

# Mainstreaming Equality and Equality Outcomes Progress Report 2021–2023

Published April 2023



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We want as many people as possible to read this report. If you need a copy in an alternative format or language please contact our switchboard on 0131 242 1000 or email us. This is our email address:

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## 1. Introduction and background

We (NHS Lothian) provide health services to around 1 million people and are the UK's second largest Health Authority. We provide primary, community-based and acute hospital services for people in Edinburgh, Midlothian, East Lothian and West Lothian.

As a public sector organisation, we have a legal duty to ensure that equality and non-discrimination are at the heart of everything we do. This is called the **Public Sector Equality Duty**.

We are required to publish a report every two years about the progress we are making to integrate equality into our work. This is often called a mainstreaming equality report.

Every four years we must also publish equality outcomes that will help us to better perform the Public Sector Equality Duty. In April 2021, we published a set of equality outcomes for 2021-25. After two years, we must publish a report on the progress made to achieve these outcomes.

## 2. The Lothian Strategic Development Framework

In June 2022, we published the **Lothian Strategic Development Framework** (LSDF). The LSDF describes our ambitions about what we want to happen across Lothian's Health and Care system up to and including the financial year 2027-28. Equality is central to achieving the vision in LSDF.

It is a collaboration between the organisations with responsibility for the planning, commissioning and delivery of health and care services in the Lothians (East Lothian Integration Joint Board, Edinburgh Integration Joint Board, Midlothian Integration Joint Board, NHS Lothian and West Lothian Integration Joint Board.)

We listened to the views of local people to develop the LSDF, so they could influence service improvement and development and included this information as part of our initial integrated impact assessment. The key results were:

- Continue to consider relevant legislation as plans develop.
- Ensure broad, diverse user engagement as services and systems are designed and developed.
- Ensure technologies are developed based on needs and with the people who use our services lived experience in mind.
- Work with partners to reduce lack of access to digital technologies, kit and broadband required to access digital services.

The LSDF provides that the vision for the Lothian health and care system is one where:

- Everyone lives longer, healthier lives, with better outcomes from the care and treatment we provide
- We connect health and social care services seamlessly, wrapping around people in their home
- We improve performance across our system, with better experiences for the people and those who work for and with us.

Our Equality and Human Rights Strategy 2023 – 2028 is aligned to the LSDF and work to achieve the priorities set out in the Equality and Human Rights Strategy will be integrated into the actions we will take to deliver the LSDF over the next five years in:

- Population health and anchor institution status
- Children and Young people
- Mental Health, Illness and Wellbeing
- Unscheduled Care
- Scheduled Care.

### 3. Our Equality and Human Rights Strategy

Between August 2022 and February 2023, we developed our Equality and Human Rights Strategy, which will help us continue to put equality and human rights at the centre of everything we do.

We have six equality and human rights strategic priorities for the next five years (2023-2028):

- Equality and human rights are a central part of our **planning, decision-making, delivery, and reporting processes**.
- We are **an anti-racist organisation**, and our work helps to eliminate racism, remove racialised inequalities and reduce racial prejudice.
- We **anticipate and meet the needs of disabled people** so they can access services, employment opportunities and have better outcomes.
- We are **gender inclusive**, and we do not discriminate on grounds of sex or gender identity and our work helps to tackle persistent gender inequalities.
- We **support people who use our mental health services and people with dementia** to know about and claim their rights, and to make decisions about their care and treatment.
- We reap the benefits of equality and human rights **education and training**.

Our strategy was developed using:

- Equality and human rights evidence from existing research and the views of staff, patients, and equality organisations,
- The Scottish Government's National Performance Framework and equality and human rights policies, and
- The equality and human rights legal framework to ensure the strategy follows the requirements and policy intentions of equality and human rights law.

## 4. Evidence on equality issues

We collect, analyse and use equality evidence. This includes information about who is using our services and working for us, their needs, their diverse experiences and different life chances. We also collect information on the effect of our decisions on different equality groups so we can make better decisions that result in positive outcomes for everyone.

