

**West Lothian Integration Joint Board
Equality Mainstreaming Report and Equality
Outcomes 2017 – 2021**

**Progress Report
April 2019**

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FOREWORD

NHS Lothian and West Lothian Council have a long history of working in partnership to meet the health and social care needs of the people of West Lothian and has a well-earned reputation for delivering ground-breaking and quality-driven public services to local people. We will continue this tradition by bringing health and social care services closer together wherever possible and working in partnership to deliver more accessible, integrated and high quality services which are jointly planned and community focused.

Our Integration Joint Board (IJB) Strategic Plan addresses our vision to increase wellbeing and reduce health inequalities across all communities in West Lothian. The main challenges to improving health in West Lothian are the ageing population, persistent health inequalities, the continuing shift in the pattern of disease towards long term conditions and growing numbers of people with multiple conditions and complex needs.

We are fully committed to working with individuals, local communities, staff and our community planning and other partners to make effective use of all of our resources. To do this, the expertise, knowledge and skills of colleagues, along with input from service users, providers and other stakeholders, will all help to drive new and more innovative ways of working at a local level.

In order to tackle the challenge of reducing the health inequalities gap in West Lothian, we are strongly committed to the development of a preventative outcomes-based approach, with an emphasis on effective early interventions to tackle social inequalities and improve wellbeing in communities. To this end our strategy focuses on prevention, early intervention and collaborative working to ensure services are planned, co-ordinated and evaluated on the delivery of outcomes; and resources are targeted to achieve the greatest impact on those most in need.

The IJB Strategic Plan is clear that equality will be at the heart of everything that we do as a partnership, including how we will take into account the protected characteristics in the planning and delivery of health and social care services. These protected characteristics are:

- Age
- Disability
- Gender Re-assignment
- Marriage and civil partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex (formerly known as gender)
- Sexual orientation

INTRODUCTION

This report sets out the approach of West Lothian Integration Joint Board (IJB) in making the public sector equality duty integral to its functions and the action plan which it considers will enable it to ensure that duty is met. The first section of the report reflects on progress towards mainstreaming equality between 1 April 2016 and 31 March 2017.

The report will also set out the IJB's Equality Outcomes for 2017 – 21 and will reflect progress towards these so far.

This report is produced in compliance with the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012.

Legislative context

The Public Sector Equality Duty set out in s149 of the Equality Act 2010 places an obligation on public authorities, in the exercise of their functions, to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation
- advance equality of opportunity between different groups and
- foster good relations between different groups.

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 place specific equality duties on public authorities, including the Integration Joint Board

Not all of the duties are relevant as the Integration Joint Board is not an employer. The specific duties which are relevant to note include:

- reporting on the mainstreaming of the equality duty
- agreeing and publishing equality outcomes and
- assessing and reviewing policies and practices.

The Specific Duties require that all Scottish public authorities must publish a report on mainstreaming equality and identify a set of equality outcomes. This is subject to being reviewed every two years within its four year cycle. This report brings the Integration Joint Board's equality reporting timescales in line with that of West Lothian Council and that of NHS Lothian.

Health and Social Care Integration Context

The Public Bodies (Joint Working) (Scotland) Act 2014 places a duty on Councils and Health Boards to delegate health and social care functions to an Integration Joint Board where that partnership has agreed to utilise a body corporate model.

This is the most significant reform to Scotland's National Health Service and social care service in a generation. The purpose of integrating these services is to improve the health and wellbeing outcomes of people.

NHS Lothian and West Lothian Council have chosen to integrate services through the establishment of The West Lothian Joint Integration Board.

From 1st April 2016, the West Lothian Joint Integration Board, a new, legal entity became responsible for planning, commissioning and overseeing the delivery of integrated health and social care provision, covering community and unplanned hospital healthcare and adult, children and families and community justice social work in West Lothian.

The functions that are delegated to the West Lothian IJB are set out in the West Lothian Integration Scheme ([West Lothian IJB Integration Scheme](#)). These functions were delegated to the IJB from 1 April 2016. In summary these include adult community health services, adult social care services and some hospital services. West Lothian IJB meetings are held in public.

