Aberdeen City Health and Social Care Partnership: Equality Outcomes and Mainstreaming Framework 2021-25

Mainstreaming the equality duty has several benefits including:

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

Source: Equality and Human Rights Commission

The successful implementation of Aberdeen City Health and Social Care Partnership's (ACHSCP's) Equality Outcome and Mainstreaming Framework (EOMF) will be supported by a network of DiversCity Officers, who in addition to their day to day tasks, will have a lead role in supporting their colleagues evidence compliance with equality and human rights legislation and other requirements as a way of continually improving the quality of life outcomes for people using health and social care services.

In addition, a quality assurance and performance framework is to be implemented to give the Strategic Planning Group (SPG) and the Integration Joint Board (IJB) assurance that compliance with the Public Sector Equality Duty and the Scottish Specific Public Sector Equality Duties are being complied with. This framework will enable self-evaluation and continuous improvement models to be embedded as well as reporting performance quarterly to the SPG, annually to the IJB and biannually to the Scottish Parliament's appointed Equality and Human Rights Regulator.

The Independent Review of Adult Social Care in Scotland (Feeley, February 2021) identified that "the Covid-19 pandemic has intensified pre-existing inequalities and a lack of focus on rights, especially for older people, disabled people, people from minority ethnic communities and people from disadvantaged communities". This framework has been designed to assist AHSCP to deliver against recommendations 1 to 10 of the Feeley report, which are detailed below.

Independent Review of Adult Social Care in Scotland – Recommendations

Independent Review of Adult Social Care - gov.scot (www.gov.scot)

A human rights based approach

Our (the Independent Review of Adult Social Care in Scotland report) *recommendations for establishing a human rights and equality approach to social care services and support are rooted in the work to consider incorporation of international treaties into domestic legislation, and the recent experiences during the pandemic that exposed structural inequalities and pre-existing inadequacies in the current social care support system:*

1. Human rights, equity and equality must be placed at the very heart of social care and be mainstreamed and embedded. This could be further enabled by the incorporation of human rights conventions.

2. Delivering a rights based system in practice must become consistent, intentional and evident in the everyday experience of everyone using social care support, unpaid carers and families, and people working in the social care support and social work sector.

3. People must be able to access support at the point they feel they need it, including for advice and signposting to local community-based resources and help, and for barriers to this, such as the current eligibility criteria and charging regime, to be fundamentally reformed and removed, to allow a greater emphasis on prevention and early intervention.

4. People should understand better what their rights are to social care and supports, and "duty bearers", primarily social workers, should be focused on realising those rights rather than being hampered in the first instance by considerations of eligibility and cost.

5. Where not all needs can be met that have been identified as part of a co-production process of developing a support plan, these must be recorded as unmet needs and fed into the strategic commissioning process.

6. Informal, community based services and supports must be encouraged, supported and funded to respond appropriately to the needs of local citizens, including for preventative and low level support.

7. A co-production and supportive process involving good conversations with people needing support should replace assessment processes that make decisions over people's heads and must enable a full exploration of all self-directed support options that does not start from the basis of available funding. Giving people as much choice and control over their support and care is critical.

8. More independent advocacy and brokerage services, including peer services, must be made available to people to ensure that their voices are heard, and to help prepare for participation in planning and organising their support.

9. When things do not work well for people and their rights have not been upheld, they must have rapid recourse to an effective complaints system and to redress.

10. Packages of care and support plans must be made more portable and supported people should not have to fight to retain support because they have moved home.

Outcome 1 Improved accessibility and confidence in using health and social care services.