Here are some examples of how we have continued to improve how we collect and use equality evidence:

- **LGBT Health Needs Assessment.** We worked with NHS Greater Glasgow and Clyde to collect data on the health and wellbeing outcomes for LGBT people. It includes information about the barriers they face accessing health services and the evidence gaps.
- Director of **Public Health Annual Report** (PDF). This helps us to understand the current and likely future challenges for people's health and wellbeing.
- **Lothian Public Health Survey 2023.** This was launched in April 2023 and will help us to obtain an accurate picture of the health and wellbeing of East Lothian, Midlothian, West Lothian and City of Edinburgh residents, and will include information about people's protected characteristics. This, in addition to the 2021 Scottish Census Results, will help to fill some of the current gaps in equality evidence about our population.
- **Patient Equality Data.** We established a short life working group to improve how we collect, analyse and use patient equality data.
- **Workforce equality monitoring data.** We continue to collect and publish annually equality information about our workforce. We use this to check for potential discrimination and if we need to take action to advance equality for particular protected characteristic groups.
- **Workforce equality data for Allied Health Professionals.** We analysed our workforce equality data on age, race/ethnicity, disability, sex and sexual orientation. We focused on the data about people who apply to work with us, who we shortlist and who we appoint and compared this to data from Higher Education Institutions to see how our workforce looks compared to the people who are undertaking training nationally. We also developed a learning and development programme for Team Leads and above on equality and non-discrimination, cultural awareness, psychological safety and cognitive bias and we are applying this learning to improve our recruitment behaviours and how we behave at work.

## 5. The equality impact of policies & practices

We work closely with our Lothian local authority and integrated authority partners to assess the equality impact of proposed new or revised policies and practices. We publish the impact assessments on our website.

All Corporate Management Team (CMT) and Board papers must explain:

- If an impact assessment has been carried out and if not why,
- Key results from the impact assessment,
- How the results have been taken into account.

We offered **training for all staff** on impact assessments and delivered four training sessions each year to 32 members of NHS Lothian staff.

Between August 2022 and February 2023, we **reviewed our approach** to impact assessments. We reviewed published assessments, our guidance and templates and asked staff for their views about our approach and what support they need. We found that:

- Staff are keen and interested. They want to do equality impact assessments better and need us to make it easier for them. Some of the current guidance is confusing, including the language and terminology.
- Staff would like access to up-to-date equality evidence.
- Equality organisations share a lot of useful information about the barriers facing different equality groups and their needs but sometimes people feel they are telling us the same things repeatedly and they are not clear about the difference this is making.
- Some staff find it hard to use the 'one size fits all' approach to impact assessments.
- Some staff like the reporting template. Some staff find it creates a tick box exercise and doesn't help them develop their proposal.
- We can improve the way we publish information about impact assessments on our website to make them more accessible.

We **established a short life working group** to support us to publish revised guidance and resources for staff by Summer 2023.

## 6. Corporate Management Team objectives

Leadership helps to shape the culture of the organisation and is important for mainstreaming equality.

The leadership team sets NHS Lothian Corporate Management Team equality objectives. Here is a summary of the progress made between 2021 and 2023.

### **Objective 1: Take action to create a more inclusive and diverse workforce and implement actions to prevent racism and other forms of discrimination in our organisation**

Actions	Progress
Facilitate structured conversations about race and ethnicity, disability, sexuality and gender, age, personal bias and institutional discrimination at Board, ELT and CMT, with Staff Network members	<b>Complete</b>
Establish and support reverse mentoring partnerships for at least 30 per cent of ELT and CMT members, with Staff Network members	Ongoing
Develop and implement communications plan – to celebrate diversity and the wealth of culture	<b>Complete</b>
Develop and implement plan to demonstrate zero tolerance of racism and discrimination – deliver transparent and visible approaches to support anti-discrimination	Ongoing
Review and implement Advancing Equalities Action Plans	<b>Complete</b>
Create annual equality, diversity and inclusion action plan	<b>Complete</b>
Extend principles of coffee roulette, paired learning and reverse mentorship to encourage conversations about equality, diversity and inclusion between senior leaders and staff	Ongoing
Implement framework of pastoral and professional support for newly recruited staff from out with the UK	Ongoing



