

# Shetland's Equality Outcomes Progress & Mainstreaming Report (Including Employment Monitoring Information)

## 2017-2021

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## 1. Introduction

This report is intended to deliver a further update on the past two years progress against the outcomes for 2013-17, as well as progress in mainstreaming equalities. The report also sets out our outcomes for the period 2017-21.

For the purposes of this report, Shetland's Community Planning Partners consist of the agencies that are named under the duties of the Equality Act 2010. These are: Shetland Islands Council, NHS Shetland, Shetland College, Schools Service, ZetTrans, Integrated Joint Board and Shetland Licensing Board.

To provide context for this Shetland's Community Planning Partners have set out their overall commitment to equality through their joint Equality Statement below.

## 2. Joint Equality Statement

Shetland's Community Planning Partners are committed to fulfilling the three key elements of the general equality duty as defined in the Equality Act 2010:-

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity between people who share a protected characteristic and those who do not
- Fostering good relations between people who share a protected characteristic and those who do not

The protected characteristics are –

- age
- disability (including physical impairment, learning disabilities, mental health issues and long-term conditions)
- gender reassignment,
- pregnancy and maternity
- race, this includes ethnicity, colour and national origin
- religion or belief
- sex
- sexual orientation

- marriage/civil partnership (for which only the first duty applies)

Everyone has 'protected characteristics', but it is the treatment individuals and groups receive, the level of autonomy they have, and the positive or negative outcomes for them, that are its focus. Therefore Shetland's Community Planning Partners will:

- Remove or minimise disadvantages experienced by people due to their protected characteristics
- Meet the needs of people from protected groups where these are different from the needs of other people
- Encourage people with protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

As well as being legal requirements, these steps contribute to fairer, more efficient and more effective services. Therefore Shetland's Community Planning Partners will:-

- take effective action on equality
- make the right decisions, first time around
- develop better policies and practices, based on evidence
- be transparent, accessible and accountable
- deliver improved outcomes for all.

### **3. The Legal Context**

The public sector equality duty, referred to as the 'general equality duty,' is set out in the Equality Act 2010. Under the Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012, public authorities are also covered by specific duties, which are designed to help public authorities meet the general equality duty. Shetland's Community Planning Partners are covered by both the general and specific equality duties.

### **3.1 The Equality Act 2010 and the General Equality Duty**

The Act brings together the areas of race, disability, sex, sexual orientation, religion and belief, age and gender reassignment in one legislative entity.

At the same time the Act clarifies the approach that should be taken on issues around ensuring fair treatment with regards to marriage/civil partnership and pregnancy and maternity. Shetland's Community Planning Partners in the exercise of their functions must;-

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those who do not, by tackling prejudice and promoting understanding

(Only the first duty applies in the case of marriage/civil partnership.)  
These are the three fundamental elements of the general duty.

### **3.2 The Specific Equality Duties**

The Equality Act 2010 (Specific Duties) (Scotland) Regulations 2012 came into force on May 2012. These specific duties are designed to help public sector organisations meet the general duty effectively.

The key legal duties are that Shetland's Community Planning Partners must;-

- Report on mainstreaming the equality duty
- Publish equality outcomes and report progress
- Assess and review policies and practices
- Gather and use employee information
- Publish gender pay gap information
- Publish statements on equal pay
- Consider award criteria and conditions in relation to public procurement

## 4.0 Mainstreaming Equality – Progress

Mainstreaming equality simply means integrating equality into our day-to-day working. This means taking equality into account in the way we go about our business when acting as an employer, or planning and providing services.

Shetland's Community Planning Partners are committed to integrating equality into our businesses, using tools such as impact assessment, and by ensuring that equality features explicitly and proportionately in business planning, committee or other decision-making, and reports and other policy development and review mechanisms.

Since our last report in 2015, we have done the following to improve access to services for people with a protected characteristic –

We have developed a Shetland wide **Anti-Bullying Framework**. This has been developed by a group including the SIC, Schools Service, NHS Shetland, Shetland College and the Licensing Board. The framework is designed to take a zero tolerance approach to bullying both involving children and young people and also adults in the workplace and the community. Responsibility for implementing and monitoring the framework sits with Shetland Together, an interagency forum.

