
Report To:	Inverclyde Integration Joint Board	Date:	12 May 2025
Report By:	Kate Rocks Chief Officer Inverclyde HSCP	Report No:	IJB/71/2025/JH
Contact Officer:	Scott Bryan Service Manager, Strategic Services Inverclyde HSCP	Contact No:	01475 715365
Subject:	HSCP Equality Outcomes Plan – 6 Monthly Progress Update		

1.0 PURPOSE AND SUMMARY

- 1.1 ☐ For Decision ☒ For Information/Noting
- 1.2 The Inverclyde HSCP Equality Outcome Plan (2024-28) was published in May 2024 and set out the Partnership's approach to mainstreaming the Public Sector Equality Duty (PSED) into daily practice.
- 1.3 As obligated by the PSED, the plan sets out four local Equality Outcomes that will be progressed over the life of the plan. Each outcome is supported by a range of identified local actions.
- 1.4 On publication, it was agreed that 6-monthly updates on the implementation of the Equality Outcomes Plan would be presented to Integration Joint Board.
- 1.5 The attached report shows the first six months progress towards our Equality Outcomes plan. In total, 18 actions were identified. For this reporting period, 16 (89%) are on track for completion, 1 is assessed as Amber and a further action is assessed as complete.

2.0 RECOMMENDATIONS

- 2.1 It is recommended that IJB:
- Notes the contents of this report.

Kate Rocks
Chief Officer
Inverclyde Health and Social Care Partnership

3.0 BACKGROUND AND CONTEXT

- 3.1 As a recognised public body, the Integration Joint Board is obligated to advance equality and protect people with protected characteristics, as per the Equality Act 2010.
- 3.2 As part of this role, IJBs must comply with several specific duties, including to:
- Publish a set of equality outcomes which it considers would enable it to better perform the general equality duty. These must be reviewed within four years of initial publication.
 - Publish a report on progress towards these outcomes
- 3.3 The IJBs Equality Outcome Plan was published in May 2024 and identified the IJB and HSCP approach to mainstreaming the Public Sector Equality Duty into day-to-day business over the life of the plan and set out four local Equality Outcomes.
- 3.4 In improving our approach to equalities in Inverclyde HSCP, the following Equality Outcomes were agreed.
1. We have improved our knowledge of the local population who identify as belonging to protected groups and have a better understanding of the challenges they face.
 2. Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes.
 3. Inverclyde's most vulnerable and often excluded people are supported to be active and respected members of their community.
 4. People that are New to Scotland, through resettlement or asylum, who make Inverclyde their home, feel welcomed, are safe, and able to access the HSCP services they may need.
- 3.5 All public sector bodies are obligated to report progress on how they have progressed their equality outcomes within two years of publication. As such, a full report will be made produced for publication by May 2026.
- 3.6 At the point of approval in May 2024, it was agreed that regular progress reports would be brought to IJB for information and oversight.

4.0 PROPOSALS

- 4.1 That attached report provides a progress update on all actions identified within the Equality Outcomes Plan. In total, there are 18 actions identified and aligned across the four outcomes.
- 4.2 To note, the three actions in Outcome 1 and four actions in Outcome 2 were specifically identified for the purposes of the Equality Outcomes Plan.
Actions against outcomes 2 and 3, are drawn from actions identified within the Strategic Partnership Plan.
- 4.3 This close alignment with the Strategic Partnership Plan supports our commitment to mainstreaming our equality approaches in our day-to-day work.
- 4.4 Overall, of the 18 actions reported, **16** are assessed as Green or on Track. **1** action is assessed as Amber and is being monitored to improve. **1** further action has been identified as complete.

5.0 IMPLICATIONS

- 5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial		✓
Legal/Risk		✓
Human Resources		✓
Strategic Plan Priorities	✓	
Equalities, Fairer Scotland Duty & Children and Young People	✓	
Clinical or Care Governance		✓
National Wellbeing Outcomes	✓	
Environmental & Sustainability		✓
Data Protection		✓

5.2 Finance

- 5.2.1 There are no financial implications associated with this report.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments
-	-	-	-	-	-

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
-	-	-	-	-	-

5.3 Legal/Risk

- 5.3.1 There are not legal implications associated with this report.

5.4 Human Resources

- 5.4.1 There are no Human Resource implications associated with this report.

5.5 Strategic Plan Priorities

- 5.5.1 The Equality Outcomes Plan was produced in full alignment with the Strategic Partnership Plan. The overall approach with the Partnership Plan underlines the importance of directing resources at the most appropriate and in need groups, and ensuring people are at the centre of the care and support they receive. The Equality outcomes plan has provided a further opportunity to enhance the overall Strategic Partnership Plan by allowing a specific focus on particular supported groups. In addition, due to the nature of Equality Outcomes, 2 and 3, the supporting actions are sourced directly from the overall strategic action plan. This demonstrates strong alignment to our Equality Outcomes and our approach to mainstreaming equalities.

5.6 Equalities

(a) Equalities

This report has been considered under the Corporate Equalities Impact Assessment (EqIA) process with the following outcome:

	YES – Assessed as relevant and an EqIA is required.
✓	NO – This report does not introduce a new policy, function or strategy or recommend a substantive change to an existing policy, function or strategy. Therefore, assessed as not relevant and no EqIA is required. Provide any other relevant reasons why an EqIA is not necessary/screening statement.

