

# Glasgow City Integration Joint Board Equality Outcomes **2024 - 2028** Summary



# Foreword

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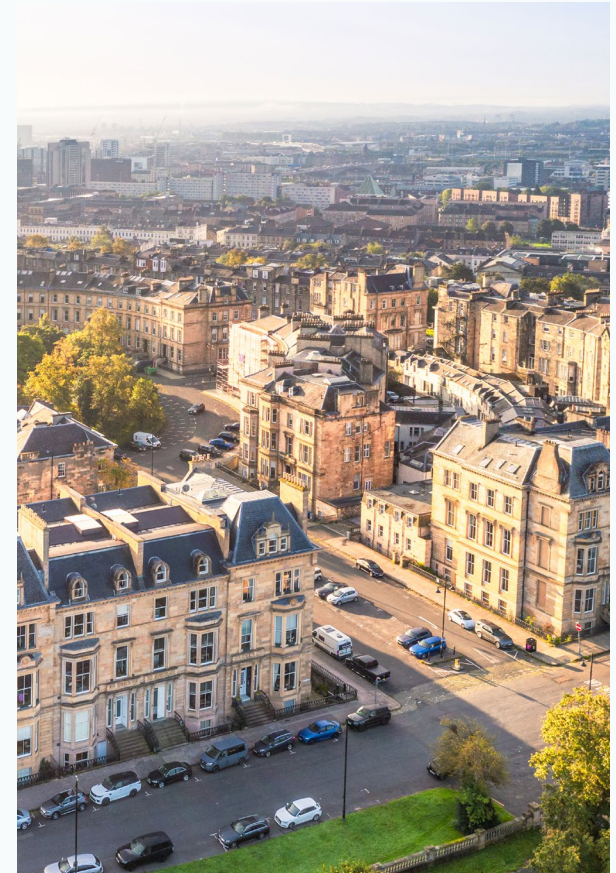
I am pleased to introduce our Equalities Outcomes for 2024 to 2028. The outcomes have been developed in partnership with key stakeholders across the city; including staff, partner organisations, equality organisations and their members. They reflect the diverse needs of Glasgow City and the range of services we deliver. The equality outcomes provide a focus for our actions over the next four years, but they do not encompass everything that we do to address and reduce inequality in the city.

Freedom from discrimination and equality of opportunity are fundamental human rights for all. Structural discrimination including racism, sexism, homophobia and ableism continues to affect our patients, service users and staff. We acknowledge that this requires us to change the traditional ways of working and cultivate a more honest and inclusive environment, with an equitable balance of power.

We have made real progress through the delivery of our previous outcomes and we want to build on this, to improve our practice and use our influence to be equality advocates for Glasgow.

Jackie Kerr  
Interim Chief Officer, Glasgow City Health and Social Care Partnership

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# Outcome 1

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Information and communications about our services and how to access them are inclusive and accessible to everyone. In particular, those who may face barriers through disability, language and digital exclusion.



## Why have we prioritised this outcome?

Through the research and engagement it was highlighted that there is more we can do to ensure that people get the advice and support they need, when they need it. One way we will do this is by working to ensure people have access to information about our services in a way that meets their needs.



## HOW WE WILL DELIVER THIS OUTCOME?



- Enhance patient access to Primary Care by promoting what is available at each GP surgery, and pathways into services.
- Support co-design of technology enabled care and support.
- Develop specific projects which utilise an asset and strengths based approach with both our own workforce, partner agencies and service users / customers. Initial projects include TEC Clinics (help take the fear out of technology), Circles of Support (building circles of family support for children and young people and older people) and Rehab and Enablement within Older People's Services.
- Increase awareness of the BSL Video Relay Interpreting app through a promotions campaign within the local BSL community and across Primary Care.
- Develop an asset mapping and information hub service to improve how we provide and display information. Using platforms such as Your Support Your Way to assist service users and carers to engage with HSCP Services.



# Outcome 2

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People with protected characteristics and the organisations that represent them, are regularly and systematically supported to be involved in service delivery design by the IJB / HSCP.



## Why have we prioritised this outcome?

We are committed to listening to what people who use our services tell us about the lives they can and want to live. We will work together with our partners and stakeholders, across all types of care, to provide the conditions required to empower them to actively participate in the design and delivery of the services they use.

The people involved in our engagement reiterated the importance of involving people with lived and living experience and that they wanted to be involved at the earliest possible stage. We have set a commitment to ensure this happens and that services meet the needs of the people who use them.