**Objective 2: Develop and implement a communications plan to support key Human Resources & Organisational Development priorities**

Actions	Progress
Design and deliver a communications plan to support annual advancing equalities action plan	Complete
Create content to support and celebrate inclusion and anti-discrimination	Complete
Create content to position us as an employer that celebrates diversity and is inclusive in its policies	Complete

**Objective 3: Develop a new ambitious plan for equality & human rights**

Actions	Progress
Agree plan and supporting infrastructure to make and mainstream improvements	Complete

## 7. Examples of equality in employment

We employ around 26,000 staff. We have Equality Staff Networks and representatives from these attend the Equality, Diversity and Inclusion Steering Group to co-design and monitor the annual Advancing Equality Action Plans using annual workforce equality data and the lived experience of Equality Staff Network members. This provides meaningful involvement of staff sharing protected characteristics and achieves effective delivery.

Here is a summary of the progress made between 2021 and 2023.

### Equality Data

Actions	Progress
Develop and implement a campaign to encourage staff to update their equality data on eEES	Complete
Agree metrics to be analysed regularly and process for reviewing data to identify trends, risks and inform action	Complete
Put in place a process for sharing with the Staff Networks data on internal and external recruitment for all job roles and each protected characteristic	Complete
For all protected characteristics, put in place a process to analyse these across a range of HR processes and take action where required	Ongoing

### Resourcing

Actions	Progress
Identify and resource support for actions in the action plan and support work of the staff networks	Complete
Protected time for Staff Network Chairs and dedicated time.	Complete
Establish a Women's Network and promote this across the organisation	Complete
Explore options to best utilise the staff resource that is currently in the Staff Network steering groups	Complete

## Communications

Actions	Progress
Raise awareness and promote staff networks	<b>Complete</b>
Attend local Partnership Forums by Staff Network representatives and deliver Network Day roadshows	<b>Complete</b>
Develop information leaflets about sexualities and gender identities to be held on the intranet for staff to access.	<b>Complete</b>

## Inclusive recruitment, induction & career progression

Actions	Progress
With Staff Networks consider ways recruitment can become more inclusive	Ongoing
Actively promote NHS Lothian as an inclusive organisation, encouraging and welcoming diversity	<b>Complete</b>
Explore ways to encourage applications from differing protected characteristic backgrounds and provide support throughout the recruitment process	Ongoing

## Training & Education

Actions	Progress
Assess the equality training provision in place and identify any tests of change	<b>Complete</b>
Organise an annual Equality and Diversity conference and monthly Lunch and Learn sessions on relevant issues	<b>Complete</b>
Review and update Equality and Diversity Learn Pro modules	<b>Complete</b>
Finalise and implement the updated Learn Pro Equality and Diversity mandatory training module	<b>Complete</b>
Explore the option to provide further, more focussed Equality and Diversity training for new managers	<b>Complete</b>

## BME Staff

Actions	Progress
Consider career progression and barriers to career progression for BME Nurses	<b>Complete</b>
Re-instate existing BME mentors networks and promote across all staff networks	Ongoing

## Disabled Staff

Actions	Progress
Prepare the organisation to achieve Disability Confident Employer L3	Ongoing
Improve information about neurodivergence	<b>Complete</b>
Finalise and implement the Reasonable Adjustments guidance	<b>Complete</b>
Explore the option of a Disability Passport	Ongoing

## Gender

Actions	Progress
Complete and launch a Transgender Policy and develop guidance for supporting trans and non-binary colleagues	<b>Complete</b>

## Carers

Actions	Progress
Increase awareness of Carers Staff Network within the workforce	<b>Complete</b>
Explore a Carers Passport	Ongoing
Refresh and promote Carer awareness training for front line staff and those with line management responsibilities	Ongoing

## Workforce of the Future

Actions	Progress
Promote the Young Scotland programme	<b>Complete</b>
Develop a Youth Leadership Programme	Ongoing