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
1.1 Information and advice will be delivered in accessible formats that best suits people's needs	Staff use of and understanding of Happy to Translate Logos to be reviewed before developing a staff focused communication and marketing event	Staff survey results and actions taken to address will be reported to the Equality Subgroup. This will be repeated, 6 months after the first survey	**Equality Subgroup**
	Staff use of and understanding of ACHSCP's Translation Services to be reviewed before developing a staff focused communication and marketing event	Staff survey results and actions taken to address will be reported to the Equality Subgroup. This will be repeated, 6 months after the first survey	**Equality Subgroup**
	Proactive translation of ACSHCP information and advice documents into the 5 most spoken languages, after English in Aberdeen	Random sampling of documentation to be undertaken on a 6 monthly basis	**Equality Subgroup DiversCity Officers**
		DiversCity Officer quarterly report to Equality Subgroup detailing results of sampling and examples of proactive publications	**Equality Subgroup DiversCity Officers**
	Coproduction and publicity launch of a service providers & forum directory (representing protected characteristics)	Publication of the Directory	**ACHSCP Strategy & Transformation**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Co-production with NESS, Alzheimer Scotland, Autism Forum, VAWP, Mental Health Forum, LGBTQ+ GREC, Health and Wellbeing Centre Multi Ethnic Forum Aberdeen's Mosques, Sikh temples, Buddhist Temples, Thai Temples, Christian Churches, etc	Analysis of staff awareness and use of the directory	
		Annual review of directory commencing 2022	
		Analysis of and feedback from organisations invited to participate in Equality and Rights Impact Assessments annually in 2022 and 2023	
	Review of Post Diagnostic Support Information Pack jointly with community based organisations	Organisations and people invited to collaboratively review current pack before co-producing revised pack	**Mental Health Services - Dementia Strategy**
	Analysis of current Self Directed Support payments to identify opportunities to co-produce marketing and promotional materials	Pre and post marketing and promotional events analysis of SDS recipients	**Adult Social Work**
		Post SDS assessment review satisfaction surveys	
	Analysis of GP Practice Patients by Protected Characteristics	Number of patients with the protected characteristic of Race satisfied with their GP service	**Primary Care - GP Services**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Establishment & promotion of an Equality & Rights Escalation Complaints Enquiry e-mail account	Number of emails received	**Equality Subgroup**
		Findings from analysis	
		Lessons learnt used to inform practice/policy	
		Corrective Actions implemented	
	Working with older people from the Chinese, East and South-East Asian communities to address the current language barriers to deliver better awareness of, and access to, older peoples support services	Percentage of Aberdeen's Chinese, East and South East Asian communities, awareness of support available from charities and councils has increased from 37% (source: Scottish Alliance of Regional Equality Council)	**Equality Subgroup**
		Percentage of Aberdeen's Chinese, East and South East Asian communities aware of where to turn to for help regarding specific areas of concern regarding future support needs has increased from 45% (source: Scottish Alliance of Regional Equality Council)	
	Covid Vaccination Community Connectors recruit champions and increase vaccination update from the identified relevant protected characteristics	Number of champions	**Stay Well – Stay Connected Implementation Group**
		Number of vaccination uptake	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Appropriate carer engagement Unpaid carers, Quarriers and the Partnership	Creation of a range of opportunities for carers and communities to share their lived experience to help influence and improve services.	**Adult Carers Support Service**
