

REPORT TO ABERDEENSHIRE INTEGRATION JOINT BOARD – 20 MARCH 2019

EQUALITIES AND OUTCOMES ANNUAL PROGRESS/ UPDATE REPORT

1 Recommendation

It is recommended that the Integration Joint Board (IJB):-

1.1 Consider progress made to date in respect of implementing the Mainstreaming Equalities and Equalities Outcomes Report from April 18 to March 2019, towards meeting the Public Sector Equality Duty.

2 Risk

2.1 IJB 2 Health & Social Care Policy Alignment. Failure to deliver national and local policies leading to contradictory strategic direction.

IJB 9 Service and business transformation. Failure to plan, manage and deliver services that are fit for the future.

2.2 Implementation of the actions set out in the Mainstreaming Equalities and Equalities Outcomes Report will significantly contribute to ensuring services are delivered in a way that is fit for the future. Implementation of these actions will ensure due regard is given in the development of policies, strategies and service plans to certain groups/ communities who may experience inequality, discrimination and disadvantage. If these actions are not implemented there is a risk that business transformation to meet the needs of people with protected characteristics will not be met.

2.3 This would also mean that the Public Sector Equality Duty as set out in The Equality Act 2010 would not be met. Legislation requires the IJB to be compliant with The Equality Act 2010.

3 Background

3.1 The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 as amended by The Equality Act 2010 (Specific Duties) (Scotland) Amendment Regulations 2015 required Aberdeenshire Health and Social Care Partnership Integration Joint Board to publish a set of Equality Outcomes for 2016-2020 and a Mainstreaming Equalities Report by 30 April 2016.

3.2 Legally, this report has to be produced every four years setting out what the partnership will achieve in the field of equality and diversity with a progress report published every two years outlining the action taken and progress made towards the identified equality outcomes and how equalities has been

mainstreamed. This report provides an annual performance update for the IJB.

- 3.3 The Chief Officer, along with the Chief Finance Officer and the Legal Monitoring Officer within Business Services of the Council have been consulted in the preparation of this report.

4 Discussion

- 4.1 Considerable work is being undertaken by the Health & Social Care Partnership (HSCP) in respect of our five Equalities Outcomes. Case studies are available at Appendix 1 highlighting how the HSCP is delivering on the Equality Outcomes, making a tangible difference to our service users and staff. Moving forward into 2019/20, the development of a systematic process for recording equalities monitoring information will be piloted. This would provide a mechanism for data regarding service users' protected characteristics to be analysed, which would enable us to report on how our services are meeting the needs of different groups (see Appendix 2 below).

- 4.2 The Equalities Action Plan, available at Appendix 2, sets out key actions that have been implemented to mainstream equalities within the HSCP / IJB, and an overview of some of the areas of focus for 2019/20. The following have been the main focus of activity during the reporting period:

- Establishing an Equalities Champions Group to develop a shared vision and approach to mainstreaming equalities across Aberdeenshire Health and Social Care Partnership on behalf of the HSCP's Senior Management Team and in accordance with the legal equalities duty placed on the Integration Joint Board.
- Development of an Equalities Monitoring Form to be piloted alongside the new integrated referral form in 2019/20.
- Development of an equalities calendar for 2019 to raise awareness of and promote equality.
- An equalities workshop for the IJB.

Within the 2018/19 equalities work plan there were thirteen projects, ten of which are currently being progressed and three which are complete. With the Equalities Champions Group now in place, there is greater capacity to take forward the programme of work for 2019/20.

- 4.3 The current set of Equality Outcomes will come to the end of their four-year cycle in March 2020. A large focus of the work plan for 2019/20 will be on developing a new set of outcomes, with accompanying performance indicators, which will be in place for four years from April 2020. The development of the new outcomes will involve engagement with internal (staff / IJB) and external stakeholders. Learning from the work towards implementing the HSCP's current Equality Outcomes, will be used to inform the development of the new set for 2020-24. Through fuller engagement, we hope to identify specific improvement areas for focus for the next set of

Equality Outcomes. Furthermore, we will ensure that it possible to report progress through both qualitative and quantitative measures.

