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NHS Greater Glasgow and Clyde
Equality Impact Assessment Tool

Equality Impact Assessment is a legal requirement as set out in the Equality Act (2010) and the Equality Act 2010 (Specific Duties)(Scotland) regulations 2012 and may be used as evidence for cases referred for further investigation for compliance issues. Evidence returned should also align to Specific Outcomes as stated in your local Equality Outcomes Report. Please note that prior to starting an EQIA all Lead Reviewers are required to attend a Lead Reviewer training session or arrange to meet with a member of the Equality and Human Rights Team to discuss the process. Please contact Equality@ggc.scot.nhs.uk for further details or call 0141 2014560.

Name of Policy/Service Review/Service Development/Service Redesign/New Service:

Glasgow's Family Support Strategy 2024 to 2030

Is this a: Current Service ☐ Service Development ☐ Service Redesign ☐ New Service ☐ New Policy ☐ Policy Review ☒

Description of the service & rationale for selection for EQIA: (Please state if this is part of a Board-wide service or is locally driven).

What does policy aim to achieve? Please give as much information as you can, remembering that this document will be published in the public domain and should promote transparency.

The Family Support Strategy 2024-2030 supports delivery of Getting it Right for Every Child and The Promise 2024-2030 in Glasgow. This joint strategy has been produced by the Children's Services Planning Partnership to ensure the right support at the right time for families living in Glasgow City, and aligns with priority 4 of the Integrated Children's Services Plan (2023 – 26) to ensure that "Children and young people are well supported in their families and communities."

Building on the foundations of the previous Glasgow's Family Support Strategy 2020-2023, the newly refreshed Family Support Strategy covers a longer timescale of 2024-2030 to mirror the timescales for delivering the Promise. The Strategy sets out the vision for family support in Glasgow:

"Our vision is that by building trusting, collaborative and consistent relationships we can empower children, young people and families to access the support they need, as early as possible. That support should be offered in a flexible, responsive and connected way that meets needs, avoids crisis and promotes sustainable improvement, enabling families to achieve their full potential" (Family Support Strategy, p.6)

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To deliver this vision, the strategy details the overall aim of family support to improve outcomes for children, young people and families by shaping *how* we work with families and *how* we work together, providing 5 priority areas of focus:

- Voice & influence
- Practice & collaboration
- Collaborative neighbourhood networks
- People & resources
- Evidence and learning

Each of the priority areas provide a context, aim and commitments unique to the priority area. Practice and collaboration principles underpin the delivery of the five key priorities of family support.

Practice Principles	Collaboration Principles
<ol style="list-style-type: none">1. Rights-respecting2. Voice & influence3. Strengths-based4. Inclusive & accessible5. Community/ neighbourhood-based6. Non-stigmatising7. Flexible & responsive8. Trauma-informed & therapeutic9. Compassionate & empathic relationships10. Prevention & early intervention11. Collaborative networks of support	<ol style="list-style-type: none">1. Shared vision & principles2. Common language3. Shared power & resources4. Culture of trust & openness5. Shared spaces for learning & improvement6. Embracing and celebrating differences and diversity7. Being brave and making difficult decisions8. Aligned with our practice principles

Why was this service or policy selected for EQIA? Where does it link to organisational priorities? (If no link, please provide evidence of proportionality, relevance, potential legal risk etc.)

This strategy was selected for an EQIA to ensure that as we continue to develop our approach to supporting families and build on the learning about what works well to support our communities across Glasgow.

Glasgow's Community Planning Partnership has responsibility for the delivery of 'Getting it Right for Every Child' (GIRFEC) within the city; this responsibility was devolved to the Integrated Children's Services Partnership via the Children's Services Executive Group (CSEG) and the strategic groups which report into CSEG, including the Family Support Planning Group (FSPG) (within the integrated planning arrangements) oversee delivery. CSEG, FSPG along with the Children's Services Locality Planning Groups have a role in ensuring the effective implementation of the strategy.

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Who is the lead reviewer and when did they attend Lead reviewer Training? (Please note the lead reviewer must be someone in a position to authorise any actions identified as a result of the EQIA)

Name: Alison Murphy, Children's Services Planning & Strategy Team Kate Tobin, Children's Services Planning & Strategy Team Alison Hodge, Children's Services Planning & Strategy Team	Date of Lead Reviewer Training: Kate Tobin (21/2/23)
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Please list the staff involved in carrying out this EQIA

(Where non-NHS staff are involved e.g. third sector reps or patients, please record their organisation or reason for inclusion):

Family Support Planning Group

	<i>Example</i>	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
1. What equalities information is routinely collected from people affected by the policy?	<i>A sexual health service collects service user data covering all 9 protected characteristics to enable them to monitor patterns of use.</i>	<p><u>Data Collection/Storage</u></p> <p>This strategy provides a guiding framework of practice and collaboration principles for all partner organisations delivering family support across Glasgow. All children's services planning partners will have their own individual methods of collecting and storing equalities information on families who are accessing family support services.</p> <p>GCHSCP uses EMIS and Carefirst as the case record management systems to capture equalities information. Carefirst is currently</p>	Collecting data on current service users fails to detect underrepresented cohorts/ groups failing to access services, and therefore the HSCP will continue to keep track of changing demographics within the City to ensure that all groups have equal access to services, and to mitigate against any potential barriers to engagement.

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being developed to provide equalities information on Family Support Health Visiting Pathway (pre-birth to 5 years), Locality Family Support (pre-birth to 11 years) and Intensive Family Support (12 years +) within business object reporting and Business Intelligence Dashboard. It is anticipated these dashboards will provide data in relation to equalities, families' needs, goals and outcomes within locality and ward areas. This will support evidence-based planning across the collaborative networks.

Evidence & Learning Priority

The evidence and learning priority within the strategy details the following commitments:

- Continue to refine our evaluation metrics/ approaches with families by focusing on what matters to them.
- Build our collective staff capacity to gather high quality evidence, participate in/facilitate sense-making and translate this into practice (e.g. reflective practice techniques to question and update assumptions about what success looks like across sectors).
- Identify and use actionable data and create feedback loops to facilitate improvement.

These commitments relate to the overall family support outcome data and will incorporate equalities information.

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		Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
2.	<p>Please provide details of how data captured has been used to inform policy content.</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>A physical activity programme for people with long term conditions reviewed service user data and found very low uptake by BME (Black and Minority Ethnic) people. Engagement activity found promotional material for the interventions was not representative. As a result an adapted range of materials were introduced with ongoing monitoring of uptake. (Due regard promoting equality of opportunity)</i></p>	<p><u>Glasgow's Promise Partnership (2023)</u></p> <p>The Family Support Strategy drew on extensive consultation that included:</p> <ol style="list-style-type: none"> 1. Consultation with families on their experiences of family support and what was important to them (carried out over a 10-week period, carried out by 24 third sector providers with 387 interviewees) 2. Family support mapping, to understand services and gaps (carried out over 18 month period identifying 78 providers, delivering 122 services, supporting families pre-birth to 26 years old; over half providing support citywide with the remaining services split across the three Glasgow localities – NE, NW S). <p>The research and co-design work made recommendations of areas which could be improved to strengthen family support including collaborative partnership working, holistic and timely support and exploring more collaborative commissioning arrangements that are embedded within the Family Support Strategy.</p> <p>This research and co-design work was used along with other data and analysis to generate priorities, practice and collaboration principles, key areas of families' needs and infrastructure</p>	

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			of support required by organisations delivering family support.	
			<u>Looked After & Accommodated Children and Young People</u> The aim of the GCHSCP transformational change agenda was to reduce the number of children and young people accommodated out with the city, and to support families to remain together in their homes and communities. The population of looked after and accommodated children and young people has reduced by over 59% since 2016 (source Carefirst LAAC Jan 2016 – March 2025. This is a reduction from 1413 to 581. This work continues to remain a driver for the Family Support Strategy as we aim to keep children at home with their families and in their communities, maintaining connections between brothers and sisters, in line with the Promise. This has been achieved through longer term investment in Locality and Intensive Family Support.	
			<u>Glasgow Intensive Family Support Service (GIFSS) Data</u> 452 families were supported by GIFSS from October 2021 to March 2024. There was a 92% engagement rate with families and 94% of families stated that they had made progress with the support of GIFSS. 86% of children and young people were supported to remain within a family environment that they valued.	