	Collaborative review of website to ensure ease of use and linkages to relevant community based organisations	Corrective Actions implemented	
	Connecting and Information Sharing platform/network	Details of and attendance at SWSC webinars used to cascade information on all things wellbeing in communities, showcase new projects, celebrate successes.	
	Co-produce/review Wellbeing Matters Webpage has been set up with information and resources around wellbeing.	Online resource which is easy to navigate for staff and citizens to find information on and resource on staying well and connected.	
1.2 Proactive partnership arrangements which support ACHSCP demonstrate a welcoming environment with informed and understanding staff.	Development of a Diversity Calendar *e.g., NESS, Alzheimer Scotland, Autism Forum, VAWP, Mental Health Forum, LGBTQ+ Health and Wellbeing Centre, Aberdeen's Mosques, Sikh temples, Buddhist Temples, Thai Temples, Christian Churches, etc*	Number of celebratory and awareness raising events organised and delivered across the Partnership, Third and Independent Sector	**Equality Subgroup**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Development of Equality and Human Rights Staff Development Matrix to include but not limited to: LGBT-Dementia-Toolkit.pdf (scottishcare.org) NESD1403 Multi-Faith Resource for Healthcare North East Sensory Services - new e-learning Sensory Awareness Training	Number of staff attending events Gap analysis to support specific promotion and marketing events	
	Links between matrix, complaints/grievance procedures and E&HR Email account to be established to address any upheld direct or indirect discrimination in current practice/service delivery	Quarterly reports IJB Annual Report	
	Advocacy Aberdeen to be asked to analyse referrals to support ACHSCP identify areas for improvement	Quarterly reports IJB Annual Report	
	Evaluation of the Staff Development Matrix to capture improvements made in the quality of life outcomes for people using partnership services post event attendance	DiversCity Officer evaluation of team services	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Stay Well Stay Connected Movement – Social Isolation Working Group to develop and provide update on what success will look like	Measure to be confirmed and reported against with effect from October 2021	**Stay Well – Stay Connected Implementation Group**
	Work with key community based organisations representing protected characteristics to use SWSC logo as a symbol for community cohesion.	Number of organisations using the SWSC Logo	
	Using **MEOC** approach to educate and encourage friendly and welcoming community spaces.	Number of sessions delivered Number of community spaces participating in the events	
1.3 All premises that the ACHSCP work out of or deliver services from have been collaboratively reviewed in terms of location, ramped access, signage, transportation links etc	Collaborative working with Facilities Management to develop an inspection/review programme of premises	6 monthly report detailing findings and actions to be taken to be presented to Equality Subgroup commencing December 2021	**Facilities Management (ACC and NHSG)**
1.4 ACHSCP adheres to the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018	Collaborative working with IT Services to develop and implement a review process on current and developing websites and mobile applications	6 monthly report detailing findings and actions to be taken to be presented to Equality Subgroup commencing December 2021	**IT Services**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
1.5 2012 SSPSED embedded into the Partnership's commissioning and procurement processes	The Equality sub group will seek assurance that Procurement Staff are fully aware and able to reflect on of the duty imposed by the Scottish Specific Public Sector Equality Duties (2012) in the commissioning processes	Lead Commissioner will ensure that each tendering exercise is supported by a robust Equality and Human Rights Impact Assessment	**Commercial and Procurement Services ACC and NHS**