5 Equalities, Staffing and Financial Implications

- 5.1 Aberdeenshire HSCP/ IJB has considered its duties under The Equality Act 2010 and in particular the Public Sector Equality Duty. An equality impact assessment is not required because the reason for the report is simply for the Board to note and consider, there will be no differential impact, as a result of the report, on people with protected characteristics.
- 5.2 The financial implications, other than officer capacity, associated with the action plan are relatively minor and would be accommodated within current budgets.

Adam Coldwells
Chief Officer
Aberdeenshire Health and Social Care Partnership

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Date: 7 February 2019

EQUALITY OUTCOMES – CASE STUDIES

Equalities Outcome 1: Everyone in Aberdeenshire will be empowered to contribute to the development of health and social care services		
Case Study Title	Details of case study, demonstrating how equalities have made a tangible difference to service users?	Service responsible for project / activities
Aberdeenshire Shared Lives Scheme Happy Daisy Garden	<p>The Shared Lives scheme is registered with the Care Inspectorate to support people with a disability.</p> <p>The Happy Daisy Garden project was started by a Shared Lives carer who had identified a piece of land attached to the local Salvation Army Centre in Peterhead. The Salvation Army Centre is pivotal to providing support to the local community. With this in mind, the Shared Lives carer approached the organisation with her vision to transform the piece of land into a garden that could be worked on initially by Shared Lives and the people she supports as a Shared Lives Carer. Longer-term, the local community would also be able to benefit from the garden.</p> <p>At the outset of the project, requests were sent to everyone involved with Shared Lives and local shops to ask for items to help start the new project. People responded with tools, compost, a bird table, borders, trellising and plants.</p> <p>Work has been carried out to transform the land into a community garden, with impressive results:</p>	Shared Lives team and service users/carers

	<p data-bbox="308 1673 336 1877">2017 – before</p>  <p data-bbox="308 1115 336 1283">2018 - after</p>  <p data-bbox="831 524 975 1877">The garden project was a challenge for everyone who was involved from Shared Lives, and resulted in a huge sense of achievement and empowerment for everyone who contributed to its transformation. Those involved made new friendships, grew in confidence and were able to experience elements of risk and change, which help build key life skills.</p> <p data-bbox="1018 533 1086 1877">The community groups which are now using the garden include, Shared Lives, a toddler group, youth group and a group of older people.</p>	
<p data-bbox="1129 1973 1358 2186">Community Engagement - Adult Mental Health and Wellbeing Strategy</p>	<p data-bbox="1166 546 1235 1877">Development of the mental health and wellbeing strategy commenced in April 2018, and early community engagement was identified as an integral part of the development process.</p> <p data-bbox="1278 479 1385 1877">A project team was tasked with developing an engagement approach, comprising of colleagues from Aberdeenshire Health and Social Care Partnership, Aberdeenshire Voluntary Action, Scottish Association for Mental Health and the Scottish Recovery Network (SRN). The SRN provided</p>	<p data-bbox="1129 226 1158 439">Strategy Team</p>

advice and practical input in the development and delivery of the engagement sessions, sharing good practice from across Scotland.

The aims of the engagement process were to:

- Identify people's priorities for mental health and wellbeing in their local communities;
- Find out what resources currently supported people's mental health and wellbeing;
- Provide an opportunity for ongoing public engagement and involvement.

In total, 13 public events took place across Aberdeenshire in August, to seek people's views on current mental health support and services. The public events were complemented by a number of focussed sessions with a wide range of organisations and groups. An external workshop toolkit was also developed, which allowed groups to run their own sessions and send this information in.

People were asked to discuss the types of groups, activities, community facilities and services currently available that support mental health and wellbeing. Participants also gave views on current gaps and issues in terms of mental health services and were also asked what our future mental health priorities should be. Over 270 people participated in the engagement process.

The workshops were well received, with the majority of participants reporting they had felt listened to. The external workshop toolkit was very effective in ensuring a wider range of people could participate, including people living with mental health problems.