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			The work within GIFSS and other family support services across the city in relation to strengths- based, trauma informed practice informed the strategy in relation to importance of consistently, high quality practice and listening to the voice and preferences of families. The 'Voice, Validation and Hope' model has emphasised the importance of identifying families' strengths in order to build resilience and address challenges, which is reflected in the strategy as a core direction of travel for the children's services planning partnership.	
3.	<p>How have you applied learning from research evidence about the experience of equality groups to the service or Policy?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p>	<p><i>Looked after and accommodated care services reviewed a range of research evidence to help promote a more inclusive care environment. Research suggested that young LGBT+ people had a disproportionately difficult time through exposure to bullying and harassment. As a result staff were trained in LGBT+ issues and were more confident in asking related</i></p>	<p>Glasgow Promise Partnership (2023) work highlighted several areas related to supporting families' needs within the wider family support landscape, with high demand for support related to Mental Health & Wellbeing, Complex Needs, Additional Support Needs, and Children with Disabilities, Early Intervention & Prevention, Early Years Support, Employability, and support for BME, Asylum Seekers and Refugee Families¹. Support for families for whom English is not their first language was also highlighted as an area of need, including interpreting support. These will be areas of focus as we implement the Family Support Strategy.</p>	<p>Areas identified will be mitigated through the Whole Family Early Intervention Fund, which is seeking to develop aligned services for families and address gaps. Scoping for the Child Poverty Programme has identified the need for ESOL and other forms of employability support in addition to financial support. The 'Funders in Glasgow' forum also identify priorities and share opportunities for funding, with input from a number of representatives across the children's services planning partnership, including HSCP children's services, health improvement and the Child Poverty Programme.</p>

¹ [Third Sector Family Support Mapping \(2023\) Glasgow's Promise Partnership, GCVS](#)

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<div>2) Promote equality of opportunity <input checked="" type="checkbox"/></div> <div>3) Foster good relations between protected characteristics <input type="checkbox"/></div> <div>4) Not applicable <input type="checkbox"/></div>	<div>questions to young people.</div> <div>(Due regard to removing discrimination, harassment and victimisation and fostering good relations).</div>		<div>The Family Support Planning Group and Locality Planning Groups will ensure the representation of equality groups within the implementation of the Family Support Strategy 2024-2030. Mechanisms will be put in place to capture the voices of those with lived experience of family support regardless of their ethnicity, religion, sexual orientation, age or gender.</div>																														
<div>The CSEG, FSPG and Locality Planning Groups are carefully considering the national and local drivers governing to the provision of Family Support, with a summary of related policy and guidance below.</div> <table><tr><td colspan="2"><div>National Legislation (this strategy delivers against)</div></td></tr><tr><td><div>Public Bodies (Joint Working) (Scotland) Act 2014</div></td><td><div>The Equalities Act 2010</div></td></tr><tr><td><div>The Children & Young People Act (Scotland) 2014</div></td><td><div>The Human Rights Act (1998) Scotland</div></td></tr><tr><td><div>The Carers (Scotland) Act 2016</div></td><td><div>UNCRC Incorporation (Scotland) Act 2024</div></td></tr><tr><td><div>The Child Poverty Scotland Act 2017</div></td><td><div>The Community Empowerment Act 2015</div></td></tr></table> <table><tr><td colspan="2"><div>National Policies, Strategies, Plans, Frameworks, Principles (this strategy delivers against)</div></td></tr><tr><td><div>The Independent Review of Adult Social Care in Scotland (2021) Feeley Review</div></td><td><div>The Independent Care Review (The Promise) 2020</div></td></tr><tr><td><div>Christie Commission Delivery on the Future of Public Services</div></td><td><div>The Promise 2024-2030</div></td></tr><tr><td><div>Getting it Right for Every Child</div></td><td><div>Whole Family Wellbeing Fund</div></td></tr><tr><td><div>Tackling Child Poverty Delivery Plan 2022-26</div></td><td><div>Holistic Whole Family Support Routemap and National Principles</div></td></tr><tr><td><div>Child Poverty Pathfinder</div></td><td></td></tr></table> <table><tr><td colspan="2"><div>Local Policies, Strategies, Plans, Frameworks, Principles (this strategy delivers against)</div></td></tr><tr><td><div>Glasgow Community Planning Partnerships</div></td><td><div>One Glasgow</div></td></tr><tr><td><div>Glasgow Community Plan;</div></td><td><div>Glasgow City HSCP North-East Draft Locality Plan 2019-22</div></td></tr><tr><td><div>Glasgow City HSCP North-West Draft Locality Plan 2019-2022</div></td><td><div>Glasgow City HSCP South Draft Locality Plan 2019-2022</div></td></tr></table>				<div>National Legislation (this strategy delivers against)</div>		<div>Public Bodies (Joint Working) (Scotland) Act 2014</div>	<div>The Equalities Act 2010</div>	<div>The Children & Young People Act (Scotland) 2014</div>	<div>The Human Rights Act (1998) Scotland</div>	<div>The Carers (Scotland) Act 2016</div>	<div>UNCRC Incorporation (Scotland) Act 2024</div>	<div>The Child Poverty Scotland Act 2017</div>	<div>The Community Empowerment Act 2015</div>	<div>National Policies, Strategies, Plans, Frameworks, Principles (this strategy delivers against)</div>		<div>The Independent Review of Adult Social Care in Scotland (2021) Feeley Review</div>	<div>The Independent Care Review (The Promise) 2020</div>	<div>Christie Commission Delivery on the Future of Public Services</div>	<div>The Promise 2024-2030</div>	<div>Getting it Right for Every Child</div>	<div>Whole Family Wellbeing Fund</div>	<div>Tackling Child Poverty Delivery Plan 2022-26</div>	<div>Holistic Whole Family Support Routemap and National Principles</div>	<div>Child Poverty Pathfinder</div>		<div>Local Policies, Strategies, Plans, Frameworks, Principles (this strategy delivers against)</div>		<div>Glasgow Community Planning Partnerships</div>	<div>One Glasgow</div>	<div>Glasgow Community Plan;</div>	<div>Glasgow City HSCP North-East Draft Locality Plan 2019-22</div>	<div>Glasgow City HSCP North-West Draft Locality Plan 2019-2022</div>	<div>Glasgow City HSCP South Draft Locality Plan 2019-2022</div>
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		<u>Glasgow City Council Strategic Plan 2022 -2027</u>	<u>Glasgow City Integrated Joint Board Strategic Plan for Health & Social Care 2023-26</u>	
		<u>Glasgow City Council (2020-2025) Financial Inclusion Strategy</u>	<u>Glasgow City Integrated Children's Services Plan 2023-2026</u>	
		<u>Glasgow City Council (2022-2030) Glasgow's Economic Strategy</u>	<u>Glasgow's Promise 2021-2024</u>	
		<u>Child Poverty Pathfinder & Whole Family Wellbeing Fund</u>	<u>Glasgow City HSCP Carer's Strategy 2022-25</u>	
		<u>Child Poverty Action Plan Report 2022-23</u>	<u>Glasgow City HSCP Domestic Abuse Strategy 2023-28</u>	
		<u>NHSGG&C Mental Health Improvement and Early Intervention Framework for Children & Young People</u>	<u>HSCP Strategic Direction for Health Improvement (2023-28)</u>	
Local Policies, Strategies, Plans, Frameworks, Principles (<i>this strategy connects with/into</i>)				
		<u>Glasgow City Learning & Development Plan (Action Plan 2022-24)</u>	<u>Glasgow City Council (2023-2028) Local Housing Strategy</u>	
		<u>Glasgow City Council (2023-2028) Education Services All Learners, All Achieving</u>	<u>Glasgow City Council (2023-28) Strategic Housing Investment Plan</u>	
		<u>GCHSCP Primary Care Improvement Plan (draft) 2022-2026</u>	<u>All in for Glasgow</u>	
		Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
4.	Can you give details of how you have engaged with equality groups with regard to the policy development? What did this engagement tell you about user experience and how was this information used? The Patient Experience and Public Involvement team (PEPI) support NHSGGC to listen and understand what	<i>A money advice service spoke to lone parents (predominantly women) to better understand barriers to accessing the service. Feedback included concerns about waiting times at the drop in service, made more difficult due to child care issues. As a result the service introduced a home</i>	<u>Consultation with Families</u> As part of our commitment to ensuring the Family Support Strategy reflects families' needs, the partnership is carrying out consultations with families, before, during and after the strategy development. The pre-strategy engagement involved exploring key questions related to what good family support looks like, some of the biggest challenges facing families, and opportunities for improvement. Early drafts of the strategy are currently being shared with families for feedback. Once approval has been received from IJB, we will disseminate the strategy widely with families across Glasgow via a	

