

Health Inequalities Impact Assessment (HIIA) – Stage 1 Proportionality and Relevance

Completion of the template below will give senior officers the confidence that the Equality Duty, the Scottish Specific Public Sector Equality Duties, Human Rights and the Fairer Scotland Duty have been considered at the beginning of and throughout the proposal development and that action plans are in place, where applicable, to; identify relevant stakeholders, undertake robust consultation to deliver a collaborative approach to co-producing the HIIA.

What Integration Joint Board (IJB) report or Partnership decision does this proportionality and relevance assessment relate to:

Mental Health & Learning Disabilities Market Position Statement including Residential & Supported Living contractual arrangements

Relevant protected characteristics materially impacted, or potentially impacted, by proposals (employees, clients, customers, people using the service) indicate all that apply

Age	Disability (Learning Disability, Learning Difficulty, Mental Health, Physical Autism/Asperger's	Sex	Gender Reassignment (Particularly in relation to allocation of single sex room)	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief (including non-belief)	Sexual Orientation
X	X	X	X	X	X	X	X	X

Human Rights (enhancing or infringing)

Life	Degrading or inhumane treatment	Free from slavery or forced labour	Liberty	Fair Trial	No punishment without law	Respect for private and family life	Freedom of thought, conscience and religion	Freedom of expression	Freedom of assembly and association	Marry and found a family	Protection from discrimination
Enhancing	Enhancing	N/A	N/A	N/A	N/A	Enhancing	Enhancing	Enhancing	Enhancing	Enhancing	Enhancing

Main Impacts	Are these impacts positive or negative or a combination of both	Are the impacts significant or insignificant?
<p>Quality of Life- The market position statement (MPS) sets out the importance of providing people safe and suitable support and associated places to live, ensuring that quality of life of service users is at the forefront of decision making.</p> <p>Quality of care – The market position statement also details the importance of high standards of care for service users.</p> <p>Ability to make and maintain community connections – In line with the market position statement, residents are actively encouraged and supported to become involved in their local communities.</p> <p>Support with life skills - Planning and management of resident’s life skills such as financial planning empowers residents to take responsibility of their lives in manageable steps.</p> <p>Ability to maintain family connections- Residents are located and placed with sensitivity and consideration of family connections.</p>	<p>Positive impacts identified- Enhanced quality of life and care resulting in improved outcomes for residents. Improved sense of wellbeing and support resulting in improved mental health. Transition towards self-empowerment and confidence in life to make positive decisions. Provision of suitable support from care and family networks is maintained.</p> <p>Potential negative impacts identified - If quality of care is of a lesser standard there is the potential for negative impacts, social isolation, physical and emotional harm resulting in negative quality of life impacts. Potential for social isolation if residents are located in areas with poor community access and closeness to family networks.</p>	<p>Significant</p>

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Is the proposal considered strategic under the Fairer Scotland Duty?	Yes – The strategic approach to decision making is fully considered under the fairer Scotland duty. The strategic approach directly links into the market position statement as well as having full alignment with other strategic plans, including: Local housing strategy, LOIP, the Aberdeen City Health and Social Care Partnership Strategic Plan, Strategic commissioning strategy.
HIIA to be undertaken and submitted with the report – Yes If no – please attach this form to the report being presented for sign off	Yes Proportionality & Relevance Assessment undertaken by: Alistair Palin, Snr Project Manger Steven Stark, Service Manager, ACHSCP Dorothy Askew, Housing Strategy officer, ACC

Health Inequalities Impact Assessment (HIIA)

Stage 2 Empowering People - Capturing their Views







Mental Health & Learning Disabilities Residential & Supported Living Contract Proposal



HIIA Team

Role	Name	Job title	Date of HIIA Training
DiversCity Officer	Jenny Rae	TPM	27/09/22
Service Lead	Alison MacLeod	Lead Strategy Performance Manager	
Report Author	Ally Palin	Snr Project Manager	
Main Stakeholder (NHS Grampian)	Steven Stark	Care Manager	
Mains Stakeholder (Aberdeen City Council)	Dorothy Askew/ Denise Thompson	Housing strategy manager & contracts manager	

Evidence Gathering (will also influence and support consultation/engagement/community empowerment events)

Evidence Type	Source	What does the evidence tell you about the protected characteristics affected?
Data on populations in need	<p data-bbox="517 400 833 424">Market position statement</p> <div data-bbox="517 453 685 555">  <p data-bbox="517 512 685 555">achscp-market-position-report-2021-20.</p> </div> <p data-bbox="517 596 562 620">LOIP</p> <div data-bbox="517 649 685 751">  <p data-bbox="517 708 685 751">LOIP-in-Summary-2021.pdf</p> </div> <p data-bbox="517 793 741 817">ACHSCP Strategic Plan</p> <div data-bbox="517 845 685 948">  <p data-bbox="517 904 685 948">HSCP22.013 APPENDIX B ACHSCP</p> </div>	<p data-bbox="853 400 1122 424">Market position statement</p> <p data-bbox="853 429 1043 453"><i>Residential Services</i></p> <p data-bbox="853 458 1641 600">There are 18 residential services, with a total of 150 residents, across mental health and learning disability services, run by 9 provider organizations. 10 of the services are learning disability specific, and 8 mental health specific. There are a mix of private limited companies and charities. The properties are either owned by the provider, Aberdeen City Council or Registered Social Landlords.</p> <p data-bbox="853 635 1099 659"><i>Supported Living services</i></p> <p data-bbox="853 663 1641 863">Supported living providers operate under care inspectorate registration for housing support and support services with care at home. There are 37 supported living service within the city. There are a mix of private limited companies and charities. The supported living services are delivered in a variety of environments including dispersed singleton tenancies, shared tenancies, houses of multiple occupation, co-located flatted tenancies, project-based units and one intentional village community. A total of 230 adults are supported within this service model.</p> <ul data-bbox="891 898 1641 1249" style="list-style-type: none"> <li data-bbox="891 898 1641 954">• Aberdeen city has a finite resource available with a continuous demand on residential services. <li data-bbox="891 959 1641 1015">• Aberdeen city has a diverse population of residents that require specific mental health and or learning disability supported accommodation. <li data-bbox="891 1019 1641 1075">• Aberdeen city has a requirement for suitable housing that fits the individual needs of its service users. <li data-bbox="891 1080 1641 1136">• Aberdeen city has a variable community element relevant to specific geographies within the city that are impactful on service users <li data-bbox="891 1141 1641 1197">• Occupancy rates are constantly high with the overall rate across both types of service at 94% <li data-bbox="891 1201 1641 1257">• Service user needs are highly variable and specific to the individual, requiring varying levels of care and staff with the right skill set. <p data-bbox="853 1254 898 1278"><i>LOIP</i></p>

