

| PEOPLE SCRUTINY REVIEW OF Equality and Inclusion in ASCH – Action Plan 6 Month Review |   |  |   |  |                                |
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| SCRUTINY RECOMMENDATION   |   | DIRECTOR'S RESPONSE AND ACTION PLAN  | Update Notes  | TIMESCALE                                  | RAG (red, amber, green rating) |
| R1.   | <p>To continue to learn about and listen to seldom heard groups and people and share findings with key partners. The Department should prioritise resources to take actions and adapt services to remove barriers for these communities through:</p> <p>a) the use of internal and external forums and advisory groups and through ongoing conversations with external partners and trusted people in the communities;</p> <p>b) considering whether engagement has taken place with these communities and people by recording this in Equality Impact Assessments, where applicable;</p> | <p>The Department is rolling out a communication plan which will share the findings and recommendations of this report with statutory and VCSE partners and will continue to engage with seldom heard communities and people. Key highlights include:</p> <ul style="list-style-type: none"> <li>• Communication and Involvement Steering Group: 12 October 2023</li> <li>• Partnership Plus: 20 October 2023</li> <li>• East Sussex Health and Social Care Executive Delivery Group: 27 October 2023</li> </ul> <p>The report will also be included on the Integrated Care Board's Insight Bank Database so it can be used by a wider range of partners across the Integrated Care System.</p> <p>On actions and adaptation, the Department is:</p> | <p>a) Report findings and recommendations have been shared with statutory and VCSE partners through a range of channels, including:</p> <ul style="list-style-type: none"> <li>• Communication and Involvement Steering Group: 12 October 2023</li> <li>• Partnership Plus: 20 October 2023</li> <li>• East Sussex Seniors Association Health and Social Care Executive Delivery Group: 27 October 2023</li> <li>• Inclusion Advisory Group: 11 December 2023</li> <li>• Disability Rights Reference Group: 17 November 2023</li> </ul> <p>The report is available on the ESCC website and articles outlining report findings and recommendations have been</p> | Initiated and ongoing as of September 2023 | GREEN - closed                 |

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|  | <p>c) giving feedback to seldom heard communities about how responses to engagement have been utilised through appropriate approved mechanisms in a timely manner including in print and online.</p> | <p>a) Reviewing membership of all our engagement mechanisms and forums and will be seeking to increase representation from seldom heard communities at internal and external forums.</p> <p>b) Working with the cross-Council Corporate Equality Diversity and Inclusion Board to clarify the definition of 'other' groups in the EqIA template to encourage consideration of people and communities who are 'seldom heard'. By doing this across the Council, we can have the greatest impact on ensuring needs of seldom heard communities are considered.</p> <p>c) Using existing mechanisms to ensure we respond on how we have utilised people's feedback. We will supplement this with considering and developing additional measures to ensure that we are using contemporaneous ways to provide feedback. These include:</p> <ul style="list-style-type: none"> <li>• Dedicated web page to share collated feedback in the form of 'you said, we did';</li> </ul> | <p>included in To The Point, partner newsletters and the latest issue of Brief Encounter. An article is planned for the East Sussex Seniors Association newsletter on how to involve people from seldom heard groups.</p> <p>The Department has reviewed membership of our engagement mechanisms and forums, to increase representation from seldom heard communities. The Inclusion Advisory Group has broadened membership to groups representing LGBT+ people, older people and women affected by drugs and alcohol and domestic violence. The Disability Rights Reference Group has broadened membership to a group representing Deaf people (Surdi). Discussions have taken place with the East Sussex Seniors Association and the group has agreed to broaden membership to increase representation of seldom heard groups. This is an ongoing process.</p> <p>b) The EIA process itself means that we routinely examine the likely impact of services, projects, policies, etc on</p> | <p>October 2023 – March 2024</p> |  |
