



Item No. 7

Meeting Date

Wednesday 21st February 2024

**Glasgow City
Integration Joint Board
Public Engagement Committee**

Report By: Gary Dover, Assistant Chief Officer (Primary Care and Early Intervention)

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Glasgow City HSCP Equality Outcome Development

Purpose of Report:

To provide the IJB Public Engagement Committee with an overview of the consultation and engagement activity undertaken, to date, which will inform the Glasgow City HSCP Equality Outcomes for 2024 to 2028.

Background/Engagement:

The Scottish Public Sector Equality Duty requires the Glasgow City IJB to publish a new set of Equality Outcomes by the end of April 2024. It is important that our Equality Outcomes are evidence-based and developed in consultation with stakeholders. Work has been underway since Summer 2023 to gather evidence and engage with stakeholders. This has included:

- **Evidence Review** - collecting research to form a database of evidence to establish our baseline of key facts, figures and key issues.
- **Online consultation with stakeholders** - to review progress so far and identify key equality priorities, this included key partners and equality organisations in the city.
- **Staff Survey** – a survey with staff from across the HSCP to gather views on equality priorities, both as a workforce and for delivering services to patients and service users.
- **A development session** - with staff from across the HSCP and equality partners to share examples of good practice and discuss priorities moving forward.
- **Ongoing engagement with equality groups** - through the Glasgow Equality Forum and attendance at events and forums.

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	<ul style="list-style-type: none">• Working with partners who are also developing new outcomes – Including; regularly linking with colleagues in other HSCP's to share information, research and approach and working closely with the NHS GG&C Equality and Human Rights Team, supporting their engagement process for shared learning and priorities.
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Governance Route:	<p>The matters contained within this paper have been previously considered by the following group(s) as part of its development.</p> <p>HSCP Senior Management Team <input type="checkbox"/></p> <p>Council Corporate Management Team <input type="checkbox"/></p> <p>Health Board Corporate Management Team <input type="checkbox"/></p> <p>Council Committee <input type="checkbox"/></p> <p>Update requested by IJB <input type="checkbox"/></p> <p>Other <input checked="" type="checkbox"/></p> <p>Glasgow City HSCP Equality Working Group</p> <p>Not Applicable <input type="checkbox"/></p>
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Recommendations:	<p>The IJB Public Engagement Committee is asked to:</p> <ul style="list-style-type: none">a) Note the process for consultation and engagement to support the development of the Glasgow City Equality Outcomes 2024 to 2028;b) Consider the key themes of the consultation and engagement;c) Note the planned next steps, including consulting on draft equality outcomes; andd) Note that new Equality Outcomes and a supporting Action Plan will be presented to the IJB in May.
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Relevance to Integration Joint Board Strategic Plan:
The Equality Outcomes and Mainstreaming Activity is included within the Strategic Plan, with equality considerations cutting across each of the Partnership priorities.

Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	<p>This engagement will directly inform activity which will support work towards meeting National outcomes;</p> <p>Outcome 1 – People are able to look after and improve their own health and wellbeing and live in good health for longer</p> <p>Outcome 4 – Health and social care services are centred in helping to maintain or improve the quality of life of people who use those services.</p>
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Personnel:	None identified.
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Carers:	None identified.
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Provider Organisations:	Work is ongoing across the Health and Social Care Partnership, coordinated by the Lead for Equalities and Fairer Scotland to consider and identify action to address the key themes that have been raised through research and engagement.
Equalities:	The work outlined in this report is directly linked to advancing equalities across each of the protected characteristics. Steps were taken throughout the process to support inclusion in the process and to ensure representation from equality groups. This is outlined within the body of the report.
Fairer Scotland Compliance:	Compliance of the Fairer Scotland Duty has been taken into consideration throughout this process, in particular as compounding inequalities faced by protected groups. This will continue through to the development and implementation of the resulting Outcomes and Actions, with Fairer Scotland forming a core part of reporting.
Financial:	None identified.
Legal:	None. The work referenced supports the development of new equality outcomes, which would meet the requirement under the Public Sector Equality Duty.
Economic Impact:	None identified.
Sustainability:	None identified.
Sustainable Procurement and Article 19:	None identified.
Risk Implications:	None identified.
Implications for Glasgow City Council:	None. Work will continue to link with equality leads in Glasgow City Council.
Implications for NHS Greater Glasgow & Clyde:	None. Work will continue to link with equality leads in NHSGG&C.

