



**Mainstreaming the Equality Duty  
and  
Equality Outcomes Progress Report**

**March 2023**

# Mainstreaming the Equality Duty and Equality Outcomes Report

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Supporting the people of Fife together



## Introduction

This report sets out the approach of Fife Integration Joint Board (IJB) in making the public sector equality duty integral to its functions. This includes the IJB's progress towards mainstreaming equality, an update on the IJB's Equality Outcomes for 2016 to 2022, and an overview of the new Equality Outcomes that have been agreed for 2023 to 2026.

## Legislative Context

The Equality Act 2010 includes a public sector equality duty (Section 149) which requires public bodies, in the exercise of their functions, to have due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010.
- advance equality of opportunity between persons who share a protected characteristic and persons who do not.
- foster good relations between persons who share a protected characteristic and those who do not.

Some public authorities, including Fife Integration Joint Board, are also required to publish reports on the progress they have made integrating the general equality duty into the exercise of their functions, so as to better perform that duty. These progress reports are usually published every two years.

The public sector equality duty covers these protected characteristics:

- Age
- Disability
- Sex
- Gender Reassignment
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sexual Orientation
- Marriage and Civil Partnership

## Fairer Scotland Duty

The Fairer Scotland Duty (the Duty) came into force in 2018 and places a legal responsibility on named public bodies in Scotland to actively consider ('pay due regard' to) how they can reduce inequalities of outcome caused by socio-economic disadvantage, when making strategic decisions.

The Duty defines "socio-economic disadvantage" as living on low income compared to others in Scotland, with little or no accumulated wealth, leading to greater material deprivation, restricting the ability to access basic goods and services. Socio-economic disadvantage can be experienced in both places and communities of interest, leading to further negative outcomes such as social exclusion. Examples of socio-economic disadvantage include low wealth, material deprivation, and area deprivation (experienced by communities of place and communities of interest).

The Fairer Scotland Duty is intended to reduce the inequalities of outcome caused by socio-economic disadvantage. Inequalities of outcome is defined as any measurable differences between those who have experienced socio-economic disadvantage and the rest of the population, for example in relation to health and life expectancy or educational attainment. Socio-economically disadvantaged households have a greater risk of experiencing negative outcomes.

The coronavirus pandemic had a significant impact on people already experiencing disadvantage including minority ethnic communities, disabled people, older and younger people, and women.

NHS Fife, Fife Council and Fife Integration Joint Board have all amended their Equality Impact Assessment Templates to reflect the Fairer Scotland Duty, and equality impact assessments are undertaken and published in line with the Duty.

## Mainstreaming Equality

Mainstreaming equality means integrating equality into all of the day-to-day activities of an organisation, and ensuring compliance with the requirements of equality legislation.

This approach has a number of benefits for organisations including:

- equality becomes part of the structures, behaviours and culture of the organisation.
- the organisation knows and can demonstrate how, in carrying out its functions, it is promoting equality.
- mainstreaming equality contributes to continuous improvement and better performance.

Fife Integration Joint Board published its first 'Mainstreaming Report and Equality Outcomes' in 2016. An update report was provided in September 2018 which highlighted the actions taken by the IJB and Fife Health and Social Care Partnership (the public-facing element of the IJB) towards integrating the general equality duty. The 2018 Report is available here: [Mainstreaming Report and Equality Outcomes 2018](#).

Over the last few years, the coronavirus pandemic has had a substantial impact on Fife Health and Social Care Partnership and the health and wellbeing of individuals and communities across Fife. Unavoidably, this has delayed the review of our existing equality outcomes and performance reporting on their progress.

This Mainstreaming the Equality Duty Report 2023 summarises the actions that have been taken towards integrating the general equality duty into the day-to-day working of Fife Integration Joint Board and provides an update on progress towards achieving the equality outcomes established in previous reports.

We recognise that the pandemic continues to have a disproportionate impact on some individuals and groups, and that many people have also been negatively affected by other national factors such as the current cost of living crisis and climate change. Many individuals are facing multiple disadvantages including, less access to employment, complex health needs, greater ill-health and mortality, increased social and digital exclusion, and food insecurity.

Fife Integration Joint Board continues to work with partner agencies across Fife, enabling people to live well at home, or in a homely, setting for longer. This includes updating our equality outcomes to reflect people's current circumstances, needs and aspirations.