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|  |  | <ul style="list-style-type: none"> <li>• Annual engagement report on feedback received and steps taken. This will be published online as well as printed to be shared with partners and intermediaries;</li> <li>• Informing participants in engagement and consultation about above methods and timeline of reports to ensure transparency.</li> </ul> <p>The Department is developing a Community Engagement Framework which will lay out provision for our feedback on engagement so that our involvement with communities is cyclical and we close the feedback loop by informing people how we have used their feedback.</p> | <p>groups protected by the Equality Act as well as any other groups likely to be excluded or disadvantaged.</p> <p>Common themes emerged in the majority of EIAs in terms of things that were put in place to make services as inclusive as possible:</p> <ul style="list-style-type: none"> <li>• <b>Facilities</b> e.g. if services involve going to buildings, we ensure they are accessible for disabled people or those with childcare commitments. A wide range of appointment times are made available to suit for example, working parents, carers or disabled people as well as an offer of online appointments for those who can't attend in person.</li> <li>• When we need to send information out, we use a variety of different communications formats such as easy read, braille, larger fonts, telephone, letter or in person contact if needed. We also provide translation into languages other than</li> </ul> |  |  |
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|  |  |  | <p>English and access to interpreters or advocates if required.</p> <ul style="list-style-type: none"><li>• <b>Digital exclusion</b> - not everyone has or is able to use a phone or other device so we look at what steps we can we take to ensure those who are unable to access the internet are not excluded. Data tells us that this affects a significant amount of people in East Sussex, particularly at risk are older people, disabled people or those who live in rural areas. Libraries offer loan of equipment as well as advice and support on how to use technology.</li><li>• We ask service providers to provide effective staff training regarding the protected characteristics and how these impact the care or service provided.</li><li>• Services must respect cultural or religious beliefs and how they may affect how care is delivered including access to worship, diet, prohibited medication, prayer facilities, attitudes towards</li></ul> |  |  |
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|  |  |  | <p>illness, death or family and respecting customs/ festivals. This is relevant whether going into clients' homes or within a hospital or care setting.</p> <ul style="list-style-type: none"> <li>• Equality Data gathering and monitoring is important so that we can know who is using services, who isn't and whether there are differences in outcomes or satisfaction levels amongst groups.</li> </ul> <p>We provide an annual update at Inclusion Advisory Group and Disability Rights Reference Group outlining what changes have been made based on the feedback provided by these groups. The Consultation Team is exploring contemporaneous ways to gather feedback – this is in progress.</p> <p>c) A task and finish group was set up to draft the framework with representatives from Adult Social Care and Health, Children's Services, Communities, Economy and Transport, and Governance Services. This work is</p> | <p>Ongoing and will be embedded from April 2024</p> |  |
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|     |   |   | ongoing and will report to Corporate EDI Board in August 2024.   |   |              |
| R2. | <p>The Department to work closely with internal and external partners and trusted partners in the community, with expertise on working with seldom heard people and communities, to tackle stigma and lack of trust. Including (but not limited to):</p> <p>a) collaborating with the Homeless Inclusion Health Service to make signposting/ referral to ASCH easier and simplified.</p> <p>b) collaborating with Gypsy and Traveller Team to gain better inside knowledge into the communities they work with and to spread awareness about accessing ASCH services.</p> | <p>The Department is working closely with the Homelessness Health and Support Group hosted by Public Health to ensure access to ASC services for those who are homeless is as accessible as possible. We are setting up a stream of work to specifically target better interface with homeless people and Gypsy, Roma &amp; Traveller communities with the aim of increasing the number of clients who access care and support. We will take following steps to achieve this:</p> <ol style="list-style-type: none"> <li>1. Targeted training/information to Operations staff about specific needs of these two communities to ensure clients from these backgrounds get informed service provision to eliminate barriers identified in the findings.</li> <li>2. Improving referral systems for partner agencies to refer clients with transient lifestyles so as not to cause systemic delays in response time.</li> <li>3. Working in partnership with the Eastbourne GP Surgery, Homeless Inclusion Health Service and Gypsy and Traveller team in ESCC to</li> </ol> | <p>We have attended the Homelessness Health and Support Group and presented at team meetings providing targeted information to operational staff on seldom heard communities.</p> <p>We have shared guidance with staff about people from gypsy roma and traveller backgrounds as well as those who are homeless and what barriers they face in accessing care and support from ASCH.</p> <p>We are working to have better referral systems in place for partner agencies to refer people with care and support needs to us.</p> | <p>Ongoing</p> <p>June – September 2024</p> | <p>AMBER</p> |

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|     |  | ensure we are reaching target communities.  |  |   |              |