## HOW WE WILL DELIVER THIS OUTCOME?



- Work with partners to agree a timely and more proactive approach to engagement and consultation opportunities.
- Support the Alcohol and Drug Partnership women's subgroup to take a gendered lens to strategic planning in collaboration with the Glasgow Violence Against Women Partnership.
- Engage with young people and families to co-create a digital resource that will support access to information on available mental health supports. Through this work consider how self-referral to CAMHS and other services can be facilitated.
- Redesign Day Services for people with learning disabilities in consultation and engagement with service users.
- Implement findings of the Glasgow Unpaid Work services review in relation to how we meet the needs of women within the service.
- The Glasgow Health Determinants Research Collaborative will involve quality partners in the development and design of its health inequalities research programme.

# Outcome 3

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**LGBT+, Disabled and Black and Minority Ethnic People of all ages are able to access Mental Health and Wellbeing support which better meets their needs.**



## **Why have we prioritised this outcome?**

Mental health and wellbeing can have a powerful negative effect on physical health and life chances. We are committed to working with a wide range of partners across the city to improve mental health and wellbeing and prevent ill-health and social isolation among the people of Glasgow wherever possible.

Mental health cuts across all of the protected characteristics and there is activity to support other groups through our mainstreaming activity. However, the characteristics identified have evidence of greater inequalities and we are committed to taking specific targeted action.



## HOW WE WILL DELIVER THIS OUTCOME?



- Improve the collection and use of equality data within Mental Health Services by creating a short life working group to build on data improvement work and explore opportunities for;
  - Changing practice to support and encourage equality data capture.
  - Ensuring that equality is a core consideration of data capture system specifications across acute and community services.
  - Working with NHSGGC to utilise a dashboard to track people with English as an additional language throughout their journey in Acute Wards to ensure a failsafe system for providing interpreters to meet their needs.
- Undertake targeted equality engagement as part of the mental health strategy 'What Matters'.
- Expand the representation of mental health commissioned engagement services, with a specific focus on race, disability and sexual orientation.
- Review the accessibility of Mental Health Assessment Units.
- Ensure equality is a core consideration of the review of Primary Care Mental Health Services.



# Outcome 4

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The IJB / HSCP actively challenges prejudices, discrimination and harassment within services and the workplace, including a focus on anti-racism.



## Why have we prioritised this outcome?

We take a zero tolerance approach to discrimination and harassment and are committed to ensuring that all people using our services and working in them, are able to do so without fear of being targeted due to an aspect of their identity.

We will work to increase awareness, encourage reporting if an incident does happen and ensure supports are in place if members of our workforce experience it.



## HOW WE WILL DELIVER THIS OUTCOME?



- Introduce anti-discrimination and harassment campaigns. This will be a phased approach, with an initial focus on anti-racism activity.
- Promotion of bullying and harassment procedures and supports.
- Promote Hate Crime Awareness, including delivering regular Hate Crime Awareness Training.
- Introduce Mandatory Equality and Human Rights training for all staff.
- Support and encourage IJB Members to identify and access various equality training opportunities.
- Health Improvement to achieve the LGBT Youth Charter Mark.

# Outcome 5



Glasgow City HSCP is an equalities focused and inclusive workplace, which has embedded approaches to support Black and Minority Ethnic People, Disabled People, LGBT+ People, Women and a workforce that more accurately reflects the diversity of the City's population.



## Why have we prioritised this outcome?

The hard work and dedication of our staff has always been the key to our continued success. Achieving a diverse and inclusive workplace is very important to us and recognises the value in each other's differences and treating each other fairly and with respect.

By having a workforce that feels engaged and valued, we can ensure that our staff are ready to meet the challenges and opportunities of delivering health and social care services and are confident in the value placed on their own health and wellbeing.



## HOW WE WILL DELIVER THIS OUTCOME?



- Report on and monitor the diversity of our workforce.
- Promote ourselves as an inclusive employer. This will include increasing diversity by targeting under-represented groups by how we advertise our vacancies and raise awareness of our job opportunities.
- Develop an inclusive recruitment and interview process.
- Develop a staff wellbeing framework including specific equality actions.
- Explore the equalities considerations to leadership development offerings linked to the implementation of Succession Planning and the HSCP workforce plan.



For full details of the equalities outcomes including; supporting evidence, the development process and associated mainstreaming actions please see our full **[Equality Outcomes Report](#)**.

We recognise that a report of this nature can be inaccessible for a variety of reasons. If you would like us to relate this in another format, or talk to us about the contents please contact Afton Hill on 07890943681

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