



West Lothian Integration Joint Board Equality Mainstreaming Report and Equality Outcomes 2021 – 2025

PROGRESS REPORT 2023

Contents

Foreword.....	2
Introduction	3
Legislative Context	3
Health and Social Care Integration Context.....	3
Benefits of Mainstreaming Equality and Diversity	4
Mainstreaming Equality.....	5
Partnership Working	5
Strategic Vision	5
Strategic Delivery Plans	6
Improving Inequalities in Partnership	6
Home First Approach	6
Enabling High Quality Care, Support and Treatment.....	6
Communication and Engagement Strategy	7
Monitoring and Recording.....	7
Consultation and Engagement.....	7
Service Delivery	7
Integrated Impact Assessment	7
Mainstreaming Duty and Employment.....	8
Equality Outcomes.....	8
NHS Lothian and West Lothian Council.....	8
Progress towards Achieving our Equality Outcomes.....	8
Outcome 1:	9
Outcome 2:	11
Outcome 3:	13
Outcome 4:	15

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.

The Strategic Plan, for the period 2023 to 2028, builds on the achievements of the West Lothian Integration Joint Board (IJB) Strategic Plan 2019 to 2023 and sets out the Boards ambition for the continued development and improvement of health and social care services in West Lothian over the next 5 years. The IJB's Strategic Plan 2023-2028 describes how the IJB intend to deliver its vision of "Working in partnership to improve 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.

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 commissioning 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 approach that 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 2021 and 30 June 2023.

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

Legislative Context

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

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. The Integration Joint Board's equality reporting timescales are in line with West Lothian Council's and NHS Lothian's.

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 West Lothian Joint Integration Board.

From 1st April 2016, West Lothian Joint Integration Board became responsible for planning, commissioning and overseeing the delivery of integrated health and social care.

The functions that are delegated to the West Lothian IJB are set out in an [Integration Scheme](#) and are illustrated below:



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 has recognised its equality duties in the preparation of its Strategic Plan for 2023 – 2028, 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 with the implementation of Strategic Delivery Plans, which set out how the IJB will commission services to meet its strategic priorities and ensure better outcomes for the people of West Lothian.

Finally, the IJB’s current Communication and Engagement Strategy has been under review whilst developing a new strategy which sets out how the IJB intends to engage with its stakeholders to gain a better understanding of the needs of its communities, including those who share protected characteristics, to inform 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. The plan was subject to an Integrated Impact Assessment (IIA).

We are fully committed to working with individuals, families, 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.

This includes working with community planning partners to address underlying social inequalities that result in health inequalities.

The IJB is committed to ensuring active participation of stakeholder groups in its decision-making process.

The IJB membership includes representatives of the voluntary sector, service users, carers and health and social care staff.

Strategic Vision

The IJB requested that a new plan be developed from 2023 onwards and this has been progressed during 2022/23.

The first step in developing the new plan was the completion of the Strategic Needs Assessment to ensure a clear understanding of the needs and priorities of our population. Through the strategic needs assessment analysis has been undertaken of local and national data to identify current and future trends to support the planning and development of future services.

Alongside data analysis, a comprehensive engagement exercise was undertaken to ensure that the views of partners, staff, unpaid carers and people who use our services were captured to identify what is currently working well, what we still need to do and where any gaps exist.

The plan also outlines how we will deliver the nine national health and wellbeing outcomes through our strategic priorities and transformational change programmes against the background of demographic, and financial challenges.

West Lothian faces a growing and ageing population over the lifetime of this plan and beyond. The demographic and population projection data for West Lothian shows a population where older adults are increasing in number and will form a greater proportion of the population over time. The numbers of people in West Lothian aged 65 to 74 is expected to increase by 19% by 2028 with those aged over 75 increasing by 39%. This is compared to the Scottish average growth of 14.4% in the 65 to 74 population and 25.4% increase in those aged over 75 during the same time period.

Almost one in five (19.5%) people living in West Lothian report having a limiting longterm 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 communities.

The new Strategic Plan set the following strategic priorities:

- Improving Health Inequalities in Partnership
- A 'Home First' Approach
- Enabling High Quality Care, Support and Treatment

In order to achieve these aims and transform the way adult health and social care is provided, it is vital that resources are shifted from the traditional models of care to new models of care. As services develop and changes are achieved through our transformational change programmes, we will need to commission different types of services and in different ways.

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 contribute to health inequalities, with poorer health outcomes in some population groups.

Strategic Delivery Plans

The delivery plans inform our strategic commissioning and focus on ensuring that the IJB fulfils its statutory duty to achieve best value, while delivering, developing, and commissioning services that are person centred, take a human rights-based approach and are outcome focused. A delivery plan has been developed to take forward each strategic priority and will cover all adult care groups.