(b) Equality Outcomes

How does this report address our Equality Outcomes?

As explained in paragraph 5.5.1

Equalities Outcome	Implications
We have improved our knowledge of the local population who identify as belonging to protected groups and have a better understanding of the challenges they face.	The attached report highlights progress in actions taken to progress this Outcome. Actions identified are unique to the Equality Outcomes Plan.
Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes.	The attached report highlights progress in actions taken to progress this Outcome. The actions against this outcome are sourced from the Strategic Partnership Plan.
Inverclyde's most vulnerable and often excluded people are supported to be active and respected members of their community.	The attached report highlights progress in actions taken to progress this Outcome. The actions against this outcome are sourced from the Strategic Partnership Plan.
People that are New to Scotland, through resettlement or asylum, who make Inverclyde their home, feel welcomed, are safe, and able to access the HSCP services they may need.	The attached report highlights progress in actions taken to progress this Outcome. Actions identified are unique to the Equality Outcomes Plan.

(c) Fairer Scotland Duty

If this report affects or proposes any major strategic decision:-

Has there been active consideration of how this report's recommendations reduce inequalities of outcome?

	YES – A written statement showing how this report's recommendations reduce inequalities of outcome caused by socio-economic disadvantage has been completed.
✓	NO – Assessed as not relevant under the Fairer Scotland Duty for the following reasons: Provide reasons why the report has been assessed as not relevant.

(d) **Children and Young People**

Has a Children's Rights and Wellbeing Impact Assessment been carried out?

	YES – Assessed as relevant and a CRWIA is required.
✓	NO – Assessed as not relevant as this report does not involve a new policy, function or strategy or recommends a substantive change to an existing policy, function or strategy which will have an impact on children's rights.

5.7 **Clinical or Care Governance**

There are no Clinical or Care Governance implications from this report.

5.8 **National Wellbeing Outcomes**

How does this report support delivery of the National Wellbeing Outcomes?

National Wellbeing Outcome	Implications
People are able to look after and improve their own health and wellbeing and live in good health for longer.	Our Equality approach is underpinned by the intention that all people in Inverclyde have access to the same health and care opportunities regardless of any protected characteristics they may possess. The Equality Outcomes Plan aligns closely to the Strategic Partnership plan, and as such also supports us in progressing the national wellbeing outcomes.
People, including those with disabilities or long term conditions or who are frail are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community	As above
People who use health and social care services have positive experiences of those services, and have their dignity respected.	As above
Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services.	As above
Health and social care services contribute to reducing health inequalities.	As above
People who provide unpaid care are supported to look after their own health and wellbeing, including reducing any negative impact of their caring role on their own health and wellbeing.	As above
People using health and social care services are safe from harm.	As above
People who work in health and social care services feel engaged with the work they do and are supported to continuously improve the information, support, care and treatment they provide.	As above

Resources are used effectively in the provision of health and social care services.	As above
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5.9 Environmental/Sustainability

Summarise any environmental / climate change impacts which relate to this report.

Has a Strategic Environmental Assessment been carried out?

	YES – assessed as relevant and a Strategic Environmental Assessment is required.
✓	NO – This report does not propose or seek approval for a plan, policy, programme, strategy or document which is like to have significant environmental effects, if implemented.

5.10 Data Protection

Has a Data Protection Impact Assessment been carried out?

	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
✓	NO – Assessed as not relevant as this report does not involve data processing which may result in a high risk to the rights and freedoms of individuals.

6.0 DIRECTIONS

6.1	Direction Required to Council, Health Board or Both	Direction to:	
		1. No Direction Required	✓
		2. Inverclyde Council	
		3. NHS Greater Glasgow & Clyde (GG&C)	
		4. Inverclyde Council and NHS GG&C	

