

Dundee Integration Joint Board

Equality Outcomes and Mainstreaming Framework

2019 - 2022



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Why do we have Equality Outcomes?

What is Equality?

Equality is about treating everyone fairly. Equality does not mean treating everyone the same. Some people may need different support or extra help to have the same outcomes as everyone else. Dundee Health and Social Care Partnership (The Partnership) wants everyone in Dundee to have the highest achievable level of health and wellbeing.

The [Equality Act](#) (2010) is a law that aims to make sure all people are treated fairly. The Equality Act talks about Protected Characteristics.

What are Protected Characteristics?

Protected Characteristics are people's Age; Disability; Sex; Gender reassignment; Pregnancy and maternity; Sexual orientation; Marriage and civil partnership; Religion, belief or lack of religion/belief; and, Race.

Sometimes people are treated unfairly by others or discriminated against because of their Protected Characteristics. Sometimes in order for people with Protected Characteristics to have chances to achieve the same outcomes as others they need support given in a different way or extra support. They may also be more likely to have particular health and social care needs.

Some people are affected poverty and poor social circumstances. Poverty and poor social circumstances can affect any of us but sometimes can affect people with Protected Characteristics even more. This can make it even harder for them to have the same life chances as other people.

Family and friends who are carers of people with health and social care needs also have some protection under the Equality Act because of their 'association' with a person affected by the Protected Characteristics of disability and/or age. We also have Equality Duties in relation to employees in the Partnership who have Protected Characteristics, including those employed through agencies in the Third Sector and Private Sector who deliver services and supports on our behalf.

From April 2018 the Equality Act (2010) introduced The Fairer Scotland Duty. The Scottish Government has written a [Fairer Scotland Plan](#) to help make sure Scotland is a fair place to live by taking action to help tackle poverty, reduce inequality and build a fairer and more inclusive Scotland. This plan includes information about our aim to help people who are affected by poverty and poor social circumstances.

The Fairer Scotland Duty talks about Socio-economic Disadvantage. People adversely affected by Socio-economic Disadvantage can be described as people affected by poverty and poor social circumstances.

What is Socio-economic Disadvantage?

The Scottish Government describe Socio-economic Disadvantage as meaning that a person lives on a low income compared to other people in Scotland and / or have little or no wealth (meaning money or savings). Local people have told us that the term Socio-economic Disadvantage is not easy to understand so we will use the words 'people affected by poverty and poor social circumstances'. People who are affected by poverty and poor social circumstances can have some barriers to getting some of the basic goods in life and may not have the same access to services and supports as other people.

Often people or households affected by poverty and poor social circumstances will live close to one another in the same geographic area. These areas are sometimes referred to as areas of multiple deprivation.

People affected by poverty and poor social circumstances are more likely to suffer from poor health and well-being than people living in more affluent areas.

Why do we think that Equality is important?

We know that people with Protected Characteristics and people affected by poverty and poor social circumstances can find it more difficult to access health and social care services. Sometimes those people have a poorer experience of our supports and services.¹ The Dundee Health and Social Care Partnership wants to help make Dundee a fairer place to live and improve outcomes for all people living in Dundee. To do this we know that we need to work with people to make it as easy as possible to access our support and services and to make sure that people have the best experience of those services.

¹ Scottish Better Together Survey Patient Survey Programme

Some of the information we have about our local population is listed below:

- Census Data from 2011² tells us that 1.7 % of Dundee's population did not speak English well or at all with only 96% speaking English well or very well. Although some of this number will be because of disability most of the number will be because English is not the person's first language. This will have implications for our interpreting services.
- The Census also indicates that in 2011 90% of Dundee's population were born in the UK and 90% of the population was White British, 4.7% White Other and 4% Asian, Asian Scottish or Asian British.
- The Census records that we had the same rate of older people over 65 in Dundee as the rest of Scotland at just under 17% but our younger population aged between 16 and 19 at 5.7% is a higher number compared to Scotland as a whole, 4.9%. This may reflect the high number of students in Dundee who often leave the city again after qualifying.
- The Census records that Dundee had a higher proportion of people living with one or more health conditions in comparison to Scotland overall. Dundee had a rate of 271 people per 1,000 population and Scotland had a rate of 261 people per 1,000 population for people aged 16 to 64. There is variation in rates across locality areas. Only 3 of the 8 locality areas have lower rates than Scotland as a whole for people aged 16 to 64.
- Across Scotland in 2016 the percentage of people identifying as lesbian, gay or bisexual (LGB), was 2.2%. This comprised of 1.2% identifying as gay or lesbian, and 1.0% as bisexual.³
- The 2011 Census indicates that there were 408 people in Dundee who could use British Sign Language as a main language. This is likely to include Interpreters and family members as well as Deaf people.
- Deprivation in Dundee is high, 36% of Dundee's population live in the most deprived areas. East End had over 60% of their population living in the 15% most deprived areas. Income deprivation continues to decrease and has fallen since 2009 in all of the locality areas. Between 2009 and 2016 The Ferry has consistently been the least affected and East End being the most affected from income deprivation.⁴