## **Fife Integration Joint Board**

Fife Integration Joint Board (IJB) was established on 1st April 2016 and is responsible for the planning and delivery of integration arrangements and delegated functions in Fife. This includes strategic planning, operational oversight, and performance management of these health and social care services:

- all adult and older people Social Work Services.
- community health services, for example district nursing, physiotherapy, and mental health services.
- children's community health services, such as health visiting.
- housing services which provide support services to vulnerable adults, and disability adaptations.
- the planning of some services provided in hospital, for example medical care of the elderly.

The IJB includes representatives from Fife Council and NHS Fife, it also has several professional advisors and other specialists. The IJB is commonly referred to as Fife Health and Social Care Partnership. This is the public facing aspect of the Integration Joint Board and is essentially the employees from both organisations working in partnership, along with colleagues in the independent and third sectors, to deliver health and social care services.

The IJB meets its equality duties both through its own actions and those of the wider Partnership.

## **Strategic Plan 2023 to 2026**

Every Integration Joint Board in Scotland has to have a Strategic Plan that sets out the vision and future direction of their health and social care services. This includes how the nine National Health and Wellbeing Outcomes for Health and Social Care will be delivered locally, along with the six Public Health Priorities for Scotland. Strategic Plans are reviewed regularly to make sure that they are still relevant to the needs of the area and the people who live there.

The Strategic Plan 2023 to 2026 sets out the Partnership's agreed vision, mission, values, and strategic priorities over the next few years.

## Vision

To enable the people of Fife to live independent and healthier lives.

## Mission

We will deliver this by working with individuals and communities, using our collective resource effectively. We will transform how we provide services to ensure these are safe, timely, effective, high quality and based on achieving personal outcomes.

## Values

Person-focused • Integrity • Caring • Respectful  
Empowering • Inclusive • Kindness

## Strategic Priorities



Further information about the Strategic Plan 2023 to 2026 is available on our website: [www.fifehealthandsocialcare.org/publications](http://www.fifehealthandsocialcare.org/publications).



## Locality Planning

An important part of Fife health and social care integration was the creation of localities, bringing decision making about health and social care local priorities closer to communities. The Public Bodies (Joint Working) (Scotland) Act 2014 puts in place the legislative framework to integrate health and social care services in Scotland. Section 29(3)(a) of the Act requires each Integration Authority to establish at least two localities within its area.

Localities provide one route, under integration, for communities and professionals (including GPs, acute clinicians, social workers, nurses, Allied Health Professionals, pharmacists, and others) to take an active role in, and provide leadership for, local planning of health and social care service provision. Promoting equality and improving the health and wellbeing outcomes for the people in Fife is at the heart of locality planning.

## Participation and Engagement

Participation is central to the work of the Health and Social Care Partnership with the people of Fife. We are committed to listening to people and taking views into account to achieve the best possible outcomes for everyone.

The Participation and Engagement Strategy 2022 to 2025 sets out the principles, and approaches for participation work across all adult health and social care services in Fife. This Strategy will help us not just to listen, but also to act on the thoughts and feelings of the public on health and social care services, and to use feedback as part of ongoing quality and service improvement. The Participation Team provide an important service in helping Teams and Services across the Health and Social Care Partnership to develop their participation practice.

## Carers

Changes to the way that services are delivered can impact on individuals, and the people who care for them. For example, reductions in service provision for an individual can have a negative impact on the carers' health and wellbeing, financial situation, work role, family relationships or other commitments.

All carers are included in the Partnership's Carers Strategy and the supporting delivery plan, guidance, and procedures. This approach ensures that carers, requirements, and potential impacts on their health and wellbeing, as well as their capacity to undertake their caring role, are considered in all planning and decision-making.



## Communication

The IJB's Communication Strategy outlines key communication aims that enable us integrate equality and diversity including:

- keeping people, communities and organisations up to date and supported to participate in the planning and delivery of our services - particularly to share their views and ideas. This can include stakeholders who are directly or indirectly affected, may have an interest or concern or may be impacted in the future.
- ensuring people know how to access services (both provided and purchased/contracted) including those who are harder to reach, so they can make better informed choices and decisions about how they can be supported to meet their health and social care needs or that of others.
- keeping our staff and partners updated, promoting integrated working and providing mechanisms to share feedback and learnings.
- promoting our shared culture and 'Team Fife' approach – on integration, our shared identity, values and behaviours.