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	<p>matters to people and can offer support.</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>visit and telephone service which significantly increased uptake.</i></p> <p><i>(Due regard to promoting equality of opportunity)</i></p> <p><i>* The Child Poverty (Scotland) Act 2017 requires organisations to take actions to reduce poverty for children in households at risk of low incomes.</i></p>	<p>range of different platforms (digital and in-person).</p> <p>Views were captured via the Promise Partnership research with families, as well as through the engagement for the Children's Services Plan and directly through engagement with a number of Third Sector Partners using a number of different approaches including art, drama, 1-2-1 discussion and focus groups.</p> <p>See quotes below from the initial phase of engagement to develop the strategy about what works and matters most to families around family support.</p> <p><i>"... having the family support has helped me through so much, regardless of where the source has come from, knowing there is support there for families that need some guidance, advice and also some support with things that they are struggling with. There just doesn't seem to be enough awareness of family support until families are crisis point... A lot more kids are showing signs of neurodivergence, or other sorts of mental health issues and with kids having years on waiting lists for diagnosis, a lot of parents/families are just left struggling...."</i> (Homestart Family One)</p> <p><i>"To me, family support is being given an opportunity to liaise with someone that can support and/or guide me to make better</i></p>	
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			<p><i>decisions that ultimately will be beneficial to my family and life. Helpful support and guidance can be made by way of talking through options available to them or signposting to people/ organisations that may offer advice.” (Homestart Family Three)</i></p>	
			<p><u>Partnership Consultation Sessions</u></p> <p>Consultation sessions with Children’s Services Partnership organisations took place between May and August 2024. These sessions included representatives from various Third Sector Organisations, Social Work, Health, Glasgow Life, Education and Financial Inclusion. Sessions also included HSCP Senior Management Team and GCC Child Poverty Lead, Family Support Planning Group and Children’s Services Planning Partnership Steering Group.</p> <p>The aim of these engagement sessions was to review the progress made towards the vision, priorities and action plans of the previous <u>Glasgow's Family Support Strategy 2020-23</u>. Discussions also centred on ‘what is family support?’, as well as identifying new priorities, practice principles and collaboration principles.</p> <p>We will also produce annual insight briefs that capture lessons learned from the implementation of the strategy. This will be produced in collaboration with families and practitioners each year.</p>	

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	<i>Example</i>	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
<p>5. If this is a policy that impacts on movement of service users through areas are there potential barriers that need to be addressed?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>An access audit of an outpatient physiotherapy department found that users were required to negotiate 2 sets of heavy manual pull doors to access the service. A request was placed to have the doors retained by magnets that could deactivate in the event of a fire. (Due regard to remove discrimination, harassment and victimisation).</i></p>	<p>Family Support is delivered across a variety of services and settings, including home and community-based venues. Alternatives to building based services will be used, where required, in line with the needs and preferences of families.</p>	

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	<i>Example</i>	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
<p>6. How will the policy development ensure it does not discriminate in the way it communicates with service users and staff?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>Following a service review, an information video to explain new procedures was hosted on the organisation's YouTube site. This was accompanied by a BSL signer to explain service changes to Deaf service users.</i></p> <p><i>Written materials were offered in other languages and formats.</i></p> <p><i>(Due regard to remove discrimination, harassment and victimisation and promote equality of opportunity).</i></p>	<p><u>Practice & Collaboration Principles</u></p> <p>This strategy sets out Practice and Collaboration principles, which ensures inclusivity of all families, irrespective of their protected characteristic groups.</p> <p>The strategy focuses on how we work alongside families using a strengths-based, trauma informed approach. This is underpinned by practice principles which provide a guiding framework on how to support families and to ensure inclusivity. Practice principles include:</p> <ol style="list-style-type: none"> 1. Rights-respecting 2. Voice & influence 3. Strengths-based 4. Inclusive & accessible 5. Community/ neighbourhood based 6. Non-Stigmatising 7. Collaborative network of support 8. Flexible and responsive 9. Trauma informed & therapeutic 10. Compassionate & empathetic relationship 11. Prevention & early intervention <p>Collaboration principles have been developed on the basis of engagement with families and key stakeholders. These emergent principles have been shaped by and build upon on our collective past experiences about what works</p>	<p><u>Stakeholders & Existing Engagement/Communication Mechanisms</u></p> <p>This strategy recognises the key stakeholder groups whose voices/views underpin the implementation of the strategy, including:</p> <ul style="list-style-type: none"> • Children, young people and families with lived experience of our family support services and wider community services. • Children, young people and families with lived experience of our statutory care system including Kinship, Foster Care, Residential and 16+ services. • Our Family Support Workforce • Young People's Champion Board • Local communities (including community groups, and faith-based organisations) • Glasgow City Health & Social Care Services • Council Services and Arms Lengths Organisations • Voluntary, Third Sector or Charitable Organisations

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	<p>The British Sign Language (Scotland) Act 2017 aims to raise awareness of British Sign Language and improve access to services for those using the language. Specific attention should be paid in your evidence to show how the service review or policy has taken note of this.</p>		<p>well (and what doesn't) when undertaking partnership work. If we are to deliver on our family support vision, our partners have outlined the key ingredients that need to be in place:</p> <ul style="list-style-type: none"> • Shared vision & principles • Common language • Shared power & resources • Culture of trust & openness • Shared spaces for learning & improvement • Embracing and celebrating differences and diversity • Being brave and making difficult decisions • Aligned with our practice principles 	<ul style="list-style-type: none"> • Other Greater Glasgow & Clyde Health Services • Housing Sector • Community Planning Partnership • Child Poverty Pathfinder • Equalities-led groups and organisations. <p>It is anticipated that a variety of existing engagement/ communication, planning and governance structures will be utilised to capture the voices of our key partners and to support the implementation of the strategy/family support networks.</p>
			<p><u>Voice & Influence Priority</u></p> <p>The Priority of Voice & Influence will focus on amplifying family voice and influence at all levels of service design and delivery – both at individual and strategic levels. Research shows that when families are active, valued decision-makers, there is stronger engagement with services and a higher chance of positive outcomes (e.g. see <u>Foundations – What Works Centre for Children & Families</u>). By integrating the lived experiences of families with practitioner insights, we can design more inclusive, non-stigmatising, and culturally competent services (see <u>'Weaving Innovation and Evidence Together'</u> produced by the Institute for Research and Innovation in Social Services).</p>	<p>A variety of communication methods will be used, including child friendly formats, videos and having material available in different languages.</p>