As part of scoping the delivery plans various service areas and strategy documents were explored and based on the results of the scoping exercise the following structure have been developed for each Delivery Plan as follows:

Improving Inequalities in Partnership

- Focusing on prevention and supporting people to self-manage
- Working with communities in partnership with others to maximise impact
- Alignment with LOIP and local priorities
- Wider determinants

Home First Approach

- Investment in early intervention and prevention
- A human-rights based approach
- Self-management
- Care and treatment provided as close to home as possible
- Planned care rather than crisis care
- Specialist care in the right place

Enabling High Quality Care, Support and Treatment

- Support the workforce to deliver high quality care
- Improvement through transformation including digital transformation
- Support for unpaid carers

- Managing financial resources effectively
- Sustainable delivery service

Communication and Engagement Strategy

A new Communication and Engagement Strategy has been developed and will be submitted to the IJB for approval in August 2023. The strategy will be used by Health and Social Care staff when planning and delivering communication and engagement activities associated with its work and aims to support better understanding across stakeholders and communities of integration. The IJB maintains its commitment to holding meetings of the Integration Joint Board and its committees which are accessible and to making meeting papers available five days before the meetings.

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 integrated 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 and groups 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.

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. In this section of the report, the IJB sets out its progress against the Equality Outcomes for 2017-21.

NHS Lothian and West Lothian Council

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 towards Achieving our Equality Outcomes

The following table is a final progress report against the outcomes published by the IJB for the period of April 2021 to 2023. The IJB acknowledges that it could always do more to better and more inclusively engage with its stakeholders.

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	<p>Outstanding, however, on consulting IJB members, a majority receive training through their employer/corporate body.</p> <p>A session on equality and diversity is planned for a future development session of the IJB.</p>
All relevant policies / procedures / allocations of resources are impact assessed	<p>All new policies, procedures and service changes should be subject to Integrated 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 template, approved in January 2021, requires the author to summarise the outcome of an IIA. We are continuing to monitor the conducting of Impact Assessments and recognise that this is an area where consistency could be improved.</p>
Performance measures include all protected characteristics	<p>The commitments within our Strategic Plan are designed to engender a 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>
All relevant staff receive equality and diversity training	<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.</p>
All managers have an annual performance review and personal	<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</p>

development plan that includes an equality and diversity aspect	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.
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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	All consultation documents had contact details for respondents to request them in a different format. Improvements could be made on how immediately accessible communications are, for example, Easy Read documents being produced as standard. This action will be rolled forward as part of the outcomes for 2021-25. We are currently in the process of arranging a group of staff within the HSCP to participate in Easy Read training.
Those who will be impacted by any particular service are consulted at the planning stage	<p>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 planning and commissioning boards and they are encouraged to circulate information and consultation to their own networks.</p> <p>The IJB has undertaken a range of consultations during planning of potential change including the development of the New Strategic Plan and 'Modernising Adult Social Care' which sought the views of proposals for potential savings measures. Further consultations were undertaken in relation to 'Bed Based Community Health and Social Care in West Lothian' through an online survey, face to face meetings and online meetings which were open to the public to attend. The discussions and feedback received during these consultations were included within the engagement activity in reports to the Integration Joint Board.</p>
Engagement activities are varied and inclusive	The IJB has published its Communication and Engagement Strategy 2020-2023, which sets out a framework for inclusive engagement and methods available to staff across the health and social care partnership.

	<p>The IJB has now reviewed the Communication and Engagement Strategy 2020-2023, and is due to report the new Communication and Engagement Strategy 2023-2026 to the Board in August 2023. This sets a framework for inclusive engagement and methods available to staff across the health and social care partnership.</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 new Strategic Plan, the majority of respondents identified as female at 69.5%, Scottish (79.8%) or British (15.8%). 9.8% 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, or a sensory impairment. Almost 39% of respondents had no caring responsibilities, 39.7% cared for children under 18 and 18.2% 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.
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 parent bodies are accessible to all	All consultation documents had contact details for respondents to request them in a different format. Improvements could be made on how immediately accessible communications are, for example, Easy Read documents being produced as standard. This action will be rolled forward as part of the outcomes for 2021-25. We are currently in the process of arranging a group of staff within the HSCP to participate in Easy Read training.
Health and Social Care website provides information on a wide range of services	<p>The Health and Social Care Partnership website was re-launched in Summer 2019.</p> <p>The website is currently under review with the aim of making it more user friendly and ensuring that the layout of the website reflects the kind of help that people are looking for and that the information they access is specific to their individual needs and concerns.</p> <p>The Health and Social Care Partnership website has 'Recite Me' software which offers a range of on-demand accessibility solutions. This software ensures our website is Web Content Accessibility Guidelines (WCAG) compliant and ensures that it is user-friendly for individuals with disabilities, situational challenges and language support, through customisable options.</p>

Services are accessible to all who need them	The Council, from whom the IJB commission services has an eligibility threshold for social care and carer support of substantial and critical, this is 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.

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	<p>The Health and Social Care Partnership website was re-launched in Summer 2019.</p> <p>The website is currently under review with the aim of making it more user friendly and ensuring that the layout of the website reflects the kind of help that people are looking for and that the information they access is specific to their individual needs and concerns.</p> <p>The Health and Social Care Partnership website has ‘Recite Me’ software which offers a range of on-demand accessibility solutions. This software ensures our website is Web Content Accessibility Guidelines (WCAG) compliant and ensures that it is user-friendly for individuals with disabilities, situational challenges and language support, through customisable options.</p>
Data on equality and all protected characteristics is shared and made available to the workforce	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 assessments	The Integrated Impact Assessment tool requires data on equality and protected characteristics must be used to evidence the outcome of the assessment.
All customer-facing staff are trained in the Teach-Back method	Not progressed