteristics to ensure that there is much greater access to lived experience and awareness around barriers to access to services. This work is key to our co-production work in ensuring that services are designed by groups that are representative of a wide range of groups and their needs.

Equitable access to premises

People with protected characteristics are able to access our premises easily and find them easy to use.

We will ensure that our premises are Disability Discrimination Act (DDA) compliant, and pay attention to signage and physical arrangement to support gender-identity, cultural or religious requirements, people on the Autistic Spectrum, people whose first language is not English, people with learning disabilities, and people who have hearing or sight impairments (or both).

Progress

Work on this area continues and some of the programmes in this area have been discussed earlier in the report under the sections on Community Transformation, BSL and Networks.

- the Planning for An Ageing Population programme seeks to overcome the issues posed by ageing care homes and community hospitals that are failing to meet national standards. By working with communities and shifting the focus to intermediate care and more community-based support, and seeking to deliver services in a different way, we hope to find other ways of providing high quality services that are less building-based and more accessible
- we have completed work on East Lothian Community Hospital, which is fully DDA compliant and culturally sensitive, and is now repatriating a wide range of services and clinics to East Lothian, improving physical access and cutting down on the need to travel outwith East Lothian.

Safer communities

We will protect people at risk in our communities.

Community Development is reserved to East Lothian Council, but ELHSCP will continue to work in partnership with the council as part of the community planning process and continue to build our working relationship with Local Area Partnerships (LAPs) and in particular LAP Health and Wellbeing Sub-Groups, to ensure that local needs are understood and reflected in our strategic planning process.

We will also continue to support and promote awareness of:

- *East and Midlothian Public Protection Committee*
- *MELDAP*
- *Community Justice*
- *local health protection and health improvement services.*

Progress

Work on this area continues. Some of the achievements here have been discussed earlier in the report under adult protection, but also of note is:

- development of peer support recover groups (MELDAP)
- availability of a number of Safe Spaces – for more information, please visit the [Keep safe – I am me app](#)

An inclusive place to work

We will be proactive in developing an inclusive staff culture at all levels.

ELHSCP's Human Resources functions are delivered by NHS Lothian and East Lothian Council, both of whom operate inclusive employment practices. However, ELHSCP can also provide training and support that encourages diversity in the workplace, and undertake to support inclusive working environments for people with protected characteristics in our teams and divisions.

Progress

Some of the work under this heading has been discussed elsewhere in this report under staff networks. We acknowledge that more work needs to be done to understand the following as they relate to our staff:

- findings by age, ethnicity, sexual orientation, disability, religion, pregnancy and maternity
- intersectionality
- equal pay
- representation of minority ethnic or disabled people in our workplace
- pay gap information.

Work is now underway to see how we can disaggregate our data from the overall data held by NHS Lothian and East Lothian Council.

Mental health

We are committed to supporting better mental health for all.

Improving mental health is something that underpins all our work, be it that of staff, patients, carers, minority groups, people with dementia or other core service-users. We are committed to developing quick access services provided by specialist mental health professionals. Services will also support people with problems that impact on their physical and mental wellbeing, and we will continue to work with local third sector and community mental health groups to grow support at a local level.

Progress

Progress and barriers to progress are discussed elsewhere in this report in the section relating to mental health.

Equalities outcomes and mainstreaming

Looking ahead

National Care Service

The biggest single development on the horizon is the potential advent of the National Care Service (NCS), which will set standards and commissioning priorities for delivery by newly established Local Care Boards and seeks to address significant challenges in the Scottish social care system. The NCS would remove responsibility for social care from local authorities and give Scottish Government ministers direct accountability instead. The Local Care Boards will replace Integration Joint Boards.

The NCS also intends to support the delivery of the [Fair Work convention](#) to improve the terms, conditions and pay for the workforce in Scotland. Local Care Boards would be able to employ staff themselves, rather than staff being employed by local authorities and the NHS, as is the arrangement under integration currently. This would have clear advantages for equalities mainstreaming and reporting.

At a local level, Care Boards would replace the existing integration authorities to shape and deliver care in line with the vision set by the NCS. Care Boards would be established and scrutinised by ministers and cover all community health and social care services, with the intention of aiding better integration. The NCS Bill commits to placing human rights at the heart of services.

However, the progress of the National Care Service Bill was paused in February 2023 before its Stage One reading to facilitate the election of a new First Minister. It is scheduled to recommence its Stage One reading at the end of June 2023.

There are a variety of concerns around the bill including:

- cost of delivering the NCS
- reliance on secondary legislation to facilitate delivery of the NCS
- lack of clarity about the scope of the bill.