The SIC (including the Schools Service), NHS Shetland and IJB published **Shetland's Autism Spectrum Disorder Strategy 2016-21**. Developing the strategy involved conducting a mapping project for autism services in Shetland which highlighted a few areas for improvement which has provided a focus for the strategy. So far the following achievements have been made:

- Established an ASD Pathway Assessment Team for Children and Young People;
- Trained staff in ADOS2 (Autism Diagnostic Observation Scale 2);
- Trained staff to deliver the EarlyBird post-diagnostic support program (for parents of children);
- Delivered training to Health Visitors in detecting early signs of ASD;

- Autism Network Scotland delivered training to a number of staff from children and adult services;
- Produced a directory of local autism resources in conjunction with Autism Network Scotland as part of their Menu of Interventions Roadshows: [www.autismnetworkscotland.org.uk/shetland/](http://www.autismnetworkscotland.org.uk/shetland/)
- Established a Working Group to develop an ASD Action Plan, which will accompany this strategy document, to drive forward improvements to local services.

The strategy can be accessed [here](#).

The SIC and NHS Shetland published the **Shetland Dementia Strategy 2015-8**. The aim of the strategy is to raise public awareness, knowledge and training across Shetland, as well as meeting the needs of people living with dementia as close to their own home as possible. So far the following achievements have been made:

- We achieved our three year diagnosis target and have maintained it, continuing to increase the number of people being diagnosed with dementia;
- Support following diagnosis for a year from a named person;
- Developing new models of housing support as well as adapting people's own homes to be more dementia friendly;
- Providing support for hospital and care centre staff to better support people with dementia and manage behavior that may challenge them without resorting to pharmacological methods where possible;
- Supporting earlier, more appropriate discharge from hospital for people living with dementia;
- Developing Anticipatory Care Plans to better support a person living with dementia if they have to go into hospital or care;
- An established local Alzheimer Scotland presence in Shetland with the development of a Dementia Advisor, Activities Coordinator, Resource Centre and a local branch of Alzheimer Scotland along with the associated support and activities they provide.

The strategy can be accessed [here](#).

The Schools Service and Youth Services have developed a **Schools Transgender Policy**. This policy was developed by a Youth Worker

based in secondary schools and with input from secondary school pupils. The policy considers issues that could arise for pupils who identify as transgender and ways to address them within the school. Following on from this, Shetland College have identified unisex toilets within their building and unisex toilets have been incorporated into the new build Anderson High School.

The SIC held a **consultation event on the development of disability sport in Shetland**. This was held in conjunction with Scottish Disability Sport, who also held workshops on the inclusive sport of Boccia and on coaching disabled athletes. A number of Boccia sessions have been held since.

The SIC carried out a **Shetland wide consultation using the Place Standard model**. This model is designed to capture how people feel about where they live by asking people to rank how much each of 14 aspects needs to improve to make the place they live better. Over 900 people responded and extra work was done to encourage younger people to take part and also to get more men to take part, to balance the gender split.

Of those who completed the survey, 605 were female (64%) and 334 were male (36%). Females are generally more positive about the places that they stay. The themes that females rate more highly than males are Work & Local Economy, Influence and Sense of Control, Streets & Spaces, Housing & Community.

For those aged 16 to 24, Influence & Sense of Control was chosen as the area where most improvement is required, followed by Public Transport, Work & Local Economy and Social Interaction. This age group Feeling Safe as the theme which needed the least improvement, followed by Natural Space and Identity & Belonging.

For the 25 to 74 age group, Public Transport was chosen as where most improvement is needed, followed by Work & Local Economy, Housing & Community, Influence & Sense of Control and Moving Around. This age group chose Feeling Safe as the theme which needed least improvement, followed by Natural Space, Identity & Belonging and Care & Maintenance. This age group shows the lowest level of satisfaction,



but this is a much larger group covering a wider span of ages than the other two.

