



## ACHSCP Equality Outcomes - Supporting Actions Progress 2018 – 2020

Supporting Action	Progress
<b>Staff Training Outcome: Staff who work within the HSCP will understand and meet the health and social care needs of our local equality and diversity communities</b>	
Over the next two years the HSCP will provide equality and diversity training for over 300 staff working within the HSCP, appropriate to their roles. The training will cover all 9 of the protected characteristics.	Equality and Diversity training is part of the induction of new staff but with the launch of the new Equality Outcomes, refresher training will be provided to all staff.
<b>Impact Assessment Outcome: We will ensure that no Aberdeen HSCP policy, strategy or organisational proposal discriminates against any equality or diversity group</b>	
All Aberdeen HSCP policies, strategies and re-organisational proposals will be Equality and Diversity Impact Assessed at final draft stage before being issued, to ensure they do not discriminate against any equality or diversity group.	This remains the approach however doing forward ACHSCP will be looking to refresh the process to incorporate Human Rights into Integrated Impact Assessments.
Aberdeen HSCP will train a further 5 staff to be Equality and Diversity Level One Impact Assessors by 31st March 2017.	This was not achieved however the new approach to mainstreaming will include the appointment of DiversCity Champions in each service who will promote the equality agenda and assist staff with impact assessments.



Supporting Action	Progress
<b>Racial Equality Outcomes: Meeting the communication and health and social care needs of our local ethnic communities</b>	
<p>Aberdeen HSCP will continue to provide “face to face” interpreters for non-English-speaking people when they access health or social care. The HSCP will work with partner agencies to ensure that a sufficient number of “face to face” interpreters are trained and available to meet our needs.</p>	<p>Interpretation services continue to be available. Information is gathered on the which languages are requested and this is helping to inform ongoing translation needs e.g. posters with service information being made available in certain locations.</p>
<p>“Language Line” services will be widely available across the HSCP to provide short notice ready access to telephone interpretation. 24/7. A further 20 Access Points will be provided over the next 2 years, if required.</p>	
<p>A great deal of essential health and social care information is already available in translation. We will regularly review this material to ensure:</p> <ul style="list-style-type: none"> <li>• All material available in translation is up to date.</li> <li>• Any identified gaps in health or social care information will be filled on an ongoing basis.</li> <li>• The HSCP will produce any of its published material, upon request, in any other language, in compliance with the Equality Act 2010. This offer will appear at the front of all major HSCP documents.</li> </ul>	<p>All material is currently available for translation upon request however our aim is to be more proactive in our multi-lingual approach producing posters and service information in the most commonly used languages in Aberdeen.</p>
<p>Encourage and support recent migrant workers and their families to register with their local GPs by explaining their entitlement to free NHS healthcare.</p>	<p>We are working with ACC to help identify new migrants and ensure they are aware of the appropriate ways to access healthcare.</p>
<p>Over the next two years there will be continued close involvement with members of our local ethnic communities and their representative groups and organisations.</p>	<p>The inception of the Equalities Subgroup with GREC as a member has helped to bring involvement with ethnic communities closer. Further work to reach out to groups to join the LEGs and to come forward for vaccinations is planned.</p>
<p>Involve and consult our local ethnic communities in the planning of health and social care services by means of multi-lingual involvement and consultation events, run either by the HSCP or partner agencies.</p>	<p>We are currently exploring the best way of doing this. Our preference would be for these groups to be represented on the LEGs however if we are unable to gain this representation, we will seek alternative ways to engage, probably via GREC and other contacts in ACC.</p>
<p>Support carers in the recent migrant worker communities, many of whom are unaware of the wide range of support available to them.</p>	<p>We are working with the newly commissioned Adult Carers Support service to ensure carers within the migrant worker</p>



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	communities gain access to the same support as all other carers.
Provide multi-lingual Advocacy Services.	This is provided through the commissioned service Advocacy Aberdeen.
Carry out two targeted health and social wellbeing campaigns over the next 2 years.	Working with local partners we will continue to target specific groups for certain campaigns as and when this is deemed necessary.
The HSCP will continue to help and support our local gypsy/traveller communities to access health and social care services by promoting the use of the Hand Held Patient Record. In addition, our campaign to encourage gypsy/travellers to register with local GPs when in the Grampian area will continue. We will also continue to work closely with partner agencies to identify social care needs and carer needs.	This work is ongoing.