<p align="center">Equality Outcome 2: People who use health and social care services will be listened to and will have a positive experience of using services</p>		<p align="center">Team or individual responsible for project / activities</p>
<p align="center">Case Study Title</p>	<p align="center">Details of case study, demonstrating how equalities have made a tangible difference to service users?</p>	<p align="center">Team or individual responsible for project / activities</p>
<p>Community engagement at Edenholme care home Stonehaven.</p>	<p>In response to one-to-one discussions and resident feedback questionnaires, the staff at Edenholme Care Home decided to promote engagement between residents and local community groups.</p> <p>The aim of the first engagement activity was to involve local volunteers in the re-development of the garden at Edenholme. Re-planting areas of the garden was a form of gentle physical activity for the residents, and turned it into a more pleasant environment for them to spend time in. A local group of volunteers helped to dig over areas, weed, and bed in the new plants alongside some of the residents. One resident, a former farmer who has a diagnosis of dementia, enjoyed keeping the volunteers to task and advising them on how to plant properly. The residents took ownership of their new plants and watered the plants daily during the summer months. This provided a regular opportunity for fresh air and some gentle exercise. Window boxes and new seating were purchased, and residents can now enjoy sitting out in their 'spruced up' garden.</p> <p>To encourage bug life in the garden, 48 pupils from Arduithie primary school helped the residents to build a bug hotel. The pupils enjoyed chatting to the residents and helping them with construction. This intergenerational approach provided physical, mental and emotional benefits for Edenholme residents. Evidence suggests that intergenerational relationships give older adults a sense of purpose and helps younger generations have a greater respect for, and value of, older adults.</p> <p>Edenholme residents also agreed to take part in the Aberdeenshire Council's 'Green</p>	<p>Public Health Co-ordinator, Care Home staff team.</p>

	<p>Champions' programme. One of the initiatives involved inviting neighbours to use a new clothes recycling bank, a battery recycling box; and a spectacles recycling box.</p> <p>Other projects at Edenhme include the creation of a conversation café, developed with support from Public Health in the Autumn of 2017. The aim was to encourage residents and local mental health groups to meet once a month in a social setting to help reduce isolation and make new connections. The initial meeting was relatively small, but since 2017 the group has grown and there are now around 40 people attending, supported by a small group of volunteers.</p> <p>The opportunity to take part in a low-level walk is also part of this activity. This has brought new people into the home and has given another opportunity for socialising, making connections and gentle exercise.</p> <p>The outcomes achieved include:</p> <ul style="list-style-type: none"> • Community groups engaged with the service; • Positive outcomes for residents – socialising, exercise, stimulating activity; and • The Care Inspectorate awarded a grade of 5 (very good) for well-being, in September 2018. <p>In addition to anecdotal feedback, the results from the residents' survey in September 2018, showed that residents feel supported and well cared for to a high standard.</p>
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<p>Sea View Café, Stonehaven</p>	<p>The pictures above show Edenholme residents enjoying their new garden (left) and with pupils from Arduthie Primary School (right).</p> <p>The Sea View Café started out in Forest View Day Service in Stonehaven, offering a coffee morning once a month to anyone connected with the service. It was run by staff with service users helping with all aspects of running a café, from cooking and preparing food to serving customers.</p> <p>The project was well supported by many people from local groups and the community. People who attended provided feedback about how much they enjoyed the service, whilst many requests came from members of Forest View who wanted to be involved to help develop the café idea further.</p> <p>In response to this feedback, staff identified an opportunity to expand and develop into a business, whilst still reflecting the values and principles around integration, promoting independence, continued learning and healthy living. Following consultation, a location was</p>	<p>Forest View Day Centre staff</p>