1. Purpose

- 1.1. To provide the IJB Public Engagement Committee with an overview of the consultation and engagement activity undertaken, to date, which will inform the Glasgow City HSCP Equality Outcomes for 2024 to 2028.

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2. Background

- 2.1. The Scottish Public Sector Equality Duty requires the Glasgow City IJB to publish a new set of Equality Outcomes by the end of April 2024. At this time, we also need to publish a report on how we continue to mainstream equality into our service delivery and the progress we made towards our last set of Equality Outcomes.
- 2.2. It is important that our Equality Outcomes are evidence-based and developed in consultation with stakeholders. Work has been underway since summer 2023 to gather evidence and engage with stakeholders. This has included:
- **Evidence Review** - collecting research to form a database of evidence to establish our baseline of key facts, figures and key issues.
 - **Online consultation with stakeholders** - to review progress so far and identify key equality priorities, this included key partners and equality organisations in the city.
 - **Staff Survey** – a survey with staff from across the HSCP to gather views on equality priorities, both as a workforce and for delivering services to patients and service users.
 - **A development session** - with staff from across the HSCP and equality partners to share examples of good practice and discuss priorities moving forward.
 - **Ongoing engagement with equality groups** - through the Glasgow Equality Forum and attendance at events and forums.
 - **Working with partners who are also developing new outcomes** – Including; regularly linking with colleagues in other HSCP's to share information, research and approach and working closely with the NHS GG&C Equality and Human Rights Team, supporting their engagement process for shared learning and common priorities.

3. Methodology

- 3.1 The involvement and commitment of our partners is essential in tackling inequalities. A key aim of the development process was to ensure we worked with our partners and supported our partners to have a voice in shaping our Equality Outcomes. The approach to key consultation and engagement methods are outlined below.
- 3.2 Online Consultation with Stakeholders
- 3.2.1 The survey was issued by email to equality organisations and partners across the City. The survey was also promoted via the Glasgow Community Planning Partnership Equality Group and the Glasgow Equality Forum. The survey was open during September and October 2023 and reminders were sent during this time. Following previous feedback, a Word version of the survey was attached for reference, to support coordinating a response within organisations. It was promoted as part of all correspondence that the document was available in a variety of alternate formats and community languages.

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- 3.2.2 The survey consisted of questions to gather views on our current progress and how we can continue to improve. In total there were 13 responses. The number of responses were lower than hoped for, but not unexpected given the pressures on time for organisations. However, the quality of responses was high with specific actions that will be considered as part of the associated action and measure development.

3.3 Outcome Development Session

- 3.3.1 The event invitation was issued by email to a range of stakeholders including; Equality related staff across the partnership organisations, Glasgow Community Planning Partnership Equality Group Members, Glasgow Equality Forum Members, HSCP Equality Group Members and Equality specific organisations, with particular attention given to ensure a number of organisations representing each protected characteristic were invited. Accessibility of the location, availability of Interpreters and access to alternative formats was actively promoted to encourage and support attendance.

- 3.3.2 The event was held on 31st October 2023, with 46 participants attending on the day. The session consisted of two sections:

3.3.3 Section 1: Good Practice Presentations:

- Support for Autism: NE Improvement plan
- Alcohol and Drug Partnership Women's Reference Group
- Culturally Informed, Anti-Racist Practice in Children and Young People's Mental Health Care
- Reflections and Next Steps from Partner Organisations

- 3.3.4 Glasgow Disability Alliance, Wise Women and Urban Youth Project shared their reflections on the issues presented providing helpful insights.

3.3.5 Section 2: Discussion Groups – How Do We Make Glasgow HSCP Fairer?

- Participants took part in discussion groups and fed back key areas.

3.4 Advancing Equalities Staff Survey

- 3.4.1 The involvement and commitment of our workforce is essential in tackling inequalities, both for how it effects our workforce personally and in how we care for and support our service users.

- 3.4.2 Some aspects of the equality duties continue to be reported through the two employing organisations that make up Glasgow City HSCP; NHS Greater Glasgow and Clyde and Glasgow City Council. Including equality outcomes relating to staff, employee diversity information etc.

- 3.4.3 In order to get a picture of the equality priorities for the HSCP workforce as a whole, we sought agreement from the NHS Equality and Human Rights Team to utilise their equality staff survey and share it with Council staff within the HSCP. This approach was agreed in partnership with Glasgow City Council

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HR, as the question set was already established with NHS HSCP staff and the NHS and HSCP are on the same Public Sector Equality Duty reporting cycle.