		<ul style="list-style-type: none"> • 8.0 Working together – Collaborative process working across city organizations as well as service users and 3rd sector partners to improve outcomes for citizens. • 8.1 Working with our communities – Empowerment of service users by way of community integration and working to improve outcomes for citizens. • 8.3 Working with 3rd sector organizations – Collaborative working with 3rd sector organizations to improve services and ensure that their views are heard and respected in order to improve service provision for citizens. <p>ACHSCP Strategic Plan</p> <p><i>RELATIONSHIPS</i> – developing and maintaining positive relationships with our partners and our communities is crucial to the successful delivery of this Strategic Plan. One of the key ways we utilize positive relationships to transform community health and social care services is through our approach to Commissioning. Commissioning is the process used to understand, plan, and deliver services. We will also continue to collaborate with people with lived experience, hearing their voices, and designing, delivering, and improving services around their needs and personal goals (known as outcomes) based on what they say.</p> <p><i>INFRASTRUCTURE</i> – the physical assets we use for service delivery need to be fit for purpose and not unnecessarily increase our carbon footprint. The built environment impacts on our service delivery with new housing developments increasing demand for services within the communities where they are situated. Transport is also a key enabler for patients and clients to access services.</p>
<p>Data on relevant protected characteristic</p>		
<p>Data on service uptake/access</p>	<p>Provision of Support Data received from the recent accommodation survey</p>	<p>This data demonstrates the high need for residential and supported living accommodation as well as the variable nature of the care provision required.</p>

	<p>provides the following overview:</p> <ul style="list-style-type: none">• The survey was sent to 67 services (52 for people with a learning disability and 15 mental health service)• These included 41 Supported Living services, 25 care homes and 2 respite services• The overall occupancy rate was 93.5% (95% in LD services, 88% in MH)• 37% of services report issues with compatibility between people sharing accommodation environments• There are currently 40 placements that are vacant and 6 anticipated vacancies. This equates to a 6.5% void rate• Providers told us their services provide for clients with varying needs: Complex Care 25%, High Needs: 33%, Moderate	
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	Needs: 33%, Low Needs: 9%	
Data on socio economic disadvantage	The above-mentioned survey captured limited data.	<p>Service provider survey tended to focus on the perspective of the service provider and did not specifically capture data on socio economic disadvantage.</p> <p>Our aim is to ensure that housing and accommodation solutions are sustainable long-term. Rent and service charges should be affordable without the reliance on additional sources of income to make up shortfalls. This is to ensure that services users are not left in a vulnerable position should they not qualify for assistance with housing costs. Assistance with rent costs is subject to financial assessment. Housing benefit claims are administered by the local authority and operate in line with the guidance set out by the UK Government. The Local Housing Allowance rates, which are updated annually, can be considered as a benchmark to determine affordability. Top-ups through discretionary housing benefit payments are funded through local authority budgets and may be subject to change.</p>
Existing experiences of service information incl Care Opinion	Steven Stark/ Dorothy Askew	Information and data from the care management team and housing team demonstrate the need for these services. Without these services current residents will be displaced from their homes and there is a lack of suitable alternative accommodation. Whilst it is recognized that current service provision in some examples falls short of the market position statement this proposal is founded upon making improvements to the current service provision and bringing the service in alignment with the market position statement. It is the opinion of both care and housing teams that this can be achieved by continued engagement with service users and providers alike to identify areas for improvement.
Evidence of unmet need	Steven Stark/ Dorothy Askew	Specific information and evidence on individual services is held by care management and housing teams. Due to the nature and number of services that make up the accommodation mix it is not possible to include within this document. However as noted above it is clearly evidenced that there is a high need for the current service provision to continue as service users are living in these services currently. Without suitable alternative housing options (which continue to be sought and identified) these services are without any question required and are vital to ensure the safety of the service users who live in them.

Good practice guidelines	Steven Stark/ Dorothy Askew	Guidelines on good practice are available via the care and housing teams within their individual plans and guiding documentation. The market position statement as well as the ACHSCP strategic plan both lay the foundation for what is deemed good practice. The market position statement particularly focuses on the co-designed outcomes that service providers and users advised were important to them which demonstrated the relevance of the document.
Risks Identified	Things Out-with our Control ≈ UK Benefits Legislation ≈ Level of rent set by providers\landlord ≈ Availability of discretionary housing benefit funding.	Our aim is to ensure that housing and accommodation solutions are sustainable long-term. Rent and service charges should be affordable without the reliance on additional sources of income to make up shortfalls. This is to ensure that services users are not left in a vulnerable position should they not qualify for assistance with housing costs. Assistance with rent costs are subject to financial assessment. Housing benefit claims are administered by the local authority and operate in line with the guidance set out by the UK Government. The Local Housing Allowance rates, which are updated annually, can be considered as a benchmark to determine affordability. Top-ups through discretionary housing benefit payments are funded through local authority budgets and may be subject to change.