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7	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(a)	<p>Age</p> <p>Could the service design or policy content have a disproportionate impact on people due to differences in age? (Consider any age cut-offs that exist in the service design or policy content. You will need to objectively justify in the evidence section any segregation on the grounds of age promoted by the policy or included in the service design).</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>This strategy covers community-based family support including early intervention, locality, intensive and kinship family support and universal services. The strategy seeks to support whole families including children and young people from pre-birth to 18 years old (26 years old if the individual is a care experienced young person, or up to 21 if in continuing care), their brothers and sisters, parents and carers, based on their needs.</p>	
(b)	<p>Disability</p> <p>Could the service design or policy content have a disproportionate impact on people</p>	<p>Families of children with disabilities were disproportionately impacted during the COVID-pandemic as a result of service changes. The Glasgow Promise Partnership (2023) highlighted support to families with</p>	<p>Glasgow City Council and the Glasgow City Health and Social Care Partnership (HSCP) continue to deliver social care services under the 2019 Framework Agreement for</p>

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<p>due to the protected characteristic of disability?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>children with disabilities as an area for improvement. Support for families of children with disabilities has been identified as a priority area for the Glasgow HSCP, as reflected in the Children's Services Plan (23-26).</p>	<p>Selected Purchased Social Care Supports. This framework governs the commissioning and delivery of support for children, young people, and adults with disabilities, mental health conditions, and older people. It is designed to promote person-centred, outcome-focused support and aligns with national policy commitments such as A Fairer Scotland for Disabled People, which seeks to uphold and advance the rights of individuals with disabilities across Scotland.</p> <p>As part of its commitment to equity, the HSCP is undertaking a comprehensive review of the framework to ensure the ongoing provision of fair, inclusive, and high-quality support. This review will pay particular attention to the experiences of children and young people in transition to adult services, recognising this as a critical period that requires careful, coordinated planning.</p> <p>To support this, the Transitions Protocol has been introduced. This protocol is intended to improve outcomes for young people with disabilities and their families as they move from children's to adult services. Implementation is being</p>
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			<p>supported through targeted staff development sessions and embedded within a broader programme of continuous improvement, ensuring the principles of inclusion, dignity, and equality remain central to service delivery.</p> <p>The Family Support Strategy will help inform this ongoing review through learning what works in relation to delivering inclusive, person-centred and holistic support for families.</p>
		<p>Glasgow's Education Services reports that 46.4% of primary pupils and 56.5% of secondary pupils have Additional Support Needs (ASN). These needs can range from neurodiversity, language or speech disorder, English as not first language and social, emotional, and behavioural needs. Glasgow's Promise Partnership (2023) highlighted the demand for services to support children with additional support needs, and in particular neurodiversity². 44% of young people supported by the Glasgow Intensive Family Support Service identified as having additional/ mental health needs, with 22% of young people who accessed the service having a formal diagnosis of Autism³.</p>	

² ASN Stats, Glasgow City Council Education Services (2024).

³ Glasgow Intensive Family Support Service (2024) Service Delivery Stats.

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		<p>Our family support approach is neurodiversity aware and seeks to provide early support to families, some of whom will be awaiting a formal diagnosis. This support is delivered through a range of supports including Third Sector, Health and Social Work Services. Training is also available via our Carer Support teams to assist parents and carers with children with autism; this support is from birth to adulthood⁴.</p>	
		<p><u>Mental Health Support</u></p> <p>Glasgow's Integrated Children's Services Plan 2023 – 26 outlines the mental health needs of children, young people and families, which are further detailed in the Youth Health Service Annual Report, and activity reporting for the community mental health tier 1 and 2 supports. Glasgow's Promise Partnership research also highlighted isolation, mental health and wellbeing as key issues for families with post-pandemic anxiety connected to the cost-of-living crisis and impact of poverty⁵. Specialist Children's Services, Child & Adolescent Mental Health Services (CAMHS) and Social Work Services also face increased demand to meet the needs of children, young people and families with mental health and wellbeing concerns⁶. The number of young people reporting emotional or mental health</p>	<p>Ensuring the appropriate response to families' mental health and wellbeing needs is core to the delivery of family support. Glasgow City Children's Services Planning Partnership has invested in mental health support for children, young people and families, including the introduction of counselling services available in Primary and Secondary schools across the city with a range of mental health support, including one to one counselling, group work, play and art therapy⁸. These services support children and young people's health, emotional, physical and social wellbeing, enabling them to engage with learning and achieve positive destinations in order to improve their overall wellbeing.</p>

⁴ [Glasgow City HSCP Carers Strategy \(2022-2025\) Supporting Glasgow's Caring Community](#)

⁵ [Third Sector Family Support Mapping \(2023\) Glasgow's Promise Partnership, GCVS](#)

⁶ Glasgow City HSCP IJB Scottish Government Funding Improved Mental Health Services for Children & Young People 2024-20; Committee Paper, 15th May 2024

⁸ [Provision of Counselling within Glasgow's Education Establishment, Contracts & Property Committee Paper; March 2021.](#)

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		<p>needs in the city rose from 5% in 2015 to 22% in 2019, with children and young people waiting longer than adults to start treatment (61% start within the 18-week period compared with 89% of adults)⁷.</p>	<p>In collaboration with Third Sector and Education partners, Glasgow HSCP has supported the development of a range of tier 1 and 2 mental health and wellbeing services for children aged 5 to 24 years in order to provide earlier intervention support. These non-clinical supports seek to address needs when they initially arise, and prevent escalation to targeted services such as CAMHS, Social Work and Specialist Children's Services. Tier 1 & 2 services are delivered through the Youth Health Service, Networking Team, and a range of third sector providers, with targeted support for BME, Asylum and refugee children, young people and families, LGBTQIA+ groups, as well as anonymised, online mental health support⁹.</p> <p>This strategy connects into the <u>NHSGG&C Mental Health Improvement and Early Intervention Framework for Children & Young People</u>, recognising the holistic needs of children and young people, underpinned by Getting It</p>
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⁷ [Glasgow City Health & Social Care Partnership \(2023-2026\) Integrated Joint Board Plan](#)

⁹ Glasgow City HSCP IJB Scottish Government Funding Improved Mental Health Services for Children & Young People 2024-20; Committee Paper, 15th May 2024

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			Right for Every Child and tackling poverty and inequalities ¹⁰ .
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(c)	<p>Gender Reassignment</p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristic of Gender Reassignment?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>It is not anticipated that there will be an impact from this Strategy.</p> <p>The 2022 census was the first time information was collected on individuals identifying as transgender; 0.44% of the population of Scotland identified as transgender, and 26% of those who identified as transgender are aged 16-24 years old. In Glasgow, 0.77% of the population identify as transgender¹¹.</p> <p>All organisations within the children's services planning partnership work in line with their own equalities frameworks and policies, with a shared commitment that all individuals and families have an equal right to family support, based on their needs.</p> <p>The strategy details practice principles covering the areas of:</p> <ol style="list-style-type: none"> 1. Rights-respecting 2. Voice & influence 3. Inclusive & accessible <p>These principles govern the overall approach to delivering family support in the city, and</p>	

¹⁰ [NHSGG&C Mental Health Improvement and Early Intervention Framework for Children & Young People](#)

¹¹ [Scottish Government \(2022\) Scotland Census Sexual Orientation and Trans Status or history.](#)

