

Perth and Kinross Health and Social Care Integrated Joint Board - Equality Outcomes Action Plan

	Equality Outcome 1 – Health and social care partners will ensure that care is person-centred and services are accessible to individuals and community groups with relevant protected characteristics (<i>Cross reference to NHS Tayside Equality Outcome 1 and PKC Equality Outcome 1</i>)		
	<i>Context: Many people do not know how to get help from the Partnership. Many people do not know which services the Partnership provides or whether those services are available for them. Many people face barriers such as living in rural areas where transport and internet connectivity may be more difficult to access or because their age may prevent them having access to services. Some communities or individuals may not seek help if information is not available in relevant formats or community languages (for people with disabilities or minority ethnic groups) and may struggle at first point of contact if interpreting support is not available to them.</i>		
	Relevant Strategic Plan Priorities: <i>Prevention and Early Intervention</i> <i>Person centred health, care and support</i> <i>Inequality, inequity and healthy living</i>	*Relevant Protected Characteristics: Age, <i>Disability</i> , Gender <i>reassignment</i> , Race, Religion or Belief, Sex, Sexual Orientation	Relevant Aspects of General Duty: - <i>Eliminate Discrimination</i> - <i>Advance equality of opportunity</i> - <i>Foster Good Relations between communities</i>
	Action	Evidence of Progress (Year 2 update as at 31 March 2018)	Delivery timescales and future actions
PKC	All clients assessed by the Social Work Early Intervention and Prevention team are subject to an individual needs assessment	Client details recorded on SWIFT system	Ongoing
PKC	All staff in the Council have access to Council Guidance and Standards on Translation, Interpreting and Communications in other formats for use as required	Perth & Kinross Council monitor usage of Language Line (telephone interpreting support) and Language Base (face-to-face interpreting/translation support) Main service usage (Housing/Homelessness and Welfare Rights) Main Language usage – Polish, Arabic, Romanian	Ongoing
PKC/NHS	Production of BSL Action Plan for both partner organisations in accordance with Scottish Government requirements	Both NHST and PKC have published a BSL plan. PKC - https://www.pkc.gov.uk/BSL NHST- https://youtu.be/m43T-N2e-4c	

NHS	To ensure that all staff within the IJB are aware of their responsibilities in relation to identifying and meeting the reasonable adjustment needs of patients with communication requirements.	<p>It is important that all staff know that it is not an option or choice to have an interpreter, but a legal requirement to provide an interpreter to ensure the delivery of fair, equitable and non-discriminatory services for patients that are safe, effective and person centred.</p> <p>The Interpretation and Translation LearnPro module is now available for all staff to complete. All GP practices have been informed of the LearnPro and are encouraged to complete it.</p> <p>The module contains a section on Discrimination Law and our legal responsibilities with regard to making reasonable adjustments for profoundly deaf patients and their carer's, and in some circumstances where family and friends who have Power of Attorney or legal guardianship of a patient. It highlights the roles and responsibilities for all staff along with their accountability and responsibilities to ensure that I&T services are provided at point of need.</p> <p>The number of completed passes in Interpretation and Translation Module to date is 3480.</p>	Reinforce the key message to all staff who have contact with patients and members of the public, about the importance of staff undertaking and completing the Interpretation and Translation LearnPro module.
NHS	To ensure that all services within the IJB are able to provide reasonable adjustment needs of patients with communication requirements.	<p>NHS Tayside now have their own in-house Interpretation & Translation Service which from 01 November 2017. There are currently have 5 BSL Interpreters within the team and 5 Language Interpreters (3 Polish and 2 Arabic Interpreters). This is to ensure that there are interpreters who cover the top three languages Polish, Arabic and BSL. As these are NHS Employees they work closely with GP practices in the Tayside area:-</p> <ul style="list-style-type: none"> • Delivery of Deaf awareness / How to work with a Sign Language Interpreter training sessions. Also encourage GP practices to be accessible for their Deaf patients (i.e. have a mobile phone so that patient can text direct to the Surgery). • BSL Contact Scotland have arranged training sessions for all NHS Tayside Services • Production of information in BSL upon request. 	

