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## Forward

As we face a complicated health and social care financial climate, we would like to assure the people of East Lothian that the Integration Joint Board is committed to improving access, outcomes and inclusion for all through:

- Our service planning and delivery,
- Our sharing of information and,
- By providing opportunities for the community to co-design services and play a central role in decision-making.

As our population increases, we will need to plan services carefully and spend budgets wisely. We recognise that pressures caused by the cost-of-living crisis will be amplified in communities where people experience higher levels of income and employment deprivation and that this is directly linked to poorer health and social outcomes.

We commit to improving health outcomes for those living lives affected by poverty and disadvantage and will work with NHS Lothian, Public Health Scotland and East Lothian Council to improve outcomes and lives for the most vulnerable in East Lothian.

As our population becomes more diverse, we must seek to equip our staff, and the community we serve, with opportunities to learn about different cultures, beliefs and customs. Everyone deserves to feel welcome in their community and in their workplaces and we are committed to supporting racial, gender and disability equity in everything we do.

East Lothian is a fantastic place for all ages, lifestyles and abilities.

We intend to make decisions that support people to thrive at all stages of life, prioritising independence, an early intervention/prevention approach to health and social care and by empowering people to lead in their own health journey.

## Background Information

### What is the East Lothian Integration Joint Board?

The East Lothian Integration Joint Board (IJB) is the governing body that is responsible for allocating funds, planning delegated services and overseeing the delivery of health and social care in East Lothian.

Its role is to direct East Lothian Health and Social Care (East Lothian HSCP) to deliver services to the community in line with national standards and levels of service.

East Lothian HSCP is a cooperation of staff employed by East Lothian Council, NHS Lothian, contracted service suppliers and third sector partners to deliver health and social care services to the community.

The services that East Lothian IJB directs (delegated services) include:



Acute and Ongoing Care	Adult social work	East Lothian Rehabilitation Service	Community, Mental Health and Learning Disabilities
<ul style="list-style-type: none"><li>• East Lothian Community Hospital</li><li>• Internal care homes</li><li>• Hospital at home</li><li>• Care at home Services</li></ul>	<ul style="list-style-type: none"><li>• Care home assessment and review team</li><li>• Duty / adult social work</li><li>• Community review team</li><li>• Justice social work</li><li>• Mental health officers</li></ul>	<ul style="list-style-type: none"><li>• Discharge to assess</li><li>• Discharge without delay</li><li>• Community rehabilitation</li><li>• In-patient rehabilitation</li><li>• Fall prevention service</li><li>• Physiotherapy service</li><li>• Occupational therapy service</li></ul>	<ul style="list-style-type: none"><li>• Adult day services</li><li>• Adult learning disability services</li><li>• Community mental health team</li><li>• Intensive Home Treatment Team</li><li>• Psychological services</li><li>• CWIC mental health</li><li>• Substance use service</li></ul>

<b>Nursing and Quality</b> <ul style="list-style-type: none"> <li>• District Nursing</li> <li>• Care home nursing team</li> <li>• Palliative care</li> <li>• Health visiting team</li> <li>• School nursing</li> </ul>	<b>Planning and Performance</b> <ul style="list-style-type: none"> <li>• Strategic planning</li> <li>• Performance and improvement</li> <li>• Commissioned service</li> <li>• Workforce and organisational development</li> <li>• Communications and engagement</li> </ul>	<b>Primary Care</b> <ul style="list-style-type: none"> <li>• GP Contract (supporting medical practices)</li> <li>• HSCP managed primary care services including: <ul style="list-style-type: none"> <li>• Care When It Counts (CWIC) Service</li> <li>• Community Treatment and Care Service (CTACS)</li> <li>• Pharmacotherapy</li> <li>• Vaccination Programme</li> <li>• Community Link Worker Service</li> </ul> </li> </ul>
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East Lothian IJB directs services by creating a plan that sets out its strategic priorities over a three-year period ([Strategic Plan](#)). The current strategic priorities are:

- Developing sustainable health and social care services
- Focusing on early intervention and prevention
- Increasing access to community-based services
- Shifting the balance of care from hospital to homely settings
- Keeping people safe
- Tackling health inequalities

To advance strategic priorities, East Lothian IJB must identify the areas of East Lothian HSCP where action will take place to move towards the goals of the strategic priorities and issue instructions to the delegated service areas informing how the services should be delivered. These instructions are called Directions.



The East Lothian IJB can influence how services are delivered through their Directions and via their role in overseeing (checking) that services are meeting required standards for the community.