| R3. | The Department to involve, engage and include communities by reaching out to them through community events with trusted partners in the communities in order to record, and disseminate feedback about effectiveness of services and policies within the Department to embed learning. | <p>The Department has started holding conversations with community based organisations who represent seldom heard communities and people. This is a six month programme from August 2023 to January 2024. We will continue to listen to and engage with trusted partners.</p> <p>The Department is developing a Community Engagement Framework which will:</p> <ul style="list-style-type: none"> <li>• List our key values, aims and plans around community engagement;</li> <li>• Give clear guidance to staff around our community engagement commitments ;</li> <li>• Set out our ways of working ;</li> <li>• Help us be open and honest with the community;</li> <li>• Support a more effective, planned approach to community engagement.</li> </ul> <p>The key principles of this Framework have been reached through a consultation with our communities, partners and staff. These are:</p> | <p>The Strategic Commissioner for Equality and Inclusion and Assistant Director for Planning, Performance and Engagement have held conversations with 25 community-based organisations who represent and support seldom heard people in Hastings, Lewes, Eastbourne, Rother and Newhaven from August 2023 – May 2024. Six further dates are scheduled for conversations with community-based organisations between June and December 2024.</p> <p>This work has led to diversification of the Inclusion Advisory Group and follow-up meetings with Lewes Prison, with staff from operations, commissioning and the Assistant Director of Planning, Performance and Engagement. This should lead to further engagement with the prison and increase comms with prison communities - which intersect with other seldom heard groups, including people with low literacy, people in recovery from</p> | <p>Ongoing; Framework to be adopted by December 2024.</p> <p>Implementation of Framework from January 2025.</p> | <p>GREEN</p> |

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|     |   | <p><b>Inclusiveness</b> – we will ensure that our approach to participation and engagement encourages and promotes opportunities for all residents</p> <p><b>Approachability</b> – We will ensure information is accessible and that it's easy to find out more about how to get involved</p> <p><b>Transparency</b> – we will publish and share information about our approach and activities and ask for regular feedback on what we're doing</p> <p><b>Accountability</b> – we will report back regularly to those who engage and use services and ask for feedback on our approaches. We will work in partnership with residents to improve our approach and learn from feedback</p> <p><b>Flexibility</b> – we want to make sure our models of engagement and involvement reflect the varying needs of local communities and residents</p> <p><b>Co-ordination</b> - we will work to strengthen co-ordination and links across communities- both geographical and interest recognising the links and dependencies that exist.</p> | <p>drug and alcohol addiction and homeless people.</p> <p>Several VCSE organisations representing refugee and migrant people, LGBT+ people and people experiencing loneliness and isolation have been invited to hold events for the Older Peoples Full of Life Festival (organisations include Just Friends, Friends Altogether in Rother, SCDA, Sanctuary Café, DRI).</p> <p>As referred to in R1, a task and finish group was set up and met three times to draft the community engagement framework and is reporting to Corporate Equality Diversity and Inclusion Board.</p> |            |                |
| R4. | The Department to make use of links with people associated with ASCH including Members, volunteers, People Bank and Citizens Panel members and VCSE partners to support the | The department will work with our volunteers, partners and other stakeholders to clearly explain what adult social care is, what we do, and how we do it.  | Following a recruitment drive in October 2023, 15 new members have joined the Adult Social Care Citizens' Panel which now stands at 30 members with increased representation of people drawing  | March 2024 | GREEN - closed |



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|     | <p>sharing of information about ASCH services and programmes with wider residents.</p>  | <p>As part of the implementation of the adult social care strategy for East Sussex, 'What Matters To You', we are developing an action plan to help us improve how we share information with residents, our clients, their carers and their families.</p> <p>We will align this action plan with the 'What Matters To You' action plan to ensure we are maximising resources to achieve this recommendation.</p> <p>We will:</p> <ol style="list-style-type: none"> <li>1. Simplify information about care and support options;</li> <li>2. Ensure we develop and sense-check this with our People Bank and Citizens' Panel members;</li> <li>3. Make sure this information is widely available across the county with support of VCSE partners, district and borough councils, the NHS and other stakeholders, our volunteers and our staff.