The Partnership wants to support people in Dundee to have the best health and wellbeing they can have. As part of our work to make Dundee a fairer city we are concerned about

² <https://www.dundee.gov.uk/sites/default/files/publications/Dundee%20Census%20Profile%202011.pdf>

³ <https://www.gov.scot/publications/scotlands-people-annual-report-results-2016-scottish-household-survey/pages/2/>

⁴ Source: ScotPHO Dundee City Health and Wellbeing Profiles – key indicators and overview and Dundee Community Profiles 2016

Health Inequality. Health Inequalities are the unfair and avoidable differences in health between people or groups of people. People with Protected Characteristics and people affected by poverty can experience Health Inequalities. Health Inequalities which can adversely affect people's overall health and wellbeing. Reducing Health Inequalities is one of our four top priorities for the next three years.

This report (and the Equality Outcomes which are part of it) is an important part of our overall plans for how health and social care supports and services will be delivered in the future. Our aim is to work with others in the city to make sure Dundee citizens experience a fair and inclusive city and enjoy their right to the best health and wellbeing they can have. You can read more about our commitments to reducing Health Inequality and our other priorities at in our [Strategic and Commissioning Plan](#)

You can find out more about what we have already done to help make Dundee a fairer place to live [here](#).

What does the Equality Act say we must do?

The Equality Act 2010 says⁵ that Public Bodies, including the Dundee Health and Social Care Partnership, should:

- Take actions to prevent people with Protected Characteristics from being treated less favourably (eliminate unlawful discrimination);
- Take actions to help people with Protected Characteristics to be able to access the same rights, services and supports as other people (advance Equality of opportunity); and,
- Treat people with Protected Characteristics fairly and positively (foster good relations).

The Equality Act also says that Public Bodies must publish a set of Equality Outcomes every four years and a report describing what has been achieved (Equality Mainstreaming Progress Report) at least every two years.

The Partnership is not a Public Body which needs to produce a British Sign Language Plan but we are committed to supporting actions that are included in the BSL plans of Dundee City Council and NHS Tayside (our partner agencies).

⁵ **PUBLIC SECTOR EQUALITY DUTY WHAT DO I NEED TO KNOW? A QUICK START GUIDE**

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/85041/equality-duty.pdf

The part of the Equality Act that introduced the Fairer Scotland Duty says that Public Bodies must actively think about how they can work to reduce inequality caused by Socio-economic Disadvantage when they are making decisions about what services and supports to provide or about how services and supports will be provided.

You can find more information about the Equality Act [here](#).

What are our Equality Outcomes?

We have had discussions with people across Dundee. In particular we have listened to the views of people who have Protected Characteristics and those affected by poverty and poor social circumstances. We have also spoken with people who have an interest in making Dundee a fairer place to live. We have agreed five Equality Outcomes which we will work towards for the next three years:

Equality Outcome 1 – We will make sure people get the care they need and not treat people unfairly because of their characteristics or circumstances.

Equality Outcome 2 – We will make our plans with the people that the plans will affect. We will make sure that we listen to everyone who wants to give their view. We will encourage and support people to tell us their views

Equality Outcome 3a – To help us plan for the future we will collect information to check that people have fair access to our services and support. This will include information about how people with Protected Characteristics and people who live in poverty and may be affected by poor social circumstances use our service. We will share this information with the people who gave us it and others anonymously and in a way that they can understand.