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		ensure that individuals are treated equally, based on their needs.	
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(d)	<p>Marriage and Civil Partnership</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Marriage and Civil Partnership?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>It is not anticipated that there will be an impact on marriage and civil partnership from this Strategy, as the Strategy relates to family support, irrespective of marriage or civil partnership status.</p> <p>All organisations within the children's services planning partnership work in line with their own equalities frameworks and policies, with married individuals and those in a civil partnership having the same right to family support as other individuals, based on their needs.</p> <p>The strategy details practice principles covering the areas of:</p> <ol style="list-style-type: none"> 1. Rights-respecting 2. Voice & influence 3. Inclusive & accessible <p>These principles govern the overall approach to delivering family support in the city, and ensure that individuals are treated equally, based on their needs.</p>	
(e)	<p>Pregnancy and Maternity</p> <p>Could the service change or policy have a disproportionate impact on the people with</p>	<p>It is anticipated that this strategy will have a positive impact on the protected characteristic of pregnancy and maternity.</p>	

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	<p>the protected characteristics of Pregnancy and Maternity?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>This strategy covers services that support mothers, fathers and parents throughout their pregnancy experience, and following birth of the child. Working alongside the whole family, providing strengths-based, holistic support to address needs from pre-birth to age 18 (and over) is a key aim of the strategy, in line with the aspirations of the Promise.</p> <p>The Health Visiting Service offers a Universal Pathway of support to all families with children pre-birth to 5 years old, and Health Visitors offer additional support for families who require this, based on an assessment of their needs. Family Nurse Partnership work with young parents to support them from pre-natal stage through the first two years of the child's life, ensuring that the child has the best start in life.</p>	
	<p>Protected Characteristic</p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
<p>(f)</p>	<p>Race</p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p>	<p>All families will have access to support based on their needs, irrespective of race.</p> <p>Research to inform the strategy highlighted Glasgow is the most ethnically diverse city in Scotland, with 1 in 5 Glaswegians identifying as being from a BME background; this is a 75% increase since 2011. 32.6% of under</p>	<p>The HSCP is committed to progressing a programme to promote inclusive and culturally sensitive practice.</p> <p>The HSCP has administered a staff survey to identify training and development needs in relation to delivering inclusive and culturally sensitive practice. This will be followed up with staff focus groups</p>

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	<p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>18's within Glasgow identifies as being from a BME background¹².</p>	<p>and community cafés to develop an action plan to address any gaps.</p> <p>All families will be assessed according to need, which may include for example the need for interpreting support, ESOL support etc. The Action Plan (under development) will help ensure staff are supported to deliver culturally competent services and support.</p>
		<p>All HSCP services are accessible to families for whom English is not their first language through interpreting support.</p> <p>There is an increase in demand for ESOL classes to support families for whom English is not their first language. family support services will support families to access ESOL classes and other support services to maximise the benefits of community-based family support services and universal services.</p>	<p>The Integrated Children's Services partners recognise the demand for ESOL within the city has grown and partners are currently working together to maximise resources to support families, with this as a particular focus of the Child Poverty Programme.</p>
(g)	<p>Religion and Belief</p> <p>Could the policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?</p>	<p>This strategy covers community-based family support including early intervention, locality, intensive and kinship family support and universal services.</p> <p>The practice principles of the Family Support Strategy principles include:</p> <ol style="list-style-type: none"> 1. Right-respecting 	<p>The HSCP is committed to progressing a programme to promote inclusive and culturally sensitive practice.</p> <p>The HSCP has administered a staff survey to identify training and development needs in relation to</p>

¹² [Scotland's Census 2022: What do the latest statistics tell us about minority ethnic groups in Scotland? — CRER](#)

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	<p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>2. Voice & influence 3. Inclusive & accessible</p> <p>All families will be able to access local family support within their community, based on their needs.</p>	<p>delivering inclusive and culturally sensitive practice. This will be followed up with staff focus groups and community cafés to develop an action plan to address any gaps.</p>
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(h)	<p>Sex</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p>	<p>Lone parents are identified as a priority group within the Local Child Poverty Action report, with the vast majority being female. All families will have equal access to family support, based on their needs, taking into account the additional pressures facing lone parents.</p> <p>Domestic Abuse is highlighted as a need of families across the city. Glasgow had 141 incidents of recorded domestic abuse per 10,000 population in 2022/23, which is 23.6% above the national Scottish average (114 per 10,000 population)¹³. Domestic Abuse is a key indicator of Child Protection registrations in Glasgow with 71% of children and young</p>	<p>The Glasgow City <u>Domestic Abuse Strategy 2023-28</u> outlines a series of commitments to addressing the impact of domestic abuse, working with both those who are harmed and those who harm. Children's Services has piloted Safe & Together model of supporting families that experience domestic abuse using a strengths-based approach, and will scale up the learning. Four Domestic Abuse subgroups exploring the impact of domestic abuse on children under 12 years, young people over 12 years, those who are harmed and</p>

¹³ [Scottish Government \(2023\) Domestic Abuse Statistics Police Scotland](#)

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	<p>4) Not applicable <input type="checkbox"/></p>	<p>people being registered on the child protection register with domestic abuse recorded as a risk factor¹⁴.</p> <p>Research used to inform the strategy highlighted the impact of those who are harmed (predominately women) through domestic abuse. Children's Services are seeking to work alongside families experiencing domestic abuse using a strength-based approach. This includes subgroups looking at how we support those who are harmed, those who do harm, children and young people under 12 and children and young people over 12.</p>	<p>those who harm others, have been established to deliver the commitments within the Domestic Abuse Strategy.</p> <p>Glasgow is also working with the Nuffield Foundation on a research programme '<u>Rethink Domestic Abuse in Child Protection: responding differently</u>'. This is building on learning that mothers, often the group being harmed, the experience becoming subject to Child Protection investigations and judgements of 'failing to protect', potentially resulting in the removal of their children. Children and parents who have been separated often receive little trauma informed support; furthermore, there is evidence suggesting separation increases risks. The aim of this work is to produce and implement informed frameworks – in partnership with families and practitioners – to support new approaches in policy and practice to keep women and children safe.</p>
(i)	<p>Sexual Orientation</p> <p>Could the service change or policy have a disproportionate impact on the people with</p>	<p>Almost 184,000 people in Scotland identified as LGBT+ in the 2022 Scottish Census, which is 4% of the population. Of these individuals, 43.6% identified as bisexual with a further 43.6% identifying as gay/lesbian. Of those</p>	

¹⁴ Glasgow City HSCP Child Protection Register (2024) Children & Young People with a domestic abuse risk indicator.

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	<p>the protected characteristic of Sexual Orientation?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>individuals that identified as bisexual, half were aged between 16 and 24 years old and of those who identified as gay/lesbian, 23.1% were aged between 16 and 24 years old. 7.6% of Glasgow's population identified as LGBTQIA+¹⁵</p> <p>All organisations within the children service's partnership work in line with their own policies in relation to LGBTQIA+ rights and equalities. All children, young people, parents and carers have equal access to family support, based on their needs, regardless of their sexual orientation.</p> <p>The Family Support practice principles govern our shared approach to delivering family support across the partnership:</p> <ol style="list-style-type: none"> 1. Rights-respecting 2. Voice & influence 3. Inclusive & accessible 	
	<p>Protected Characteristic</p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
<p>(j)</p>	<p>Socio – Economic Status & Social Class</p> <p>Could the proposed policy have a disproportionate impact on people because of their social class or experience of poverty and what mitigating action have you taken/planned?</p>	<p><u>Poverty</u></p> <p>It is anticipated this strategy (policy) will have a positive impact on children, young people and families who are experiencing poverty in Glasgow. The strategy aligns with the work of the Child Poverty Pathfinder, Whole Family Wellbeing Fund and all family support</p>	<p>Glasgow has adopted a 'No Wrong Door Approach' to addressing the impact of child poverty, via the <u>Child Poverty Programme</u>. Partners within the Pathfinder developed a shared understanding of the challenges faced by families and have adopted a whole system approach, taking</p>

¹⁵ [Scottish Government \(2022\) Scotland Census Sexual Orientation and Trans Status or history.](#)