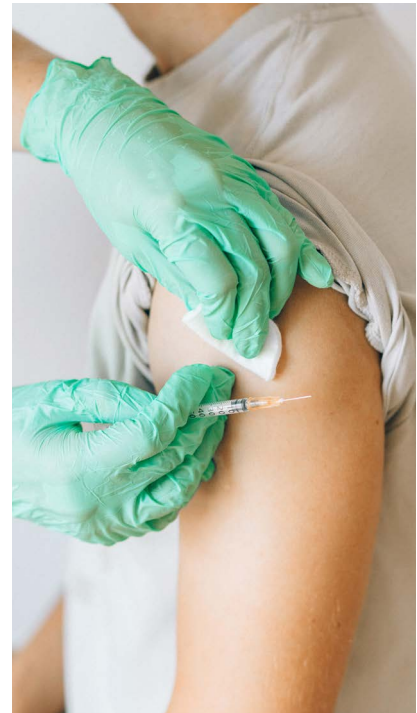
## 8. Examples of equality in the services we provide

### Understanding people’s needs

#### COVID/Flu/Shingles/Pneumococcal Vaccination Programmes.

Our Vaccination Team identified a gap in their understanding about the experiences of disabled people. As part of the impact assessment, they spoke to People First (Scotland) to better understand people’s experiences of getting vaccinations. This helped them:

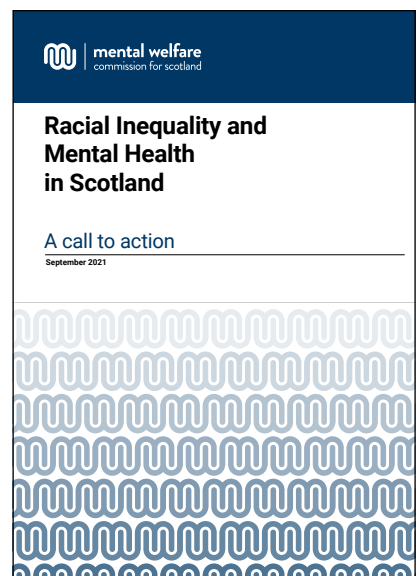
- Improve their vaccination invitation letters,
- Use digital approaches including text reminders and apps to support people who are Deaf, hard of hearing or have speech difficulties,
- Develop guidance for staff about supporting inclusive and accessible vaccination services
- Collect equality monitoring data.



### Racial inequality and mental health

#### Royal Edinburgh and Associated Services (REAS)

- In 2021 the Mental Welfare Commission published a report exploring how Scotland’s mental health sector performs in relation to racial equality.
- The REAS team established a working group to consider the report and identified actions for us to:
  - > Share information across wards and teams about organisations providing support to people from BME<sup>1</sup> backgrounds
  - > Strengthen and improve existing discrimination and harassment reporting mechanisms
  - > Work to reduce incomplete data about ethnicity for people subject to compulsory measures.



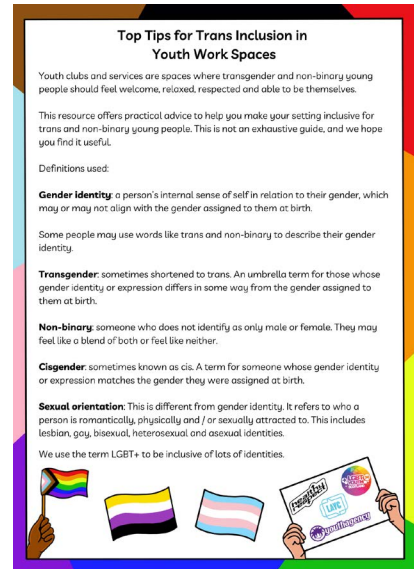
1. BME is the terminology NHS Lothian has agreed with the BME Staff Network

## Improving all young people’s experiences

### Healthy Respect

In response to trans and non-binary young people being more likely to experience bullying, discrimination, and exclusion than other groups of young people our Healthy Respect team worked alongside partners – LGBT Youth Scotland, Lothian Association of Youth Clubs (LAYC) and the Wester Hailes Youth Agency – to create a resource called **Top Tips for Trans Inclusion in Youth Work Spaces** and an accompanying ‘All identities welcome’ poster.

It was launched as lunchtime sessions as part of LGBT+ history month with more than 45 practitioners attending each session.