		<ul style="list-style-type: none"> On occasions if a GP practice needed to contact the patient urgently to let them know about a change of appointment – the Interpretation & Translation Service would contact them on behalf of the GP Practice OR help the GP Practice word a text message to the Deaf person (as BSL is their first preferred language). 	
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	Equality Outcome 2 – Individuals and community groups with relevant protected characteristics in Perth and Kinross will have opportunities to participate in and influence Integration Joint Board decisions (Cross reference to PKC Equality Outcome 2)		
	<i>Context: Some individuals or community groups may be under-represented in different parts of the local community and may not have the same opportunity to have their 'voice' heard or understand how they can put their points of view forward.</i>		
	Relevant Strategic Plan Priorities: <i>Person centred health, care and support</i> <i>Inequality, inequity and healthy living</i> <i>Work together with communities</i> <i>Making the best use of available facilities, people and resources</i>	*Relevant Protected Characteristics: All	Relevant Aspects of General Duty: <i>- Eliminate Discrimination</i> <i>- Advance equality of opportunity</i>
	Action	Evidence of Progress (Year 2 update as at 31 March 2018)	Delivery timescales and future actions
PKC	Undertake consultation events with equalities groups as part of strategy/policy development	<p>Continuation of a Safe Place programme of meetings for adults with disabilities in partnership with Centre for Inclusive Living. 2017/18 sessions focussed on Self-Directed Support; Access to Ambulance services; Access to social care services.</p> <p>Establishment of a new Equalities Governance Structure reporting to the Community Planning Partnership Executive Officer Group - this involved Perth & Kinross Council and NHS Tayside membership of the 2 key groups (Equalities Strategic Forum and Community Equalities Advisory Group)</p>	

		<p>Continued participation in the Multi-Agency Working Group in relation to issues affecting migrant workers</p> <p>Establishment of an LGBT+ Development Group with representation from statutory and third sector groups to respond to issues affecting the local LGBT+ community</p> <p>Approving revised Gypsy/Traveller Strategy for Perth and Kinross for 2018-21</p> <p>Monitoring of those voluntary organisations which have a Service Level Agreement that work specifically with an equality protected characteristic group</p> <p>Continued participation with Syrian Refugee families and Unaccompanied Asylum Seeker programme in Perth and Kinross</p> <p>Continued engagement with Perth Islamic Society regarding relocation to new Mosque and development of a Muslim burial space in Perth Cemetery</p> <p>Us and the Housing Group for people with learning disabilities continues</p> <p>Homeless Voice Group continues</p> <p>Regular tenant participation continues</p>	
NHS		Community Engagement Workers recruited through PKAVS who are linking with communities across P&K, and this includes minority groups. These workers now form part of the partnership planning and commissioning service.	The feedback feeds into the Strategic Plan.
		Locality participation framework which includes ensuring engagement with minority groups.	Local Action Partnerships now in place

	Equality Outcome 3 – Employees in health and social care partner agencies will have equality of opportunity in employment policy and practice (<i>Cross Reference to NHS Tayside Equality Outcome 3 and PKC Equality Outcome 3</i>)		
	<i>Context: As major local employers the Council and NHS wishes to play their part in encouraging a thriving, expanding local economy with suitable employment opportunities and development opportunities for staff and a diverse workforce which reflects the local population.</i>		
	Relevant Strategic Plan Priorities: <i>Making the best use of available facilities, people and resources</i>	Relevant Protected Characteristics: All	Relevant Aspects of General Duty: - Eliminate Discrimination - Advance equality of opportunity
	Action	Evidence of Progress (Year 2 update as at 31 March 2018)	Delivery timescales and future actions
PKC	Provision of an employment support service which will assist people with disabilities to access employment opportunities	The Council also provides an employment support service (Employment Support Team) which assists people with learning disabilities, autism, acquired brain injury, or mental ill health to access employment opportunities. Nine people (13% of the total number in paid employment on their caseload) have become paid Council employees because of the actions of the service. 25 people (45% of the total number of people supported in voluntary/work experience on their caseload are in a voluntary position within the Council including 14 in projects directly supported by the service such as Working Roots and Green2Go).	Ongoing programme
	Ensure equality issues are a key element of staff learning and development programme	PKC training and events: We ensure that equality issues are a key element of our staff learning and development programme. This year we updated equalities elearning content and have seen 550 staff completing the module since 1 April 2017. 581 staff were ‘in progress’ during this period. We also introduced an equalities lunchtime learning programme between January and March with 76 staff attending 10 different sessions delivered by	Ongoing programme