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<p>The Fairer Scotland Duty (2018) places a duty on public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socioeconomic disadvantage when making <u>strategic</u> decisions. If relevant, you should evidence here what steps have been taken to assess and mitigate risk of exacerbating inequality on the ground of socio-economic status. Additional information available here: <u>Fairer Scotland Duty: guidance for public bodies - gov.scot (www.gov.scot)</u></p> <p>Seven useful questions to consider when seeking to demonstrate 'due regard' in relation to the Duty:</p> <ol style="list-style-type: none"> 1. What evidence has been considered in preparing for the decision, and are there any gaps in the evidence? 2. What are the voices of people and communities telling us, and how has this been determined (particularly those with lived experience of socio-economic disadvantage)? 3. What does the evidence suggest about the actual or likely impacts of different options or measures on inequalities of outcome that are associated with socio-economic disadvantage? 	<p>provision across the city, with the aim of working alongside families offering practical and emotional support, financial and digital inclusion, childcare and employability support.</p> <p>Research highlights that Glasgow is the most deprived local authority in Scotland¹⁶, with an estimated 24,252 children living in poverty in Glasgow in 2023. Glasgow's children are £1,551,427 per week below the poverty line, which amounts to £80,674,182 per year¹⁷. 14,837 children live in persistent poverty in Glasgow and have done so for at least the past 3 years. 10% of Glasgow's child population, and 41% of children living in poverty in Glasgow, live in deep poverty, whereby household income is under 40% less than the median income¹⁸.</p> <p>The current cost of living crisis, which has seen rising food, energy and housing costs coupled with limited or no increase in household income has resulted in decreased levels of expendable income for families. Families are struggling to pay for basic daily items, which impacts feelings of safety, security and wellbeing.</p>	<p>bold and decisive action to reduce child poverty within the city²¹. The Pathfinder has identified three challenges that require to be addressed to deliver the whole system change necessary to tackle child poverty: data, accountability and culture and funding and commissioning. The 'No Wrong Door' approach focuses on ensuring that families receive consistent and comprehensive support regardless of where and how they engage across the system, including proactive outreach to those who may benefit from assistance²².</p> <p>Glasgow has a legal duty to provide <u>Glasgow's Child Poverty Action Plan Report 2023-24</u> which reports on activity taking place to reduce child poverty across the integrated partnership.</p>
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¹⁶ [Understanding Glasgow: The Glasgow Indicators Project Overview: 2023; Glasgow Population for Health](#)

¹⁷ [Child Poverty in Glasgow Report \(2023\) Glasgow City Council, Centre for Civic Innovation.](#)

¹⁸ [Child Poverty in Glasgow Report \(2023\) Glasgow City Council, Centre for Civic Innovation.](#)

²¹ Scottish Government, Child Poverty Pathfinder PID

²² Scottish Government, Child Poverty Pathfinder PID

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	<p>4. Are some communities of interest or communities of place more affected by disadvantage in this case than others?</p> <p>5. What does our Duty assessment tell us about socio-economic disadvantage experienced disproportionately according to sex, race, disability and other protected characteristics that we may need to factor into our decisions?</p> <p>6. How has the evidence been weighed up in reaching our final decision?</p> <p>7. What plans are in place to monitor or evaluate the impact of the proposals on inequalities of outcome that are associated with socio-economic disadvantage? 'Making Fair Financial Decisions' (EHRC, 2019)²¹ provides useful information about the 'Brown Principles' which can be used to determine whether due regard has been given. When engaging with communities the National Standards for Community Engagement²² should be followed. Those engaged with should also be advised subsequently on how their contributions were factored into the final decision.</p>	<p>Over 45% of data zones in Glasgow are in the top 20% most deprived in Scotland (SIMD1) and 84% of children on the child protection register are SIMD1 (as at March 2025).</p> <p>Glasgow's Promise Partnership Third Sector Survey highlighted food and fuel poverty, in work poverty and cost of living as key issues faced by families¹⁹. This research also identified that a lack of disposable income was placing additional pressures on families, with in work poverty affecting wellbeing in relation to parents and carers working long hours and still unable to afford essentials²⁰.</p>	
		<p><u>Housing</u></p> <p>A housing emergency was declared by the Glasgow City Council (GCC) Council Administration Committee in November 2023 and the <u>Streamlined Asylum Process Update Report</u> acknowledged the unprecedented pressures faced within Homelessness Services, which are delivered by the Health and Social Care Partnership (HSCP) on behalf of GCC. The paper highlighted the anticipated financial cost of £53.4m associated with the housing and support of the 2,500 individuals with awaiting asylum decisions.</p>	<p>Glasgow is a diverse city with 637,000 people, and over 302,000 households (in 2023) with these figures anticipated to increase over the next 5 years. Addressing the housing emergency will involve addressing the diverse housing, health and wellbeing needs of the population and reducing inequalities²⁹³⁰ whilst ensuring that the voices of key groups are listened to, heard, and acted on in relation to the design and delivery of housing services. This work will focus on key groups including</p>

¹⁹ [Third Sector Family Support Mapping \(2023\) Glasgow's Promise Partnership, GCVS](#)

²⁰ [Third Sector Family Support Mapping \(2023\) Glasgow's Promise Partnership, GCVS](#)

²⁹ [Glasgow Local Housing Strategy 2023-2028](#)

³⁰ [Glasgow Strategic Housing & Investment Plan 2024-25 to 2028-29](#)

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		<p>Glasgow faces multiple challenges within the housing landscape including individuals and families affected by no recourse to public funds, Registered Social Landlords housing stock shortages²³²⁴ and Private Landlord availability and affordability²⁵. Glasgow Promise Partnership (2023) highlighted the need for affordable housing within the city and the lack of availability of adequate housing for families²⁶. The suspension of the Local Connection Power within the Housing (Scotland) Act 1987 is anticipated to increase pressure within homelessness services, with a potential rise in homelessness applications impacting on housing stock availability, emergency accommodation and budget pressures²⁷²⁸.</p>	<p>individuals living on their own, families, Asylum Seekers, Ukrainian Displaced Persons (UDP) and Refugees, older people, student population, Gypsy/Traveller cohort and groups requiring homelessness/emergency accommodation³¹</p>
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²³ [Glasgow City HSCP IJB Homelessness Services Recovery Planning Arrangements Paper; January 2023](#)

²⁴ [Glasgow City Council Emergency Committee the Impact of Home Office Decisions via the Streamlined Asylum Process Report October 2023](#)

²⁵ [Glasgow's Strategic Housing Investment Plan-2023-24-to-2027-28](#)

²⁶ [Third Sector Family Support Mapping \(2023\) Glasgow's Promise Partnership, GCVS](#)

²⁷ [Glasgow City HSCP IJB Homelessness Services Recovery Planning Arrangements Paper; January 2023](#)

²⁸ [Glasgow City Council Emergency Committee The Impact of Home Office Decisions via the Streamlined Asylum Process Report October 2023](#)

³¹ [Glasgow Local Housing Strategy 2023-2028](#)