Outcome 2 Inclusive approach to enabling people to live as independently for as long as possible

What success will look like	*What will be done to achieve success*	*How will success be measured*	*Lead Service Relevant Guidance*
2.1 More disabled and older people engaged in exercise, self-care and meaningful activities	Multi Agency Stay Well Stay Connected Project Group's Action Plan e.g. 1. Physical Activity Packs Pilot 2. Befriending projects 3. "Oot n Aboot" Project with Red Cross	Number of Sheltered Housing Residents participating in and reporting increased physical activity after losing confidence and functional decline due to Covid 19 stay at home restrictions Number of people engaged in Bon Accord Care's Befriending Project	**Stay Well – Stay Connected Implementation Group**
	Embedding a quality improvement methodology across all actions and pilots associated with Multi Agency Stay Well Stay Connected Project Group's Action Plan	Continuous analysis of participation across all protected characteristics to influence and inform the communication and engagement plan associated with the Multi Agency Stay Well Stay Connected Project Group's Action Plan	
	Work with partner organisations to identify those who are digitally excluded and develop bespoke initiatives to deliver digital confidence.	6 monthly report to Equality Subgroup	**Stay Well – Stay Connected Implementation Group**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Work with 3rd sector IT supports in the City (Abilitynet, Shmu Radio, Silver City Surfers, ACVO & Housing) to pilot showcase sessions in a set environment: common room of sheltered housing block	6 monthly report to Equality Subgroup	**Stay Well – Stay Connected Implementation Group**
	Motivational activities to be planned, designed, and developed in partnership with people with mental health and learning disabilities and organisations working with them e.g. 3rd Sector Mental Health Forum	6 monthly report to Equality Subgroup	**Stay Well – Stay Connected Implementation Group**
	The principles of the Charter of Rights for people with Dementia and their carers will be adopted Embedding a human rights-based approach in practice and the Standards of Care for Dementia in Scotland	Evaluating the consistency and quality of service for people living with dementia and those that provide care and care for people with dementia	**Mental Health Services - Dementia Strategy**
	Analysis of current and planned activities against the Scottish Government's Coronavirus (COVID-19) - dementia and COVID-19: action plan - gov.scot (www.gov.scot)	Dementia Strategy actions developed in partnership with people living with dementia and those that provide care and care for people with dementia	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Demographic analysis of the Post Diagnostic Support referrals and uptake to identify opportunities for future communications and marketing	Comparison of current referrals and update against future referrals post communications and marketing initiatives	**Mental Health Services - Dementia Strategy**
	Reduce employer discrimination faced by younger people diagnosed with dementia	Engagement with Aberdeen City Employers	
		Work with younger people to establish what support is required to sustain active and meaningful employment	
	Improving the process of dementia diagnosis for people with learning disabilities	Collaborative working between Mental Health Services and Learning Disability Services to design a service and reporting framework	
	Attendance at LGBTQ+ Events to promote Dementia Care for LGBTQ+ Tool Kit	Number and details of events attended	
	Sports and culture organisations promote and develop environments which enable people to sustain current activities/interests/sports e.g. Golf Clubs	Number of sports and cultural organisations involved implementing reasonable adjustments to support current and increase future engagement in sport and leisure activities	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Collaborative review of the current "A'thegither in Aberdeen" Strategy 2018-23	Number of people and organisations involved in the review	**Learning Disability Services**
2.2 Number of people engaged in Stay Well – Stay Connected activities.	Delivery of Stay Well Stay Connected approach and associated action plans	Quarterly report to Equality Subgroup	**Stay Well – Stay Connected Implementation Group**
	Promotion of Voice Tool	Details of marketing	**ACHSCP Strategy & Transformation**
	Analysis of Voice Tool	Adjustments and changes made to services	**ACHSCP Strategy & Transformation**
2.3 ACHSCP's future planning and commissioning plans are linked with Aberdeen City's Local Housing Strategy, Housing Need & Demand Assessment and the Joint Strategic Needs Assessment *Quote from Derek Feely Report: "People with lived experiences must be partners in the commissioning process and integral to decision making and prioritisation, monitoring process and making improvements; nothing about me without me as the saying goes"*	Strategic process developed and implemented to identify specialist provision housing	Strategic partnership consisting of ACC and ACHSCP and when appropriate RSLs and Scottish Government is established	**ACC Housing Strategy**
		Provision of specialist provision social rented accommodation increases	
		The number of people with relevant protected characteristics who can afford to live in specialist provision housing increases	
	HSCP is invited to become a member of the strategic group established to oversee the development of the City and Shire HNDA.	The number of stakeholder events undertaken to establish and identify current unmet need and future demand	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	HSCP provides detailed information on specialist provision requirements in relation to housing need of people with the relevant protected characteristics	This is reflected in the Strategic Housing Investment Plan with project prioritised to deliver specialist provision housing	
2.4 ACHSCP's Assistive Technology and Digital Inclusion evidenced as supporting an increase in the number of people living independently in their own communities.	SWSC City Digital Divide subgroup is fully involved in the IIA for the "Shift from analogue to digital" 2025.	Invitation to join IIA working group and recommendations and mitigation actions identified during the IIA process	**ACHSCP Strategy & Transformation**
	All new build social housing designed to support people with the protected characteristics of age and disability will be TEC friendly	Report from the Strategic Housing Investment Plan annually to Equality Subgroup	
	The number of people supported using telecare in their homes will be analysed by protected characteristic	Report to Equality Subgroup which will include recommendations to address analysis findings	
	Review of and translation of current information into the 5 most spoken non English languages in Aberdeen	Stakeholder feedback on ease of use and access to the information provided	
	Promotion and marketing of the service using the developing service providers & forum directory	Increase in the number of people from across the relevant protected characteristics (not age or disability) requesting and using TEC	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
2.5 Information and qualifying criteria relating to disabled adaptations in private and social housing (both major and minor adaptations) is available across all of Aberdeen's communities	Review of current data capture relating to adaptations across the protected characteristics to provide base line Review of and translation of current information into the 5 most spoken non English languages in Aberdeen Promotion and marketing of the service using the developing service providers & forum directory	Number of adaptations completed in private and council housing will be reported quarterly to the Equality Subgroup Number of adaptations completed by protected characteristics to be incorporated into the annual report to the IJB	**Equality Subgroup** **Disabled Adaptations Group**

Outcome 3: Health and support services are delivered in a compassionate way, respecting the dignity of the individual, and are co designed with people who experience poor mental health, to ensure they flourish and thrive, build resilience and continue in recovery