East Lothian IJB is legally required to satisfy a variety of Scottish and UK-wide requirements to demonstrate how they contribute as a publicly funded body to the aims of Scottish and UK government. This takes the form of complying with laws and duties outlined in the [Joint Working Act](#) and in other relevant guidance.

### Public Sector Equality Duty

The Public Sector Equality Duty is one of the duties that East Lothian IJB is responsible for as part of its contribution to the Scottish and UK public sector. The duty is part of Equality Act 2010, an act that sets out UK laws that seek to address inequality and discrimination.

The Duty has three aims, referred to as the 'general needs':

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

### What are Equality Outcomes?

East Lothian Integration Joint Board is required by law to develop and publish information that sets out how it will fulfil its commitment to the Public Sector Equality Duty general needs.

Equality Outcomes define the ambitions a public body has that fulfil the Public Sector Equality general needs and improve life chances, experiences and health/social outcomes for the community we serve, our staff and the people that work with us to deliver services.

The Equality Outcomes East Lothian IJB commits to must cover a 4-year period. However, we are free to think and plan longer term if that assists us to achieve our equality aims.

This is the second East Lothian IJB Equality Outcomes, leading on from our [2021-2025 equality outcomes](#).

A report presenting some ways that East Lothian IJB has used its functional role as a planner and director of delegated services can be viewed via our website: [www.eastlothian.gov.uk/elhscp](http://www.eastlothian.gov.uk/elhscp).



East Lothian IJB Equality Outcomes 2025-2029 will contribute to East Lothian IJB's strategic objectives linking strategy, directions and services together through planning. They may also align with other East Lothian, Lothians, Scottish or UK-wide plans.

### How did East Lothian IJB decide on these Equality Outcomes?

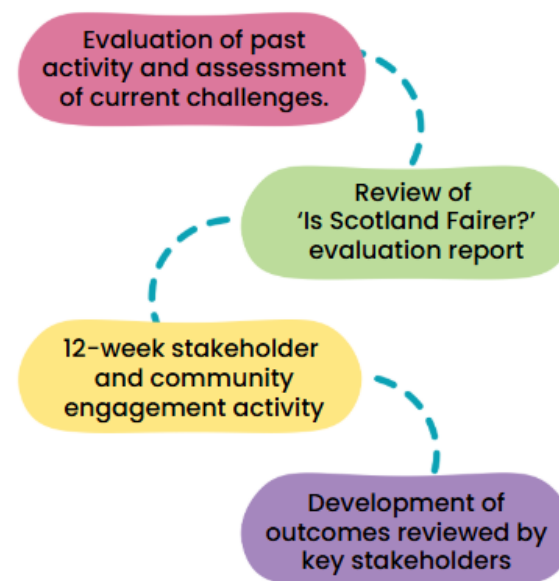
East Lothian IJB undertook a process of evaluation of past equality activity and a realistic assessment of its financial position and available health and social care data to help us understanding challenges in our community.

We reviewed the evidence that is published at a UK, Scottish, Lothian and East Lothian level, in particular the publication '[Is Scotland Fairer?](#)' and health data published by NHS Lothian intelligence and public health teams.

We took part in a 12-week stakeholder and community engagement activity with West and Midlothian local authorities, IJBs, HSCPs and NHS Lothian to gauge interest in and agreement with equality themes derived from the Fairer Scotland Report.

Engagement leads and equality professionals across Lothians worked together to draft a set of outcomes for each equality theme and tested them with our colleagues, third sector partners and the community via a range of conversations in existing forums and an online survey (Pan-Lothian Equality Outcomes survey).

We also asked our services managers and community facing staff their views on what steps would be most valuable to improving equality.



# Equality Outcomes

## Outcome 1: Participation and co-production



### Participation and co-production

**We will place human rights at the heart of our approach to community engagement.**

- We will take time to listen to the needs of our community, remove barriers to participation and empower people to participate in health and social care planning.
- We will build healthy, long-term relationships with the community based on transparency, honesty, trust and equality.



### **Public Sector Equality Duty:**

To advance equality of opportunity between people who share a protected characteristic and those who do not share it and to foster good relationships in the community.

### Why focus on participation?

As a public body we have a responsibility to co-produce health and social care options, planning and service changes with the community. Improving the functionality, quality, good will and trust in that process will help us and the community to understand our value to one another and our opportunities to collaborate.

Building long-term relationships with the community will help us to co-produce health and social care planning and commissioning as equals with different experiences, perspectives and skills to share.

To achieve this, we must understand our community, learn about their lives and listen to their priorities and needs. To do this we must understand where barriers exist and work together to decide how to tackle them. This may mean relating to each other in fundamentally different ways than we currently do.