7.0 CONSULTATION

7.1 This progress report has been presented to:

- HSCP Senior Management Team

8.0 BACKGROUND PAPERS

8.1 HSCP Equality Outcomes Plan 2024-28

6 Month Progress Update

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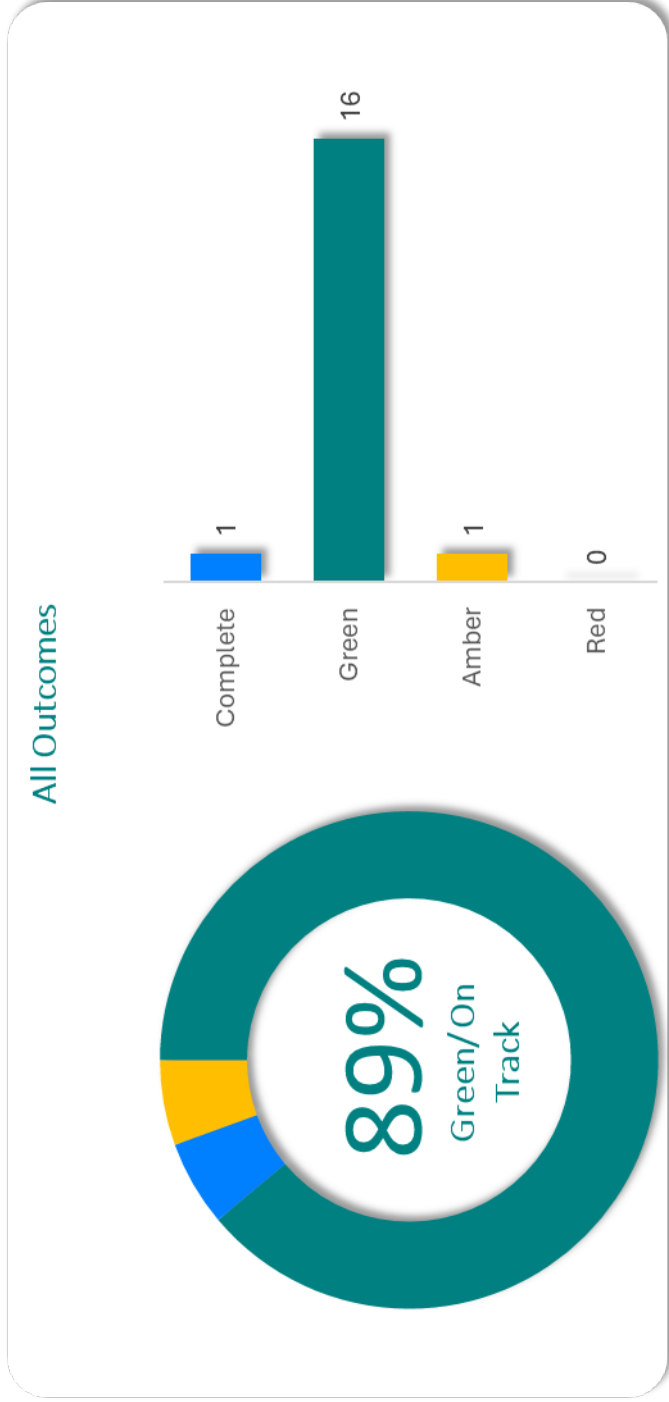
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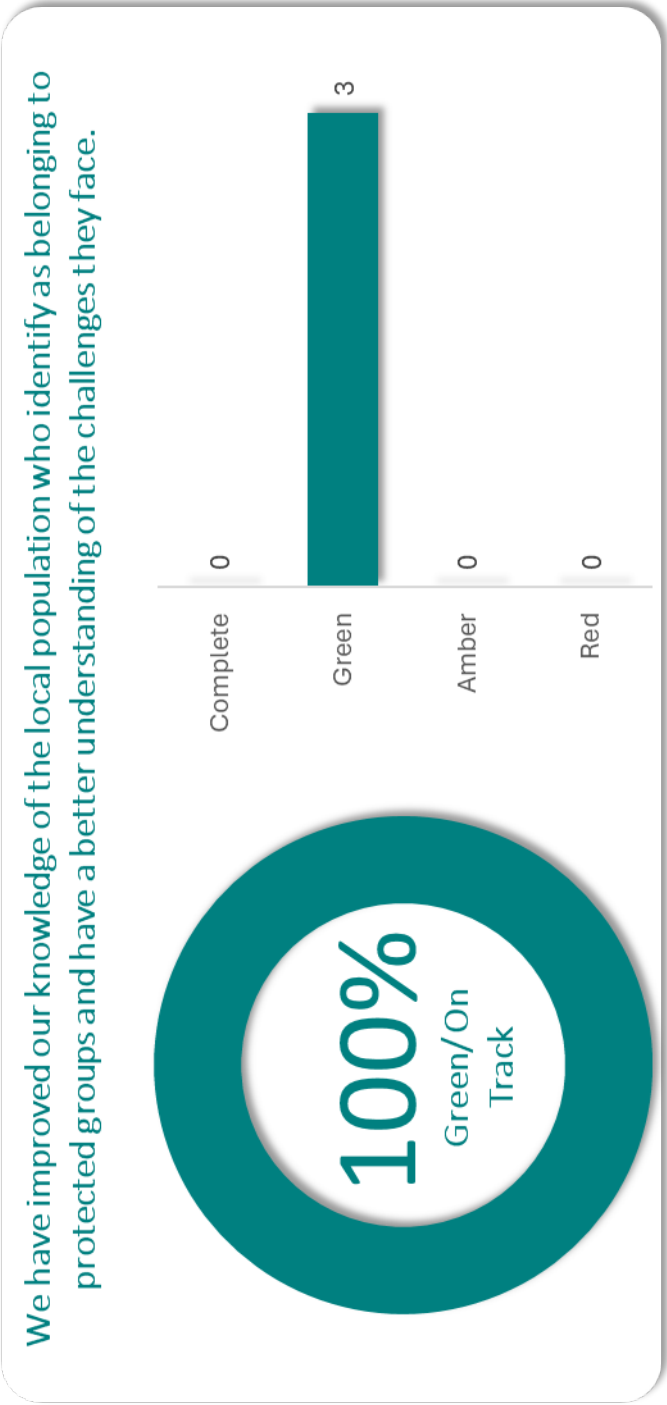
Equality Outcomes Plan – Top Summary

The HSCPs Equality Outcome Plan was published in April 2024. This report represents the first progress update against this plan against the **18** identified actions. All information relates to progress achieved up to the end of October 2024. As demonstrated in the graphic below, **16** strategic actions here are assessed as green (or on track). One action is assessed as Amber, and one action has been completed.