Those over 75 chose Public Transport as where most improvement is needed, followed by Work & Local Economy and Play & Recreation. This age group chose Feeling Safe as the theme which needed least improvement, followed by Care & Maintenance and Housing & Community. This age group shows the greatest satisfaction across them all.

Going forward, the information can be used by the SIC, NHS Shetland and all partner organisations.

How to find out more –

[www.shetland.gov.uk/placestandard.asp](http://www.shetland.gov.uk/placestandard.asp)

### **Better Together Health & Care Experience Survey –**

The national 'Better Together Health and Care Experience Survey', was sent to 5081 patients, 1069 responses were received (21% return rate). We recognize that this is a small sample of the local population. A copy of the survey is available at [www.hace15.quality-health.co.uk/index.php/reports/health-board-reports](http://www.hace15.quality-health.co.uk/index.php/reports/health-board-reports)

The following demographic data was gathered for respondents, gender, age and disability or limiting illness. The 2015/16 report shows 59% of respondents were female, 41% male; in respect of age range 9% 17-34, 18% 35-49, 33% 50-64 and 40% 65+. Patients who had a disability or health problem that limited daily activities; 11% limited a lot; 23% limited a little; 66% reported no disability / limitations. More generally patients were asked to rate quality of life as a whole; 49% reported very good, 35% good, 12% alright (neither good nor bad) 3% bad, 0.3% very bad.

The **Blydepride Campaign** was launched by Shetland's LGBT Working Group. This includes members from Shetland Islands Council, NHS Shetland, Police Scotland, Voluntary Action Shetland and Shetland College.

The Blydepride campaign's aims are to:

- Challenge homophobia and transphobia in Shetland.
- Facilitate learning about the challenges faced by LGBTQ+ people in accessing public and voluntary services.
- Deliver more inclusive public and voluntary services.

The campaign took part in the local Summer Carnival and had a stall at local agricultural shows through the summer. This led to the campaign receiving a lot of coverage in the local media. Feedback was gathered from visitors to the local stalls, which was very positive.

Following on from this, there have been other opportunities locally for the local LGBT community to express what living in Shetland is like for them. This includes:

- a Radio Shetland programme on the experiences of LGBT people in Shetland;
- an LGBT themed exhibition organized by the local LGBT Community Group; and
- Screen Pride, a monthly LGBT focused film night at the local cinema.

How to find out more –

[www.facebook.com/blydepride](http://www.facebook.com/blydepride)

The Schools Service have continued to work with Shetland Interfaith on Holocaust Memorial Day. Primary six pupils from Bell's Brae primary school shared their learning at the Shetland Holocaust Memorial Day event, organized by Shetland Interfaith and supported by the SIC. Shetland Interfaith also continues to organize speakers and events at Shetland Library and to run a weekly mindfulness meditation group at the local hospital.

The Voluntary Sector and the Integrated Joint Board have developed the **Shetland Carer Information Strategy 2016-2020**. This strategy outlines how Shetland will continue to support positive outcomes for carers.

## 5.0 Progress on Equality Outcomes 2013-2017

Equality Outcomes are aimed at producing concrete improvements in people's lives that contribute to a fairer, more inclusive and more prosperous Shetland. Since our last report in 2015, we have done the following.

### **Outcome 1**

*Good quality childcare is accessible and affordable for all families with children who need it.*

In August 2014, as a result of the Children and Young People's Act 2014, the entitlement to free hours of Early Learning and Childcare increased from 475 hours to 600 hours for all 3 and 4 year olds. This provision is met in Shetland through a number of early years provision attached to primary and junior high schools, partner providers and an early years provision run by Shetland Islands Council.

From August 2015, specific two years olds also became eligible to 600 hours of Early Learning and Childcare. Currently Children's Services has two settings registered for two year olds, and two partner providers are registered for two year olds. Work is underway to enable more of the current settings to obtain registration with the Care Inspectorate for two year olds, and for these settings to be more geographically spread, throughout Shetland.