</li> </ol> | <p>on our care and support and people we seldom hear from. The panel met in January and April 2024 and two further meetings are scheduled this year.</p> <p>The panel provides the opportunity to update a core group of residents on the work of the Department and to gather feedback on our policies and services. The most recent meeting included presentations from the Principle Social Worker, Operations and Commissioning to explain what adult social care is, what we do, assessment processes, and to take feedback from panel members on our support offer.</p> <p>The conversations with community-based groups mentioned in R3 were also used to explain the adult social care offer to a range of groups who will share this information with people who access their services and support.</p> |  |       |
| R5. | <p>The Department to work closely with ESCC's Corporate Equality Diversity and Inclusion Board to support broader approaches to community</p> | <p>The Department took a paper to the Corporate Equality Diversity Inclusion Board (CEDIB) to discuss these two recommendations. The CEDIB has approved further development by ASCH of the Community Engagement</p>  | <p>As above, the Community Engagement Framework has been drafted and submitted to Corporate Equality Diversity and Inclusion Board for discussion and approval.</p>  | <p>Ongoing; Framework to be in place by December 2023. Implementation from January 2024.</p> | AMBER |

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|     | <p>engagement across the Council through:</p> <p>a) co-ordinating mechanisms for engaging with communities identified as being seldom heard;</p> <p>b) furthering best practice through the development of a community engagement framework, ensuring all communities, including seldom heard groups, are clear on how their feedback will be used and the outcomes of engagement work.</p>  | <p>Framework, with involvement of other departments to share good practice. The Framework as described in Action on R3 above will work to ensure different communities of interest are referred to, including seldom heard communities and people.</p>  | <p>Our leaflets and information about ASCH has been revised and refreshed.</p> <p>There is a new Project Manager in post to ensure that information and advice we give to people who draw on care and support is simplified and our processes are demystified for users.</p>   | <p>September 2024 – March 2025</p>   |       |
| R6. | <p>The Department to develop staff knowledge and skills through ensuring appropriate provision for:</p> <p>a) the development of peer learning opportunities to enable staff to share knowledge and experience;</p> <p>b) embedding knowledge and skills about working effectively with people from seldom heard communities into ESCC equality, diversity and inclusion training;</p> <p>c) developing the equality, diversity and inclusion training offer to staff through training by expert</p> | <p>The Department has started utilising peer learning in the Equality Diversity Inclusion training it provides.</p> <p>The Department will develop a training specifically on the needs of various seldom heard communities and how to address their needs for ASCH staff.</p> <p>This training will be available to all ASCH staff and will be incorporated in the basic EDI training to ensure there is a multi-pronged approach to training staff on this subject area.</p> <p>The Department will ensure that all EDI training, including awareness about seldom heard groups is accessible to all staff and that managers prioritise</p> | <p>In response to the research conducted and feedback received on seldom heard people and communities in East Sussex, we have reviewed the training offer to staff in order to improve staff awareness and response to people from seldom heard communities:</p> <p><b>Cultural curiosity: working better with migrant communities</b></p> <p>Aiming to further understanding of the needs and experiences of migrant populations, the refugee experience, the impact on physical and mental wellbeing, and support available.</p> | <p>Ongoing.</p> <p>New training dates launched in June 2024.</p> <p>Training needs analysis to be conducted from September 2024-December 2024.</p> | GREEN |

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|  | <p>partners, incorporating this into staff CPD, and ensuring that training is responsive to changing local need;</p> <p>d) ensuring managers support and actively encourage staff to attend equality, diversity and inclusion training.</p> | <p>their staff to attend this training for further improvement of services. We will monitor training uptake to ensure staff undertake training over the next two years.</p> | <p>Seldom heard groups targeted:<br/>People from ethnic minorities</p> <p><b>Equality Monitoring</b><br/>Supporting staff to understand the importance of collecting and using equality data about communities we serve and increase confidence in asking for personal information.<br/>Seldom heard groups targeted:<br/>All</p> <p><b>Active Allyship Workshop</b><br/>Exploring why allyship matters, discussing practical ways to improve awareness and practice, and actions to become an effective ally.<br/>Seldom heard groups targeted:<br/>All</p> <p><b>Translation and Interpreting awareness</b><br/>An overview on the importance of appropriately using translation and interpreting services to improve access to services, including practical tips on booking and using interpreters effectively.<br/>Seldom heard groups targeted:<br/>People from ethnic minorities,<br/>Disabled people</p> |  |  |