The Scottish Government says that the pause will allow the Scottish Parliament’s lead scrutiny committee for the bill more time to work on its Stage One report and ensure the government can ‘comprehensively’ consider its response. It is currently unclear whether the bill will now progress as it is or in an amended form.

However, as developments with the NCS progress, East Lothian Health and Social Care Partnership will use the independent Review of Adult Social Care which informed the proposal for the NCS to inform our work to ensure that it is person-centred, responsive to individual needs and puts human rights at the heart of everything that we do.

Next steps

The uncertainty over the future of Integration Joint Boards is not a good reason to pause work on mainstreaming equalities. Therefore, we will continue to:

- develop good quality-person-centred care
- raise awareness of equalities and embed them in our practice
- build local networks with ethnic minority groups
- support the development of an East Lothian Access Panel which is currently in its early stages
- ensure that co-production reflects the full range of views and needs in local communities when it comes to developing services and support
- develop staff networks for people with protected characteristics (where there is an appetite for this)
- improve our monitoring of equalities data for staff and communities
- operate an ethical commissioning approach.

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Action Plan 2023-25

Activity	Aim	Audience	Lead Officer	Date	Comments
Publish IIAs and screening reports online	<ul style="list-style-type: none"> Ensure all screening reports and IIAs are published online in an easy-to-find and accessible format 	Public Staff Partners	Equalities and Engagement Officer	Ongoing	Will continue to refine and develop web pages to ensure ease of access
ELHSCP Chief Officer to lead on equalities	<ul style="list-style-type: none"> Raise awareness Drive mainstreaming activities Ensure compliance with legislation 	Staff Service-users	Lead Officer	April 2023	
Staff training	<ul style="list-style-type: none"> Encourage all members of ELHSCP extended management team to undertake Lothian IIA training, together with any other officers nominated by them 	Managers Staff	Chief Officer/Equalities and Engagement Officer	Ongoing	
Risk Register	<ul style="list-style-type: none"> Include Equalities risks on ELHSCP Risk Register 	Managers IJB Audit Committee	Planning and Performance Manager/Equalities and Engagement Officer		
IJB members training	<ul style="list-style-type: none"> Encourage all IJB members to 	IJB members	Equalities and Engagement Officer	<ul style="list-style-type: none"> March 2023 April 2023 	

Activity	Aim	Audience	Lead Officer	Date	Comments
	undertake Turas Training <ul style="list-style-type: none"> Engage with IJB members at Equalities Development Session 				
Equalities Champions	<ul style="list-style-type: none"> Identify Equalities Champions across ELHSCP Team Train Equalities Champions 	Extended management team	Chief Officer/Equalities and Engagement Officer	<ul style="list-style-type: none"> May 2023 May 2023 	
Quarterly Equalities Champions Support Network Meeting	<ul style="list-style-type: none"> Provide mutual support Share good practice Identify equalities issues Identify training needs Update on case law, policy and legislation. 	Equalities Champions	Equalities and Engagement Officer	<ul style="list-style-type: none"> June 2023 September 2023 December 2023 March 2024 	
Screening reports	<ul style="list-style-type: none"> Ensure that screening reports are carried out for all new projects, practices and changes Ensure that screening reports are submitted with committee papers 	IJB Members	Equalities Champions/Equalities and Engagement Officer	From May 2023	

Activity	Aim	Audience	Lead Officer	Date	Comments
Improve demographic evidence for IIAs	<ul style="list-style-type: none"> • Ensure that people involved in IIAs have sufficient data to inform their thinking • Make use of new Census Data when finally available • Improve routine collection of equalities data by services 	Everyone taking part in IIAs	Equalities and Engagement Officer	Ongoing	
<ul style="list-style-type: none"> • Improve representation from equalities and other vulnerable and geographic groups in engagement and at IIAs • Build capacity to represent lived experience and community views 	<ul style="list-style-type: none"> • Ensure wider representation of views in engagement and IIAs • Better understand community needs, barriers to access, support required while with services 	Everyone taking part in IIAs	Equalities and Engagement Officer	By March 2024	
Seek to establish the desire for staff peer support networks, for example, LGBT	<ul style="list-style-type: none"> • Provide peer support • Gain insight into lived experience and barrier to 	Staff	Equalities and Engagement Officer	By March 2024	