Equality Outcome 3b - We will give people information about our supports, services and plans in a way that they can access it and understand it.

Equality Outcome 4 –The Health and Social Care Partnership will be part of activities in local communities. Everyone will have chances to be part of these activities and the activities will be accessible to everyone who wants to take part.

Equality Outcome 5 – Employees in Dundee Health and Social Care Partnership will be treated fairly at work.

How we have developed our Equality Outcomes

We have developed our Equality Outcomes with people who have Protected Characteristics, people who are affected by poverty and poor social circumstances, organisations who help and support these people and a range of other people and organisations who are interested in Equality issues. We also asked people to think about the actions we can take to achieve to achieve the outcomes. We did this by:

- Listening to the views of people with Protected Characteristics who have been involved in developing the plans for how we will deliver services and supports in the future (known as strategic commissioning statements). There has been a particularly high level of involvement from people with Protected Characteristics in developing our plans for mental health, physical disability, sensory impairment and learning disability and autism. In addition to this we helped support the development of the British Sign Language (BSL) Plans in NHS Tayside and Dundee City Council. This work allowed us to hear from more people who are Deaf BSL users.
- Listening to the views of people with Protected Characteristics who have participated in specific projects over the last two years, for example the Black and Minority Ethnic Health and Social Care Project and the Making Recovery Real Project;
- Sharing information with Dundee City Council and NHS Tayside about what people with Protected Characteristics said when they spoke with us about the Equality Outcomes and actions;
- Holding specific focus groups to ask people their views about our draft outcomes and develop actions to deliver these;
- Helping people with Protected Characteristics who could not or did not want to attend focus groups to give their views in a variety of different ways;
- Providing organisations who work with people who have Protected Characteristics or have an interest in Equality with questions that they used to collect views and feed them back to us; and,
- Listening to the views of people from organisations who work with people who have Protected Characteristics or have an interest in Equality.

What did people tell us?

People who helped us to develop our Equality Outcomes and actions had lots of different views. Their valuable advice has genuinely influenced the Equality Outcomes and enhanced the format of this report. Most of their advice is included in this document. We have tried to include below some of the things that were important to many people:

- People said we must make sure we take action when unfairness is shown. We also need make sure all our services and support remain accessible to older people, people affected by poverty and those who are not computer literate.
- The outcomes need to be set in a realistic context and we need to do the best we can with the resources we have. The Partnership must make sure we continue to involve the people who may be most disadvantaged by reductions in levels of resources available to the Partnership.
- Some concern was expressed that through mainstreaming equalities work we might lose focus. People are reassured by the visible support and leadership being shown by the Partnership.
- Feedback was highlighted as very important; people said 'let us know the outcomes of our discussions with you. If you gather data and information make sure people find out how it has been used.'
- People told us that the plain language used in the Equality Outcomes is really helpful and must continue. Accessibility of information is key to involving people; the Partnership should try to make sure all important plans are accessible and have a straight forward short version. People thought it may be useful to have some commonly sought information available in other languages including videos in British Sign Language. For example information about how to make a complaint. (Outcome 3 (b))
- Some people advised us that they were currently experiencing barriers to getting the care they needbecause of their characteristics (Outcome 1).
 - Some people who cannot speak English said interpretation and translation from Arabic has been inadequate or unavailable.

- Some older Deaf people may not always have a fair experience of care and support because there has not been a full understanding of their needs for communication in British Sign Language. For example when a BSL user has a condition like dementia sensitive signed communication is very important.
- Responses to the consultation about the Partnership's Strategic and Commissioning Plan included comments on:
 - The need to consider how best to meet the needs of young people as the progress towards adult life.
 - The need to demonstrate greater understanding about the need for gender-based approaches to meeting needs and delivering supports and services.
- Regarding Outcome 2 some older people using services said they “were surprised to learn they had the option to be listened to, participate and help influence decisions. They were happy to hear that these options were available.”
- Some people said ‘The Partnership needs ongoing mechanisms - methods/systems to poverty-proof plans and practices..... Nothing about us without us should be the approach taken.’ We also learned that people (including people with Learning Disability and people with Autism and who had experience of Mental Illness) are keen to share their views and be consulted. They told us that ‘They should be involved at the planning stage before changes are made.’
- A British Sign Language User appreciated the separate arrangement made to allow them to express their view about these Equality Outcomes but equally thought that it is important for Deaf people to be part of big meetings so that people living in Dundee are aware of Deaf people's needs and for Deaf people to see that things affect other people who are not deaf as well as themselves.
- Ongoing monitoring about how people feel about services and supports is important. People told us that we must engage with all groups of people, including those who may experience the greatest stigma like people who misuse substances.
- When we are planning local activities (Outcome 4) we must make sure that activities are advertised through local organisations, that the activities are easy to engage with

and that there is support from workers/volunteers. This would include consideration of interpretation support and about where activities take place.