Consultation/Engagement/Community Empowerment Events

Event 1

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
2021 Service provider survey responses	Survey data	Survey responses included each of the service providers currently providing residential and supported living service provision	All PCs considered

*Attendance by category – including but not limited to: People using the service, people not using the service - currently, unpaid carers, paid carers, key stakeholders (organisation and job title)

Views Expressed	Officer Response
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Commented [JR1]: @Ally Palin suggest adding in provider engagement in development of MPS into this as well as more recent engagement; also provider specific discussions/reviews

<p>» The survey was sent to 67 services (52 for people with a learning disability and 15 mental health service) ≈ These included 41 Supported Living services, 25 care homes and 2 respite services ≈ The overall occupancy rate was 93.5% (95% in LD services, 88% in MH) ≈ 90% of providers thought that the current accommodation was suitable ≈ 37% of services report issues with compatibility between people sharing accommodation environments ≈ There are currently 40 placements that are vacant and 6 anticipated vacancies. This equates to a 6.5% void rate ≈ Providers told us their services provide for clients with varying needs: Complex Care 25%, High Needs: 33%, Moderate Needs: 33%, Low Needs: 9%</p>	<p>These obstacles are summarised below: 1. Choice and expectation – there is a difference between our ability to support people to live in a place of their choosing, and the availability of suitable care and accommodation in that locality 2. Enough people with the right skills – at the current time, the recruitment and retention of staff into caring roles poses a significant challenge, and there is often a delay in training people to have the right skills to meet the ever-changing needs of people that they support 3. The physical accommodation – as we have outlined, the accommodation we have to offer is not always in the right place and is not designed to meet people’s needs. This includes the inclusion of different adaptations and the technology that can allow people to live independently 4. Finance – providing new or adaptable accommodation is costly. Some organisations do not have access to capital funding and housing benefit, whilst accessible to many people we support, is not available at sufficient levels to cover new build costs, leaving a potential funding gap</p>

Event 2

Date	Venue	Number of People in attendance by category*	Protected Characteristics Represented
2021 & 2022 Service provider engagement	Online engagement sessions	Attendees included a representative from each of the service providers	All PCs considered

Views Expressed	Officer Response
The engagement events held in 2021 focused on creating a co-designed market position statement. Service providers and service users were consulted and given opportunity to offer their views on	

the newly created market position statement ensuring that it was relevant to their concerns. From this work, specific focused outcomes were created and formed the basis of the market position statement, putting the people that provide and use services at the heart of the document.

The recent 2022 service provider engagement focused on reestablishing communication and checking into see where providers were at in terms of implementation of the market position statement. This engagement was timed in line with the contract issuance discussions to ensure that service providers were fully aware of the ongoing work around issuing contracts. This was an opportunity for providers to feedback on any issues they have had with the market position statement and detail what things they have put in place to demonstrate that they understand and are working towards full compliance with the market position statement.



Health Inequality Impact Assessment

Stage 3



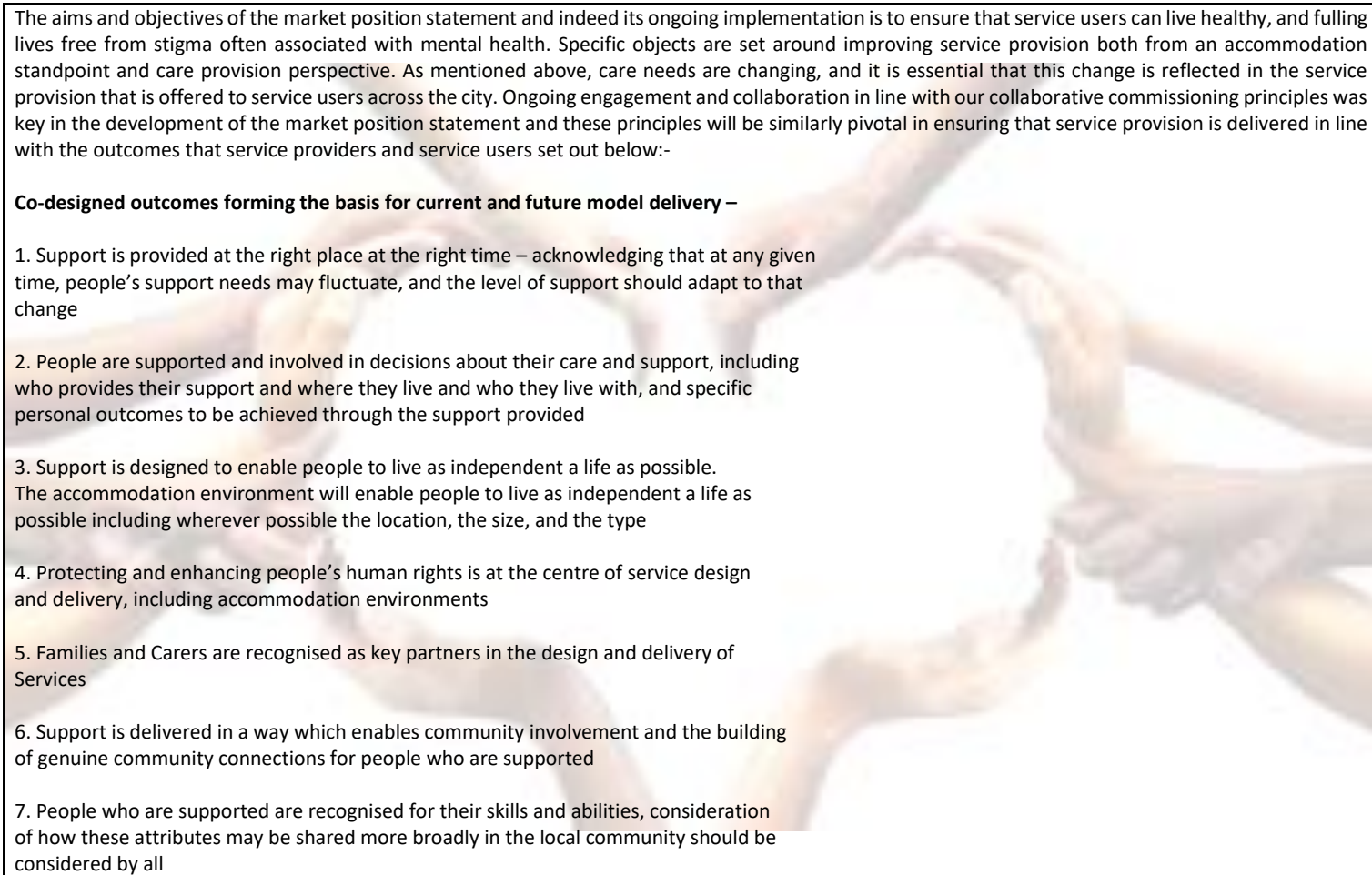
Analysis of findings and recommendations