Activity	Aim	Audience	Lead Officer	Date	Comments
	access/support required while with a service				
Evaluate Action Plan	<ul style="list-style-type: none"> Evaluate effectiveness of action plan Identify issues Use findings from evaluation to inform Action Plan for 2024/25 	<ul style="list-style-type: none"> IJB Members Extended Management Team Equalities Champions Staff 	Equalities and Engagement Officer	February 2024	
Interpretation and Translation Guidance	<ul style="list-style-type: none"> To improve the way that staff access and use interpretation and translation services 	<ul style="list-style-type: none"> Minority ethnic and ethnic minority people BSL users 	Equalities and Engagement Officer	May 2023	
Continue developing online and face-to-face triage services	<ul style="list-style-type: none"> To offer different sorts of interface to meet service-users' needs, including those with disabilities, sensory impairment, and those with interpretation needs, including Deaf people 	<ul style="list-style-type: none"> People with disabilities People with so sensory impairment, People who require interpretation to access services Deaf people 	Primary Care Manager	Ongoing	

Activity	Aim	Audience	Lead Officer	Date	Comments
Tackling health inequalities <ul style="list-style-type: none"> • 	Continue to develop: <ul style="list-style-type: none"> • Services are sensitive to lower health literacy and flexible for people who may find it difficult to navigate traditional pathways. • Staff are able to identify and address social issues that impact on patients' health and ability to use healthcare. • An integrated impact assessment is conducted to identify how well the proposal will impact upon inequalities of outcomes and on service users. 	<ul style="list-style-type: none"> • People living on a low income • People with disabilities • Ethnic minority and minority ethnic groups 	Lead Officer, Partnership and Place Team	Ongoing	
Community Transformation Programme	<ul style="list-style-type: none"> • Continued development of our Resource Coordinator service • Investment in additional 	<ul style="list-style-type: none"> • Older people and those with dementia • People with mental health problems / illness 	Planning and Performance Manager	Ongoing	

Activity	Aim	Audience	Lead Officer	Date	Comments
	Neighbourhood Networks <ul style="list-style-type: none"> • Introduction of new employability support for adults with complex needs (in partnership with East Lothian Works). 	<ul style="list-style-type: none"> • People with a learning disability • People with a physical disability • People with Autism • People with Sensory Impairment 			
Support for BSL Users	<ul style="list-style-type: none"> • Review of provision for Deaf people (BSL Users) • Investigate the setting up of an East Lothian Deaf Club 	<ul style="list-style-type: none"> • BSL users 	<ul style="list-style-type: none"> • Planning and Performance Manager • Equalities and Engagement Officer 	<ul style="list-style-type: none"> • June 2023 • March 2024 	
Disaggregate ELHSCP staff data from that held by NHS Lothian and East Lothian Council	Permit analysis at ELHSCP level of: <ul style="list-style-type: none"> • Race recruitment retention • Disability recruitment and retention • Workplace adjustments • Increasing diversity through recruitment • Internships for disabled people 	<ul style="list-style-type: none"> • Minority ethnic and ethnic minority people • People with disabilities (including learning disabilities, sensory) 	<ul style="list-style-type: none"> • NHSL HR • ELC HR • ELHSCP Workforce Development Team 	Ongoing	

Activity	Aim	Audience	Lead Officer	Date	Comments
		impairment, neurodiversity)			
Planning for an Ageing Population	To develop with communities community-based services and support to meet the needs of older people	<ul style="list-style-type: none"> • Older people • Carers 	General Manager, Planning and Performance	Ongoing	
<ul style="list-style-type: none"> • Lothian Gypsy Traveller Forum • Lothian Roma Forum 	To understand more about the particular needs of Gypsy Traveller and Roma and better meet their needs	<ul style="list-style-type: none"> • Gypsy Travellers • Roma 	Equalities and Engagement Officer	Ongoing	
Adult Support and Protection	<ul style="list-style-type: none"> • With CAPS, carry out engagement work with people with lived experience of Adult Support and Protection • Roll-out of Exit Interview process for people at the end of an Adult Support and Protection intervention 	Primarily: <ul style="list-style-type: none"> • Older people • People with physical and/or learning disabilities • Women fleeing domestic abuse But any vulnerable person in the ASP process	<ul style="list-style-type: none"> • General Manager Adult Social Work • EMPPO Lead Officer 	<ul style="list-style-type: none"> • October 2023 • June 2023 	

Activity	Aim	Audience	Lead Officer	Date	Comments
Refugees and asylum seekers	<ul style="list-style-type: none"> • To improve links with communities through liaison with ESOL groups • To build equality networks with East Lothian Council • To build staff networks if desired 	<ul style="list-style-type: none"> • Minority ethnic and minority ethnic people 	Equalities and Engagement Officer	From March 2023	