	<p>identified within the local Community Centre in Stonehaven that suited the business model.</p> <p>The café moved in and now offers a service five days per week with the following aspirations:</p> <ol style="list-style-type: none"> 1) A community-based café in Stonehaven. 2) Promotion of independence and opportunities for training opportunities to vulnerable groups. 3) An integrated service with all people from all parts of the community. 4) The support and wellbeing of people in an inclusive environment. 5) Opportunities for alternative placement and volunteer opportunities to that of a day service environment for the people that attend Forest View Day Service. 6) A drop-in facility that is welcoming and safe to all, with signposting and information sharing facilities. <p>Sea View café is run with service coordinator and a support assistant from Forest View Day Service. They are skilled staff who provide support and training in a real working café environment, supported by management within Forest View, Scotland Healthy Eating Team, Environmental Health and Aberdeenshire Council.</p> <p>The outcomes achieved include:</p> <ol style="list-style-type: none"> 1) A brand new fully fitted and equipped cafe within the local community of Stonehaven. 2) Annually awarded the Healthy Living Award for the range of healthy products offered to customers, promoting a healthy diet through the café. 3) Offering training and volunteer placements to vulnerable people in an inclusive integrated environment. 4) Bringing an awareness of protected characteristic groups to the local community through integration and transparency. 5) Alternative to a Day Service setting, offering choice. 6) Staff development. 7) A good reputation as a café destination
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Equality Outcome 3: AHSCP Integrated Joint Board and staff have an increased understanding of the challenges facing people with protected characteristics and practice in a way that is sensitive to their requirements		Team or individual responsible for project / activities
Case Study Title	Details of case study, demonstrating how equalities have made a tangible difference to service users?	
Equalities Development Session	<p>An equalities development session took place with members of the Aberdeenshire Health and Social Care Partnership Integration Joint Board in September 2018. The session was led by the Aberdeenshire Council corporate equalities team.</p> <p>The purpose of the session was to ensure the IJB had current knowledge of the equalities legislation which is relevant to their role, the duties that they carry out and the decisions they make. The recently introduced Fairer Scotland Act was also covered to ensure the IJB have an awareness of new duties which will be coming into effect in the coming years.</p> <p>The session provided an opportunity for discussion and questions about equalities matters relevant to Integration Joint Boards. By way of follow up actions, IJB members were invited to opt into an Equalities News Bulletin published by Aberdeenshire Council. It was also agreed that a follow up development session with a focus on relevant case law should be planned for 2019/20.</p>	HWB lead/AC corporate equalities team

Equality Outcome 4: The health outcomes of people with protected characteristics will be improved.		
Case Study Title	Details of case study, demonstrating how equalities have made a tangible difference to service users?	Team or individual responsible for project / activities
Aberdeenshire Unpaid Adult Carer Recognition Events	<p>The purpose of these events was to recognise the significant contribution unpaid carers make in Aberdeenshire and to inform carers of new carer legislation. The Carers (Scotland) Act 2016, implemented on 1 April 2018.</p> <p>The Carers (Scotland) Act 2016 places a number of new duties on all Scottish local authorities and Health and Social Care Partnerships to support unpaid adult and young carers in a different way.</p> <p>AHSCP and Quarriers co-hosted events at six locations across Aberdeenshire over a two-week period in April, to enable as many carers as possible to attend. The events provided an opportunity for carers to spend an afternoon in the company of other carers, find out what the Carers (Scotland) Act 2016 means for them, and meet the HSCP Location Managers in their area. Internal and third sector agencies also provided information stands and advice at the events. Tea and cakes were provided, and each carer received a small goody bag containing local produce as a thank you for their valuable contributions.</p> <p>Feedback from those who attended the events was very positive and included some of the comments below.</p> <p><i>“Just to say how much I enjoyed the carer’s event this afternoon. It was very well organised and, I thought, very informative.” - Unpaid Carer, Banff Event.</i></p>	<p>Carer Strategy Team and Quarriers Aberdeenshire Carer Support Service.</p>