		<p>a range of external organisations free of charge – programme included anti-sectarianism (online abuse); HIV awareness; Andy’s Man Club; disability communication; immigration; asylum and discrimination; LGBT awareness; cultural awareness – South Asian and Polish. This programme will further develop in 2018/19 with ‘twilight’ sessions taking place in rural areas and filmed sessions available</p> <p>LGBT+ staff networks and a disability staff network now in place within PKC, and this is open to all staff within the HSCP.</p>	
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	Equality Outcome 4 – Data collected, information provided and communications issued by health and social care partners will be accessible and inclusive (<i>Cross reference to NHS Tayside Equality Outcomes 2 and 3</i>)		
	<p><i>Context: People who cannot speak English or have limited understanding of English will have access to effective and inclusive communication which will meet their individual needs. Inclusive communication means we will share information in a way that everyone will understand and enable people to express themselves in the way they find easiest. Inclusive communication is written information, online information, telephone and face to face information.</i></p> <p><i>We will provide and publish information in an accessible format that is easy to understand, in different languages, easy to read and in plain language. for all</i></p> <p><i>The partners will monitor, collect, record and analyse appropriate data on protected characteristics.</i></p>		
	Relevant Strategic Plan Priorities: <i>Person centred health, care and support</i> <i>Inequality, inequity and healthy living</i> <i>Making the best use of available facilities, people and resources</i>	*Relevant Protected Characteristics: All	Relevant Aspects of General Duty: <i>- Foster Good Relations Between communities</i> <i>- Advance equality of opportunity</i>
	Action	Evidence of Progress (Year 2 update as at 31 March 2018)	Delivery timescales and future actions
PKC / NHS	Ensure internal and external communications are provided in accessible formats if required	We have a Communications Plan which is equality proofed for both electronic and written communications.	Ongoing

	<p>With regards data collected, ensure race/ethnicity of patient is recorded.</p>	<p>Race/Ethnicity is continuing to be collected at above Scottish average for NHS Tayside.</p> <p>The "Improving ethnic data collection for equality and diversity monitoring" report is published twice yearly in August and February and provides up to date information on the completeness of ethnicity reporting in hospital discharge and outpatient data.</p> <p>Data collection for NHS Tayside:</p> <table><tr><td></td><td>Oct 18</td><td>Nov 18</td><td>Dec 18</td><td>Jan 19</td><td>Feb 19</td></tr><tr><td>% of SMR01 activity with ethnicity recorded</td><td>86%</td><td>85%</td><td>87%</td><td>86%</td><td>86%</td></tr><tr><td>% of SMR02 activity with ethnicity recorded</td><td>82%</td><td>84%</td><td>86%</td><td>85%</td><td>85%</td></tr><tr><td>% of SMR04 activity with ethnicity recorded</td><td>81%</td><td>81%</td><td>85%</td><td>86%</td><td>90%</td></tr><tr><td>% of SMR00 activity with ethnicity recorded</td><td>74%</td><td>76%</td><td>75%</td><td>76%</td><td>76%</td></tr></table>		Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	% of SMR01 activity with ethnicity recorded	86%	85%	87%	86%	86%	% of SMR02 activity with ethnicity recorded	82%	84%	86%	85%	85%	% of SMR04 activity with ethnicity recorded	81%	81%	85%	86%	90%	% of SMR00 activity with ethnicity recorded	74%	76%	75%	76%	76%	
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	<p>Ensure that all patient / client information leaflets and publications are in an accessible format and is made available in different languages.</p>	<p>NHS Tayside has a wealth of healthcare information in printed format.</p> <p>Making this information accessible to people whose first language is not English is important. Some literature is available through NHS Inform and NHS Tayside Board translates information for patients on an individual basis.</p> <p>We are in the process of making cards for Deaf people, and users of Arabic and Polish languages so they can show NHS staff they would like an interpreter. A new and updated Interpretation & Translation poster is being developed on how to access an Interpreter for planned and emergency appointments. The poster will have information for both staff and patients.</p> <p>Information can be produced in BSL upon request.</p>																															