## Equality Impact Assessments (EQIA)

An equality impact assessment is an evidence-based approach that assesses the potential impact on equality of a new strategy, policy, or decision. It provides a positive opportunity to:

- Take effective action on equality.
- Develop better policies and practices, based on evidence.
- Be more transparent and accountable.

Fife Integration Joint Board uses EQIAs in governance processes and reporting templates. This helps us to understand the potential impacts of our decisions, whether our services are meeting everyone's needs, and where any changes may be required. Fife Council and NHS Fife also use EQIA's, further information is available here:

- [Equality Impact Assessments | Fife Council](#)
- [Equality Impact Assessment \(EQIA\) | NHS Fife](#)

## Equality Outcomes 2016 to 2022

The nine equality outcomes previously identified by the IJB are:

1. People with sensory impairment are engaged in their process of care in ways that allow them to share their concerns and ideas.
2. Respect and dignity for older people must be integral to all work.
3. People with learning disabilities are enabled to optimise health, wellbeing and social inclusion whilst recognising the need for specialist input when required.
4. Understand health needs and work collaboratively with Lesbian, Gay, Bi-sexual and Transgender communities in Fife.
5. Tackle stigma for people with mental health.
6. Reduce inequalities.
7. Effective involvement and engagement with communities and individuals.
8. Responsive service delivery and excellent customer and service user care.
9. Zero tolerance on hate incidents and discrimination.



## Progress towards achieving our Equality Outcomes

The tables below provide an update on progress made towards achieving the equality outcomes. These are key examples; this is not a complete list of all activities.

### Equality Outcome 1

<b>People with sensory impairment are engaged in their process of care in ways that allow them to share their concerns and ideas.</b>
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<p>The <b>Deaf Communication Service</b> (DCS) consists of a small team of workers with many years of experience supporting individuals who are D/deaf, Deaf Sign Language users, hard of hearing, deafened, deafblind and for people newly diagnosed with a hearing loss. There are no age barriers to support, as the Team provide support from birth to end of life.</p>
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<p>DCS provide a drop-in service for members of the community to gain assistance to translate letters and make phone calls, and to access support where necessary. Drop-In was previously available on Monday, Wednesday, and Friday each week; however, this was reduced during the coronavirus pandemic. Drop-in has now restarted on Monday and Friday afternoons and members of the community can drop-in and gain assistance to issues relating to their deafness. Service users can travel from all areas of Fife to present for assistance.</p>
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<p>DCS also work closely with NHS Fife Audiology Services and Deafblind Scotland where there is dual sensory loss. Partnership working with Audiology has been in place for many years including a joint clinic, and targeted support for individuals who are in crisis in relation to their hearing and communication.</p>
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<p>DCS have been working since 2017 on the British Sign Language National Plan 2017-2023, where the goal is to make Scotland the best place in the world for BSL users to live, work and visit. DCS are the lead for the B.S.L Fife Local Plan and fully involve Fife B.S.L users in the development and monitoring of the Local Plan.</p>
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<p>DCS work with a range of stakeholders and meet four times a year to progress the recommendations of the B.S.L National Plan by 2023 with a focus on the making information accessible for B.S.L users in these key areas: Public Services, Early Years Education, Post School Education, Employment, Health, Transport, Culture and Leisure, Sport and Arts, and Justice.</p>
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<p>Fife DCS achieved a Scottish Sensory Equality Award in 2019 for Communication for All.</p>
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## Equality Outcome 2

### **Respect and dignity for older people must be integral to all work.**

We have developed new approaches in relation to the supply of **Specialised Housing**, including:

- Older Persons Housing – work is on-going in Methil to complete the Care Village there. There will be 40 bungalows for older people in the development and these will offer a Very Sheltered Housing service. Further developments are on-going with work at Care Villages at Cupar and Anstruther at the planning stage. Housing only sites are being developed in Dunfermline and Lochgelly. There is an on-going programme of affordable housing across Fife.
- Specific Needs Housing – additional Group Homes have been purchased from other Registered Social Landlords to meet the needs of adults and older people with complex needs.
- Geographic spread of services – we have undertaken geographic mapping of locations where we have specialised housing. This enables us to identify and address any potential gaps in service provision.