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
3.1 Develop a quality indicator profile in mental health which will include measures across six quality dimensions - person-centred, safe, effective, efficient, equitable and timely.	Review of current Mental Health Delivery Plan	*In development*	**Mental Health Services**
	involvement and collaboration of key stakeholders around mental health services such as providers and the 3rd sector Mental Health Forum	ERIA analysis	
3.2 A rights based approach which is consistent, intentional and evident in the everyday experience of everyone using mental health support (including but not limited to, unpaid carers and families and people working within the mental health sector) is embedded	*In development*	Number of disabled people reporting poor mental health and wellbeing will have reduced from 28.4% Number of disabled people satisfied with their mental health and wellbeing will have increased from 62% The number of people stating that they rarely or never feel lonely from the following communities will have increased: LGBTQ+ increased from 13% BAME increased from 30%	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
		Disabled people from 32% Current average 38% The number of people from the LGB communities of Aberdeen reporting dissatisfaction with their mental health decreases from 54% The number of people from Aberdeen's Transgender and non-binary communities reporting dissatisfaction with their mental health decreases from 66% The number of carers reporting a negative impact that caring for someone has on their mental health and wellbeing reduces from 40% The number of unpaid carers in Aberdeen who do not feel supported in their caring role decreases from 33%	
3.3 The transition from children and young people's services to adult services is designed to enhance life outcomes in their adulthood	*In development*	*In development*	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
3.4 People better understand what their rights are to mental health care and support, and duty bearers should be focused on realising these rights rather than being hampered by considerations of eligibility, capacity and cost	Work collaboratively with commissioned mental health organisations in the third sector to coproduce Rights Based communication material	Twice yearly qualitative engagement with people using the services, their families, carers, Partnership staff and Providers	
		The number of people with lived experience of poor mental health reporting outstanding concerns that support needs were not addressed at their last assessment or review decreases from 33%	
3.5 Gaps in service provision, which are specific to the needs of people with protected characteristics, are identified and fed into the strategic planning and commissioning process.	Partnership staff assessing the need for referrals, to profile people by protected characteristics and reason why referral unable to be made or reason for refusal	*In development*	
	Work collaboratively with commissioned mental health organisations to collate reasons, by protected characteristic, why offer of support has been turned down	*In development*	
	Establish proactive working relationships with key stakeholders representing people with protected characteristics	Cultural differences documented during evaluation of mental health conditions and associated treatments	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
3.6 Supporting employers to have an improvement plan for workplaces in making continuous improvement to their culture, practices and policies, to directly tackle stigma and discrimination e.g., attaining See Me in Work	*In development*	*In development*	

Outcome 4   Community engagement, empowerment, and cohesion work across the City is inclusive, strong and effective.

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
4.1 Increased participation, influence and voice from people with protected characteristics, with lived experiences, in the City's Locality Planning Processes *Derek Feely Report quote* *At the population level, Integrated Joint Boards and Locality Planners need to do a better job of building the user voice into their considerations.*	ACHSCP Engagement Policy	Publication and marketing of new engagement policy and associated guidance	**Strategic Planning Group**
		Review of ACHSCP engagement practices to ensure NHS Scotland and Voluntary Health Scotland's Engagement Matrix is embedded into all engagement processes	**Equality Subgroup**
		Number of organisations and individuals engaged in IIA the views expressed, the recommendations and mitigating actions identified	**DiversCity Officers**
	Establish a network of DiversCity Officers	Number of DiversCity Officers reported quarterly	**Equality Subgroup**
	DiversCity Officer Programme Plan of Continuous Professional Development	Quarterly report to Equality subgroup Annual report to IJB	**Equality Subgroup**
	Development of localised diversity networks, organisations and contacts	3 Locality Directories – 1 for each locality North, Central and South	**Equality Subgroup** **DiversCity Officers**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Supporting the development of communities of interest, forums and networks to address gaps in the directory	Analysis and annual reporting on directory developments	**Equality Subgroup** **DiversCity Officers**
	Review LEGs membership and scope out what supports are required to encourage participation from people with protected characteristics	Impact of translation of recruitment material in securing representation from across the protected characteristics	**Equality Subgroup plus key staff** **ACHSCP Strategy & Transformation** **& Public Health Coordinators**
	Work with providers to raise awareness of their role in supporting people with protected characteristics to participate in and influence strategic and operational developments	Events organised Organisations in attendance Number of staff attending	**Scottish Care (Independent Sector)** **ACVO (TSI)**
	Support the role of Covid Vaccination Community Connectors	Improved relationships and trust being built between the Partnership and communities previously excluded from targeted participation	**ACHSCP Strategy & Transformation** **NHS Grampian**
	IIA Quality Assurance Framework	Number of IIAs undertaken	**Equality Subgroup & DiversCity** **Officers**
		Quarterly analysis of IIA recommendations and progress against these	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
4.2 Adhere to the National Community Engagement Standards when engaging with communities of interest.	Development & awareness raising programme of events for Senior Staff, DiversCity Officer and Community Representatives	Number of events delivered