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|  |  |  | <p><b>Trans Non-Binary Gender Identities: Awareness and Allyship</b><br/>Promoting understanding of gender identity and diversity, understanding relevant legislation, terminology and effective allyship.<br/>Seldom heard groups targeted:<br/>Trans and non-binary people</p> <p><b>Equality and Inclusion- what's it got to do with me?</b><br/>Knowledge on how equality, diversity and inclusion applies to your role, why it is important and what this looks like in practice.<br/>Seldom heard groups targeted:<br/>All</p> <p><b>From Eggshells to Allyship: How to learn anti-racist practice in the workplace</b><br/>Practical skills, understanding, and a safe space to explore individual and collective roles in creating an anti-racist workplace.<br/>Seldom heard groups targeted:<br/>People from ethnic minorities and Gypsy, Roma and Traveller communities.</p> <p><b>Sexual orientation and access to ASCH: understanding</b></p> |  |  |
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|  |  |  | <p><b>impacts and providing effective support</b><br/> Raising awareness of sexual orientation, understanding barriers to accessing health and care and effective allyship.<br/> Seldom heard groups targeted: Lesbian, gay and bisexual people</p> <p><b>Ageism Awareness: how to recognise and challenge ageism in the workplace and local community</b><br/> Promoting our personal and collective responsibility to challenge negative attitudes towards aging.<br/> Seldom heard groups targeted: Older people</p> <p><b>Working Inclusively- for managers</b><br/> An overview of the support and training available through the Equality and Inclusion team to support inclusive working.<br/> Seldom heard groups targeted: All.</p> <p>Course uptake has improved and courses are generally well-attended.</p> <p>ESCC Staff Support Networks and the Adult Social Care</p> |  |  |
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|     |   |   | Equality Allies provide opportunities for peer learning and resource sharing. EDI Training is advertised via a range of channels and shared through these networks.  |   |       |
| R7. | <p>The Department should ensure that it raises awareness about its services and that communication is accessible and inclusive by:</p> <p>a) undertaking further work to promote and support the use of ESCC interpreting and translation services to staff, and using this to respond to changing local need;</p> <p>b) using a variety of all available and appropriate communication media and formats to target particular groups including non-text and translated versions, and including providing newsletters and information leaflets in different formats;</p> <p>c) communicating clearly what the service and offer is in promotional material;</p> <p>d) ensuring that the priorities identified in the Digital and Technology in Adult Social</p> | <p>a) Department is working to strengthen the translation and interpretation function by:</p> <ul style="list-style-type: none"> <li>• ensuring there is better monitoring of need and usage;</li> <li>• providing training/information to ASCH staff about this provision;</li> <li>• ensuring use of this service is streamlined.</li> </ul> <p>b) The Department will review its communication materials to ensure that these are in plain English and accessible for <i>all</i> communities and residents. Where necessary, we will create easy read and video formats of information. We will work closely with our People Bank to ensure this information is accessible and understandable to all.</p> <p>c) As above, the Department is reviewing its communication materials and will ensure that promotional materials are clear</p> | <p>Work continues to promote and support the use of ESCC Translation and Interpreting services to staff in order to respond to changing local need. This is approached in multiple ways:</p> <ul style="list-style-type: none"> <li>• Close working relationship with the admin support team who are responsible for sourcing and booking interpreting and translation requests in the Department. This enables us to link in with teams who need additional support, track which teams are using the service effectively and track trends in language requests from people drawing on ASCH help and support.</li> <li>• Regularly attending the ESCC T&amp;I Framework providers meeting to understand what's happening locally and to</li> </ul> | <p>Ongoing and complete by December 2023</p> <p>April – December 2024</p> | GREEN |