Outcome 1. We have improved our knowledge of the local population who identify as belonging to protected groups and have a better understanding of the challenges they face.

The following action updates relate to the Equality Outcome 1. There are 3 strategic actions against this outcome. The overall progress can be viewed in the info-graphic below. Note, that the actions against this outcome are specific to this plan only.



Outcome 1: Action updates

Title	Using the demographic information from the National Census in 2021 we will better understand the population of protected groups in Inverclyde		Description	RAG Status	
Code	HSCP/EO1/1.01		Using the demographic information from the National Census in 2021 we will better understand the population of protected groups in Inverclyde	Managed By	
Desired Outcome	We will better understand the local population with protected equality groups.			Scott Bryan	
Latest Note					
Data sets on demographics and individual characteristics generated from the National Census have now been published. Work is now progressing to process this information and identify the prevalence of the local population who identify with a protected characteristic. It is also hoped that the data available allows for an analysis of protected characteristics at the locality or data-zone level					
When complete, the report will be presented to appropriate governance and strategic planning groups to help inform our local approach to equalities and the public sector equality duty.					

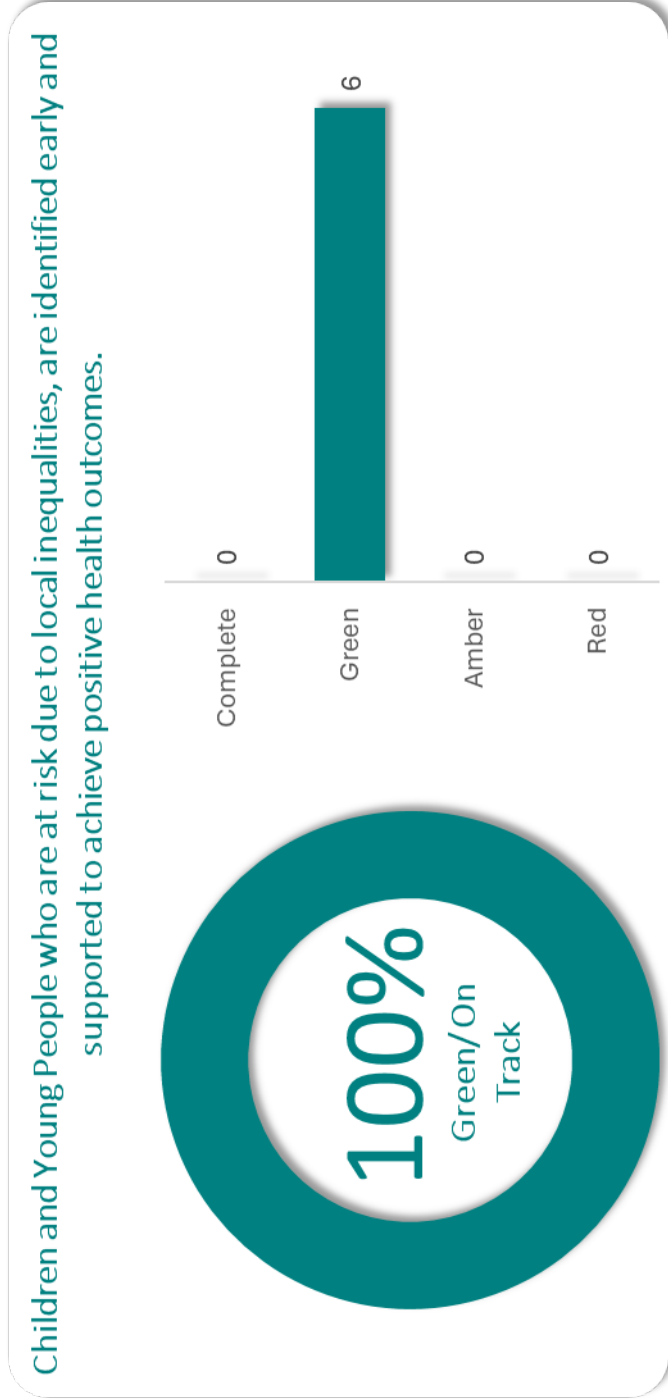
Title	Improve the information held on service user information systems in relation to protected characteristics		Description	RAG Status	
Code	HSCP/EO1/1.02		Improve the information held on service user information systems in relation to protected characteristics	Managed By	
Desired Outcome	We have a better understanding of the protected characteristics of our service user groups			Scott Bryan	

Latest Note		
A report on protected characteristics has been produced for HSCP service users on the SWIFT Client Management System, covering all live service users as of December 31, 2024. The report highlights areas where protected characteristics are well recorded and identifies opportunities for improvement. Overall, Age, Gender/Sex, and Disability are well documented on SWIFT. However, there are significant gaps in the recording of Ethnicity, Religion or Belief, and Marital Status. Additionally, SWIFT does not currently collect information on Sexual Orientation or Gender Reassignment. The report will be presented to the Senior Management Team (SMT) to consider approaches for improving the recording of protected characteristics.		