As part of our **Transformational Change Programme**, the Partnership has been working with an external partner, Just Checking, to introduce the use of technology into both our assessment and review process. This is currently being piloted in the assessment of support needs for older adults and the review of overnight support in our 24/7 supported accommodation services.

Overnight reviews, using discreet motion sensors, have almost been completed in the Dunfermline and Glenrothes area and work is ongoing with providers to identify if and where alternative models of support can be provided. In the Glenrothes area, the use of responsive technology, provided by Just Roaming, was introduced during 2021 and has been a huge success. Technology and waking staff have replaced the use of sleepover staff which now provides support for several nearby properties, since the waking night staff can be alerted to the needs of the individuals in the three neighbouring properties providing quick and responsive support, which is captured and evidenced on the handset. This allows greater independence for the individuals, whilst providing the security that support is nearby if required. Work will continue with providers to explore options where this can be introduced whilst ensuring risks can be managed and individuals receive the support they require.

The **Dementia Friendly Fife Project** has become closely connected with the local peer support group called STAND (Striving Towards a New Day). STAND supports anyone with a diagnosis of dementia and their families, carers, and friends. With the support of the Dementia Friendly Fife Project, STAND has secured £160,000 of income to develop seven Meeting Centre spaces across Fife to ensure every weekday in Fife there will be a space where people who are affected by dementia can go for information, peer support, physical activity and creative opportunities.

### Equality Outcome 3

**People with learning disabilities are enabled to optimize health, wellbeing and social inclusion whilst recognising the need for specialist input when required.**

The **Learning Disability Service** is developing an additional support team to create a life span resource. We continue to work with the Multi-Disciplinary Team and our partners in social work and the third sector using Positive Behavioural Support Planning to maintain care within the patient's home. Should individuals be admitted to hospital, the Learning Disability Liaison Service operates within our acute hospitals to support patients and staff, by providing advice and guidance to ensure positive outcomes, and works collaboratively with the Community Learning Disability Nursing Team and social care partners to ensure development of a clear and concise discharge plan, which supports effective communication to ensure care delivery is optimised to prevent the readmission.

Staffing the service has been challenging due to difficulties replacing staff as they retire or move to other positions. The Lead Nurse for the Learning Disability Service has worked hard to build relationships with universities to actively participate and engage with student nurses to build a positive picture of employment in Fife.

The **Accommodation with Care and Housing Support Service** provides a combined housing support/care at home service to 140 adults with learning disabilities, physical disabilities and mental health issues living across Fife. With a staff team of 625, support is provided over 64 services, in single tenancies, group homes and core and cluster services. Support can range from a few hours per week to 24 hours support each day. The service delivers a person-centred provision of care and support with people's "rights" at the forefront. We promote independence with an active support approach that focuses on making sure that people are engaged and participating in all areas of their life, to maintain and increase their skills and abilities.

People are supported to get the most out of life, by accessing a wide, varied range of social and leisure opportunities and have a valued role in their local community. We promote health and wellbeing through healthy eating, exercise, relaxation and wellness. We golf, walk, keep fit, football, swim, bowl, snooker and learned how to play Boccia! We encourage rest and relaxation with sensory sessions and mindfulness.

Working with the Social Enterprise Talking Mats, funded by Fife Charity Trust, the **Podiatry Service** was able to design and create a Talking Mats Podiatry Tool to support patients with cognitive impairment and help them engage with their decision making.

The Talking Mats Podiatry Tool consists of three discussion topics – prevention, intervention and impact of foot health conditions. The aim was to promote patient engagement in their care – both in preventative care and when specialised input is required. By creating the resource, we aimed to explore what really mattered to the person and what for them were acceptable goals and outcomes. By developing a

specific Talking Mats resource, we were able to explore treatments options and impact of conditions and actively engage the person in expressing their views thus creating a person-centred care plan.

Evidence shows us when people are involved in decision making, they are more satisfied with their care, which in turns improves their quality of life. The tool was initially used in a trial phase in order to gather patient's views and make alternations as required. Following this period, the completed Talking Mats Podiatry Tool is now in use and members of staff have been trained in its use. By using this resource, we can help our patients explore their views and wishes, therefore enabling co-production in care. The resource promotes preventative care as well as specialist intervention.