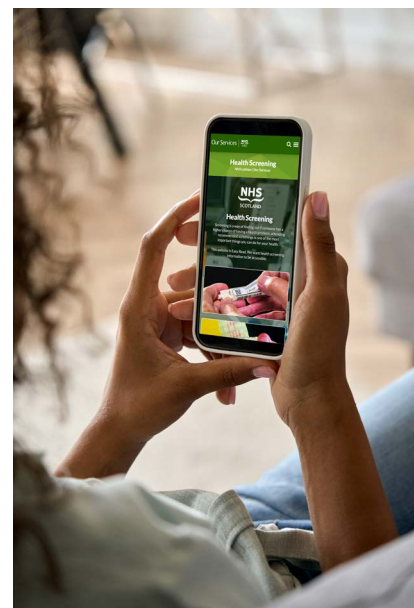


## Targeting inequalities in cancer outcomes

### Screening and Early Detection Team

Our Screening and Early Detection Team created an accessible **online resource for screening and national screening programme information** that supports informed decision making for people with learning disabilities and people who would benefit from Easy Read information. This includes some people in BME communities and older adults. The website was developed using a participatory approach with workshops and surveys with people with lived experience.

NHS Lothian’s experience of tackling health inequalities in screening and cancer outcomes is being used by the National Screening Oversight Board and in the development of the Scottish Equity in Screening Strategy 2023-2026.



## St John's Hospital Department of Anaesthesia

The Department of Anaesthesia at St John's Hospital:

- Has worked with the Department of Gynaecology to produce guidance for staff about how to support trans and gender fluid patients during the perioperative period (this commonly includes ward admission, anaesthesia, surgery and recovery).
- Has developed a local clinic for people with substance dependency.
- Formally requests that all trainees and supervisors complete active bystander training.



## Atlantic Slavery & the Royal Infirmary of Edinburgh Equality and Human Rights Team

The NHS Lothian Charity funded an independent report, **Uncovering Origins of Hospital Philanthropy: Report on Slavery and the Royal Infirmary of Edinburgh** to outline the extent to which profits from slavery impacts on our early history.



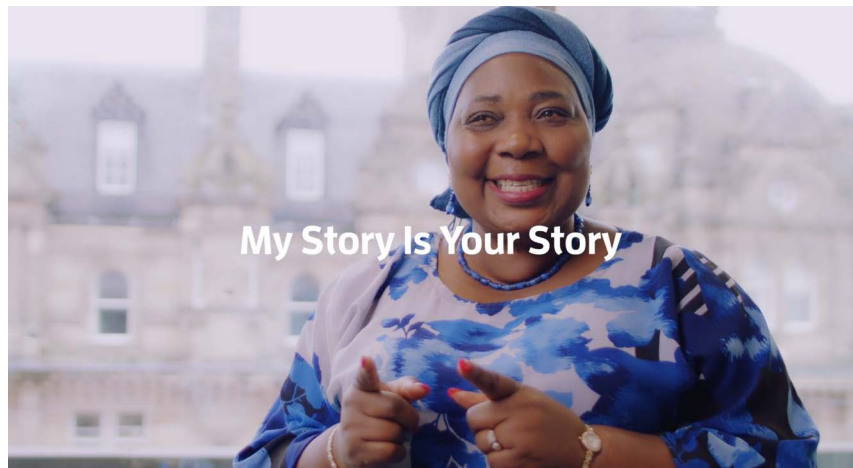
An independent advisory group was appointed to hear and amplify the voices of Black people living and working in Lothian. The group are considering the report, the public engagement and will make recommendations to the NHS Lothian Board about what we have learned, its lasting impact and what changes NHS Lothian can make today.



## Supporting NHS Lothian's work, staff, patients, and families

### NHS Lothian Charity Tonic Arts

The NHS Lothian Charity Tonic Arts team created and launched **a series of documentary style short films** featuring NHS Lothian staff telling their stories of what life was like for them during the early stages of COVID-19. Initially, a series of nine short films were created by a diverse group of 25 NHS Lothian staff.



This has been followed by a project working with the diverse staff group involved in NHS Lothian's Equality Staff Networks to develop a range of equality, diversity, and inclusion resources. These include videos, My Story is Your Story and Letters to a Future NHS.