Benefits of Mainstreaming Equality and Diversity

The Equality and Human Rights Mainstreaming Guidance identifies that mainstreaming the equality duty has a number of benefits including:

- Equality becomes part of everything we do, within our structures, behaviours and culture
- We are more transparent and can demonstrate how, in carrying out our functions, we are promoting and embedding equality
- Mainstreaming equality contributes to continuous improvement and better performance.

Mainstreaming is a specific requirement for public bodies in relation to implementing the Equality Duty 2010. It requires the integration of equality into day-to-day working, taking equality into account in the way we exercise our functions.

The IJB is at an early stage of its development. It was incorporated in October 2015 and assumed responsibility for the delegated functions on 1 April 2016. The following sections set out how the IJB has thus far mainstreamed equalities into its activities to date

The IJB has recognised its equality duties in the preparation of its key planning document, the Strategic Plan which has been informed by a strategic needs assessment to provide a fuller picture of the profile of the local population. The IJB will build upon this and ensure that a better understanding of the needs of its communities, including those who share protected characteristics, informs its future plans.

MAINSTREAMING EQUALITY

Partnership working

The IJB Strategic Plan was developed through extensive engagement with our local communities, service users and patients, clinicians, practitioners, carers and other stakeholders. In developing this plan, West Lothian IJB took account of the requirements for mainstreaming equality by aligning its strategic outcomes with the equality outcomes. The plan was subject to an integrated equalities impact assessment.

The equality outcomes are incorporated within the nine health and wellbeing outcomes which are core to the delivery of the Strategic Plan; these outcomes will be reported on regularly to the IJB and also as part of the annual report on the Strategic Plan.

The Strategic Plan focuses on prevention, early intervention and collaborative working to ensure services are planned, co-ordinated and evaluated on the delivery of outcomes; and resources are targeted to achieve the greatest impact on those most in need. We will also work with the wider Community Planning Partners to jointly find approaches and solutions to addressing the specific inequalities which relate to the people of West Lothian.

The Health and Social Care Partnership is committed to ensuring active participation of stakeholder groups in its decision making process. Therefore, IJB membership includes representatives of the voluntary sector, service users and health and social care staff.

Strategic Vision

The Strategic Plan for 2019-23 is at the heart of integration and sets out how health and social care services will be delivered in a more integrated way to improve the quality of support for people who need them and deliver the national health and wellbeing outcomes.

West Lothian faces a growing and ageing population over the lifetime of this plan and beyond. Our population is growing faster than the Scottish average and the number of people aged 75 and over is forecast to increase by 119.7% by 2041. Almost one in four (23.3%) people living in West Lothian report having a limiting long-term physical or mental health condition and the number of people providing unpaid care in the community has increased significantly in recent years. In addition, there are significant differences in health outcomes between some communities with an 8-10 year gap in life expectancy between the most deprived and least deprived areas.

The IJB is committed to working with our partners, service users, their families and the wider community to find effective and sustainable solutions and achieve the best outcomes for the people of West Lothian. This includes working with community

planning partners to address underlying social inequalities that result in health inequalities. Our East and West Locality Groups will provide a key mechanism community engagement, ensuring that services are planned according to local need and contributing to effective strategic commissioning.

In order to tackle the challenge of reducing the health inequalities gap in West Lothian, we are strongly committed to the development of a preventative outcomes-based approach, with an emphasis on effective early interventions to tackle social inequalities and improve wellbeing in communities.

The development of individual Commissioning Plans for specific care groups will ensure that

You can read and download the Strategic Plan [here](#).

Participation and Engagement Strategy

The Integration Scheme required NHS Lothian and West Lothian Council to develop a Participation and Engagement Strategy to ensure that the public and local interest groups can participate in a meaningful way in decisions around how services are provided.

The agreed strategy commits to making communication, participation and engagement equally accessible to all through a range of measures. The strategy can be found [here](#).

The partnership will maintain its commitment to holding meetings of the Integration Joint Board, its committees and Strategic Planning Group in accessible public buildings and to making meeting papers available online five days before the meetings.

Local Outcomes and Locality Planning

The IJB recognises the way health and social care services are delivered locally can have a significant impact on shifting the balance of care from hospital to community, reducing health inequalities and reducing emergency admissions. The Strategic Plan will ensure:

- More care and support is delivered at home or closer to home rather than in hospital or other institutions
- Care is person centred, with focus on the whole person and not just a problem or condition
- There is more joined up working across professions and agencies
- Citizens, communities and staff involved in providing health and social care services will have a greater say in how those services are planned and delivered.