- Fairness at work was seen as an important outcome. When you are a British Sign Language user it can be difficult to achieve fairness at work when information and training is only provided in English (written and spoken).
- Some older service users told us that they enjoyed activities with their peers who use other services and no barriers were identified.
- Making sure that everyone who works within the Partnership has the right learning about Fairness and Equality is important. The following groups were highlighted:
 - People who make the decisions; they need to hear more from local experts-professionals and people with lived experience;
 - Students who will take up jobs in the Health and Social Care Partnership in the future;
 - Induction for all employees should include an understanding about fairness and Equality; and,
 - Senior managers and leaders, including those involved in recruitment, should have extra training/learning activity.
- A British Sign Language user thought that DHSCP should ensure the workforce have good access BSL training, translation services, interpreters etc. and should develop a comprehensive training plan for BSL, with Deaf tutors to support Deaf people to be included in all aspects of their lives.

Other things we considered

When we developed our Equality Outcomes it was also important for us to consider the outcomes that have already been agreed by NHS Tayside and Dundee City Council. We have done this because we know that many people who use health and social care services delivered by the Partnership will also use services and supports delivered by NHS Tayside and Dundee City Council.

NHS Tayside Equality Outcomes	Dundee City Council Equality Outcomes
1. We will ensure that care is person-centred and meets the service needs of people with relevant protected characteristic(s)	1. Increase the level of disclosure of employee Equality information
2. Data collection and monitoring patient diversity information	2. Dundee City Council's Gypsy/Traveller's sites are well maintained and managed and meet the minimum site standards set in Scottish Government guidance
3. Accessible information and inclusive communication	3. Residents at the Balmuir Wood site do not experience social exclusion
4. Workforce data collection and Equality of opportunity in employment policy and practice	4. Protected characteristic communities and those living in poverty are actively involved in community planning to ensure that policies and practices reflect their needs
	5. Communities in the city and in particular adults with disabilities/mobility related issues, have accessible and sustainable transport solutions,

Dundee Health & Social Care Partnership Equality Outcomes

Equality Outcome 1 – We will make sure people get the care they need and not treat people unfairly because of their characteristics or circumstances.

Equality Outcome 2 – We will make our plans with the people that the plans will affect. We will make sure that we listen to everyone who wants to give their view. We will encourage and support people to tell us their views

Equality Outcome 3a – To help us plan for the future we will collect information to check that people have fair access to our services and support. This will include information about how people with Protected Characteristics and people who live in poverty and may be affected by poor social circumstances use our service. We will share this information with the people who gave us it and others, anonymously and in a way that they can understand.

Equality Outcome 3b - We will give people information about our supports, services and plans in a way that they can access it and understand it.

Equality Outcome 4 – The Health and Social Care Partnership will be part of activities in local communities. Everyone will have chances to be part of these activities and the activities will be accessible to everyone who wants to take part.

Equality Outcome 5 – Employees in Dundee Health and Social Care Partnership will be treated fairly at work.

How will we achieve our Equality Outcomes?

We have identified some specific areas of work that we will take focus on over the next two years to help us to deliver each of our Equality Outcomes. These actions are not the only things we will do to help to make Dundee a fairer place to live and work but are the things that we think will make the biggest difference to people who have Protected Characteristics or who experience affected by poverty and poor social circumstances.

Equality Outcome 1 – We will make sure people get the care they need and not treat people unfairly because of their characteristics or circumstances.