Mental Health & Learning Disabilities Residential & Supported Living Contract Proposal

Please detail a summary of the purpose of the proposal being developed or reviewed including the aims, objectives and intended outcomes

In 2021 a market position statement was developed in alignment with ACHSCP strategic documents and co-designed between providers of services for people with mental illness and learning disabilities within Aberdeen City and colleagues within Aberdeen City Health and Social Care partnership. Within this framework the vision of the ACHSCP and expectations for Mental Health and Learning Disability Residential and Supported Living Accommodation in Aberdeen City from 2021 until 2026 are set out.

There is a shared understanding that to meet individual needs and outcomes related to care and associated accommodation in the future, a change is required. The provision of flexible, responsive, and person-centred services in the context of changing need and increasing complexity requires us all to think and act differently. It is widely recognised that people requiring care and associated accommodation within Mental Health and Learning Disability services are living longer with often multiple and wide-ranging physical and mental health conditions. Change is such that our current provision, and particularly our accommodation options, do not fully meet this need. In the future we want our services and accommodation models to flex to meet the outcomes and changing needs of individuals and we want to embrace and promote opportunities for partnership working, shared resources and good practice. We want technology enabled care to be maximised to its fullest potential enabling people to live as independent a life as they can wherever they choose to live. We want to see more people being able to continue living in their local communities and accessing important support networks. In turn we also want to see communities playing an active role in people's experience of care and support, promoting robust community connections and inclusion. We want to prevent people from having to access out of area placements, and to support people who wish to return to Aberdeen. The landscape of health and social care is changing and our approach to service developments must be agile and responsive to change. The views and experiences of people living in residential and supported living accommodation are vitally important and have played a key role in our collaborative commissioning approach.



The aims and objectives of the market position statement and indeed its ongoing implementation is to ensure that service users can live healthy, and fulfilling lives free from stigma often associated with mental health. Specific objects are set around improving service provision both from an accommodation standpoint and care provision perspective. As mentioned above, care needs are changing, and it is essential that this change is reflected in the service provision that is offered to service users across the city. Ongoing engagement and collaboration in line with our collaborative commissioning principles was key in the development of the market position statement and these principles will be similarly pivotal in ensuring that service provision is delivered in line with the outcomes that service providers and service users set out below:-

Co-designed outcomes forming the basis for current and future model delivery –

1. Support is provided at the right place at the right time – acknowledging that at any given time, people’s support needs may fluctuate, and the level of support should adapt to that change
2. People are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific personal outcomes to be achieved through the support provided
3. Support is designed to enable people to live as independent a life as possible. The accommodation environment will enable people to live as independent a life as possible including wherever possible the location, the size, and the type
4. Protecting and enhancing people’s human rights is at the centre of service design and delivery, including accommodation environments
5. Families and Carers are recognised as key partners in the design and delivery of Services
6. Support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported
7. People who are supported are recognised for their skills and abilities, consideration of how these attributes may be shared more broadly in the local community should be considered by all

8. Service delivery and environments will support and promote improvements in physical and mental health and wellbeing ensuring use of technology is maximised

Service providers must be given sufficient time and opportunity to work towards the above identified objectives as set out in the market position statement. Consideration to future contracts and how they are to be structured going forward is therefore crucial to ensure that we are true to the aims, objectives, and outcomes of the market position statement as well as the wider ACHSCP strategic aims and values. In line with this, it is recognised that there are some shortfalls in current service provision that do not fully align to the vision and outcomes set out in the market position statement. To address this, there is ongoing specific service provider project work that aims to bring service providers more in line with the market position statement and seek accommodation & care provision solutions that meet the present and future needs of the service users.