Number of people attending | **Community Planning** |
NSFCE+Diagram.pdf (squarespace.com)	Build and sustain relationships between Partnership services and community groups	Number of community engagement events undertaken and who attended	**Senior Managers & DiversCity Officers**
		Reporting against the recommendations of IIAs and the actions to be taken to address the needs and or issues that communities experience	
	DiversCity Officers embed NCES into the consultation element of the IIA	IIA Quality Assurance Framework findings	**Equality Subgroup & DiversCity Officers**
		Actions taken to address findings	

Outcome 5 All staff delivering health and social care services, fully understand their legal duties and other responsibilities in keeping people living, working, studying or visiting Aberdeen City safe and free from harm

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
5.1 Interventions are early and effective, preventing domestic abuse, and maximising the safety and wellbeing of adults, children, and young people affected by domestic abuse. Awareness of violence/ abuse and its related harms are better understood by staff working in Partnership services	Working jointly with the VAWP to develop, promote and market awareness raising campaigns to highlight what constitutes harmful behaviour.	Number of campaigns delivered and location of marketing events	**VAWP Coordinator**
		Number of referrals made by staff working is ACHSCP Services	
		Number of enquiries from people using health and social care services	
	Staff use of and understanding of Respect Helpline	Survey of staff working in Partnership services	**Equality Subgroup**
	Working jointly with the VAWP to implement the Safe and Together model of training to create a domestic abuse informed workforce (funding dependent)	Number of staff attending sessions	**Equality Subgroup**
		Number of referrals made by staff working is ACHSCP Services	
	Raise awareness and understanding of the legislation of forced marriage The Anti-social Behaviour, Crime and Policing Act 2014	Number of staff attending sessions including e-learning module	**Equality Subgroup**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Promotion and marketing of the Force Marriage Unit's guidance and training materials including: multi-agency practice guidelines: handling cases of forced marriage multi-agency statutory guidance for dealing with forced marriage multi-agency practice guidelines for Forced Marriage and learning disabilities Promotion of the Forced Marriage Unit's free e-learning tool: https://www.virtual-college.co.uk/resources/free-courses/awareness-of-forced-marriage Raising awareness of Scottish Government's Forced Marriage Guidance Forced marriage awareness raising materials - gov.scot (www.gov.scot)	Number of referrals made by staff working is ACHSCP Services Scotland's Domestic Abuse and Forced Marriage Helpline will be promoted and visible in GP surgeries and buildings Partnership staff work out off Imams statement against Forced Marriage (in different languages) promoted and visible in GP surgeries and buildings Partnership staff work out off	**Equality Subgroup**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
5.2 Improved services for those affected by hate crime and hate incidents in the City. Improved preventative work and a shared understanding of the causes enabling a reduction in hate crime and hate incidents	Analysis of staff working in ACHSP services understanding of hate crime and hate incidents	Findings and recommendations reported to Equality Subgroup	**Equality Subgroup**
	Awareness raising activities to address the recommendations of the report presented to the Equality Subgroup	Number of incidents reported, and referrals made to appropriate services	**Community Planning Aberdeen Community Justice Outcome Improvement Group**
	Participation in Hate Crime Awareness Week annually commencing October 2021	Details of and participation in events organised across ACHSCP services	**Equality Subgroup**
	Working with the Chinese, East and South-East Asian community members and representatives to co-design local initiatives to raise awareness of hate crime and prejudice.	Number of hate incidents reported by staff working in partnership services and the number of people accessing appropriate support.	**Community Planning Aberdeen Community Justice Outcome Improvement Group**
5.3 Improved services and support for those at risk of and those that are affected by Female Genital Mutilation (FGM).	Review current activity against the Scotland's national action plan to prevent and eradicate FGM 2016 to 2020 before developing an action plan to address areas of development jointly with VAWP [Scotland's national action plan to prevent and eradicate FGM - gov.scot (www.gov.scot)](www.gov.scot)	ACHSCP FGM Action Plan	**Adult Support and Protection** **Daniela Brawley** Daniela Brawley (NHS Grampian) <daniela.brawley@nhs.scot>