	<p><i>“We really enjoyed it and were pleased to see it so well supported. It was a good event made all the better by the lovely tea/coffee and delicious cakes and the super goody bags on the way out. Thank you all.” - Unpaid Carer, Banff Event.</i></p> <p><i>“This was a very well presented and informative event. As an unpaid carer it was an excellent opportunity to obtain advice from various organisations all in one place, I learned many things which before the event I felt did not really impact on myself or my family (for example, emergency planning). I am now going through the assessment process with Quarriers which has been very useful so far”. Unpaid Carer, Inverurie Event.</i></p> <p><i>“Thanks for the cakes, flowers and the <u>great</u> willingness to engage and speak – <u>very</u> much appreciated.” – Unpaid Carer Stonehaven Event.</i></p> <p>Quarriers Carer Support Service have seen a steady increase in self-referrals since the introduction of the Carers Act in April 2018, some of which are from the Carer Recognition Events.</p>
<p>Scottish Vocational Qualification for Unpaid Carers: First Aberdeenshire Young Carer to Receive the Award.</p>	<p>This qualification was created to enable any unpaid adult or young carers, who care for a loved one, family, friend or neighbour, to achieve an SVQ Level 2 whilst carrying out their caring role at home. This means that a carer’s skills, experiences and knowledge can now be transferred into an SVQ qualification.</p> <p>Two different qualifications are available depending on the age of the cared-for. When the cared-for is an adult, the carer can enroll in the Social Services and Healthcare qualification. When the cared-for is a baby, child or young person, it is the Social Services (Children and Young People) qualification.</p> <p>The SVQ project for unpaid carers commenced in May 2014 and to date 33 carers have completed the award, with another 15 currently in progress. The award is open to any adult or young carer.</p>

	<p>In 2018, a Young Carer was successfully awarded the SVQ Level 2 for Unpaid Carers, the first Aberdeenshire Young Carer to achieve the award. The young carer received the Social Services (Children and Young People) qualification, based on her caring role supporting a child in her family. She provided feedback to say the SVQ would be beneficial in the future, as it would help her: "Get recognised as a carer" and would be: "...something on my CV that other people don't have". She also provided feedback that she would recommend the SVQ to other carers because: "It's a great way of showing that carers do actually make a difference."</p> <p>The Young Carer was made aware of the SVQ by her guidance teacher as a result of promotion of the qualification by the SVQ Assessor within Aberdeenshire secondary schools. There are currently three more Young Carers enrolled on the course. Further promotion of the SVQ will take place in Aberdeenshire schools in 2019, to encourage more young carers to obtain a qualification in recognition of their role.</p>
<p>Looked After and Accommodated Young People Tobacco and E-cigarette project</p>	<p>In 2017 a research project was conducted with Looked After and Accommodated Young People (LAAYP) cared for by Aberdeenshire Council to investigate their attitudes and behaviours towards smoking and e-cigarettes. The results highlighted higher than average smoking rates and a need to improve wrap-around support for these young people to help reduce smoking, prevent the uptake of smoking and provide information about e-cigarettes.</p> <p>In 2018 a multi-agency Tobacco and e-cigarette working group led by the HSCP Public Health Team, have been progressing a programme of activities that aims to prevent, reduce and promote a smoke free environment for LAAYP and provide up-to-date messages about e-cigarettes. The long-term outcomes of the work aims to improve the health and wellbeing of this group of vulnerable young people who are at an increased risk of health inequality. Examples of activities include:</p> <ul style="list-style-type: none"> • Commissioning ASH Scotland to develop tobacco and e-cigarette training tailored to the needs of LAAYP and their carers. Carers were consulted on the development of the training package making the training relevant to their roles. The training is currently being rolled out to Residential, Foster and Kinship carers, Social Workers and other