Equality Act 2010 – Relevant Protected Characteristics as identified in Stage 1 (remove those that do not apply)

Protected Characteristic	Equality Duty		What impact and or difference will the proposal have	How will you know - Measures to evaluate
Age	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal ensures that those using services are treated fairly, with dignity and respect. This is true of protecting service users from age related discrimination. Protecting service users' rights is at the heart of the service design. This proposal therefore ensures positive	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into

		<p>outcomes for services users in relation to prevention of age discrimination.</p>	<p>specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Advancing equality of opportunity</p>	<p>The proposal sets out to remove any opportunity for age related discrimination and actively ensures against such instances of age discrimination. The outcomes set out in the market position statement which were co-designed by those that are using services sets out an important framework which ensures equality for all service users given each individual equal opportunity irrespective of their age.</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related</p>

				topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues
	Fostering good relations by reducing prejudice and promoting understanding		The proposal details the service design philosophy which is centred around the individual and how best to meet their needs in relation to ensuring that they are not prejudiced against due to their age. One of the ways in which this is approached is to promote and encourage community integration and involvement so that individuals can contribute to their local communities and become an active member irrespective of their age. Age related social isolation and lack of social inclusion is therefore well considered and mitigated by the approach that is set out in the market position statement.	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues
Disability	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and

		<p>ensures that those using services are treated fairly, with dignity and respect free from discrimination of any kind. Service users are empowered to take active participation in decision making so that their individual needs are met. Community support and integration are at the heart of this work and obvious mental health benefits can be derived from the approach which the market position statement sets out. Physical accommodation is matched with individual needs of the service users, ensuring that the right environment and care package is provided.</p>	<p>feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Advancing equality of opportunity</p>	<p>The proposal set out in the market position statement ensures that people are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific personal outcomes to be achieved through the support provided. Ensuring that service users are fully engaged and consulted for the duration of their care journey allows ACHSCP to have full confidence in the appropriateness of the service provision being offered. This is both in terms of physical accommodation as well as care</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care</p>


		<p>provision. The focus of the proposal is around ensuring that individuals disabilities are well considered and accounted for in a way that ensures that the individual is given equal opportunity and not treated unfairly due to their disability.</p>	<p>service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Fostering good relations by reducing prejudice and promoting understanding</p>	<p>The proposal set out in the market position statement ensures that support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported. This fostering of good relationships between service providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to their disabilities.</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management</p>

				practices around these equality & human rights issues
Gender Reassignment	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal ensures that those using services are treated fairly, with dignity and respect free from discrimination of any kind. Service users are empowered to take active participation in decision making so that their individual needs are met. Community support and integration are at the heart of this work and obvious mental health benefits can be derived from the approach which the market position statement sets out. Awareness and sensitivity to such issues as gender reassignment are well considered and the appropriate steps are taken to ensure that this type of discrimination is not experienced by service users.	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues
	Advancing equality of opportunity		The proposal set out in the market position statement ensures that people are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits

		<p>personal outcomes to be achieved through the support provided. Ensuring that service users are fully engaged and consulted for the duration of their care journey allows ACHSCP to have full confidence in the appropriateness of the service provision being offered. This is both in terms of physical accommodation as well as care provision. In alignment with the market position statement outcomes as well as the wider partnership strategic aims, each individual is treated with dignity and respect and not treated differently or discriminated against in any way due to their gender reassignment. Each individual is given exactly the same opportunity irrespective of gender status. By nature of this inclusive and sensitive approach, the proposal ensures that positive impacts are felt by service users in relation to gender reassignment.</p>	<p>and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Fostering good relations by reducing prejudice and promoting understanding</p>	<p>The proposal set out in the market position statement ensures that support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported. This fostering of good relationships between service providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care</p>

		<p>outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to their gender status or gender reassignment. Care providers are trained and encouraged to be aware of any issues that may affect an individual going through gender reassignment and are sensitive to this.</p>	<p>registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
<p>Marriage and Civil Partnership</p>	<p>Eliminating discrimination, harassment, victimisation, or any other prohibited conduct</p>	<p>The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal ensures that those using services are treated fairly, with dignity and respect free from discrimination of any kind. Service users are empowered to take active participation in decision making so that their individual needs are met. Community support and integration are at the heart of this work and obvious mental health benefits can be derived from the approach which the market position statement sets out. Awareness and sensitivity to such issues as Marriage and Civil Partnership are well considered and the appropriate steps are taken to ensure that any type of discrimination is not experienced by service users. Full respect is given by care providers to service users in relation to</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and</p>

		marital status and decisions based around this equality issue are fully considered and factored into the service design.	carers ensures relevancy of management practices around these equality & human rights issues
	Advancing equality of opportunity	The proposal set out in the market position statement ensures that people are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific personal outcomes to be achieved through the support provided. Ensuring that service users are fully engaged and consulted for the duration of their care journey allows ACHSCP to have full confidence in the appropriateness of the service provision being offered. This is both in terms of physical accommodation as well as care provision. In alignment with the market position statement outcomes as well as the wider partnership strategic aims, each individual is treated with dignity and respect and not treated differently or discriminated against in any way due to their marital/ relationship status. Each individual is given exactly the same opportunity irrespective of marital/ relationship status. By nature of this inclusive and sensitive approach, the proposal ensures that positive impacts are felt by service users in relation to marriage or civil partnership status.	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues
	Fostering good relations by reducing prejudice and promoting understanding	The proposal set out in the market position statement ensures that support is delivered	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service

		<p>in a way which enables community involvement and the building of genuine community connections for people who are supported. This fostering of good relationships between service providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to their marital/ civil partnership status. Care providers are trained and encouraged to be aware of any issues that may affect an individual in relation to their marital/ civil partnership status.</p>	<p>delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
Pregnancy and Maternity	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	<p>The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal ensures that those using services are treated fairly, with dignity and respect free from discrimination of any kind. Service users are empowered to take active participation in decision making so that their individual</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general</p>