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	Circulation of FGM Community Information Leaflet [Female Genital Mutilation (FGM) community information leaflet - gov.scot (www.gov.scot)](www.gov.scot)	Details of awareness raising activities	
	Circulation of FGM Awareness Postcard [Female Genital Mutilation (FGM) awareness-raising postcard: 2015 - gov.scot (www.gov.scot)](www.gov.scot)	FGM Awareness Postcard visible in all GP surgeries and buildings that Partnership staff work out off	
5.4 Improved understanding of and development of a joined up approach to support those affected by human trafficking and exploitation.	Review current activity against the Scottish Government's Trafficking and Exploitation Strategy for Scotland 2017 and subsequent update reports before developing and implementing staff awareness sessions and support services for Potential Victims of Trafficking	Number of staff attending awareness raising sessions	**Adult Support and Protection**
		Number of Human Trafficking and Exploitation (Scotland) Act 2015 Section 38 Referrals made by Partnership Staff	**Daniela Brawley** Daniela Brawley (NHS Grampian) <daniela.brawley@nhs.scot>
		Number of Adult Support and Protection cases in which Potential Victims of Trafficking have been identified	

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
5.5 Improved understanding of the causes of honour based violence and the support services necessary to keep people safe	In partnership with VAWP and BAME Violence Against Women and Children Organisations develop and implement a programme of staff and key partners awareness raising programmes *What Works to Prevent Violence Against Women: A Summary of the Evidence*	Number of sessions run number of people in attendance and details of which services/organisations Staff working in Partnership services can evidence a better understanding of the dynamics of 'honour', in particular how it exerts psychological and physical control over the victim, how the wider family and community may be implicated in the abuse, the multiple barriers to reporting, and the high level of risk facing victims who decide to ask for assistance.	**Adult Support and Protection**

Outcome 6: We have a workforce that is reflective and representative of the communities we care for

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
6.1 Workforce data reflects ACHSCP service user data	Develop and implement a project like The Value the Difference project, delivered by DRS, the University of Strathclyde and Brodies LLP, which aims to tackle unconscious bias in the workplace against women, BAME communities, LGBTQ+ communities and people with a disability through a combination of research, training, awareness raising and coaching.	Number of organisations undertaking the training	**Equality Subgroup HR Commissioners**
6.2 Flexible and targeted recruitment drives to address current gaps and the needs of future service users	Partnership with Aberdeen Business Gateway developed to support the provision of tailored support, advice and awareness raising events in the communities of Aberdeen.	Review of workforce profile against current baseline in 2023	**Talent Managers ACC**
6.3 Staff have a shared understanding of cultural diversity and difference	Achieve equality and diversity accreditations and promote these schemes across the organisation: Age Positive [Withdrawn] Age Positive - GOV.UK (www.gov.uk) Carer Positive Exemplary Carer Positive :: Carer Positive Employers Disability Confident Disability Confident employer scheme and guidance - GOV.UK (www.gov.uk)	Attainment of the accreditations Details of promotional and marketing events	**Equality Subgroup HR DiversCity Officers**

What success will look like	What will be done to achieve success	How will success be measured	Lead Service Relevant Guidance
	EHRC Working Forward [Working Forward home | Equality and Human Rights Commission (equalityhumanrights.com)](#)		

Outcome 7 We have a workplace where all staff feel valued and respected and have their needs met appropriately

What success will look like	What will be done to achieve success	How will success be measured	Lead Service / Relevant Guidance
7.1 ACHSP has a responsive dignity and respect at work approach which all staff and managers are aware off	Promotion and marketing of Aberdeen City Council's and NHS Grampian's respective policies	Documentation of both formal and informal enquiries which relate to protected characteristics	**HR** **Talent Managers** **Equality subgroup**
7.2 ACHSCP supports the formation of staff groups which represent protected characteristics	Statements of support on ACHSCP website	The number of groups formed Actions and outcomes delivered by staff groups	**HR,** **Talent Managers** **Equality subgroup**
7.3 ACHSCP embed an approach of learning and understanding to address findings of internal investigations to effect behavioural change and improve organisational culture	Collaborative working between HR, Talent Managers, Trade Unions and the Equality Subgroup to deliver a communications process to effect positive behavioural change	Number of investigations which instigated joint communications to effect behavioural change	**HR** **Talent Managers** **Equality subgroup** **Trade Unions**
7.4 Managers have a shared understanding of their responsibilities in relation to reasonable workplace adjustments	Manager, Team Leader and Supervisor Equality Act 2010 Section 6 specific awareness sessions	Number of reasonable workplace adjustments put into place	**DiversCity Officers** **Chief Officer** **Senior Leadership Team**
	Review HR guidance on managing workplace stress	Review completed and supported by a robust marketing strategy	
	Develop manager's awareness training on mental health in the workplace	Awareness material developed/marketed Number of managers participating in the sessions developed	