Going forward there are many other areas of foot health that could potentially be explored in developing further resources – such as paediatrics, nail surgery, musculoskeletal.

#### Equality Outcome 4

##### **Understand health needs and work collaboratively with Lesbian, Gay, Bi-sexual and Transgender communities in Fife.**

**Sexual Health Fife** commissioned a survey of LGBTI people in Fife. This explored the sexual health needs and experiences of LGBTI community when using sexual health services. This was carried out by our partners, The Terrence Higgins Trust and was due to be disseminated as lockdown restrictions were implemented. A short life working group has been set up to look at the implications of the survey for service delivery in the future. This is a link to the Final Report: [www.lgbthealth.org.uk/Fife-LGBT-Community-Needs-Assessment-SUMMARY-REPORT-FINAL](http://www.lgbthealth.org.uk/Fife-LGBT-Community-Needs-Assessment-SUMMARY-REPORT-FINAL)

The **NHS Scotland Pride Badge** promotes inclusion for LGBT+ people and makes a statement that there's no place for discrimination in the NHS in Scotland. The Badge was designed in recognition of the multi-factorial and intersectional issues of discrimination and exclusion, and incorporates the Progress Flag colours.

In June 2021, NHS Fife asked employees to demonstrate a commitment to the issues that LGBT+ people can face when accessing healthcare by taking NHS Scotland's Pride Pledge and wearing its new Pride Badge. Employees who wear the badge have pledged to:

- be aware of and responsive to issues faced by LGBT+ people accessing care.
- be a friendly, listening ally who staff, and service users can safely approach.
- use inclusive language and respect identity.

Employees who take the pledge are provided with access to resources and information that outlines the challenges that LGBT+ people can face, and how to offer support and understanding.

A new project from Pink Saltire aims to improve the wellbeing of LGBT+ people in Fife. Thanks to support from the **Fife Communities Mental Health and Wellbeing Fund**, from the Scottish Government and Fife Voluntary Action, 'Rainbow Kingdom' launches in Spring 2023 with a programme to provide coaching and personal development for adults, and a series of events to help people learn new skills.

Pink Saltire also plans to launch a new website as a digital hub for LGBT+ community work in Fife. The site will be packed with details on community groups, venues, support groups and useful information for LGBT+ people across Fife.

## Equality Outcome 5

### **Tackle stigma for people with mental health.**

The **Child and Adolescent Mental Health Service** (CAMHS) continue to support children, parents and carers through a range of groups through Access Therapies Fife including:

- Understanding teens, designed for parents of teenagers who are experiencing emotional distress.
- Shine, an online group to help 12–17-year-olds learn about anxiety and coping strategies.
- Glow, an anxiety management resource for primary school age children.
- A new group Embracing Difference has been developed to meet the needs of parents with primary aged children with suspected neurodiversity. A helpline for families awaiting neurodevelopmental assessment for their child was introduced to provide support while they wait for assessment.

Fife CAMHS is in the process of increasing its multi-disciplinary workforce through the introduction of additional staff across Mental Health Nursing, Consultant Psychiatry, Family Therapy, Clinical Psychology and Allied Health Professionals. Referrals to Fife CAMHS continue to increase with the impact of the coronavirus pandemic contributing to the ongoing trend. An increase in the number of children and young people presenting with urgent or priority mental health needs has meant that the service has had to respond to changing demand in order to ensure those with the most significant need receive prompt and effective interventions.

**Psychology Support** have improved the accessibility of mental health services via self-referral, online options and provision of individualised therapies and psychological interventions. These are some of the recent innovations to improve our digital delivery of mental health care:



- The Access Therapies Fife website ([www.accesstherapiesfife.scot.nhs.uk](http://www.accesstherapiesfife.scot.nhs.uk)) was launched in 2018 to provide improved access to online psychological therapies, including numerous self-referral options. The website has grown considerably in the past year, with the introduction of additional online groups (for all ages) and additional self-referral to wellbeing modules. The website is reviewed regularly.
- The Moodcafe website ([www.moodcafe.co.uk](http://www.moodcafe.co.uk)) was introduced in 2006 to promote mental health by providing information and resources to help people in Fife understand and improve mental health and wellbeing. During 2021/2022 it has undergone an extensive upgrade to provide easier navigation and increased content. The site was relaunched early in 2022. Work is ongoing to provide a facility that can be used on both desktop/laptop and mobile devices.
- The Psychology Service Digital Working Group was set up in response to the coronavirus pandemic, initially looking at best digital practice in providing online groups, videos, and one-to-one consultations. Over the last year, work has included testing to introduce Near Me, video consultation which offers improved functionality in the delivery of psychoeducational and therapeutic groups.