## Green Health Prescribing

### The NHS Lothian Charity Greenspace and Health team

Green Health Prescribing encourages people to connect with nature to benefit their mental and physical health. However, the people who could benefit most are less likely to have the opportunity to connect with nature.

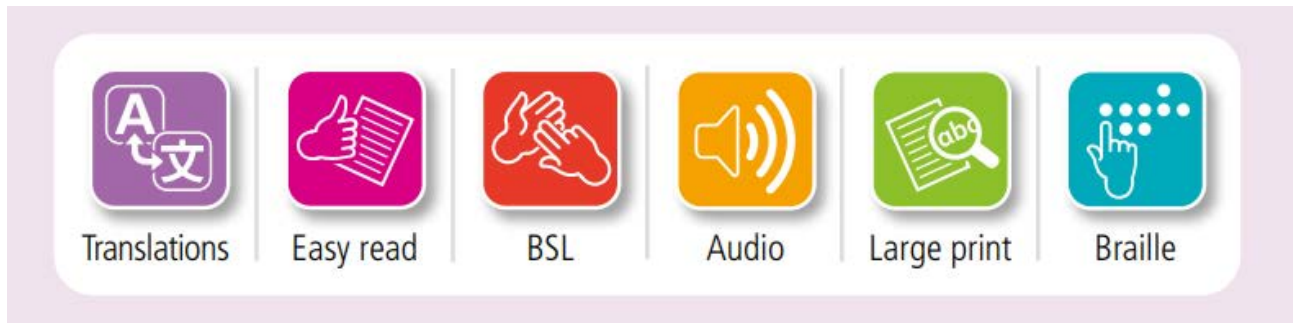


In response to the findings from the integrated impact assessment the Team:

- Developed with the Cyrenians the **Royal Edinburgh Hospital Green Health Pathway** for people who are experiencing severe mental health problems.
- Turned a concrete area in the Edinburgh Access Practice into a garden space and adapted the RSPB nature prescriptions to make it accessible for anyone experiencing homelessness who has additional needs.
- Established a direct referral pathway to the Midlothian Wellbeing service in primary health care to support people facing health inequalities.

## Equal access to appointments

### NHS Interpretation and Translation Service



Our interpreting service covers up to 5,000 appointments per month, helping patients whose main language is not English. These appointments take place with the help of a team of qualified interpreters, as well as an on-demand telephone service.

One of the main languages covered by the team is British Sign Language (BSL) and they have two full-time interpreters. They introduced a bookings email to allow BSL users who can write English to check they have interpreters booked for upcoming appointments. This has been well received by members of the BSL community, giving patients another avenue of communication and assurance that an interpreter will be present for their appointment.

## 9. Equality outcomes 2021 – 2025 progress

The table below summarises the progress made towards achieving the Equality Outcomes set in 2021.

When we reviewed these we realised some of the outcomes are no longer relevant and do not tackle the most significant inequalities that were identified in our Equality and Human Rights Strategy. To address this, we will publish an updated set of equality outcomes that will align with the Strategy 2023 – 2028.

Outcome	Actions	Progress	Comments
1. People experience easier access to Type 2 Diabetes services, (via increased digital inclusion, and alternative access to services)	<ul style="list-style-type: none"> <li>Analyse existing data to understand current referrals for each characteristic.</li> <li>Use risk profiles to set uptake targets for each characteristic.</li> <li>Use Equality Impact Assessment &amp; engagement to understand barriers and create change plan.</li> <li>Monitor progress against baseline.</li> <li>Analyse 2021 data to understand patient outcomes and completion data for each characteristic.</li> <li>Use analysis to develop a plan for improvement if necessary.</li> <li>Monitor progress against targets/ baseline</li> </ul>	Behind	Significant work has been done and progress made to make it easier for people to access Type 2 Diabetes services, including reducing waiting lists. However, due to reduced staffing, work on collecting and analysing equality data has not progressed at the rate originally expected.