- We will make sure access to services is based on need and not characteristics or circumstances. Whenever we design services that are targeted at specific needs we will make sure that this is based on evidence of need. For example, we might provide services that are targeted at people living in less affluent areas of the city.
- We will find ways to collect information about whether people with Protected Characteristics or who experience poverty or poor circumstances take part in our activities and access the same level of services and support that others do.
- We will work with partners in Dundee City Council and NHS Tayside to carry out their British Sign Language Plans.

Equality Outcome 2 – We will make our plans with the people that the plans will affect. We will make sure that we listen to everyone who wants to give their view. We will encourage and support people to tell us their views

- We will carry out Equality and Fairness Impact assessments on all new or revised plans, policies, services and strategies presented to the Integration Joint Board.
- We will find ways to improve the quality of our Impact Assessments.
- Along with partners (in particular those in Community Planning) we will further develop the ways in which we involve people who have an interest in fairness and who know about how Protected Characteristics, poverty and poor circumstances affect outcomes in making plans and designing supports and services.

Equality Outcome 3a – To help us plan for the future we will collect information to check that people have fair access to our services and support. This will include information about how people with Protected Characteristics and people who live in poverty and may be affected by poor social circumstances use our service. We will share this information with the people who gave us it and others, anonymously and in a way that they can understand.

- We will improve the collection and reporting of Equality data to help to inform how we deliver supports and services in the future.
- We will use this data to understand how well we are doing in meeting our Equality Outcomes and will report what we find to the public at least every two years.

Equality Outcome 3b - We will give people information about our supports, services and plans in a way that they can access it and understand it.

- We will consider how to make our plans and information about supports and services accessible to all who have an interest in them.
- We will provide interpretation and translation and other communication supports when people need these to access our services and supports.

Equality Outcome 4 –The Health and Social Care Partnership will be part of activities in local communities. Everyone will have chances to be part of these activities and the activities will be accessible to everyone who wants to take part.

- We will find ways to make sure that when we work with people to design services and supports that this takes into account the diverse characteristics of the local population.
- We will make sure that there are affordable opportunities for people with Protected Characteristics to be safely involved in health and social care activities in their local communities.

Equality Outcome 5 – Employees in Dundee Health and Social Care Partnership will be treated fairly at work.

- We will work with NHS Tayside and Dundee City Council to implement their action plans which affect employees in the Health and Social Care Partnership.
- We will work with providers in our commissioned services to support them to be a fair employer. This includes the implementation of key policies such as ensuring the payment of the Scottish Living Wage for all adult social care workers.

How will we know if we are achieving our Equality Outcomes?

Performance indicators are one way of showing how well we are doing in achieving our Equality Outcomes. We are developing performance indicators about each of our Equality Outcomes. We will publish information about our progress towards our Equality Outcomes at least every two years. We will make sure this information is published in a way that means that people with Protected Characteristics and people who are affected by poverty and poor social circumstances can access and understand it. Our next progress report will be published by the 31st March 2020.

We will actively involve local people in seeking out ways to learn if we are achieving our Equality Outcomes and where the gaps and barriers are. We will expect the workforce, at all levels, and in all parts of the Partnership, to listen and take appropriate action when they and/or local people identify issues regarding Health Inequality, people who have Protected Characteristics and people affected by poverty or poor social circumstances.

The Partnership does not directly employ our own workforce. Our workforce are employed by Dundee City Council, NHS Tayside or through commissioned organisations in the Third or Independent Sector. We will continue to work alongside all of the partners who employ our workforce to promote fairness. In total there are around 2,500 Public Sector employees who are aligned to the Partnership from NHS Tayside and Dundee City Council. We know that we commission over 160 services and supports from around 114 external providers.

As the Partnership is not an employer we are not required to produce or publish Equality information about the people who work within the Partnership; this information must be reported to the public by NHS Tayside and Dundee City Council. We will work together with NHS Tayside and the Council to support them to gather and publish this information.

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Further work is planned with local people to share the information in this document in a meaningful way and to continue to gain their views about Equality and Fairness Matters in Dundee Health and Social Care Partnership. If you wish to be involved in future please send an email to joyce.barclay@dundeecity.gov.uk or phone Joyce Barclay at 01382 433947.

The Dundee Strategic and Commissioning Plan
and associated documents were produced,
on behalf of the Dundee Integration Joint Board,
in partnership with a wide range of stakeholders
and was overseen by the Integrated Strategic Planning Group.

Get in touch:

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