The **Veterans First Point** (V1P) Fife service was established in 2015, as part of a Scottish Government commitment to veterans to meet responsibilities linked to the Armed Services Covenant. The initiative is now 50% funded by Fife Health and Social Care Partnership. The V1P Fife service moved to newly refurbished premises at Rosewell Centre in Lochgelly and was officially opened by Keith Brown, Cabinet Secretary for Justice and Minister for Veterans, in July 2021.

The V1P service model takes a holistic psychosocial perspective to mental health and wellbeing, working with a range of community partners to address wider determinants of poor mental health and wellbeing. One example is our partnership with the Fife Employment Action Trust on the 'Grow Your Mind' project, through which veterans develop their horticultural knowledge and skills and their more general cognitive skills. This programme has been well received by veterans.

## Equality Outcome 6

### **Reduce inequalities.**

Since 2017, the discharge hub team at NHS Fife Victoria Hospital, has been working in partnership with **Fife Carers Centre - Hospital Support Service**. The support worker works with the carer and hospital team in order to give the person appropriate care for the best possible chance of a successful and lasting discharge from hospital. Although carers, along with the patients, are included in deciding the plans for a successful discharge, carers often need support that focuses on them and their concerns in addition to the support for the cared-for person. The support worker has been instrumental in providing this support.

Due to the success of the project, Fife Carers Centre has recruited additional support workers for the Victoria Hospital, Queen Margaret Hospital and one worker to cover Glenrothes, Cameron, Adamson and St Andrews hospitals.

Since the project started at Victoria Hospital in 2018, over 1300 carers have engaged with the Fife Carers Centre Hospital support worker. The Discharge Hub Team has received very positive feedback from carers about the support worker giving emotional support and a listening ear to carers when they have needed it the most, as well as helping them to identify areas in which they are entitled to help and support.

**Fife Alcohol and Drug Partnership** have developed an autonomous Lived Experience Panel recognised as a subgroup of the ADP with the same rights and responsibilities as other subgroups to develop policy, strategic direction and contribute to improvements of service delivery. This group is afforded latitude to set its own remit and focus.

Other developments which aim to reduce inequalities include:

- Commissioning of an independent advocacy service, delivered by Circles Network to work with adults with alcohol and drug problems.
- Completion of a lived experience led evaluation of women's experience of alcohol and drug services in Fife in partnership with Fife Violence Against Women Partnership. This will form the basis of an improvement approach across Fife Violence Against Women Partnership, Social Work Services, NHS Scotland, Fife Health & Social Care Partnership and ADP to engage more women in support and treatment earlier and retain in provision use and a co-production approach will be undertaken with women with lived experience to deliver the recommendations.

**Fife Health and Social Care Partnership** continued to support unpaid carers through the challenges of the coronavirus pandemic and invested in additional support to promote carers health and wellbeing including:

- Creation of a Team dedicated to supporting carer involvement to promote the participation and engagement of unpaid carers and others.
- Introduction of a new commissioned support service in partnership with

Circles Advocacy to help the carers of people without capacity to secure the necessary legal instruments for the longer term.

- Additional investment to support unpaid carers who meet the eligibility criteria with a dedicated budget for self-directed support, including resources to manage this new support opportunity.
- Ringfencing additional resources for carers of people living with autism spectrum disorder.
- Recruitment of a Project Officer to coordinate the review and reimagining of the commissioned voluntary sector support for carers and others.

**Fife Integration Joint Board** has updated its reporting templates and supporting guidance to provide greater clarity on how proposed changes and/or improvements, support the Public Sector Equality Duty, Fairer Scotland Duty and the Board's Equality Outcomes. Report authors must also provide a completed Equality Impact Assessment, or identify why an EQIA is not required.

An EQIA template is available to ensure a robust and consistent approach, and a process is being developed to publish completed EQIA's on the Partnership's website. This work will be completed in 2023.