A project has been established to look at how to enable the further expansion of both the length of time from 600 hours to 1140 hours by 2020, and the inclusion of specific entitled two year olds.

This outcome will remain a focus for 2017-21.

## **Outcome 2**

*LGBT people feel part of their community. Discrimination and harassment against LGBT people will be eliminated.*

The Blydepride campaign, mentioned in section 4, was carried out. LGBT issues are being discussed more openly, as evidenced by discussions in the local media and the recent public LGBT themed exhibition.

Monitoring of the Anti-Bullying Framework will enable better monitoring of discrimination and harassment in the future.

A recent meeting with the LGBT Social Group has resulted in a number of actions which are included in our new outcomes for 2017-21.

## **Outcome 3**

*LGBT people feel confident and included when accessing services.*

One of the aims of the Blydepride campaign was to demonstrate that the public sector in Shetland are happy to discuss LGBT issues.

LGBT Youth Scotland ran a workshop for teachers and people working with young people, on incorporating LGBT issues in their work. This was well attended and well received.

A local peer education group has developed a workshop on LGBT issues which can be delivered to pupils within schools and has also been delivered to a group of staff at Shetland College.

## **Outcome 4**

*Gender Segregation in Shetland is narrower.*

Recognising that this is a complex issue and that challenging attitudes and expectation is a longer term process, work has been done to bring together work on various strands to do with occupational segregation. A working group has been set up by the community planning partnership. This group has representation from the SIC, Schools Service, Shetland

College, and NHS Shetland. The aim of the group is to monitor and review occupational segregation and take positive action to address it in partnership with schools, colleges and other partners involved in training, skills development and employability, and through focused development opportunities and mentoring schemes. The action plan for this group will form the focus for this outcome for 2017-21.

Occupational segregation has been embedded within the SIC's Workforce Strategy 2016-20. This notes that "the Council needs to enable its workforce to recognize and manage diversity appropriately and raise awareness of the benefits of greater diversity in employment that represents the Shetland community".

There is a known gender imbalance in the NHS, with more nurse's predominantly female, more technical roles traditionally male and this is similar across Scotland and Western Europe. Locally we have taken role models of the opposite gender i.e. senior male nursing staff, female radiology and laboratory staff to school career events to encourage and promote that these roles need not be gender specific. This bias needs to be seen in the wider context, including socioeconomic aspects, sustainable services. Within the workforce planning context we are struggling to recruit the right calibre of applicant in respect of skill and experience regardless of gender and therefore to positively discriminate in favour of one gender over another we would reduce potential suitable candidates further.

We will continue to review actions within the 2017-21 plans; this will include the review of gender split across service areas and related recruitment applications.

This outcome will remain a focus for 2017-21 and is linked to the outcome on accessible childcare.

## **Outcome 5**

*Community planning partners share information in a way that everybody can understand.*

All organisations continue to use and promote Language Line and Contact Scotland for BSL interpretation.

An after school family BSL class has been running at one school.

ZetTrans and the SIC launched a voicebank service for public bus services and school bus transport. This provides another way for people to access up to date information about any service disruptions.

## **Outcome 6**

*Migrant workers and their families feel more integrated into their local community.*

An online welcome to Shetland guide to moving and living in Shetland is hosted by Promote Shetland.

The SIC provide ESOL classes, including family learning opportunities for people learning English.

The Schools Service have worked on making information more accessible to parents who have English as a second language, including providing leaflets in other languages.

## **Outcome 7**

*LGBT and BME pupils do not experience bullying in schools.*

Equality and diversity issues continue to be addressed in schools through the UN Rights Respecting Schools programme, which nine Shetland schools have signed up to. Teachers in these schools have reported that the work their pupils have been doing for the programme has resulted in a positive change in the way they interact with each other.

Bullying and racist incident statistics are recorded for all schools and monitored bi-annually. In future these will be analysed in conjunction with the community wide bullying incidents.

Schools have Promoting Positive Behaviour Policies in place which are inclusive and ensure equality is central to all activities.