Localities have been identified as part of the Strategic Plan, splitting West Lothian into East and West. These localities are based on 2011 data zones and are aligned

to General Practice (GP) populations and multi-member wards to support development of integrated models around GP Practice clusters and communities.

The ongoing locality profiling work will ensure that services are planned and led locally, taking into account the specific needs and characteristics of each locality, engaging the community and contributing to effective strategic commissioning.

Strategic Commissioning

The IJB has committed to developing strategic commissioning plans for all adult care groups. Each commissioning plan is determined by a local needs assessment and other relevant local or national strategies, which are considered in line with the total available resources.

The needs assessments involve:

- analysis of data based on the population, including demographic trends, health status and risk
- wide consultation with the public through surveys, focus groups, etc.
- consideration of the views of professionals or experts
- benchmarking with other areas in Scotland

This process insures that services commissioned are based on the needs of the population with a strong focus on data and consultation with those who the service will impact.

Monitoring and recording

Consultation and Engagement

Processes are available within partner bodies which enables monitoring and recording of the profile of people attending general consultation and engagements events. Completion of an equalities monitoring form has been encouraged to maintain and develop our understanding of the local population involved in engagement events.

Service delivery

Understanding how different people use our services is an important step in mainstreaming the Equality Duty in our service delivery functions. We are aware that gathering and using evidence is crucial to gaining this understanding. This information is currently collated by partner bodies and will continue to be so.

Integrated Impact Assessment

As a public body we are required to assess the impact of our decisions, changes to policies and practices and services against the requirements of the public sector equality duty

The equality impact assessment process is a way of examining new and existing policies, strategies, and changes or developments in service provision to assess what impact, if any, they are likely to have. In doing this we will consider the evidence of that impact on those who share a protected characteristic including feedback from consultation or engagement received from people sharing that characteristic.

Our legal requirement to do this covers only those individual characteristics identified in the Equality Act. However, in West Lothian, we recognise that these categories are only one element of the inter-related determinants of health, social care and life experience. We have reflected this in our impact assessment process by including categories to reflect the cross cutting issues which may affect people including poverty, homelessness, carers etc.

The standard report template for the IJB and its associated committees includes a section on whether an Integrated Impact Assessment has been completed on that particular occasion.

Mainstreaming Duty and Employment

The IJB is not an employing body and therefore is not subject to this duty. It can, however, commit to ensuring that its parent bodies meet their obligations under the Public Sector Equality Duty in relation to those functions which are delegated.

Both NHS Lothian and West Lothian Council publish mainstreaming reports, policy statements on equal pay and employment monitoring data as required by the Specific Duties (Scotland) Act. These can be accessed here:

[NHS Lothian](#)

[West Lothian Council](#)

It is however, important to recognise the Chief Officer and Board Members' roles in the governance, planning and decision making. It is crucial that the Board is able and supported to take account of the diversity of needs and characteristics of the community.

The gender balance on the West Lothian IJB at April 2019 was:

	Male	Female	Total
Non-Voting	4	6	10
Voting	8	0	8
All	12	6	18

EQUALITY OUTCOMES

In setting equality outcomes for the IJB consideration was given to the work done to develop local outcomes for the IJB Integration Scheme and the Strategic Plan. These local outcomes are aligned to the National Health and Wellbeing outcomes and are relevant to all of the protected characteristics.

Reducing inequalities, in particular, health inequalities, is central to the work of the IJB.

Current positions

Both NHS Lothian and West Lothian Council published existing Equality Outcomes and Mainstreaming Reports and have reviewed the progress towards these.

In developing the IJB equality outcomes, there was the need to reflect the existing equality outcomes for each partner organisation to ensure that there is an element of consistency.

The equality outcomes for each organisation are available online:

[NHS Lothian](#)

[West Lothian Council](#)

Progress against Equality Outcomes 2017 - 2019

The following action plan review progress from 2017 to 2019 against the outcomes published by the IJB for the period of April 2017 to April 2021. These outcomes will be reviewed again and new outcomes set in April 2021.