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|     | Care Review are considered in communications.   | <p>about care and support options. We will test it with People Bank members to ensure clarity and quality is achieved.</p> <p>d) The Department is working to ensure that the relevant findings from Digital and Technology review are considered when revising our communication materials as stated above.</p>  | <p>tackle any service-wide issues.</p> <ul style="list-style-type: none"> <li>• Attending team meetings to provide bespoke training to teams who require support with bookings.</li> <li>• Council wide comms to encourage uptake of T&amp;I services and use of Sign Live.</li> <li>• Designing a 1 hour briefing session free for all staff to access on the effective use of T&amp;I services- available to book onto from July.</li> </ul> | <p>April – December 2024</p> <p>April – December 2024</p> |                       |
| R8. | <p>The Department to increase inclusivity at initial contact by adapting services to support the needs of communities and individuals, considering:</p> <p>a) how to support people to access services;</p> <p>b) the location, timing and staffing at meetings to support different needs, including being sensitive to cultural and religious values;</p> <p>c) how information is presented to and gathered from people.</p> | <p>The Department will conduct an analysis of where and how services can be made more accessible and more responsive to the needs of our residents, particularly those from seldom heard communities. Through this analysis, we will be able to identify where we need to make changes to ensure there is better provision for people to deal with some of the organisational barriers for seldom heard people. We will do this by:</p> <ol style="list-style-type: none"> <li>1. Conducting an EDI analysis of our assessments;</li> <li>2. Conducting an EDI analysis of our complaints;</li> <li>3. Conducting an EDI analysis of our client survey response;</li> </ol> | <p>We have begun work on EDI analysis of our complaints and client survey response. This is ongoing.</p> <p>EIAs have enabled us to assess how service provision can improve and have had several positive impacts upon seldom heard groups including:</p> <p>Mental Health Services recommissioning<br/>This EIA involved extensive consultation and data analysis, mitigations included in the action plan included:</p>                     | <p>January – June 2024</p>                                | <p>GREEN - closed</p> |

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|  |  | <p>4. And by gathering information on where service provision can improve.</p> | <ul style="list-style-type: none"><li>• Service level population data is captured to ensure ongoing analysis and comparison across Sussex in terms of protected characteristics.</li><li>• When the Wellbeing Centres and other services are recommissioned, the specification included the expectation that buildings and the environment are reasonably accessible and inclusive regarding disability and neurodivergence. Mechanisms of access and support will also be considered to benefit clients with hearing and vision impairments.</li><li>• Providers and commissioners will also link with teams and organisations which support vulnerable groups such as care leavers and asylum seekers.</li><li>• As part of the wider transformation of MH services in Primary Care, commissioners will work with community groups across Sussex with the</li></ul> |  |  |
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|  |  |  | <p>aim of improving access to services and ensuring they are inclusive and informed. This will include groups and organisations (including LA teams or staff with a supporting role) for people who are from ethnic minority communities, asylum seekers and refugees, and our gypsy, traveller and Roma populations</p> <ul style="list-style-type: none"><li>• The target populations set out in the service specifications will include people experiencing health inequalities due to poverty and will expect providers to address related access issues, such as those who cannot access the internet, within their local populations</li></ul> <p>Adult Social Care strategy<br/>The approved adult social care strategy for East Sussex was launched in June 2023: 'What Matters To You: care, support and independence for adults in East Sussex'.</p> <p>The process involved extensive consultation using a wide range</p> |  |  |
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|  |  |  | <p>of methods such as on line surveys and in person focus groups, mapping was undertaken to identify groups we often hear less from. This allowed us to ensure that as many people and groups as possible, including all protected characteristics and those who are seldom heard, were involved. With input from the Citizens' Panel and a range of people working within or alongside adult social care, we drafted an action plan that sets out what we'll do to deliver the strategy between now and March 2025.</p> <p>Substance Misuse<br/>Recommissioning<br/>We conducted a survey and a wide range of visits to gather in person feedback to inform the recommissioning of our substance misuse services. Again this was mapped according to protected characteristics and other aspects of identity to help ensure no groups were left out. We have decided to continue to hold these feedback sessions with all community groups and to collate the information received on an ongoing basis.</p> |  |  |