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(k)	<p>Other marginalised groups</p> <p>How have you considered the specific impact on other groups including homeless people, prisoners and ex-offenders, ex-service personnel, people with addictions, people involved in prostitution, asylum seekers & refugees and travellers?</p>	<p><u>Substance Misuse Support</u></p> <p>National figures based on initial drug treatment assessment across Scotland identified out of 1,938 initial assessments, 55% were for over 35-year-olds, 32% were for individuals aged 25–34 years, and the remaining 13% were for under 25 year olds. Of the initial assessments, 66% had co-occurring mental health issues, 49% had physical health conditions and 25% identified alcohol concerns. Of the 25% of individuals with alcohol issues, 33% reported consuming alcohol daily³².</p> <p>Glasgow's Promise Partnership (2023) identified substance misuse as being a concern for families across the city³³, and this is an area supported by the HSCP and many of the agencies delivering family support across the city.</p>	<p>Glasgow City HSCP Alcohol and Drug Rehabilitation Services (ADRS) Parents Team support service users who have caring responsibility for children. They undertake specific early intervention work which includes;</p> <p>Parental Assessments (PA) which highlight risks and includes a care plan to support families; pre -birth support to ADRS service users; and engagement with education and children and families (health and social work) teams.</p> <p>ADRS Young Person service provides support to young people aged 12 to 18 years and for those who have been Looked After and Accommodated (LAAC) until the age of 25 years old. An assertive outreach model of service delivery is used and joint working is undertaken to mitigate risks and improve wellbeing for the whole family.</p> <p>ADRS service users have access to a number of specific family orientated services that support the whole family during the affected</p>
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³² [Public Health Scotland \(2020/21\) Scottish Drug Misuse Database Report](#)

³³ [Third Sector Family Support Mapping \(2023\) Glasgow's Promise Partnership, GCVS](#)

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			<p>parent's recovery journey. These include access to family inclusive residential rehab services, Cordia home support service, homework clubs and young person's recovery & employability service.</p> <p>The Alcohol Drug Partnership (ADP) have a parents reference group to seek their views on service development / proposed policy changes. ADRS link in with this group and other service user led ADP reference groups when looking at developing new services.</p>
		<p><u>Children, Young People & Families' Voice and Influence</u></p> <p>In March 2025, there were 8,518 children and young people allocated to Social Work Services in Glasgow aged from 0 to 25 years old. Of the 8,518 children and young people 16.0% were aged 0-4 years old, 32.0% were aged 5 to 11 years old, 36.4% were aged 12-17 years old ³⁴.</p> <p>All of these children and young people will have experienced some form of family support service through health visiting, social work and third sector organisations. As part of the ongoing learning and annual insight briefs for the Family Support Strategy, we are committed to capturing the voice of families</p>	

³⁴ HSCP Children & Families (March 2025) CF Data Quality Dashboard

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		<p>receiving family support, ensuring that their feedback will help to inform the development and improvement of services to meet families' holistic needs³⁵.</p>	
		<p><u>Care Experienced Children and Young People</u></p> <p>At the end of March 2025, Glasgow had 414 Children & Young People living with foster carers, 144 children & young people within children's houses, 1,260 children & young people in kinship care and 944 young people living in aftercare & continuing care³⁶. Capturing voice to inform the development of the strategy and services will be via the Young People's Champion Board, Promise Participation Workers and the Children's Rights Teams, as well as surveys and interviews, based on the approach used by individual organisations. This strategy and the family support networks will use data along with existing engagement mechanisms to fully understand the needs of care experienced children and young people³⁷.</p>	
		<p><u>Children, Young People & Families involved in Justice Services</u></p> <p>Families Outside colleagues contributed to the development of the strategy and expressed</p>	

³⁵ [Scottish Government \(2022\) Holistic whole family support: routemap and national principles](#)

³⁶ HSCP Children & Families (October 2025) CF Data Quality Dashboard.

³⁷ [Scottish Government \(2022\) Holistic whole family support: routemap and national principles](#)

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		<p>interest in aligning their approach to supporting families with the shared vision and principles developed, which provides an early indication of the benefit of the strategy and its contribution to achieving a collaborative approach.</p> <p>There is estimated to be between 20,000 and 27,000 children impacted by parental imprisonment in Scotland every year³⁸. Glasgow City consistently has one of the highest rates of arrival to prison and the largest number of individuals in custody in Scotland,³⁹ meaning that on any given day, hundreds of children and families in Glasgow are impacted by imprisonment. Imprisonment of a family member has a role in creating, sustaining and deepening poverty among children and families as highlighted in Families Outside research <u>'Paying the Price' The Cost to Families of Imprisonment and Release</u>⁴⁰. <u>SNAP 2 Scotland's Second National Human Rights Action Plan (2023-2030)</u> identifies families of accused persons or people in custody as 'people whose rights are most at risk'⁴¹. Children impacted by parental imprisonment are also recognised as a group whose rights are at risk in terms of UNCRC</p>	
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³⁸ Families Outside (2016) ['Rendering Them Visible: A Review of Progress Towards Increasing Awareness and Support of Prisoners' Families'](#)

³⁹ See Scottish Government (2023) ['Scottish Prison Population Statistics 2022-23'](#) and Scottish Prison Service [prison population statistics](#). As of 1 October 2024, Scottish Prison Service statistics showed there to be 1451 males and 64 females from Glasgow City in prisons across Scotland.

⁴⁰ Families Outside (2022) ['Paying the Price' The Cost to Families of Imprisonment and Release](#)

⁴¹ [SNAP 2 \(2023-2030\) Scotland's Second National Human Right Action Plan](#)

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		<p>implementation⁴². <u>The UNCRC Concluding Observations (2023)</u> included several recommendations relating to children with a parent in prison, including to “[e]nsure that children of incarcerated parents can maintain personal relations with their parents and have access to adequate services, accessible information and appropriate support, including by a social worker and financial support for visits and remote contact”⁴³.</p> <p>This is an area of focus in terms of joint work between Children’s and Justice Services, with the learning informing ongoing strategy development and improvement of services.</p>	
		<p><u>Refugee Population</u></p> <p>A holistic whole family approach that is child and family centred will be crucial to supporting the needs of our refugee population with a focus on improving outcomes and resilience⁴⁴ through accessible and flexible family support services⁴⁵.</p>	
		<p><u>Kinship Carers, Adult Carers & Young Carers</u></p> <p>2.5% of Glasgow’s children under 15 years are unpaid carers compared to 2% of all Scottish children. 14.4% of Glasgow adults (around 74,000) are unpaid carers⁴⁶ and there</p>	<p>The <u>Glasgow City HSCP Carers Strategy 2022-2025 Supporting Glasgow’s Caring Community</u> details key caring groups including kinship, adult and young carers whose needs should be considered</p>

⁴² Scottish Government (2024) UNCRC (Incorporation) (Scotland) Act 2024 Statutory Guidance [Part 2](#) and [Part 3](#)

⁴³ UN Committee on the Rights of the Child (2023) [Concluding Observations](#)

⁴⁴ [Scottish Refugee Council, Strategic Plan 2023-28](#)

⁴⁵ [Glasgow's Family Support Strategy 2020-23](#)

⁴⁶ [Glasgow City Health & Social Care Partnership \(2023-2026\) Integrated Joint Board Plan](#)

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		were 983 Kinship carers in Glasgow, as at March 2025 ⁴⁷ .	when designing family support services. Kinship carers have dedicated family support services and kinship carers, adult carers and young carers can also access support from Carer Support teams across the city which provide a range of support, including individual and group/ peer support. The teams offer a whole family approach to family support, which is strengths-based and seeks to build resilience, relationships, and community connections.
8.	<p>Does the policy development include an element of cost savings? How have you managed this in a way that will not disproportionately impact on protected characteristic groups?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>This strategy builds on the first Family Support Strategy, whereby there is a continued effort to keep children and young people at home, with their families and within their communities where it is safe to do so. Shifting the balance of care away from acute and statutory interventions towards prevention and early intervention has delivered some financial savings which has allowed the HSCP to invest further in family support provision, with current services in place for up to 7 years, which demonstrates the longer term commitment to supporting families in their communities.</p>	

⁴⁷ HSCP Children & Families (March 2025) CF Data Quality Dashboard.