Another way we can commit to better participation is to prioritise meeting the communication needs of everyone. Some communication needs are centred on different formats, languages and mediums of communication (videos, interactive web pages, BSL, different languages, Easy Read and braille formats). These can be related with a person having a protected characteristic and are legally supported, meaning we must meet the needs of people in these groups in particular contexts (Equality Act 2010).

We can better enable everyone in the community to feel welcome to join community engagement activities by being mindful of and taking acting to overcome the factors that can create barriers to participation, affect confidence and decrease the will to engage. Some of these barriers include:

- Lower literacy levels.
- Our use of jargon or acronyms.
- The venues selected for public engagement, their facilities and their functional roles (e.g. locations where people might attend community payback appointments, places without spaces for religious observance or breastfeeding, buildings that exclude people with limited mobility).
- The role of stigma as it relates to a wide range of experiences (drug and alcohol use, mental health, experience with the justice system).
- The health, social and income impacts of poverty.
- Family and gender-based violence.



## Community voices views on participation

### Equality Outcomes Community Engagement Survey

93% of East Lothian survey respondents agreed that focussing on equality outcomes related to participation was key.

East Lothian received 69 community suggestions/comments on participation and ways to deliver the outcomes through the survey and additional suggestions via existing groups as relationships. These included comments on:

- Support for co-production (health and social care working as equal partners with the community to design services together).
- The role and importance of physical community facilities and amenities in hosting and promoting community participation and in building vibrant towns and the role of public transport and active travel links in helping people in more rural communities to be able to get there.
- The value of working with our third sector partners and grass roots community groups to hear the voices of the most vulnerable in the community and understand more about the barriers they face in communicating their needs, interests and experiences in health and social care planning.
- Support for enabling the participation of older people by meeting their needs for participating. This means not relying on online or technology-based participation.
- The benefits of supporting people in the community that are already offering their time and skills to play and more central role in health and social care.
- Support for providing training to all staff on equity, equality impact assessment, participation and human rights so they can better understand, serve and amplify the voices of the community through their professional roles.
- A need to understand the role of poverty and stigma in community willingness to engage with health and social care and the wide ranges of ways poverty and stigma limit health, income and social opportunities for people living lives affected by them.



### Actions to develop participation and co-production

- ➡ We will work with our partners to understand the barriers to participation experienced by individuals who are comfortable speaking to our third sector / community partner groups however feel unable to express their needs to HSCP / IJB.
- ➡ With our third sector partners and the community we will identify, commit to and carry out activities that help us meet the needs of everyone, remove barriers to participation and enable everyone to feel they have a seat at the table.
- ➡ East Lothian IJB will direct, enable and support the co-production of an East Lothian model of community engagement that places people at the centre of options appraisal, planning, decision making and evaluation. The model will focus on inclusivity, community empowerment and meeting the diverse communication, physical and social needs of everyone.
- ➡ East Lothian IJB will integrate the Independent Community Panel into its Programme Boards and governance structures, supporting and empowering the panel to become a key source of community voices in East Lothian.
- ➡ We will work East Lothian Council, NHS Lothian and other peer cross the Lothians to achieve actions identified in BSL plans in 2024.
- ➡ We commit to improving the accessibility of our communications by making efforts to understand and meet the needs of service users and engagement audiences. For example, producing materials in languages other than English, including BSL, and providing large font, easy read or braille formats to meet a broad variety of needs.

## Outcome 2: Dignity and Respect



### Dignity and respect

#### **Everyone is treated with dignity and respect.**

- People of all abilities, ages, races and ethnic backgrounds, religions, sexual orientations, genders and /or those experiencing social and health disadvantages feel they are treated with dignity and respect.
- Staff have an awareness of different cultures that supports them to carry out their role.



#### **Public Sector Equality Duty:**

To eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who do not share it and to foster good relationships in the community.

### Why focus on dignity and respect?

Recognising and maintaining dignity and respecting each other makes for a better society overall.

It removes barriers that could be contributing to people with some characteristics not accessing services and supports that people without those characteristics benefit from. If we can improve dignity and respect for everyone, it can help us to address health, social and income inequalities.



The Equality Act 2010 legislates that people who have a protected characteristic must not experience discrimination, harassment, victimisation or unequal treatment that stands out as different to the way that do not share that protected characteristic are treated.

This applies both at work (staff working within services that are delegated to EL IJB) and when the community accesses health and social care services. A good way to improve equal access and eliminate discrimination is by focussing on practical ways we can help preserve dignity and show our respect for different types of people through considerate planning and delivery of our delegated services.