All schools recognise and celebrate difference within a culture of respect and fairness, and aim to meet the needs of every child in line with the principles of Getting it Right for Every Child (GIRFEC).

All schools aims to meet the challenge to develop children and young people as responsible citizens who:

- show respect for others; who understand different beliefs and cultures;
- are developing informed, ethical views of complex issues;
- know why discrimination is unacceptable and how to challenge it; and
- understand the importance of celebrating diversity and promoting equality.

In order to meet this aim schools discuss diversity, equality, Children's Rights and Global Citizenship with learners. Seeking support from partner agencies, where appropriate to enhance and support this work.

### **Outcome 8**

#### ***All school leavers are in a positive destination.***

As of March 2016, 97.4% were in positive destinations (higher or further education, training, employment, voluntary work and activity agreements). Of these, 67.4% were in higher or further education and 27.9% in employment. The proportions of young men and women moved to positive destinations were equal at 97.4%.

This is an increase from 95.9% in 2014 and 90% in 2012.

### **Outcome 9**

#### ***NHS Shetland employment practices are inclusive and accessible for employees and applicants with disabilities.***

Occupational Health have not identified any concerns with regard to unreported bullying related to disabilities.

Reporting of JIG candidates will be captured within the development of the new IT recruitment system, this will carry forward to 2017/18.

NHS Shetland and SIC Social Care are jointly working through staff engagement imatter that will provide feedback on organizational culture.

National Suicide Prevention Awareness Week is held annually in September. A roadshow titled 'let's talk about suicide prevention – stop saying 'I'm fine' if you're not' travels the length and breadth of Shetland targeting male oriented places of work i.e. mechanics, engineers etc. International Suicide Prevention Day (10<sup>th</sup> Sept) was recognized by holding a memorial event in the Lerwick Town Hall.

A year long programme of suicide intervention & MH awareness raising has begun (will continue into 2017 – 2018) for retained fire fighters – predominately male.

Bespoke MH and suicide intervention sessions are provided as part of the Mental Health for Managers training.

### **Outcome 10**

*Transsexual and transgender people will be confident to apply for employment and volunteering opportunities with NHS Shetland. Discrimination and harassment against transsexual and transgender people will be eliminated.*

NHS Shetland Transgender policy has been approved and published on website. Gender neutral toilets are in place.

[www.shb.scot.nhs.uk/board/policies/TransgenderEmployeesPolicyv2.pdf](http://www.shb.scot.nhs.uk/board/policies/TransgenderEmployeesPolicyv2.pdf)

The Schools Service have developed a Transgender Policy for schools.

### **Outcome 11**

*Ethnic minority applicants will be confident to apply for employment and volunteering opportunities with NHS Shetland.*

All adverts refer to NHS Shetland as an equal opportunity employer, encouraging applicants from all sections of the community. Our restricted number of vacancies make it very challenging to address inequities; sourcing candidates with the right skills and experience is difficult alongside this they require the desire to relocate to a remote island location to live and work.

### **Outcome 12**



*NHS Shetland plans for our future workforce and service delivery are reflective and inclusive of the ageing workforce and population as a whole.*

We recognise that we have an ageing workforce. We provide opportunities for flexible working and from 2016 offer phased retirement arrangements that allow a gradual reduction in hours with full pay and following a short break support returning to part time work. See work Life Balance Policy: [www.shb.scot.nhs.uk/board/policies/hr-WorkLifeBalancePolicyFinal.pdf](http://www.shb.scot.nhs.uk/board/policies/hr-WorkLifeBalancePolicyFinal.pdf)

### **Outcome 13**

*Services meet the needs of ethnic minorities.*

The Ethnic Minority Health Needs Assessment shows that we are not good at recording ethnicity monitoring information, which means that it is difficult to judge whether services meet the needs of ethnic minority people in Shetland. The Ethnic Minority HNA key recommendations are that monitoring information should be completed more routinely and used to inform service development. We also recommend a participatory needs assessment which actually engages directly with people from different ethnicities in order to understand their needs in more detail.