	<p>professionals who work with LAAYP. Post training feedback has shown a positive shift in attitudes towards smoke free cultures for LAAYP.</p> <ul style="list-style-type: none"> • Working with LAAYP to develop improved ways to promote anti-smoking messages and information about e-cigarettes to young people. Feedback from these young people are informing the development of web-based resources. • Revising and improving LAAYP tobacco and e-cigarette policies and practice within the care setting. Residential home settings are now investigating moving towards being completely smoke free (no smoking in grounds). • Improving access and smoking cessation support for LAAYP. Young people have been shaping plans to improve pharmacy support for young people for issues like stop smoking support. • Piloting methods to improve the monitoring of smoking prevalence among LAAYP cared for by Aberdeenshire Council. 	
<p>New Scots Football Project</p>	<p>A local community football project has been set up as a result of a group of Syrian men attending an Aberdeenshire Wellbeing Festival event and taking part in a friendly football game. Feedback to public health from community workers after the event reflected how much the men had enjoyed the opportunity to engage with each other in this kind of activity. In response a bid was developed to provide funding for a local community football project.</p> <p>Health Improvement funding was provided to deliver weekly football training sessions in Inverurie, with the aim of creating new friendships within the refugee community; alleviating low mood through participation in regular physical exercise and allowing participants to gain information to self-manage any mental/ physical health issues they might identify. There was a specific focus on Syrian New Scots men who have been living in the Inverurie community.</p> <p>Eleven of the men who initially started attending a regular football coaching session completed a baseline Keep Well survey on their health. Feedback showed low mood/anxiety and a desire to reduce smoking and weight.</p> <p>Over a 40-week period, 22 men attended the football training sessions. In addition, a local</p>	<p>I</p>

pharmacist delivered a workshop on methods/aids available to help men stop smoking. One of the men attended weight management sessions at local community kitchen and subsequently more of the men have gone onto attend a group foodskills course at the kitchen.

A follow up Keep Well survey was completed in November by five of the participants, at a closing awards event with Aberdeen Football community trust, which the men all attended to receive medals for taking part.

A mid-term evaluation was completed by those who attended during summer months and a selection of their personal quotes are below.

“This is very important group for me. It has a big effect on my health as it keeps me active. I look forward to it very much.”

“This is fun as new people from different backgrounds meet in the group and make friends.”

“The football sessions are excellent and very important as most of us are unemployed for now and so we need to keep ourselves active.”

In order to gather feedback on the wider impact of attending the football project, participants were asked a range of questions are the awards event:

- What they had learned? “New football skills and more language skills.”
- What they had achieved? “More physically active, more confidence, more fun.”
“Made my son happy.”
- What they had gained? “Met new people, feel healthier, improved mood.”

The Chair of the Amal Committee said: *“It’s one of the best activities we have ever done through the Amal Project. We have received a lot of positive feedback about it. It has helped the men not just physically but psychologically as well. The men have asked us to keep it going after this year as it has helped them a lot to deal with the stress they have in their lives.”*

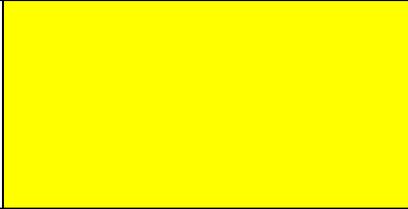
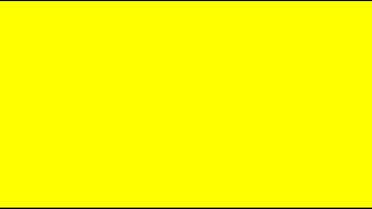
	 <p>The photo above shows some of the men who took part in the football training sessions.</p>	
<p>Shop & Drop Service</p>	<p>The Shop & Drop service has operated from Buchan Day Opportunities since August 2017, run by one member of staff and two service users. It provides a service for people who have difficulties getting to and from shops, visiting them to collect their shopping list and then delivering their shopping to them at their home. The service covers Peterhead, Boddam, and Cruden Bay.</p> <p>The service is predominantly used by people aged 70 + who have difficulties traveling to and from shops. Service users also include younger people with mobility and mental health-related needs. The Shop & Drop service has been widely promoted in the area through leaflet drops, newspaper coverage and through signposting by social workers and medical practices.</p> <p>The service ensures that people who can't travel to the supermarket themselves can still access the wider, and often more affordable, range of products available in supermarkets, rather than being limited to smaller convenience stores. The service can also visit the post office, dry cleaner, butchers and bakers if required.</p> <p>As well as the practical aspect of the service, an important element is the personal contact they provide to service users. Developing positive relationships with customers reduces the risk of isolation and loneliness, which can have a knock-on effect upon health outcomes.</p>	