Title	Undertake a mapping exercise with local partners to identify local groups who represent those protected characteristics	Description	RAG Status	
Code	HSCP/EO1/1.03	Undertake a mapping exercise with local partners to identify local groups who represent those protected characteristics	Managed By	
Desired Outcome	We have better knowledge of the various protected characteristic community groups. We have improved our engagement with these groups.		Scott Bryan	
Latest Note				
Colleagues at CVS Inverclyde completed a mapping exercise of local services, networks, and groups representing those with protected characteristics. This information was collated into a single directory, clearly identifying areas that reflect the interests of specific protected characteristics. The directory will be shared across the HSCP and will help inform future engagement and consultation across all partnership services.This directory will be shared across the HSCP and help inform future engagement and consultation across all partnership services.				

Outcome 2. Children and Young People who are at risk due to local inequalities, are identified early and supported to achieve positive health outcomes.

The following action updates relate to the Equality Outcome 2. There are 6 actions against this outcome. The overall progress can be viewed in the info-graphic below. Note, the actions against this outcome are drawn from the HSCP Strategic Partnership Plan.



Outcome 2. Action Update

Title	Develop earlier intervention approaches with partners, to provide families the best start in life		Description	RAG Status	
Code	HSCP/SPP/1.01/PEHI		We will develop our earlier intervention approaches, with partners, which build on the strengths of families to give their children the best start in life and to provide the right support to families who need it, at the right time.	Managed By	
Desired Outcome	Families and children are supported earlier and effectively to achieve positive outcomes			Molly Coyle	
Latest Note					
We continue to adopt a holistic approach with the Whole Family Wellbeing Fund (WFWF), ensuring family support is available when needed. Systemic training has been implemented to ensure a cohesive and consistent approach across services, with three local referrals piloted. Children 1st is now co-located with services and we continue to build on this initiative.					
We are also working in partnership with Drumchapel children and families on the Staged Intervention Meeting (SIM) model.					

Title	We will improve access to mental health and emotional wellbeing services for children, young people and their families.		Description	RAG Status	
Code	HSCP/SPP/2.01/IMHWR		We will improve access to mental health and emotional wellbeing services for children, young people, and their families.	Managed By	
Desired Outcome	Children and young people get the right support at the right time and right place.			Lynn Smith	
Latest Note					
Significant progress has been made in improving access to mental health and emotional wellbeing services for children, young people, and their families. Emotional wellbeing referrals are screened every two weeks, following a no wrong door and no 'rereferral' approach. A tiered model has been implemented, and work continues in collaboration with Action for Children.					

Title	We will ensure more children and young people who are looked after away from home are able to remain in Inverclyde.	Description	RAG Status	
Code	HSCP/SPP/3.01/SISRC	We will ensure more children and young people who are looked after away from home are able to remain in Inverclyde.	Managed By	
Desired Outcome	Children are cared for and supported in their local communities.		Emma Bilsland	
Latest Note				
Across Scotland, the demand for foster carer placements continues to pose significant challenges to capacity. Locally, awareness activities have included media and digital campaigns to encourage people to consider becoming foster carers for Inverclyde children.				
Following the improvement plan from a recent inspection, we are adopting a more targeted approach with foster carers, promoting fostering to the registered workforce in Inverclyde to become short break carers. Operational managers are continually working to ensure that looked after children and young people are safely returned to Inverclyde.				

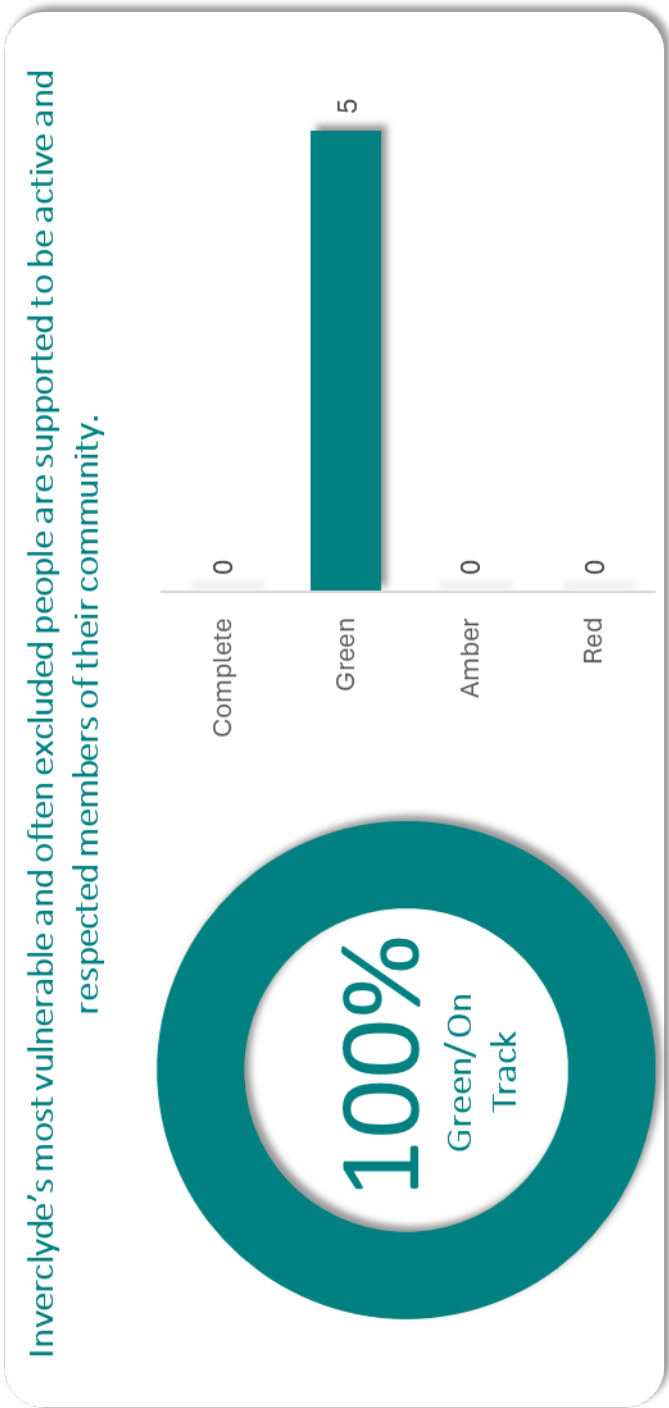
Title	We will create public content and campaigns across a range of different platforms across the partnership to improve awareness of supports available within our community.	Description	RAG Status	
Code	HSCP/SPP/3.04/SISRC	We will create public content and campaigns across a range of different platforms (both face to face and online) across the partnership to improve awareness of supports available within our community.	Managed By	
Desired Outcome	People have greater access to information on health and wellbeing services and are more informed on available supports.		Scott Bryan	
Latest Note				
NHS Greater Glasgow and Clyde (GGC) is promoting the MyApp initiative, with local promotion led by the Third Sector.				
The Carers platform (Bridgit) supports public campaigns and includes a QR code to link local carers, helping measure the success of local campaigns.				