Outcome	Actions	Progress	Comments
<p>2. People experience easier access to information from NHS Lothian and partners</p>	<ul style="list-style-type: none"> <li>• Gather feedback on current website and other means of communication</li> <li>• Engage with equality organisations to understand needs of harder to reach groups.</li> <li>• Use impact assessment &amp; engagement to understand barriers and create change plan, sharing resources and support with partner organisations where appropriate.</li> <li>• Monitor progress against baseline.</li> </ul>	<p><b>On track</b></p>	<p>Initial feedback has been provided as part of engaging with equality organisations, patients and staff to develop the Equality and Human Rights Strategy 2023- 2028.</p> <p>Work has started to review equality and human rights section of the website.</p>

Outcome	Actions	Progress	Comments
<p>3. Citizens feel safe in their communities (because the organisation takes a preventative approach to hate crime, domestic abuse and gender-based violence, and works to significantly increase the number of safe spaces)</p>	<ul style="list-style-type: none"> <li>• Work with NHS Lothian community-based services, and primary care centres, and third sector partners, to identify interest.</li> <li>• Link with Police Scotland to carry out Keep Safe training and accreditation</li> </ul>	<p>No longer relevant for NHS Lothian</p>	<p>Work on this outcome has been taken forward by integration authorities and voluntary sector partners.</p>
<p>4. A more inclusive working environment is experienced by staff who share protected characteristics</p>	<ul style="list-style-type: none"> <li>• NHS Lothian Staff Networks to develop Advancing Equalities Action Plans for approval and adoption</li> <li>• Implementation of Corporate Objectives</li> </ul>	<p><b>On track</b></p>	<p>See sections 7 and 8 of this report.</p>
<p>5. As NHS Lothian services develop to become more environmentally sustainable, people with protected characteristics experience these changes as meeting their needs.</p>	<ul style="list-style-type: none"> <li>• Agree methodology to capture demographic data</li> <li>• Analysis of data from 2022</li> <li>• Annual Surveys of Staff Network members</li> </ul>	<p>Behind</p>	<p>Green Health Prescribing Report for Edinburgh &amp; Lothians</p> <p>Briefing – Green Health Prescribing: it’s role in Lothians’ COVID recovery</p> <p>Green Social Prescribing Forum</p>

Outcome	Actions	Progress	Comments
<p>6. Citizens feel safe in their communities (because the organisation takes a preventative approach to hate crime, domestic abuse and gender-based violence, and works to significantly increase the number of safe spaces)</p>	<p>Take forward recommendations in Women and Men with High and Complex Needs action plan</p>	<p><b>On track</b></p>	<p>Services flow chart with young people’s sexual health services and specialist adult services and a priority access mobile phone number for professionals working with vulnerable adults or young people. This is a specific pathway into Chalmers services.</p> <p>Away day in October 2022 for locality services to bring partners together to discuss how to meet the needs of people who face barriers to using sexual health services. This produced a Locality Service Action Plan.</p> <p>The WISHES inclusive sexual health extended service (partnership between NHS Lothian Harm Reduction Team, Chalmers and Sacro’s Another Way Service) continues to support and empower women experiencing homelessness, involved in prostitution, exiting the criminal justice system, leaving care and others.</p>

Outcome	Actions	Progress	Comments
7. Better mental health and wellbeing is reported amongst NHS Lothian staff who share protected characteristics	<ul style="list-style-type: none"> <li>• Agreed means of identifying protected characteristics of staff accessing range of support systems across NHS Lothian.</li> <li>• Logging and subsequent analysis of that data.</li> <li>• Actions to improve access / uptake by under-represented groups.</li> </ul>	<b>On track</b>	Collecting equality data for Peer support and Energise you programmes and first reports will be considered in Spring 2023.
8. People at risk of homelessness are enabled to access suitable accommodation on leaving hospitals or prisons (via pathways and with support established)	Pathways and monitoring framework established to support transition at point of leaving prisons and hospitals into accommodation including housing options for young offenders.	Behind	Work with Milestone House (Waverley Care).
9. Inclusive Education	Via a more inclusive curriculum and robust policies and procedures to tackle bullying and prejudice.	No longer relevant for NHS Lothian	On reflection this should not be an action for NHS Lothian as it sits with Local Authorities.