Supporting Action	Progress
<b>Disability and Age Outcomes: We will meet the health and social care needs of disabled and elderly people living in Aberdeen</b>	
All new HSCP information leaflets, booklets and published material will comply with the requirements of the Royal National Institute for the Blind (RNIB) "Good Practice Guidelines", as contained in the RNIB publication: "See it right, making information accessible for people with sight problems.	We will continue to work with our colleagues in North East Sensory Services to ensure those with sight impairments have access to information in an appropriate format.
The HSCP will produce accessible/pictorial Information to help people with a learning disabilities or aphasia.	Our Learning Disability Services use a range of formats appropriate to the needs of clients.
Portable Induction Loops (PILs) or fixed induction loops will be made available to help people who use a Hearing Aid. All front-line services will have access to this equipment.	We will continue to work with our colleagues in North East Sensory Services to ensure those with hearing impairments have access to information in an appropriate format.
The HSCP will provide BSL signers when deaf people wish to access health or social care services.	We will continue to work with our colleagues in North East Sensory Services to ensure those with hearing impairments have access to information in an appropriate format.
Sensory Impairment Awareness Training will also be provided for staff.	Our colleagues in North East Sensory Services provide appropriate training as required.
There are no Deaf blind Communicators living in Grampian. If a deaf blind communicator is required, they will be sourced via Deafblind Scotland.	This remains our approach.
Working with our partner organisations, we will provide targeted health promotion material to encourage people to keep active in old age, promote sports and other activities, provide self-care advice and opportunities for social interaction.	Our Wellbeing Coordinators continue to progress the activity agenda in conjunction with students from RGU and colleagues in Sport Aberdeen.
The HSCP will provide a wide range of health and social care services to support people in their own homes or in domestic type settings.	ACHSCP continues to promote the Home First agenda. We have recently re-commissioned our Care at Home services using an outcomes focused approach.
The HSCP will support national and local mental health initiatives such as the "See me" campaign to help overcome the stigma often associated with mental ill health.	This is ongoing and routine activity for colleagues within our mental health services
Over the next two years, the HSCP will carry out Access Audits of the buildings used by staff working within the HSCP, to ensure physical ease of access. For most disabled and elderly people, the biggest barriers are steps, narrow entrances, a lack of lifts in multi-storey buildings, a lack of handrails, a lack of signage, a lack of toilets suitable for use by disabled people, a lack of Changing Places for adults, poor lighting and poor colour contrast on floors, walls and ceilings.	Access Audits are ongoing with any necessary adjustments scheduled into refurbishment work.



Supporting Action	Progress
<p><b>Sex Equality Outcomes: The HSCP will meet the health and social care needs of people who are victims of gender-based violence such as rape, sexual abuse, or who have been trafficked</b></p>	
<p>Provide training for front line staff to help them recognise the signs of gender-based violence or people who have been trafficked. This training will also give staff the knowledge and skills to respond appropriately.</p>	<p>This aspect has been incorporated into training but there are further plans to make closer links with the Violence against Women and Girls Partnership to understand the specific needs of those who have experienced violence or who have been trafficked and understand their needs. This includes any member of staff.</p>
<p>Through consultation, involve the victims of gender-based violence or trafficking, in the planning and development of service designed to provide help and support.</p>	
<p>Produce information on the sources of help and support and make these readily available.</p>	
<p>Put in place arrangements to help any HSCP staff member who may be experiencing gender base violence themselves.</p>	
<p>Meet the ongoing healthcare and social support needs of people who have been raped, sexually abused, or trafficked, in liaison with other bodies, and charitable organisations.</p>	
<p><b>Sexual Orientation Outcome: The HSCP will meet the specific health and social care needs of our local LGB and T communities</b></p>	
<p>The HSCP through its staff training programme will encourage staff to promote a positive image of our local LGB &amp; T communities, to the wider community in Aberdeen.</p>	<p>This is part of training, and our plans are to continue to reach out into the LGBTQ community. NHS Grampian's Sexual Health Services hosted within ACHSCP are continuing work to engage with communities promoting the safe sex message with a view to reducing the risk of contraction of sexually transmitted diseases or blood borne viruses.</p>
<p>Over the next two years, The HSCP will continue to provide health care information of particular interest to the LGB &amp;T communities. Work will also continue to identify and meet any new information</p>	
<p>LGB and T awareness training will be an integral part of the HSCP Equality and Diversity Staff Training Programme.</p>	
<p>We will promote the safe sex message to men who have sex with men to reduce the risk of contracting sexually transmitted diseases or blood borne viruses. The safe sex message will also be promoted to the wider community in Aberdeen City.</p>	