The 'Living Well with Dementia' App will eventually host Inverclyde specific information.				
CVS Inverclyde continues to create content that promotes the activities of community-based organizations and our public sector partners. This content is available on all CVS Inverclyde platforms, including social media, e-bulletins, and Inverclyde Life. Inverclyde Life has had 15,000 users between November 2023 and November 2024 and enhancements to the platform are underway, including rebranding the exercise and physical activity section to align with the local Active Inverclyde strategy.				
Title	We will support the capacity of families.	Description	RAG Status	
Code	HSCP/SPP/4.02/SSFC	We will develop ways of working that build and support the capacity of families.	Managed By	
Desired Outcome	We have supported families to increase their confidence in their caring role.		Molly Coyle; Lynn Smith	
Latest Note				
The Health Visiting Team recognized the need to modernize health promotion in line with societal changes and developed the Health Visiting App (Happy Healthy Tots). This app serves as a one-stop resource for families, providing ratified, accessible, and up-to-date information, including advice lines. This initiative follows the successful development of social media platforms. Additionally, we are developing the HENRY program to support families in providing the best possible start in life for babies and children. Barnardos family parenting programs continue with nurturing groups.				
A link to the Henry Programme can be found here. Homepage HENRY				

Title	We will consult and develop our Inverclyde Carers Strategy for adults and young carers	Description	RAG Status	
Code	HSCP/SPP/4.04/SSFC	We will consult and develop our Inverclyde Carers Strategy for adults and young carers.	Managed By	
Desired Outcome	There is wider awareness of the supports available to carers including respite and short breaks.	(Agreed 2 separate Strategies to ensure specific age appropriate and experience , needs and Outcomes are considered and met.)	Helen Morley; Alan Stevenson	
Latest Note				
Consultation for the Inverclyde Carers Strategy is in the planning stages. The strategy will include setting up working groups around five key themes, facilitated by Your Voice and including Carers Gateway and IJB Carers representatives. The initial planning meeting took place on 1st November 2024. The five themes are • Respite/Short breaks, • Hospital discharge, • Support to Carers, • Future Needs support planning, and • Young Carers/Young Adult Carers. Other stakeholders, including HSCP representatives, will join themed working groups to contribute to the refresh of the Carers Strategy and young carers Strategies. These strategies will be co-produced and peer-led, supported by Carers Gateway and Your Voice				

Outcome 3. Inverclyde’s most vulnerable and often excluded people are supported to be active and respected members of their community.

The following action updates relate to the Equality Outcome 2. There are 6 actions against this outcome. The overall progress can be viewed in the info-graphic below. Note, the actions against this outcome are drawn from the HSCP Strategic Partnership Plan.



Outcome 3: Action Update

Title	People with complex health conditions or disabilities are supported effectively	Description	RAG Status	
Code	HSCP/SPP/1.04/PEHI	We will ensure people with complex health conditions or disabilities are supported proactively to ensure they remain independent and maintain good health.	Managed By	
Desired Outcome	People are provided with the right timely support and live independently in their own community.		Joyce Allan; Alan Best	
Latest Note				
There are a range of activities in place supporting this action, including supported self-management and maximising independence, unscheduled care planning, reablement services, prevention of admissions, and improvement in hospital discharge processes.				
Each activity has the key priorities of ensuring people are able to maintain their health and wellbeing appropriately within their own communities, and where people must access HSCP services, they supported back to health and independence as soon as possible.				
These programs are currently progressing well, with summary updates to be included in future reports.				