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		Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
9.	<p>What investment in learning has been made to prevent discrimination, promote equality of opportunity and foster good relations between protected characteristic groups? As a minimum include recorded completion rates of statutory and mandatory learning programmes (or local equivalent) covering equality, diversity and human rights.</p>	<p>Mandatory Equality, Diversity, and Human Rights Training All HSCP staff members are required to participate in training that covers equality, diversity, and human rights. These training sessions are designed to:</p> <ul style="list-style-type: none"> • Raise awareness of equality and diversity issues. • Encourage inclusiveness within the workforce. • Ensure that employees are equipped to treat all individuals fairly and with respect, in line with the Equality Act 2010. <p>Training is delivered in partnership with various providers and includes workshops, webinars and online modules. Topics covered range from understanding protected characteristics to addressing unconscious bias and promoting inclusive practices.</p> <p>Strategic Framework and Equality Outcomes</p> <p>The HSCP has identified five Equality Outcomes for 2024 to 2028, aiming to:</p> <ul style="list-style-type: none"> • Ensure inclusive and accessible information and communications. 	

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		<ul style="list-style-type: none">• Support the involvement of people with protected characteristics in service delivery design.• Foster an inclusive workplace that reflects the city's diversity. <p>Continuous Improvement and Engagement</p> <p>The HSCP regularly reviews and updates training programmes and strategies to address emerging issues and feedback from staff and the community. The HSCP also facilitates employee networks, such as the BME Network and Women's Network, to provide support and promote equality and diversity within the workplace.</p>	
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10. In addition to understanding and responding to legal responsibilities set out in Equality Act (2010), services must pay due regard to ensure a person's human rights are protected in all aspects of health and social care provision. This may be more obvious in some areas than others. For instance, mental health inpatient care or older people's residential care may be considered higher risk in terms of potential human rights breach due to potential removal of liberty, seclusion or application of restraint. However risk may also involve fundamental gaps like not providing access to communication support, not involving patients/service users in decisions relating to their care, making decisions that infringe the rights of carers to participate in society or not respecting someone's right to dignity or privacy.

The Human Rights Act sets out rights in a series of articles – right to Life, right to freedom from torture and inhumane and degrading treatment, freedom from slavery and forced labour, right to liberty and security, right to a fair trial, no punishment without law, right to respect for private and family life, right to freedom of thought, belief and religion, right to freedom of expression, right to freedom of assembly and association, right to marry, right to protection from discrimination.

Please explain in the field below if any risks in relation to the service design or policy were identified which could impact on the human rights of patients, service users or staff.

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The Family Support Strategy includes reference to the Human Rights Act, Equalities Act and UNCRC. This strategy will uphold the right to respect for private and family life and the right to protection from discrimination.

Please explain in the field below any human rights based approaches undertaken to better understand rights and responsibilities resulting from the service or policy development and what measures have been taken as a result e.g. applying the PANEL Principles to maximise Participation, Accountability, Non-discrimination and Equality, Empowerment and Legality or FAIR* .

The Family Support Strategy has been founded on the principles of participation, accountability, non-discrimination, equity, empowerment and legality. Throughout the development of the citywide strategy, a focus on engagement has shaped the content and practice principles that empower families to stay together and to thrive.

*

- **Facts:** What is the experience of the individuals involved and what are the important facts to understand?
- **Analyse rights:** Develop an analysis of the human rights at stake
- **Identify responsibilities:** Identify what needs to be done and who is responsible for doing it
- **Review actions:** Make recommendations for action and later recall and evaluate what has happened as a result.

United Nations Convention on the Rights of the Child

The United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024 came into force on the 16th July 2024. All public bodies may choose to evidence consideration of the possible impact of decisions on the rights of children (up to the age of 18). Evidence should be included below in relation to the General Principles of the Act. The full list of articles to be considered is available [here](#) for information.

No Discrimination: Where the decision may have an impact, explain how the EQIA has considered discrimination on the grounds of protected characteristics for children. You may have considered children in each of the EQIA sections and returned relevant evidence.

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The Family Support Strategy 2024-2030 aims to ensure that wherever possible the support we offer helps to mitigate the impact of poverty and structural inequalities, aiming to reduce any barriers to engagement and support across all groups of families with protected characteristics. See above sections for further detail.

Best Interests of the child: Where the decision may have an impact, explain how the EQIA has evaluated possible negative, positive or neutral impacts on children. You may find that a options considered need to be reframed against the best possible outcome for children.

The Family Support Strategy 2024-2030 supports the delivery of Getting it Right for Every Child (GIRFEC) in Glasgow, promoting the best interests of the child, which is the underpinning principle for all support provided by the HSCP.

Life, survival and development: Where the decision may have an impact, explain how the EQIA has considered a child's right to health and more holistic development opportunities.

The Family Support Strategy 2024-2030 supports the delivery of Getting it Right for Every Child (GIRFEC) in Glasgow. Central to GIRFEC and the FSS is for children and young people to be supported to reach their full potential through early and effective support. The strategy outlines the practice principles required to achieve this, and to achieve positive outcomes for children, young people and families.

Respect of children's views: Where the decision may have an impact, explain how the views of children have been sought and responded to. You need to consider what steps were taken in Q4 in relation to this.

The Family Support Strategy focuses on capturing voice and translating voice into influence to ensure that children and young people's voices inform service development and improvement of services in line with families' needs.

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Having completed the EQIA template, please tick which option you (Lead Reviewer) perceive best reflects the findings of the assessment. This can be cross-checked via the Quality Assurance process:

- ☒ **X** Option 1: No major change (where no impact or potential for improvement is found, no action is required)
- ☐ Option 2: Adjust (where a potential or actual negative impact or potential for a more positive impact is found, make changes to mitigate risks or make improvements)
- ☐ Option 3: Continue (where a potential or actual negative impact or potential for a more positive impact is found but a decision not to make a change can be objectively justified, continue without making changes)
- ☐ Option 4: Stop and remove (where a serious risk of negative impact is found, the plans, policies etc. being assessed should be halted until these issues can be addressed)

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11. If you believe your service is doing something that ‘stands out’ as an example of good practice - for instance you are routinely collecting patient data on sexual orientation, faith etc. - please use the box below to describe the activity and the benefits this has brought to the service. This information will help others consider opportunities for developments in their own services.

Actions – from the additional mitigating action requirements boxes completed above, please summarise the actions this service will be taking forward.	Date for completion	Who is responsible?(initials)
Locality Planning – Co Creation of Plans for Family Support	November 2025	Kate Tobin, Alison Hodge & Peter Orr.
Annual Insight Report	April 2026	Kate Tobin
Ongoing Engagement with families and family support services.	Ongoing	Family Support Planning Group

Ongoing 6 Monthly Review please write your 6 monthly EQIA review date:

November 2025

Lead Reviewer: Alison Murphy

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Job Title: Senior Officer, Business Development, Children Services.

Quality Assurance Sign Off: Dr Noreen Shields

Job Title Planning and Development Manager

Signature

Date 29/4/25

A handwritten signature in black ink, appearing to read 'Noreen Shields', written over the printed name.

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**NHS GREATER GLASGOW AND CLYDE EQUALITY IMPACT ASSESSMENT TOOL
MEETING THE NEEDS OF DIVERSE COMMUNITIES
6 MONTHLY REVIEW SHEET**

Name of Policy/Current Service/Service Development/Service Redesign:

Please detail activity undertaken with regard to actions highlighted in the original EQIA for this Service/Policy

		Completed	
		Date	Initials
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			

Please detail any outstanding activity with regard to required actions highlighted in the original EQIA process for this Service/Policy and reason for non-completion

		To be Completed by	
		Date	Initials
Action:			
Reason:			
Action:			
Reason:			

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Please detail any new actions required since completing the original EQIA and reasons:

		To be completed by	
		Date	Initials
Action:			
Reason:			
Action:			
Reason:			

Please detail any discontinued actions that were originally planned and reasons:

Action:	
Reason:	
Action:	
Reason:	

Please write your next 6-month review date

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Name of completing officer:

Date submitted:

If you would like to have your 6 month report reviewed by a Quality Assuror please e-mail to:
alastair.low@ggc.scot.nhs.uk

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