### **Outcome 14**

*Services meet the needs of LGBT people.*

The new HPV immunisation programme and the provision of PrEP (HIV prevention) for MSM will be implemented in the sexual health clinic during 2017-18

### **Outcome 15**

*The spiritual care needs of our workforce and patient population are understood and met.*

NHS Shetland continues to provide a part time chaplain.

## **Outcome 16**

*Our health and social care services are reflective of the needs of an aging population.*

See Joint strategic commissioning plan for details

[www.shetland.gov.uk/Health\\_Social\\_Care\\_Integration/StrategicPlan.asp](http://www.shetland.gov.uk/Health_Social_Care_Integration/StrategicPlan.asp)

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## 6.0 Equality Outcomes 2017-2021

<b>People have equal access to employment in all sectors</b>			
<b>Activities</b>	<b>Targets</b>	<b>Responsible Group / Organisation</b>	<b>Protected Characteristics</b>
Deliver action plan	Establish baseline figures	Occupational Segregation Working Group - SIC, Schools Service, Shetland College, NHS Shetland	Gender
Deliver Equal Pay action plan		SIC HR	Gender
Deliver disability placement scheme		SIC HR	Disability
<b>Childcare is accessible for those who need it</b>			
<b>Activities</b>	<b>Targets</b>	<b>Responsible Group / Organisation</b>	<b>Protected Characteristics</b>
Develop a delivery model for 1140 hours	1140 hours available at all Early Learning Settings by 2020	SIC Schools Service	Gender
<b>Shetland is a safe place to live for all our people</b>			
<b>Activities</b>	<b>Targets</b>	<b>Responsible Group / Organisation</b>	<b>Protected Characteristics</b>
Carry out an analysis to understand the increase in reported domestic abuse incidents and the drivers behind this for comparison against national rate	Establish baseline figures for domestic abuse reporting	Domestic Abuse Partnership – SIC, Schools Service, NHS Shetland, IJB	Gender, LGBT
As part of the implementation of the revised Domestic Abuse Strategy, undertake a review of the Domestic Abuse Partnership and its associated sub-groups to ensure that preventing gender	Review completed  New Domestic Abuse Strategy published	Domestic Abuse Partnership – SIC, Schools Service, NHS Shetland, IJB	Gender, LGBT

based violence is resourced and supported jointly across the partnership			
Anti-Bullying Framework approved and published		Shetland Together – SIC, Schools Service, Shetland College, Licensing Board, NHS Shetland, IJB, ZetTrans	All
Roll out anti bullying awareness sessions	5 sessions run in the first year	Shetland Together – SIC, Schools Service, Shetland College, Licensing Board, NHS Shetland, IJB, ZetTrans	All
Collate and analyse reported incidents of bullying. Identify any specific trends and issues	2 meetings per years Establish baseline figure for bullying incidents in the community	Shetland Together – SIC, Schools Service, Shetland College, Licensing Board, NHS Shetland, IJB, ZetTrans	All
<b>We communicate with people using a wide range of communication methods</b>			
<b>Activities</b>	<b>Targets</b>	<b>Responsible Group / Organisation</b>	<b>Protected Characteristics</b>
Establish a Communication Methods Working Group	Group established	SIC Community Planning & Development	Disability, Race
Produce a BSL action plan	BSL plan published in 2018  Use action plan to establish targets	Communication Methods Working Group	Disability
<b>Shetland's local democratic bodies are more representative of their communities</b>			
<b>Activities</b>	<b>Targets</b>	<b>Responsible Group / Organisation</b>	<b>Protected Characteristics</b>
Conduct research on the 2017 local election & current projects nationally	To be established, based on research	SIC Community Planning & Development	All
<b>We have better methods to assess the impact of what we do</b>			
<b>Activities</b>	<b>Targets</b>	<b>Responsible Group / Organisation</b>	<b>Protected Characteristics</b>
Produce an equality & diversity	To be established after	SIC, Schools Service, Shetland	All

profile for Shetland	baseline figures established in profile	College, NHS Shetland, ZetTrans, IJB, Licensing Board	
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