Title	We will undertake a future housing needs assessment	Description	RAG Status	
Code	HSCP/SPP/1.08/PEHI	We will undertake a future needs assessment to ensure that we able to provide a range of housing supports that reduces homelessness.	Managed By	Lesley Cockburn
Desired Outcome	More people in Inverclyde are supported to avoid homelessness.			
Latest Note				
The data gathering process for the housing needs assessment is being refined and is currently in the early stages of development.				

Title	We will work with partners to challenge stigma within services and communities across Inverclyde.	Description	RAG Status	
Code	HSCP/SPP/3.02/SISRC	ACTIVITY ONLY: We will work with partners to challenge stigma within services and communities across Inverclyde.	Managed By	Scott Bryan
Desired Outcome	People are kinder to each other, and the harmful impact of stigma is reduced.			
Latest Note				
The Challenge Stigma e-learning module focusing on the stigma experienced by people with problematic substance use and their loved ones is available on the CVS Inverclyde website.				
Originally launched in October 2023, more than 540 people have engaged in the training in the past 12 months, with 321 of these individuals going directly to the Challenge Stigma landing page.				
To continue this work, we are currently working towards developing a module around stigma and the community justice agenda.				

Title	We will work with partners to improve support for people to self manage their health and wellbeing and feel connected	Description	RAG Status	
Code	HSCP/SPP/3.03/SISRC	We will work with partners to improve support for people to self manage their health and wellbeing and feel connected.	Managed By	Debbie Maloney; Ann Murray
Desired Outcome	People feel more knowledgeable and confident, in improving their health and know how to access the right services.			
Latest Note				
In the context of Primary Care, we continue to raise awareness of our population about support, services, and professionals to access the Right Care in the Right Place. Our vision is to create a culture of awareness of services, promoting self-management, self-care, and support available to and within our communities.				

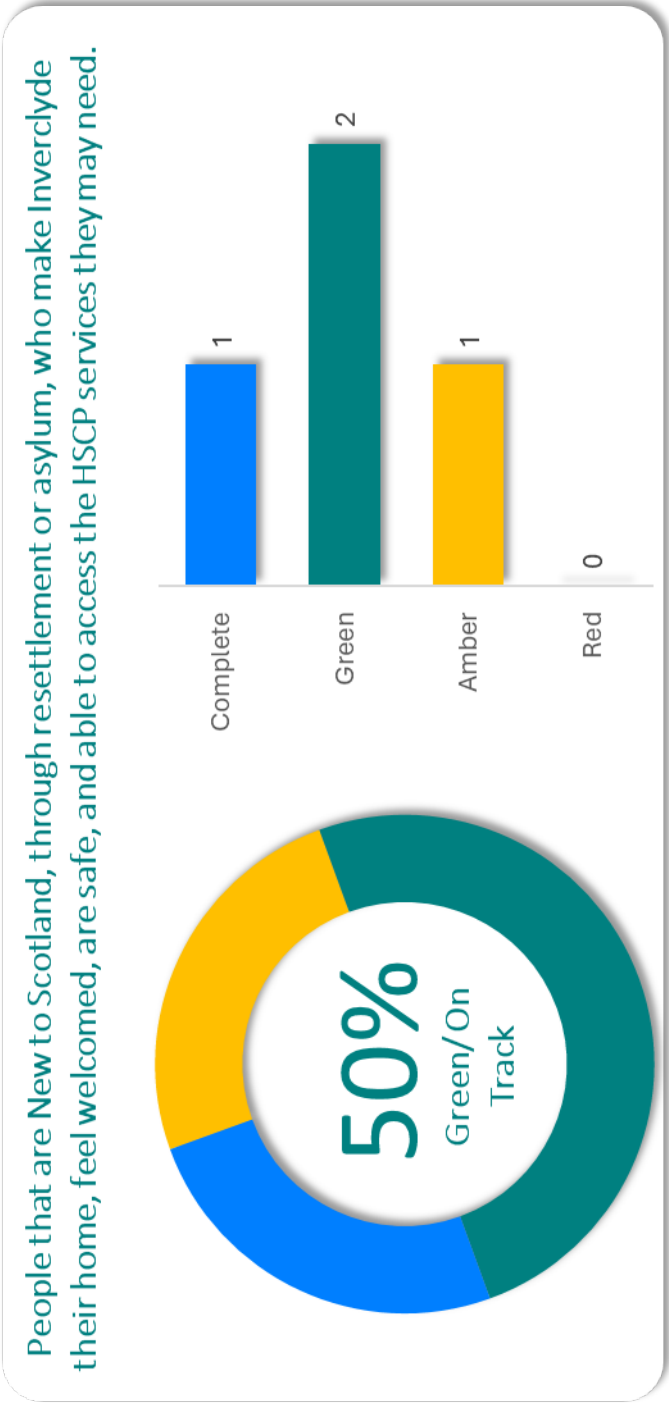
To achieve this, we are working with our third sector partner, Your Voice, to develop a brand symbolizing Primary Care Transformation. We have created a film explaining the Primary Care Transformation journey, designed branded materials to complement program messages, and conducted a population knowledge survey. We have linked with our communities, hosted workforce engagement sessions, utilized social and digital media platforms, and created an online platform to host materials, films, and resources. We support our workforce through training in effective care navigation and signposting. [Inverclyde Primary Care](#) | [Facebook](#) | [Linktree](#)

Through our Community Link Workers, we provide support to those who engage with the service, helping them maximize their independence, build confidence in self-managing their care, and refer them to appropriate support networks to engage in activities and groups to keep them living well in the community.