	<p>Evaluation forms were completed by customers using the service after the first six months, with consistently positive responses. Some of the comments are below:</p> <p>“My husband and I very much appreciate the service...you provide a great service, we look forward to seeing the shoppers; they are first class.”</p> <p>“The service is a God-send, I have been passing on the details to other people.”</p> <p>“I don’t know what I would do without you now.”</p>	
<p>Support for Gypsy Traveller Community</p>	<p>Gypsy Traveller communities in Aberdeenshire have been supported to access health services over 2018/19. Examples include:</p> <ul style="list-style-type: none"> - Contacting GP surgeries to provide resident status information, to enable registration with the practice. - Contacting GPs to arrange appointments. - Liaison with a range of health professionals to facilitate visits to Gypsy Traveller sites. - Inclusion within the Childsmile programme, with advice provided by an oral health team leader, toothbrushes and toothpaste distributed along with toothbrushing diaries to encourage good oral health. 	<p>Public Health/Health Visiting Team</p>

<p>Equality Outcome 5: People will be able to access health and social care services with ease and confidence regardless of their protected characteristic</p>		<p>Team or individual responsible for project / activities</p>
<p>Case Study Title</p> <p>Aberdeenshire Shared Lives Scheme Activity weekends</p>	<p>Details of case study, demonstrating how equalities have made a tangible difference to service users?</p> <p>This scheme is registered with the Care Inspectorate to support people with a disability. The weekends are self-funded by participants, either personally or using the Creative Breaks funding through Quarriers. Participants have experience of using a range of health and social care services, including learning disability, mental health, older peoples and physical disability, either themselves or as a carer or family member of a service user.</p> <p>A wide range of activities are available during the weekend, including wellbeing workshops, shiatsu, rock climbing, photography, orienteering, canoeing and fishing. These activities are also available to participants in their local community so as to enable them to try something new that they can also continue with when they return home. The opportunities are challenging and give everyone a huge sense of achievement and empowerment.</p> <p>Wellbeing workshops are very popular and emphasise how important it is for participants to feel that they can take time for themselves. Many of the sessions enable participants to take an hour to relax and focus on their own needs. This gives people, in particular carers and family members of service users, the reassurance that not only is it okay for them to do this, but it is often very necessary.</p> <p>A range of feedback methods are in place at each event, enabling successes and opportunities for improvement to be identified. For example, through Miiuu, an ipad app, people can answer questions and share their thoughts. Meal time placemats enable people to share views around a table while sharing a meal together. Facebook enables people to share their views and keep in touch after the events. Examples of feedback include:</p>	<p>Aberdeenshire Health and Social Care Shared Lives Scheme</p>

	<p>“Shared Lives makes me feel like I’m not alone in making my son’s life better...I’m so glad I reached out.”</p> <p>“I am seen for who I am not for who I was.”</p> <p>“I can do more than I ever thought I could.”</p> <p>“Dispels any sense of isolation.”</p> <p>In addition, these weekends support the delivery of the national health and wellbeing outcomes:</p> <ul style="list-style-type: none"> • Improved health and well- being. • Independence. • Positives experiences and quality of life. • Reduced health inequalities. • Reducing impact of caring role on unpaid carers. 	
<p>New Scots’ Health Literacies & Understanding</p>	<p>The majority of New Scots resettled via the United Nations High Commission for Refugees from countries bordering Syria, have urgent health needs but a low level of understanding of how Scottish health systems work and no English language skills. In time, clients develop language skills at English as a Second or Other Language (ESOL) classes but in the short term it is vital that they learn how to access primary and secondary care systems and resources. The Refugee Resettlement Team worked with NHS Grampian Equality & Diversity Team, Aberdeenshire H&SCP New Scots’ lead, GP Practices and Syrian clients to develop a range of practical health literacy resources. These include:</p> <ul style="list-style-type: none"> • NHS 24 information and user guide in Arabic with pictures. • Arabic / English GP appointment Cards. • Flashcards for arranging GP appointments. • Full guide in Arabic on health routes (included in client’s Welcome Packs). • TransMed (translation of medicines) in English and Arabic so clients and pharmacists can use together. • Public health information on screening in Arabic. 	<p>Refugee Resettlement Team</p>