## Equality Outcome 7

### **Effective involvement and engagement with communities and individuals.**

The Partnership's **Participation and Engagement Team** was established in 2021 and have undertaken the following consultations:

- National Care Service Review
- Fife Alcohol and Drugs Partnership
- Third Sector Re-Imagining Exercise
- Fife Integration Scheme
- Fife Strategic Plan 2022 to 2026
- Home First Programme
- Carer's Strategy

An updated Participation and Engagement Strategy was approved and published in 2022 and sets out how the Partnership will support Fife Integration Joint Board to deliver on its vision, through participation and engagement activity, to enable the people of Fife to live independent and healthier lives.

The transfer of **Travel Health Vaccinations** Levels 1 to 3 was successfully delivered from GPs to the Health Board via a Community Pharmacy model on 1st April 2022. There are now 22 local Fife Community Pharmacies delivering Travel Health Vaccinations, with the spread of pharmacies across Fife providing equitable access to all areas within the Kingdom.

The FifeFitForTravel webpage ([www.nhsfife.org/fifeFitForTravel](http://www.nhsfife.org/fifeFitForTravel)) with links to NHS Inform and the national FitForTravel website detailing the 23 Fife Community Pharmacies providing Travel Health Vaccinations was successfully launched on 1st April 2022 with both a national and local communications campaign promoting and supporting the launch.

The **Fife Community Diabetes Specialist Nursing Service** is an interface service between primary and secondary care. Its aims are to:

1. Support patients with complex type 2 diabetes.
2. Provide supported hospital discharge.
3. Offer professional support and education.

Immediately prior to the coronavirus pandemic, waiting times for the service were more than 11-12 weeks due to staffing, service design, referral rates, inequity in the allocation of caseloads and inconsistencies in how care was delivered. The pandemic provided access to new tools and encouraged a reconfiguration of the service in order to offer a more equitable service with lower wait time.

We have achieved the following outcomes over the past 2 years:

- Triage assessment offered and conducted in the majority of patients within 24 hours of the initial referral.
- Patient wait times for appointment, (video consultation or face to face) significantly reduced from an average of 90 days to 13 days.
- Majority of patients managed remotely allowing us to see elderly or vulnerable patients face to face in locality clinics or at home visit more quickly.
- Patient and Professional satisfaction increased.
- Professional advice email averages 120 requests per month and we are able to use this data to determine professional education needs in our locality and plan education delivery.

## Equality Outcome 8

### **Responsive service delivery and excellent customer and service user care.**

**Action 15** is a programme of work funded by the Scottish Government's Mental Health Strategy. This includes the **Link Life Fife** project which aims to reduce pressures on GP practices whilst supporting individuals to meet their outcomes and reduce dependence upon GPs, where appropriate.

The service is for anyone aged 18 and over living in Fife who is engaging with their GP or other health professional in Primary Care for support to manage stress, anxiety, or feelings of being overwhelmed, that are affecting their mental health or general well-being. A team of local area co-ordinators and seven community connectors were recruited between June and September 2021 and are now receiving referrals from Fife GPs and Primary Care Teams.

The **Action 15 Oversight Group** identified that communications needed to be strengthened to support the new mental health projects and services that are being progressed. The Health Promotion Service received Action 15 funding to develop and deliver a communication plan to directly support the Action 15 programme of work. The aim is to increase frontline staff, partner organisations and the general public's understanding and awareness of the range of mental health services and support available and how to access support and services. The support and services information spans prevention and early intervention through to acute service provision.

The **Fife Multiagency Mental Health Information and Communication Working Group** includes representatives from Fife Health and Social Care Partnership, NHS Fife, Fife Council and five third sector organisations. The Group members all have responsibility for updating mental health and wellbeing information within their roles and remits and some of their services and organisations have received Action 15 funding. Members represent a wide variety of services across Fife

including Moodcafe, Fife Voluntary Action, On your doorstep Fife, Fife Centre for Equalities, The Well and Fife Forum. The remit of the group is to develop and deliver information and communication strategies to ensure frontline staff and members of the public are aware of, and are able to navigate the range of support and services available.

The Wells are part of the Partnership's **Community Led Support Service** and are for anyone 16+ looking for advice and support. The Well enables people to speak directly to health and social care professionals and discuss enquiries in relation to their health and wellbeing. Our friendly staff empower people to find solutions to problems quickly and easily, giving them the right information at the right time and by providing support, information and guidance on topics such as social care, carer support, social isolation, housing, benefits, bereavement, or anything related to health and wellbeing.