	Employment monitoring now includes the protected characteristics of religion or belief and sexual orientation.	<p>Since the Council introduced monitoring of religion or belief and sexual orientation in 2014, the disclosure rates from employees have continued to improve.</p> <p>Religion or Belief</p> <p>31/05/14 6.3%</p> <p>31/05/15 7.9%</p> <p>31/05/16 10.5%</p> <p>31/05/17 14.7%</p> <p>31/05/18 19.3%</p> <p>Sexual Orientation</p> <p>31/05/14 6.2%</p> <p>31/05/15 8.2%</p> <p>31/05/16 10.6%</p> <p>31/05/17 14.8%</p> <p>31/05/18 19.4%</p>	Ongoing
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	Equality Outcome 5 – Individuals and community groups with relevant protected characteristics in Perth and Kinross will have opportunities to be involved in community activities and events in the area relevant to the work of the health and social care partnership (Cross reference to PKC Equality Outcome 4)		
	Context: Context: An increased migration to the area in recent years has seen the local population become more diverse. We want everyone to have the opportunity to be fully involved in events and activities which take place in the area		
	Relevant Strategic Plan Priorities: <i>Prevention and early intervention</i> <i>Inequality, inequity and healthy living</i> <i>Work together with communities</i> <i>Making the best use of available facilities, people and resources</i>	*Relevant Protected Characteristics: All	Relevant Aspects of General Duty: <i>- Foster Good Relations Between communities</i> <i>- Advance equality of opportunity</i>
	Action	Evidence of Progress (Year 2 update as at 31 March 2018)	Delivery timescales and future actions
PKC	Co-ordinate annual programme of 'see me' activities (mental health anti-stigma campaign)	The Council committed to the 'See Me In Work' programme in 2017 and an Action Plan is in place	Annual programme
	Co-ordinate multi-cultural events programme in partnership with PKAVS Minority Communities Hub and MECOPP	Celebrating Diversity We continue to arrange delivery of an extensive and popular multi-cultural events and community lunch club	Ongoing programme of events

	Gypsy/Traveller Carers Project	programme with our communities and partner organisations in the third sector. During 2017/18, six different events were attended by 12,875 people with extensive	
PKC	Co-ordinate programme of LGBT History month events	Annual LGBT History month programme of community and internal staff events held February 2019. Independently evaluated as being top local authority programme in Scotland for the seconds year running.	Ongoing annual programme
PKC / NHS	Co-ordinate minority ethnic community lunch club programme in partnership with PKAVS Minority Communities Hub and MECOPP Gypsy/Traveller Carers Project	Regular programme of activities continues for minority ethnic community lunch clubs programme in place	Co-ordinate minority ethnic community lunch club programme in partnership with PKAVS Minority Communities Hub and MECOPP Gypsy/Traveller Carers Project
	Provision of funding towards the SAINTS (Saints Academy Inclusion Through Sport) Project	Increased sporting opportunities and activities for those with learning disabilities, autism or mental wellbeing issues – ongoing programme. Now part of St. Johnstone Community Trust also delivering Street Sports and Football Memories (as well as Show Racism the Red Card)	Ongoing programme
	Contribute to the Stonewall Good Practice Programme for Public Services	Now part of Stonewall Diversity Champions programme – annually assessed LGBT+ Development Group in place to identify specific actions, improvements, events or initiatives which are required for our LGBT+ community to ensure that our services are inclusive, safe and welcoming for anyone who needs to access them or who live in or comes to visit Perth and Kinross.	Ongoing programme
		Through PKAVS participate in events such as carers and participatory budgeting.	
		TullochNet is a network which offers guidance support to minority groups in the community (particularly those who are vulnerable and those from more deprived areas)	
		Perth and Kinross “Your Community” website.	
PKC		Continuation of a Golf Memories group for adults with dementia which has involved them being able to meet weekly at a Golf Driving Range to hit a golf ball and reminisce	Ongoing programme