Supporting Action	Progress
<b>Gender Reassignment Outcome: Meet the specific health and social care needs of members of our transsexual and transgender communities. Promote a positive image of the transsexual and transgender communities to the wider community in Aberdeen</b>	
HSCP staff will work hard over the next two years to further develop health care services for members of the transsexual and transgender communities.	Positive promotion is part of staff training however further work is required to reach out to the transsexual and transgender communities.
Work will be progressed to provide enhanced social services support and counselling services.	
HSCP staff will work hard promote a positive image of the transsexual and transgender communities to the wider community in Aberdeen.	
<b>Pregnancy and Maternity: Meeting the specific health and social care needs of pregnant and nursing Mothers</b>	
The HSCP will continue to provide the highest standard of community based antenatal and post-natal care through our GP's, Community Midwifery network and Health Visitors.	This work continues
All buildings used by the HSCP will provide facilities for Nursing Mothers by 31st March 2017. All new buildings will include facilities for Nursing Mothers in their design brief. Additional GP and Community Nursing support will be provided to nursing Mothers who require this.	
We will continue to provide social care and support services to young Mothers and Mothers who are experiencing social issues during and after pregnancy.	
<b>Marriage and Civil Partnership Outcomes: Staff will respect the rights of marriage partners, civil partners and common law partners in the health and social care setting</b>	
Staff are already aware of the need to respect the legal rights of marriage partners, especially when important health care or social care decisions are being made which may involve seriously ill patients or end of life issues. However, due to the relatively small number of people in civil partnerships or in a same sex marriage living in Grampian, it may not immediately occur to staff that a same sex marriage or civil partnership may exist when people receive health or social care. Our staff training will enhance staff awareness to ensure that staff are aware of the possible existence of civil partnerships or same sex marriages when providing health or social care. This will help them to safeguard the rights of civil partners and same sex marriage partners. The training will also make staff aware of the rights of Common Law partners.	Incorporated in training.



Supporting Action	Progress
<b>Religion or Belief Outcomes: Staff will be aware of the specific religious and spiritual needs of people in a health or social care setting.</b>	
We will provide educational resources for staff working within the HSCP to enhance their awareness of the specific religious and spiritual needs of different faith communities.	This is incorporated into staff training.
The staff training will make staff aware of the need to respect the religion or belief of patients and those receiving social care.	
<b>Equality and Diversity Monitoring within the HSCP: The HSCP will comply with all current equality and diversity legislation and have in place effective monitoring arrangements</b>	
The HSCP Board will: <ul style="list-style-type: none"><li>• monitor compliance by the HSCP organisation with equality and diversity legislation</li><li>• monitor compliance by staff working within the HSCP</li><li>• Address any issues or problems promptly</li><li>• Receive an annual report from the HSCP Chief Officer</li></ul>	It has been identified that the monitoring and reporting of the Equality Duty with the ACHSCP has not been as robust as it might be. An Equalities Subgroup of the Strategic Planning Group has been established. With the refreshed Equality Outcomes, the group will meet quarterly to monitor progress and provide an annual report to the IJB as well as the bi-annual report that is required as part of our duty.
The HSCP Chief Officer will ensure that all statutory reports are produced by the due date and presented to the HSCP Board for scrutiny and approval. Thereafter, the finalised reports will be made widely available.	