		<p>needs are met. Community support and integration are at the heart of this work and obvious mental health benefits can be derived from the approach which the market position statement sets out. Awareness and sensitivity to such issues as Marriage and Civil Partnership are well considered and the appropriate steps are taken to ensure that any type of discrimination is not experienced by service users. Full respect is given by care providers to service users in relation to pregnancy & maternity and decisions based around this equality issue are fully considered and factored into the service design. Support is designed to enable people to live as independent a life as possible and specific issues such as pregnancy and maternity are well considered as part of this outcome.</p>	<p>framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Advancing equality of opportunity</p>	<p>The proposal set out in the market position statement ensures that people are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific personal outcomes to be achieved through the support provided. Ensuring that service users are fully engaged and consulted for the duration of their care journey allows ACHSCP to have full confidence in the appropriateness of the service provision being offered. This is both in terms of physical accommodation as well as care</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care</p>

		<p>provision. In alignment with the market position statement outcomes as well as the wider partnership strategic aims, each individual is treated with dignity and respect and not treated differently or discriminated against in any way due to their pregnancy or maternity situation. Each individual is given exactly the same opportunity irrespective of maternity/ pregnancy status. By nature of this inclusive and sensitive approach, the proposal ensures that positive impacts are felt by service users in relation to their maternity/ pregnancy and family planning status.</p>	<p>service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Fostering good relations by reducing prejudice and promoting understanding</p>	<p>The proposal set out in the market position statement ensures that support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported. This fostering of good relationships between service providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing</p>

			<p>their pregnancy/ maternity status. Care providers are trained and encouraged to be aware of any issues that may affect an individual in relation to their marital/ civil pregnancy/ maternity status. The impact of this proposal is therefore a positive one that protects the rights of individuals who are pregnant/ on maternity.</p>	<p>awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
Race	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct		<p>The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal ensures that those using services are treated fairly, with dignity and respect free from discrimination of any kind. Service users are empowered to take active participation in decision making so that their individual needs are met. Community support and integration are at the heart of this work and obvious mental health benefits can be derived from the approach which the market position statement sets out. Awareness and sensitivity to such issues as race are well considered and the appropriate steps are taken to ensure that any type of discrimination is not experienced by service users. Full respect is given by care providers to service users in relation to race and decisions based around this equality issue are fully considered and factored into the service design. Fostering of positive and</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>

		inclusive environments ensures that the individual feels respected and treated with equity.	
	Advancing equality of opportunity	The proposal set out in the market position statement ensures that people are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific personal outcomes to be achieved through the support provided. Ensuring that service users are fully engaged and consulted for the duration of their care journey allows ACHSCP to have full confidence in the appropriateness of the service provision being offered. This is both in terms of physical accommodation as well as care provision. In alignment with the market position statement outcomes as well as the wider partnership strategic aims, each individual is treated with dignity and respect and not treated differently or discriminated against in any way due to their race. Each individual is given exactly the same opportunity irrespective of their race. By nature of this inclusive and sensitive approach, the proposal ensures that positive impacts are felt by service users in relation to their race.	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues
	Fostering good relations by reducing prejudice and promoting understanding	The proposal set out in the market position statement ensures that support is delivered in a way which enables community involvement and the building	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and

		<p>of genuine community connections for people who are supported. This fostering of good relationships between service providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to their race. Care providers are trained and encouraged to be aware of any issues that may affect an individual in relation to their race. The impact of this proposal is therefore a positive one that protects the rights of individuals in relation to their race.</p>	<p>service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
<p>Religion & Belief including non-belief</p>	<p>Eliminating discrimination, harassment, victimisation, or any other prohibited conduct</p>	<p>The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal ensures that those using services are treated fairly, with dignity and respect free from discrimination of any kind. Service users are empowered to take active participation in decision making so that their individual needs are met. Community support and</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into</p>

		<p>integration are at the heart of this work and obvious mental health benefits can be derived from the approach which the market position statement sets out. Awareness and sensitivity to such issues as religious belief/ non-belief are well considered and the appropriate steps are taken to ensure that any type of discrimination is not experienced by service users. Full respect is given by care providers to service users in relation to religious belief/ non-belief and decisions based around this equality issue are fully considered and factored into the service design. Fostering of positive and inclusive environment ensures that the individual feels respected and treated with equity in relation to religious belief/ non-belief.</p>	<p>specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Advancing equality of opportunity</p>	<p>The proposal set out in the market position statement ensures that people are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific personal outcomes to be achieved through the support provided. Ensuring that service users are fully engaged and consulted for the duration of their care journey allows ACHSCP to have full confidence in the appropriateness of the service provision being offered. This is both in terms of physical accommodation as well as care provision. In alignment with the market position statement outcomes as well as the</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer</p>

		<p>wider partnership strategic aims, each individual is treated with dignity and respect and not treated differently or discriminated against in any way due to their religious belief/ non-belief. Each individual is given exactly the same opportunity irrespective of their religious belief/ non-belief. By nature of this inclusive and sensitive approach, the proposal ensures that positive impacts are felt by service users in relation to their religious belief/ non-belief.</p>	<p>duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
<p>Fostering good relations by reducing prejudice and promoting understanding</p>		<p>The proposal set out in the market position statement ensures that support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported. This fostering of good relationships between service providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to their religious belief/ non-belief. Care providers are trained and encouraged to be aware of any issues that may affect an</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management</p>

		individual in relation to their religious belief/ non-belief. The impact of this proposal is therefore a positive one that protects the rights of individuals in relation to their religious belief/ non-belief.	practices around these equality & human rights issues
Sex	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal ensures that those using services are treated fairly, with dignity and respect free from discrimination of any kind. Service users are empowered to take active participation in decision making so that their individual needs are met. Community support and integration are at the heart of this work and obvious mental health benefits can be derived from the approach which the market position statement sets out. Awareness and sensitivity to such issues as sex are well considered and the appropriate steps are taken to ensure that any type of discrimination is not experienced by service users. Full respect is given by care providers to service users in relation to sex and decisions based around this equality issue are fully considered and factored into the service design. Fostering of positive and inclusive environment ensures that the individual feels respected and treated with equity in relation to sex.	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues

	Advancing equality of opportunity	<p>The proposal set out in the market position statement ensures that people are supported and involved in decisions about their care and support, including who provides their support and where they live and who they live with, and specific personal outcomes to be achieved through the support provided. Ensuring that service users are fully engaged and consulted for the duration of their care journey allows ACHSCP to have full confidence in the appropriateness of the service provision being offered. This is both in terms of physical accommodation as well as care provision. In alignment with the market position statement outcomes as well as the wider partnership strategic aims, each individual is treated with dignity and respect and not treated differently or discriminated against in any way due to their sex. Each individual is given exactly the same opportunity irrespective of their sex. By nature of this inclusive and sensitive approach, the proposal ensures that positive impacts are felt by service users in relation to their sex.</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	Fostering good relations by reducing prejudice and promoting understanding	<p>The proposal set out in the market position statement ensures that support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported. This fostering of good relationships between service</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits</p>

		<p>providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to their sex. Care providers are trained and encouraged to be aware of any issues that may affect an individual in relation to their sex. The impact of this proposal is therefore a positive one that protects the rights of individuals in relation to their sex.</p>	<p>and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
<p>Sexual Orientation</p>	<p>Eliminating discrimination, harassment, victimisation, or any other prohibited conduct</p>	<p>The proposal set out in the market position statement ensures that an appropriate framework with expectations placed on service providers which meet the desired outcomes of service users. The proposal ensures that those using services are treated fairly, with dignity and respect free from discrimination of any kind. Service users are empowered to take active participation in decision making so that their individual needs are met. Community support and integration are at the heart of this work and obvious mental health benefits can be derived from the approach which the market</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care</p>

		<p>position statement sets out. Awareness and sensitivity to such issues as sexual orientation are well considered and the appropriate steps are taken to ensure that any type of discrimination is not experienced by service users. Full respect is given by care providers to service users in relation to sexual orientation and decisions based around this equality issue are fully considered and factored into the service design. Fostering of positive and inclusive environment ensures that the individual feels respected and treated with equity in relation to sexual orientation.</p>	<p>service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Advancing equality of opportunity</p>	<p>The proposal set out in the market position statement ensures that support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported. This fostering of good relationships between service providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing</p>

		<p>their sexual orientation. Care providers are trained and encouraged to be aware of any issues that may affect an individual in relation to their sexual orientation. The impact of this proposal is therefore a positive one that protects the rights of individuals in relation to their sexual orientation.</p>	<p>awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
	<p>Fostering good relations by reducing prejudice and promoting understanding</p>	<p>The proposal set out in the market position statement ensures that support is delivered in a way which enables community involvement and the building of genuine community connections for people who are supported. This fostering of good relationships between service providers, service users and the wider community helps in providing a sense of social inclusion and aims to reduce prejudice and understanding between all parties. The proposal recognises the benefits of all community members and the positive outcomes that can be achieved for all parties when communities come together in a supportive and inclusive way. The care providers are also responsible for ensuring that everyone that is cared for is treated fairly and not discriminated against due to their sexual orientation. Care providers are trained and encouraged to be aware of any issues that may affect an individual in relation to their sexual orientation. The impact of this proposal is therefore a</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>

			positive one that protects the rights of individuals in relation to their sexual orientation.	
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Human Rights – Reference those identified in Stage 1 (remove those that do not apply)

Article	Enhancing or Infringing	Impact and or difference will the proposal have	How will you know - Measures to evaluate
Right to Life	Enhancing	The proposal set out in the market position statement ensures that enhancing people’s human rights is at the centre of service design and delivery, including accommodation environments. Further to this- the care provision and delivery of physical care is provided in line with industry standards and founded upon partnership values of preventing ill health and keeping people safe where they live. This proposal ensures that suitable and safe accommodation, that meets the care and personal needs of individuals is at the forefront of the co-designed outcomes focused service design.	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management

			practices around these equality & human rights issues
Right not to be tortured or treated in an inhumane or degrading way	Enhancing	The proposal set out in the market position statement ensures that enhancing people’s human rights is at the centre of service design and delivery, including accommodation environments. Further to this- the care provision and delivery of physical care is provided in line with industry standards and founded upon partnership values of preventing ill health and keeping people safe where they live. Care and accommodation provision are designed to meet the needs of individuals and are delivered in a way that maintains the dignity and safety of service users. Safe guarding against poor treatment and environments for service users is fundamental to the service design for residential and supported living contracts.	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues
Right to respect for private and family life, home and correspondence	Enhancing	The proposal set out in the market position statement ensures that families and carers are recognised as key partners in the design and delivery of services. This ensures that service design incorporates and is sensitive to the service users support network and how important this is in ensuring the best outcomes are achieved for the service users and their family/	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits

		<p>care networks. The individuals rights are respected and upheld and where an individual seeks to have family life and private life, provision is made for this. Geography of where an individual is placed in relation to vital care networks is also given full consideration and recognises the important positive impact being close to family can have on individuals mental health.</p>	<p>and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
<p>Right to freedom of thought, conscience and religion</p>	<p>Enhancing</p>	<p>The proposal set out in the market position statement ensures that the individuals right to freedom of thought, conscience and religion are recognised as key human rights. This ensures that service design incorporates and is sensitive to the service users’ religious beliefs or non- beliefs and the importance of individuals being free to think what they want in relation to religion. Service users are not influenced in any way to follow certain beliefs and care providers are sensitive to the beliefs of service users and what that might mean in terms of service provision (food, prayer times etc).</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer</p>

			duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues
Right to freedom of expression	Enhancing	The proposal set out in the market position statement ensures that the individual's right to freedom of expression. This ensures that service design incorporates and is sensitive to the service users' freedom of expression and the importance of individuals being free to express their views within the confines of the law. Freedom of expression is recognised within the proposal as being a key factor in fostering positive mental health. The co-designed nature of the market position statement allowed for service users to express their views on the service and demonstrates the respect of the right to freedom of expression in action.	Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues

<p>Right to freedom of assembly and association</p>	<p>Enhancing</p>	<p>The proposal set out in the market position statement ensures that the individual’s right to freedom of freedom of assembly and association. This ensures that service design incorporates and is sensitive to the service users’ freedom of assembly and association and the importance of individuals being free to gather in public. Freedom of assembly and association freedom is recognised within the proposal as being a key factor in fostering positive mental health as it ensures that individuals are not stopped from gathering to express their views. This human right is recognised as a key foundation on building a fair and equal society and ensuring that service users are also respected in this regard is well considered within partnership documentation.</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users – this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
<p>Right to marry and found a family</p>	<p>Enhancing</p>	<p>The proposal set out in the market position statement ensures that the individual’s right to marry and found a family. This ensures that service design incorporates and is sensitive to the service users’ right to marry and found a family and the importance of individuals being free to marry who they want and found a family. The right to marry is recognised within the proposal as being a key factor in fostering positive mental health as it ensures that individuals are prevented in any way</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Specific reviews are conducted with individual service users –</p>

		<p>of marrying or founding a family if they desire this. This human right is recognised as a key foundation on building a fair and equal society and ensuring that service users are also respected in this regard is well considered within partnership documentation.</p>	<p>this proposal sets out the general framework and does not seek to go into specifics of individual cases. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues</p>
<p>Protection from discrimination in respect of these rights and freedom</p>	<p>Enhancing</p>	<p>The proposal set out in the market position statement ensures that service users are treated respectfully and are not discriminated against in any way. Service users are supported are recognised for their skills and abilities, consideration of how these attributes may be shared more broadly in the local community. Support is also delivered in a way which enables community involvement and the building of genuine community connections which fosters a sense of freedom and the equity of rights for service users.</p>	<p>Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users. Regular engagement and feedback with service user and provider care networks.</p>

Fairer Scotland Duty

Identify changes to the strategic programme/proposal/decision to be made to reduce negative impacts	Planning around new services could be improved to ensure that user specific factors are considered in the commissioning of new services as opposed to commissioning new services and try individuals into services. This will ensure that new services are commissioned with the individually identified needs of service users that will be placed in the new service.
Identify the opportunities the strategic programme/proposal/decision provides to reduce or further reduce inequalities of outcome	Continual development of asset base that covers the whole of the city. This will further enhance the equity of service provision across the city making coverage fairer for everyone. Further financial investment in the asset base to improve the physical accommodation across the range of accommodation options. Consideration of how contracts are structured and what service provisions are included in the cost to ensure that each individual is given equity service for their money. Consideration of housing benefits payments in relation to inequalities of outcome. Consideration of economic impacts on service users of being housed in certain areas and how other costs such as transportation may be required.

Health Inequality Impact Assessment Recommendations

What recommendations were identified during the HIIA process:

Recommendation	Recommendation owned by:	Date recommendation will be implemented by	Review Date
It is recommended that consideration is given to any specific impacts (aligned to the HIIA process) when commissioning new residential/supported living service provision or relocation of services will be undertaken by either update of this HIIA or completion of new HIIA documentation if relevant.	Care manager (Steven Stark)	Any time a new service is to be commissioned and or reviewed.	As required.
It is recommended that all specific commissioning/procurement work takes advice from the relevant Data	Data Protection Officer	Any time a new service is to be commissioned and or reviewed.	As required.

Protection Officer. This will ensure that issues around safe use of data and data protection are well considered and accounted for.			

Monitoring Impact – Internal Verification of Outcomes

How will you monitor the impact this proposals affects different groups, including people with protected characteristics?

Engagement with service providers and service users. Service user care reviews/ assessments. Spot checking service delivery and surveying of service users and service providers. Regular engagement and feedback with service user and provider care networks. Care inspectorate audits and reviews. Oversight and governance are provided by care registration and legally required social care service user reviews to ensure that all relevant equality, human rights, and fairer duty Scotland factors are well considered and taken account of and monitored in relation to individual service users. Specific ongoing awareness training on equality related topics provided to social care networks and carers ensures relevancy of management practices around these equality & human rights issues.

Procured, Tendered or Commissioned Services (SSPSED)

Is any part of this policy/service to be carried out wholly or partly by contactors and if so, how will equality, human rights including children’s rights and the Fairer Scotland duties be addressed?

Yes - Engagement with service providers and service users in the development, procurement and monitoring of service delivery. Service user care reviews/ assessments. Contracts Monitoring. Spot checking service delivery and surveying of service users. Regular engagement and feedback with service user and provider care networks. Care inspectorate reports and oversight. The co-designed nature of the market position statement ensured that the focused outcomes were relevant to the users of the service. This approach puts service users at the heart of the focus of service design and is a demonstration of an equity-based approach.



Communication Plan (SSPSED)

Please provide a summary of the communication plan which details how the information about this policy/service to young people, those with a visual or hearing sensory impairment, difficulty with reading or numbers, learning difficulties or English as a second language will be communicated.

The market position statement has been communicated to both the service providers as well as the service users. Survey data was gathered from service providers and regular service user reviews are carried out by social workers and the care management team. The market position statement is available and accessible to each service user. During the commissioning process the residents were also consulted to inform on the outcomes that are most important to them. Continued engagement with people who use services will inform service need, development and evaluation.

Signed Off By: Jenny Rae

Name Strategic Lead: Kevin Dawson

Date: 24/10/2022