During the coronavirus pandemic The Wells predominantly operated virtually; in 2022 The Wells have returned to a full face-to-face service in all seven localities.

**SAMS Café** is a SAMH run crisis support service for individuals to access when they are struggling with their wellbeing. There are no referral/appointments/criteria for accessing – a person simply drops in and will be supported by a peer practitioner. All practitioners have lived experience of mental health issues and use a range of tools/resources to support attendees to better self-manage their mental wellbeing.

During the coronavirus pandemic SAMS provided support via telephone, this ensured that people who were not able access support in person, for example individuals who were shielding or had tested positive for coronavirus, were still able to access support.

SAMS is now available in person as well as via telephone, and the website continues to be updated with peer support information ([www.samscafe.org.uk](http://www.samscafe.org.uk)).

## Equality Outcome 9

### **Zero tolerance on hate incidents and discrimination.**

CONTEST is the UK Government's strategy on terrorism, it aims to reduce the risks from terrorism for individuals and communities, so that people can go about their lives freely and with confidence.

Fife Health and Social Care Partnership works with national agencies and Fife partners to support the CONTEST counter-terrorism strategy and local **CONTEST Groups**. This includes:

- Raising awareness of potential threats or risks, and how to respond.
- Promoting training for colleagues, such as ACT Awareness, PREVENT, and guidance on handling security incidents.

- Contributing to the development of local policies and arrangements.
- Participating in preventative activities, such as incident preparedness workshops.

These activities help to highlight potential threats and related risks, and encourage employees to support a zero-tolerance approach to hate incidents and discrimination.

The Partnership's **Health and Safety Forum** carried out a Deep Dive Review into Violence and Aggression to identify gaps and areas of good practice across the partner organisations. The review encompassed three key areas namely:

- Guidance, policies and procedures
- Data capture and reporting
- Training

A twelve-point action plan was developed and implemented across the organisations. The action plan included a specific action around the capture of data with regards to Hate incidents and this information was included within analytical performance reports

Along with other partner agencies, Fife Health and Social Care Partnership supports the annual campaign **16 Days of Activism Against Gender-Based Violence**. This is an international campaign which aims to raise awareness of gender inequality issues and most importantly highlight the need for change to create a Scottish society that embraces equality and rejects all forms of violence against women and girls.

In 2022, the Fife programme ran from 25<sup>th</sup> November to 10<sup>th</sup> December and included these events:

- a mixture of in-person and online events, including talks and training sessions across a wide range of subjects.
- a wide range of social media inputs, including posts, videos, blogs and chat events.
- some practical ideas for involvement during the campaign.
- a number of community-based discussion events.

The campaign was highlighted in the Partnership's weekly briefing from the Director of Health and Social Care and employees were encouraged to promote and participate in events that were of interest.



## Equality Outcomes 2023 to 2026

Fife Integration Joint Board is committed to promoting dignity, equality and independence for the people of Fife. Our Strategic Plan and collection of supporting strategies will ensure that we continue to work effectively with partners, local communities, individuals, their families and carers, to challenge sources of inequality such as discrimination, harassment and victimisation, and to promote equality of opportunity for all.



These are our equality outcomes for 2023 to 2026, a progress update is due to be published in 2025.

1. Improved collection and use of equality data, including protected characteristics, to support service planning and delivery, and promote mainstreaming of equality rights.
2. Individuals with lived experience of inequality and exclusion will have more opportunities to get involved and share their views, concerns, and suggestions for improvement across the Partnership.
3. Increased collaboration with communities and partners that have experience and expertise working with groups that have a protected characteristic, leading to improved health outcomes for individuals, their families and carers.
4. Greater diversity and an inclusive workforce culture, with employees from all backgrounds and cultures reporting that they feel increasingly valued.
5. Improved understanding and better relations between individuals and groups who share a protected characteristic, and those who do not.

## Additional Information

Further information about our equality outcomes, and our commitment to integrate equality into the day-to-day working of the IJB and the Fife Health and Social Care Partnership is available on our website:

[www.fifehealthandsocialcare.org/publications](http://www.fifehealthandsocialcare.org/publications)