### Community views on dignity and respect

‘Delivery of all services should prioritise relationships. An understanding of trauma supports the provision of environments, services and interactions which respect and support everyone’. Community member comment, Pan-Lothian Equality Survey 2024.



### Actions to ensure dignity and respect

- ➔ We will work with our third sector partners and other community groups to understand more about how different groups are feeling in relation to feeling respected when accessing health and social care services.
- ➔ Meeting People’s Needs:
  - Together with our third sector partners and the community we will identify, commit to and carry out activities that help us meet community needs for dignity and respect. We will define behaviours that demonstrate respect and share this information with staff that deliver our delegated services.
  - Together with the staff that deliver services delegated to or commissioned by us, we will identify, commit to and carry out activities that help us meet community needs for dignity and respect, define behaviours that demonstrate respect and address the barriers caused by any unmet needs.

- ➡ East Lothian IJB will direct, enable and support the co-production of an East Lothian Charter that sets out how both staff working in delegated services/contracted organisations can expect to feel respected and how we can preserve the dignity of community members and the staff that interact with them through our delegated services.
- ➡ We will work East Lothian Council, NHS Lothian and other peers across the Lothians to support and achieve actions identified in similar plans.
- ➡ We will respond to any comments and feedback on the process with open minds. We will 'listen to understand'. We will take interest in expressions or feelings of defensiveness we witness or notice in ourselves in response to someone else expressing their experience with dignity and respect.
- ➡ We will develop systems to address behaviours that do not meet the standards established in our Charter.
- ➡ We will ensure staff delivering our services are supported to behave with cultural sensitivity. This may mean training or sharing information gathered from the community.

## Outcome 3: Anti-racism



### Anti-racism

#### **We will be an anti-racist organisation.**

- Service users and staff feel supported and confident to report racism.
- Managers and team leaders feel equipped and confident to address reports of racism, harassment or unequal treatment.



#### **Public Sector Equality Duty:**

To eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who do not share it and to foster good relationships in the community.

### Why focus on anti-racism?

Substantial evidence exists of the negative impacts of racism on mental health and wellbeing, career opportunities, safety, equal access to services and equality of health outcomes. As the East Lothian community and the people that work delivering services delegated to us become more racially diverse, we want to ensure that our planning and management supports excellent relations between people of all racial and ethnic backgrounds and promotes equality of access to dignity and respect, social and work opportunities, justice and health services.

We want to ensure that our efforts towards understanding personal experiences and equipping staff to talk about race related issues will translate into positive health and social outcomes for everyone.

NHS Lothian has made a training film to help people understand experiences of staff with racism, why it's important to be anti-racist and what this looks like in practice. Link to film: [Understanding racism](#)



## Community evidence

- An Equality and Human Rights Commission Inquiry gathered evidence of poor treatment of BME people in health and social care workplaces. Many BME workers felt that others were treating them in a negative or unfavourable way because of their race or nationality.
- A Mental Welfare Commission review examining racial inequality across in Scotland found differences in the way the Mental Health Act is applied when BME people are detained for mental health care and treatment compared to White Scottish People, particularly between Black and White Scottish women.



## Actions that demonstrate we are committed to being an anti-racist organisation

- ➡ We will work with our third sector partners, community groups and the staff delivering our delegated services to understand more about whether they feel that have experienced racism, the sort of behaviours, comments or treatment they received and what would have improved their experience (either what happen to them or how the situation was managed).
- ➡ We will direct staff responsible for the commissioning and oversight of services to embed requirements to meet public sector race equality standards in tender documents and assessments (and our East Lothian Charter, when created), establish robust reporting mechanisms for racist incidents and address the resolution of incidents in a way acceptable to the public sector under applicable laws and duties.

- ➡ Staff will receive training specific to their roles and responsibilities that will enable them to improve their confidence in talking about, reporting and addressing racism in a health and social care setting.
- ➡ A communications campaign will be undertaken to offer information about the options staff working in our delegated services have for raising incidents of racism and what they can expect from the response.
- ➡ A communications campaign will be undertaken to offer information about options service users have for raising incidents of racism and what they can expect from the response.

## Outcome 4: Enabling independence



### Enabling independence

#### **We will encourage and enable independence.**

- We will work collaboratively across our organisation and with partners to support individuals to be more independent, to enable them to live more fulfilling lives.

For example, we will provide demonstrations of assistive technology to support individuals at home, we will provide travel training (building the ability and confidence to use public transport) and provide a rehabilitative approach to care to encourage individuals, where possible, to remain independent at home.