Outcome 1: Effective Leadership to ensure IJB governance, plans and decisions take account of the diversity of needs and characteristics of the community

Activities:

- ✓ Ensure that the emphasis on equality and diversity is connected from the strategic level through to the operational level.
- ✓ Ensure that all managers give clear and consistent messages on the importance of the Public Sector Equality Duty.
- ✓ Equality and rights will be incorporated into the regular performance reporting to the IJB.
- ✓ The IJB integrated workforce strategy will pay due regard to equality and diversity.

Outputs	Progress
Development sessions on equality and diversity offered to all board members	Action required
All relevant policies / procedures / allocations of resources are impact assessed	All new policies, procedures and service changes should be subject to Equality Impact Assessment to ensure no protected group is disadvantaged by any change implemented. The standard report template for the IJB has a section that must be filled in stating whether or not an assessment has been carried out. The new template, approved in March 2019, has made this section more prominent by moving the “summary of implications” to the top of the report. We will continue to monitor the conducting of Impact Assessments and recognise that this is an area where consistency could be improved.
Performance measures include	The commitments within our Strategic Plan are designed to engender a

<p>all protected characteristics</p>	<p>culture which promotes equality, values, diversity and protect human rights and social justice and tackles discrimination. Our Workforce Development Plan includes a commitment to be inclusive employers of a diverse workforce by ensuring recruitment opportunities are accessible to all groups and providing appropriate training and awareness raising of different equality areas. Our Workforce Development Plan commits us to examining opportunities for Positive Action in recruitment to increase number of employees employed with protected characteristics in terms of the Equality Act.</p>
<p>All relevant staff receive equality and diversity training</p>	<p>Equality and Diversity training is mandatory for employees of both the council and NHS Lothian. Council employees now receive this training as part of their induction. The percentage of Health and Social Care Partnership employees in NHS Lothian who had completed this training was at 92.3 at February 2019.</p>
<p>All managers have an annual performance review and personal development plan that includes an equality and diversity aspect</p>	<p>In NHS Lothian, all posts covered by Agenda for Change will each have a Knowledge and Skills Framework Post Outline that describes the knowledge and skills required by the post-holder. Under this framework, there are six core dimensions that apply to all posts, one being Equality and Diversity. In West Lothian Council’s core competencies framework, core behaviours relating to diversity are present from Team Leader/Manager level to Depute Chief Executive level and include promoting the benefits of diversity and challenge discrimination, prejudice and bias, and using the diversity within teams creatively to optimise customer outcomes.</p>

Outcome 2: People with protected characteristics are directly able to influence the way in which IJB commissioned services are planned and delivered

Activities:

- ✓ Ensure that needs assessments take account of emerging needs, such as the needs of asylum seekers and refugees.
- ✓ Utilise the knowledge, experience and information held by all partners, including local people and those with protected characteristics, to ensure that all people are able to fully participate in locality planning on an equal footing and without discrimination.
- ✓ Ensure that locality planning assists organisations, including those which represent people with protected characteristics, to participate.

Outputs	Progress
Communications about participation from the IJB and its parent bodies are accessible to all	In our recent consultations on the Strategic Plan and Locality Plans, communication was issued to a wide range of stakeholders including health and social care professionals, providers of health and social care, users of health and social care and their carers, providers of social housing and third sector providers. Hard to reach groups and equality forums were contacted directly and support to take part was offered. All consultation documents had contact details for respondents to request them in a different format.
Those who will be impacted by any particular service are consulted at the planning stage	The council carried out the Transforming Your Council consultation at the planning stage of service redesign and budget setting. NHS Lothian has appointed a Public Involvement and Engagement Manager who is