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|  |  |  | <p>Areas included in the EIA action plan were:</p> <ul style="list-style-type: none"><li>• There needs to be improved equality data monitoring, there were for example gaps in relation to the LGBTQ+ community.</li><li>• The offer of specialist support for women could be significantly strengthened as data showed some groups were more vulnerable (e.g. sex workers and those experiencing domestic abuse).</li><li>• The spread and access to services could be improved and this disproportionately affects those living in the more rural areas of the county.</li><li>• Supporting the creation and development of a Lived Experience Recovery Organisation (LERO). The LERO will be able to identify where the need is and deliver interventions and activities.</li></ul> |  |  |
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|  |  |  | <ul style="list-style-type: none"><li>• There is a lack of information on the impact of substance misuse within religious groups. Our Community Development Officer (CDO) will continue to identify key representatives and develop relationships.</li><li>• A mapping exercise is being carried out to look at ways of engaging ethnic minority communities. Work will continue with Sussex Heath Inclusion – led by the Gypsy Roma Traveller liaison team.</li><li>• We took steps to ensure there is specific provision for carers, from a service who has expert knowledge on substance use harms and the effects of family.</li><li>• There is a need to continue the Under 25s Substance Misuse Service. This will enable young people in treatment in East Sussex to be retained in drug treatment when they turn 18 or 19, without the need to</li></ul> |  |  |
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|  |  |  | <p>transition to adult services.</p> <ul style="list-style-type: none"><li>• The CDO will examine digital exclusion and accessibility.</li></ul> <p>One You – Integrated Health Services</p> <p>One You East Sussex (OYES) is an integrated health and wellbeing service (IHWS) that helps residents make positive changes to their health-related behaviours, such as eating well, managing weight, moving more, stopping smoking, and drinking less. Commissioned by East Sussex County Council (ESCC), the service forms an integral part of the health and care system locally and potential providers were invited to tender for delivery of the service from April 2024. Within the new contract there are requirements:</p> <ul style="list-style-type: none"><li>• for information in relation to all protected characteristics to be reported by the provider on a quarterly basis.</li><li>• to effectively support/address digital exclusion in order to enable service users to engage.</li></ul> |  |  |
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|  |  |  | <ul style="list-style-type: none"><li>• to ensure that those who are eligible for face to face support but unable to easily access service locations due to financial/public transport limitations (and would prefer face to face to online delivery) are supported to access face to face support.</li><li>• for new service to build and strengthen relationships with services and organisations associated with all protected characteristics in order to contribute towards improving outcomes amongst priority groups.</li><li>• to use community centred approaches and work effectively with the local population (included protected characteristic groups) to co-design, review and refine the service to enable it to meet identified needs, provide an equitable service and deliver behaviour change interventions that maximise awareness,</li></ul> |  |  |
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|     |   |   | <p>engagement and outcomes.</p> <ul style="list-style-type: none"> <li>to consider all protected characteristics in the design, delivery and evaluation of the service.</li> </ul>   |   |       |
| R9. | <p>The Department to develop a systematic way of working with a range of partners in relation to seldom heard groups by:</p> <p>a) building upon existing relationships and exploring new partnership work by regularly reviewing and expanding the list of identified VCSE partners to help build trust with seldom heard groups;</p> <p>b) supporting partners to facilitate equality, inclusion and diversity conversations through guidance;</p> <p>c) where possible, sharing data with other local authorities and groups to support people moving in and out of East Sussex.</p> | <p>a) The Department has continued its work with partners and intermediaries working with seldom heard communities and people and is taking steps to ensure we continue to enhance our knowledge and interface with those communities to build trust.</p> <p>b) The Department is exploring ways in which through our work in Partnerships team, we can enhance our offer of support to our VCSE partners on equality diversity and inclusion training support.</p> <p>c) The Department will explore options of sharing data and information to provide better continuity of support to residents moving across local authorities.</p> | <p>Presentations have been made to various partners on the seldom heard report recommendations. While it is difficult to gauge where practice has changed, people are using the language of 'seldom heard' when sharing information and to assess inclusivity.</p> <p>Our new EDI training offer is open to our VCSE partners.</p> | <p>Ongoing</p> <p>June 2024 onwards</p> | GREEN |