3.4.4 The survey was issued by email to all staff during September and October 2023. Due to the high proportion of non PC facing staff within Social Work Services, the survey was also promoted through managers. Leaflets with a QR code were provided for shared spaces and contact details were provided to request paper copies, as well as alternative formats and languages.

3.4.5 The survey consisted of three sections:

- Your views on inequality and its impact on our service users and patients
- Practical action to tackle inequality
- About you

3.4.6 In total there were 421 responses. 175 from NHS HSCP staff and 246 from Council HSCP staff. The responses were broadly representative of the HSCP workforce.

3.5 We would like to thank all those who responded and contributed to our consultations and development session.

4. Overview of Findings

4.1 There were consistent themes that emerged through the research and consultation. These were:

4.2 Accessibility

- **Access to Information** – Staff would like easier access to information and guidance to support addressing inequalities. Increase awareness of the services we provide, consider how we can ensure we are reaching the right people. In particular non digital options.
- **Access to Interpreters and Translations** – Information in non-English languages was raised. Comments included; an ask for double appointments with Interpreters, appointment letters in other languages and increased confidence on accessing materials in other languages.

4.3 Our Workforce

- **Workforce** - Importance of our workforce and investing in them. This included recruitment practices, diversity of our workforce, ensuring we support our workforce and opportunities for staff to share their lived experience.
- **Support for Staff** – Support for staff was also a strong theme, both from staff and partners, in particular; staff with disabilities including mental health and neurodiversity, reasonable adjustments and the Access to Work Fund. Sexual Orientation, Gender Identity, Support for Women, including specific asks around Menopause support were also raised in a number of comments.
- **Training** – Training was a strong theme throughout the comments, with specific asks around equality training being mandatory, opportunity for face to face training or discussions on training and protected time to attend training.

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4.4 Ways of Working

- **Partnership Working** - Share good practice and promote reflective practice. Encourage an open dialogue with partners and service users. Commitment to learning together and improvement.
- **Equality Data** – Increased knowledge of who is accessing our services. Increased flexibility and fields on recording systems.
- **Commissioning** - Widening of commissioning options to open up tenders for smaller organisations and charities.
- **Consultation and engagement** – The importance of involving those with lived and living experience was a common theme, although there is need to balance this with consultation fatigue and to ensure it is meaningful. Specific suggestions included; involving people from very initial stages, plan ahead, increase coordination, internally and with partners to allow for collective support and effort. Ensure community engagement reflects the needs of communities to support participation
- **Accountability** – Commitment to measurable outcomes, consider how we can increase staff confidence and scrutiny in Equality Impact Assessment (EQIA) process and ensure it is meaningful. Increase in equality indicators as part of reporting.

4.5 Other specifics across the HSCP

- **Anti-Discrimination Support** – This was mentioned in a variety of ways with suggestions including anti-racism campaigns and encouraging a zero tolerance policy to tackle discrimination. Targeted activity to support Hate Crime recognition and activity against micro-aggressions.
- Closer links with the Standing Group on Violence Against Women and Girls.
- Women's rights and protected women's spaces

4.6 The above presents only a brief summary of the feedback generated through the Outcome development process. There was a wealth of detail provided by respondents, including suggestions for specific actions. Work is ongoing through the HSCP Equality Working Group and through small group discussions with members of staff from across the HSCP, to discuss the findings of the research and consultation and identify further areas of consideration for potential action.

5. **Next Steps**

5.1 The Lead for Equalities and Fairer Scotland is working with colleagues from across the HSCP to identify new and emerging areas of work, targeted at equality groups.

5.2 These will be gathered as activity to support new draft outcomes, considering;

- Do they address the key priorities identified through the research, consultation and engagement?
- Do they represent the IJB's priority areas for equality?
- Is work towards achieving these Outcomes possible over the next 4 years?
- Are there any potential gaps?

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- 5.3 The draft outcomes will be shared with stakeholders for comment in February. Following consideration of this feedback, a revised draft of the Equality Outcomes and supporting action plan will be presented to SMT for formal consideration, before being presented to IJB for consideration and to agree the proposed final set.

6. Recommendations

- 6.1 The IJB Public Engagement Committee is asked to:
- a) Note the process for consultation and engagement to support the development of the Glasgow City Equality Outcomes 2024 to 2028;
 - b) Consider the key themes of the consultation and engagement;
 - c) Note the planned next steps, including consulting on draft equality outcomes; and
 - d) Note that new Equality Outcomes and a supporting Action Plan will be presented to the IJB in May.