	<p>tasked with engaging the public at the early planning stages of service redesign. In addition, stakeholders representing Carers, the third-sector, and service users sit on the IJB as non-voting members. A wide range of stakeholders sit on the IJB’s Strategic Planning Group and its Locality Groups and they are encouraged to circulate information and consultation to their own networks. In addition, 77% percent of adults supported at home agreed that they had a say in how their help, care or support was provided in 2017/18.</p>
<p>Engagement activities are varied and inclusive</p>	<p>The Locality Planning engagement plan endeavours to provide a range of options for people to engage with us. This includes surveys being available both online and in hard copy, offering assistance to hard to reach groups to have meaningful participation and holding events in accessible spaces.</p>
<p>A wide range of equality forums/individuals engage with the IJB covering all protected characteristics</p>	<p>Further work is required to monitor the demographics of people who engage with us with a view to targeting those who do not engage as much in a more focused way. For those who answered the question relating to a particular characteristic as part of the IJB’s consultation on its Strategic Priorities, the majority of respondents identified as female at just under 69%, White Scottish (78.5%) or White British (15.4%) with 66% of being aged between 35 and 64. 26% of respondents indicated that they considered themselves to have a disability and the majority of these indicated that this was a long-standing illness or other health condition. Almost 49% of respondents had no caring responsibilities, 33% cared for children under 18 and 15% had other caring responsibilities.</p>

Outcome 3: IJB commissioned services are accessible, appropriate and inclusive to the needs of all, with no barriers which can limit access for those with protected characteristics

Activities:

- ✓ Ensure that needs assessments and subsequent care group commissioning plans take account of the needs of people and those with protected characteristics.
- ✓ Ensure that locality plans support the needs of people with protected characteristics, to participate.

Outputs	Progress
Services are provided in accessible buildings	NHS Lothian and West Lothian Council have a duty under the Equality Act to make their services accessible. Where a certain need is identified, for example specialist equipment for bariatric patients, adaptations are made to accommodate the patient. Where new buildings are installed, people with disabilities are consulted to ensure access issues are taken into account, for example, the new Blackburn Partnership Centre was planned with the consultation of the West Lothian Access Committee who made a number of recommendations relating to access, which were taken on board. We endeavour to install hearing loops in all of our buildings.
Services are accessible to asylum seekers, refugees and those who do not speak English	Both NHS Lothian and the council provide a range of communication supports including interpreters and translations/alternative formats for communications. NHS Lothian also employ specialist staff.
Communications about services from the IJB and its	In our recent consultations on the Strategic Plan and Locality Plans, communication was issued to a wide range of stakeholders including

<p>parent bodies are accessible to all</p>	<p>health and social care professionals, providers of health and social care, users of health and social care and their carers, providers of social housing and third sector providers. Hard to reach groups and equality forums were contacted directly and support to take part was offered. All consultation documents had contact details for respondents to request them in a different format.</p>
<p>Health and Social Care website provides information on a wide range of services</p>	<p>The Health and Social Care website is currently being refreshed. The new website aims to be much more user friendly and the layout of the website reflects the kind of help people are looking for so that the information they access is specific to their individual needs and concerns.</p>
<p>Services are accessible to all who need them</p>	<p>The IJB recently changed its eligibility threshold for social care and carer support to severe and critical, in line with the rest of Scotland. This ensures that the most vulnerable people in West Lothian can continue to be provided with the support they require. Anyone assessed as having low or moderate needs will be signposted to the most appropriate support. The transformational change programmes aim to improve access to services and make care more joined-up and seamless whilst signposting to other services where appropriate.</p>

Outcome 4: Awareness and understanding of the challenges and needs faced by those with protected characteristics is raised

Activities:

- ✓ Raise awareness and ensure that care group commissioning plans address particular needs such as autism, mental health, dementia, LGBT and older people services.
- ✓ Ensure that all customer-facing staff are best-equipped to provide a high standard of service for a wide range of needs.

Outputs	Progress
Health and Social Care website provides information on the challenges and needs of those with protected characteristics	The Health and Social Care website is currently being refreshed. The new website aims to be much more user friendly and the layout of the website reflects the kind of help people are looking for so that the information they access is specific to their individual needs and concerns.
Data on equality and all protected characteristics is shared and made available to the workforce	In 2017/18, 80% of staff considered themselves to be well informed (not equality specific). For those conducting impact assessment, extensive guidance is available and there are multiple public resources such as Information Services Scotland (ISD), though more effort could be made to signpost staff to these resources.
Data on equality and all protected characteristics is utilised when conducting needs	In both the council’s Equality Impact Assessment tool and the Integrated Impact Assessment tool, data on equality and protected characteristics

assessments	must be used to evidence the outcome of the assessment.
All customer-facing staff are trained in the Teach-Back method.	Evidence/action required.