	<ul style="list-style-type: none">• Language Line training for GP Practices. <p>In addition to the written resources in Arabic, workshops have been held so clients can listen and ask questions. This is important as many of the clients are illiterate in Arabic as well as English. The introduction of these resources and approaches has enabled New Scots' clients to independently manage their own appointments within minimal Housing Officer involvement.</p>	
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KEY		
	To be progressed	
	Progress started or existing practice	
	Timely progress / task completed	
Action Area	Details	Status RAG
Performance and Reporting	Identify specific Equalities PI Data Set as a subset of IJB Performance framework	
Adequate provision of support services for people with disabilities	Interpretation & translation services	
		<p>Equalities monitoring information will be captured as part of the new referral form being introduced for core teams. The new form will be piloted during 2019. Learning from the pilot will inform the roll out of the integrated form across other teams in the HSCP.</p> <p>This will enable us to report on the demographics of service users and understand where there are opportunities for service improvements/development for people with protected characteristics.</p> <p>Information about the use of interpretation and translation services by service and by language is being reviewed, based on invoicing information from Finance.</p> <p>Finance processes are being updated to ensure a systematic approach is taken to recording the languages requested for interpretation and translation.</p> <p>This will enable us to identify take up of these services across the partnership, most commonly requested</p>

			languages and where there may be opportunities for service improvement.
<p>Review feedback mechanisms and act on any emerging themes</p> <p>Monitor involvement of people with protected characteristics and actively seek representation</p>	<p>Development of the Strategic Plan giving due consideration to relevant equalities mainstreaming requirements and opportunities to make progress against the partnership's equalities outcomes.</p>		<p>Engagement on the draft Strategic Plan is now due to take place during 2019/20. This will involve individuals and groups which represent the range of protected characteristics. The outputs from the engagement activity will be analysed in order to inform the new HSCP equality outcomes for 2020-24.</p>
<p>HSCP Equalities Network</p>	<p>Establish a HSCP equalities network to support implementation of Mainstreaming actions with representation from each Partnership Manager Team.</p>		<p>An Equalities Champions group was established in Autumn 2018.</p> <p>The group will oversee the identification of the partnership's Equalities Outcomes and Mainstreaming Report every four years, develop and support the delivery of an annual delivery plan and ensure effective monitoring and reporting is in place.</p>
	<p>Develop work plan for 2019/20.</p>		<p>At time of report submission, this is being developed by the Equalities Champions Group.</p>
<p>Training</p>	<p>Develop and Deliver Training for IJB (Integration Joint Board) & SPG (Strategic Planning Group) members to ensure they fully understand what the Public Sector Equality Duty means for them.</p> <p>Equality & Diversity mandatory training available for all AHSCP new staff as part of induction.</p>		<p>A development session took place with the IJB in September 2018.</p> <p>It was agreed that a further session would be arranged for 2019/20 with a focus on relevant case law.</p>
			<p>Complete.</p>

Communication / Awareness Raising	Develop HSCP communication methods for engaging staff, partners & patients/service users on equality topics.		Communication via the HSCP newsletter and social media channels.
	Develop a HSCP Communication Calendar based on Aberdeenshire Council's Events Programme / calendar.		This is being led by the Equalities Champions Group.
	Standing item on locality team meeting agendas – to identify case studies and general awareness of diversity issues		To be progressed by the Equalities Champions Group.
Integrated Impact Assessment	Development and implementation of an Integrated Impact Assessment (IIA).		Under development via Aberdeenshire Council Equalities Board, current completion date is June 2019.
	Develop & rollout local guidance and training on new assessment.		Combined IIA being progressed as above.
Policy	Develop a policy to ensure the provision of facilities for breastfeeding mothers across the AHSCP.		Under development.