#### **Public Sector Equality Duty:**

To advance equality of opportunity between people who share a protected characteristic and those who do not share it and to foster good relationships in the community.

### Why focus on enabling independence?

Helping people to establish and maintain independence has a range of positive effects on physical and mental health, confidence, life opportunities and autonomy. This equality outcome will benefit a range of people, for example:

- Young people becoming adults experiencing independence for the first time.
- People with physical and learning disabilities.
- Individuals being supported by mental health or substance use services.

- People gaining independence after periods of homeless or custodial sentences.
- Individuals leaving situations who benefit from additional protection (e.g. people who have experienced abuse or crime).
- People in older age groups seeking to maintain an independent life that compliments their changing health and needs.



### Community voices on enabling independence

The Planning Older People's Services (POPS) consultation in 2023 and 2024 identified a priority from the older population of East Lothian to remain independent in their homes for as long as possible.

A number of comments were received from the community during the Pan-Lothian Equality Outcomes Survey that supported opportunities for people with learning disability to receive support to gain skills to navigate day to day scenarios independently. This was also raised as an important opportunity during the Equality Impact Assessment conducted on the Health and Social Care Partnership's draft Transport Policy in early 2025.



### Actions to enable independence

- ➡ We will support the transition of young people to adult services with careful policy, planning and commissioning that fosters independence e.g. travel training for young adults to assist them in learning the skills to navigate active travel and public transport effectively, staffed demonstration home showing the range of assistive technologies a person can access to remain independent in their home for longer at any age.
- ➡ Together with our third sector and community partners, we will identify how we can most meaningfully track progress towards supporting independence.

## Outcome 5: Addressing Health Inequalities



### Health inequalities

#### **We aim to reduce health inequalities by addressing their root causes.**

- Our staff and community have a greater awareness of the role of poverty in unequal mental and physical health outcomes.
- Our services and those commissioned by us will be trauma-informed, stigma aware, simple to access and focussed on prevention / early intervention.



#### **Public Sector Equality Duty:**

To eliminate unlawful discrimination, harassment and victimisation, to advance equality of opportunity between people who share a protected characteristic and those who do not share it and to foster good relationships in the community.

### Why focus on health inequalities?

Healthy life expectancy (the average number of years a person would expect to live in good health) in East Lothian is approximately 8 years less for people living in the poorest households than for people living in the wealthiest. The reasons for this are complex, but evidence points to a number of intersecting pressures centred around unequal health, social and income opportunities that compound over the course of a person's life.

By acknowledging and finding out more about the factors that influence health inequalities, we can work with the community, our partner organisations (East Lothian Council, NHS Lothian), our third sector partners and community organisations to find ways to affect change to the root causes. This joined up approach offers the community, especially those living with the highest levels of disadvantage and those compounded by older age a chance to live healthier, more fulfilling lives.



## Community voices on health inequalities

81% of East Lothian survey respondents agreed that focussing on equality outcomes related to health inequalities was key.

East Lothian received 114 community suggestions/comments on health inequalities and ways to deliver the outcomes through the survey and additional suggestions via existing groups as relationships. These included comments on:

- Strong support for prevention of poor physical and mental health through opportunities to learn about healthy living and to be active and participate in sports, especially in adulthood.
- Support for improving access to GP services.
- Support for mental health services for all ages, especially services that help people before their mental health takes a serious/dangerous decline.
- Support for focussing health inequality funding on those that need it most, especially families experiencing poverty related health inequalities across the generations.
- The need to support people with learning disabilities, especially adults.
- The need to take action to support men's health, especially mental health and suicide prevention.
- Access to more specialised health services in East Lothian.
- Meeting the language communication needs of everyone to eliminate barriers to accessing services (e.g. better promotion/awareness of translation services, more information available in BSL).



### Actions to reduce health inequalities

- ➡ We will work with East Lothian Council's team responsible for the Poverty Plan and support them in their goals through our service planning and commissioning.
- ➡ We will embed training on poverty related inequalities in East Lothian HSCP Learning and Development.
- ➡ We will identify health inequality benchmarks via NHS Intelligence Team data and the East Lothian Joint Strategic Needs Assessment and decide upon targets for improving key health inequality metrics.
- ➡ We will work with Volunteer Centre East Lothian to explore the opportunities presented by the life challenges/personal coaching data mapping software they are trialling (Signal).
- ➡ We will launch our Single Point of Contact for Mental Health telephone service.
- ➡ We will collaborate with NHS Lothian and local partners to establish a forum on suicide prevention. The forum will join up different types of work being done to support mental health crises before they escalate.