Title	We will work in partnership with people with lived and living experience of harmful alcohol and drug, to ensure they are involved in future service development.	Description	RAG Status	
Code	HSCP/SPP/3.05/SISRC	ACTIVITY ONLY: We will work in partnership with people with lived and living experience of harmful alcohol and drug, to ensure they are involved in future service development.	Managed By	
Desired Outcome	The views of people with lived or lived experience of alcohol and drug harms are valued and used to inform improvements in local services.		Katrina Phillips	
Latest Note				
Developments of HSCP locality planning groups is ongoing. Following a period of vacancy, a chair for the East Locality has now been appointed and attended their first meeting. In November 2024, a locality development day was held in Gibshill Community Centre, with attendees from existing groups in attendance along with potential members, staff representation and lived experience groups.				
This included representation from the Inverclyde Recovery network who engaged positively in the event. It is anticipated that there will be regular representation from the Recovery Network on our locality groups going forward.				
A report on the development event was presented to Senior Management Team (SMT) in January 2025.				

Outcome 4. People that are New to Scotland, through resettlement or asylum, who make Inverclyde their home, feel welcomed, are safe, and able to access the HSCP services they may need.

The following action updates relate to the Equality Outcome 4. There are 4 strategic actions against this outcome. The overall progress can be viewed in the info-graphic below. Note, the actions against this outcome are specific to this plan only.



Outcome 4: Action Updates

Title	We will collaborate with partners locally and nationally to coordinate the efforts of HSCP, third sector and community groups in supporting Integration.	Description	RAG Status	
Code	HSCP/EO4/4.01	We will collaborate with partners locally and nationally to coordinate the efforts of HSCP, third sector and community groups in supporting Integration.	Managed By	Lesley Cockburn
Desired Outcome	People that are New to Scotland are fully supported in their resettlement journey.			
Latest Note				
A member of the New to Scotland team serves as the named Link Worker for local third sector and community groups, ensuring direct and consistent links between partners and promoting joint working locally. Local and national workstreams converge in the Inverclyde Integration Network, coordinated by the Scottish Refugee Council, where the HSCP is represented by the New to Scotland team Link Worker. This forum allows partners to share updates on support delivery and development, identify gaps, and coordinate responses. Additionally, the HSCP hosts multiagency forums (Inverclyde Operational Asylum and Resettlement Group and Inverclyde Strategic Asylum and Resettlement Group) with local and national partners on a monthly basis. Relationships formed through these forums have facilitated smoother referral pathways, as well as joint assessment and review.				

Title	We will engage and consult with service users to canvas their experiences, including sense of safety, welcome, and ability to access HSCP services.	Description	RAG Status	
Code	HSCP/EO4/4.02		Managed By	
			Lesley Cockburn	

Desired Outcome	We have listened to the views of People that are New to Scotland and are better informed to support them settle into Inverclyde.	We will engage and consult with service users to canvas their experiences, including sense of safety, welcome, and ability to access HSCP services.	
Latest Note			
A framework for obtaining feedback through an electronic, anonymous survey completed at the point of case closure has been developed and implemented. This survey is available in the service user's first language. Responses have been minimal so far, and further work is planned to understand the reasons for this and increase engagement. Subsequently, the survey will be expanded to include consultation throughout the Resettlement/Integration journey, helping to shape services.			

Title	We will review our on-line profile (HSCP website) in conjunction with service users.	Description	RAG Status	
Code	HSCP/EO4/4.03	We will review our on-line profile (HSCP website) in conjunction with service users.	Managed By	
Desired Outcome	Information relevant to People that are New to Scotland published online is easy to find and fully accessible.		Lesley Cockburn	
Latest Note				
A plan to update the HSCP website with relevant information has been discussed and agreed upon. Service users will then be asked to comment on accessibility, gaps, and other aspects. Progress has been hindered by the limited capacity of staff with the necessary access permissions to complete the work. Going forward, this task will be re-prioritised.				

Title	We will work with the corporate communication team to enhance local public messaging around people that are New to Scotland/ Resettlement.	Description	RAG Status	
Code	HSCP/EO4/4.04	We will work with the corporate communication team to enhance local public messaging around people that are New to Scotland/ Resettlement.	Managed By	
Desired Outcome	Through joint communication we have improved local people's understanding of the experiences of people that are New to Scotland.		Lesley Cockburn	
Latest Note				
Discussions took place with the Corporate Communications team regarding the possibility of positive messaging and appropriate mechanisms. Concerns were raised about how to balance sharing individual, meaningful stories while protecting confidentiality and ensuring the safety of participants. Further consideration of this is required. Contracts with third sector partners have been amended to ensure the contribution of the HSCP in delivering services to New to Scotland service users is acknowledged in publicly shared material, including publicity.				