## NHS Ayrshire & Arran



Meeting: Ayrshire and Arran NHS Board

Meeting date: Monday 23 May 2022

Title: Board briefing

Responsible Director: Claire Burden, Chief Executive

Report Author: Shona McCulloch, Head of Corporate Governance

## 1. Purpose

This is presented to the Board for:

Awareness

This paper relates to:

Local policy

This aligns to the NHS Scotland quality ambitions of

• Safe, Effective and Person Centred.

## 2. Report summary

#### 2.1 Situation

Key areas of interest are advised to Board Members for awareness at each Board meeting. The Good News stories provide Members with information from across the organisation which shows the good work being delivered by our teams to improve patient and community care and recognises awards received locally and nationally.

## 2.2 Background

At each Board meeting the briefing provides:

- Good News stories from across NHS Ayrshire & Arran
- Key events from the Chief Executive and Board Chair diaries
- Circulars from the Scottish Government Health & Social Care Directorates
- Current consultations

Further briefing updates will be issued following the Board meeting from the Communications Department via e-News, Stop Press, Daily digest and "Team talk." Up-to-date information is also published on NHS Ayrshire & Arran's website www.nhsaaa.net

Should you require further information in relation to the briefing, please contact Shona McCulloch, Head of Corporate Governance (Tel 01292 513630).

## 2.3 Briefing

### **Good News Stories**

## Ayrshire Baby Loss Support – Celebrating our first year! Stephanie Frearson, QI Lead

Our group have been actively supporting bereaved parents and healthcare professionals locally within Ayrshire for over 30 years. We were previously a local branch of the charity Stillbirth and Neonatal Death Charity (SANDs) however over the last few years there have been many changes at a National level with SANDs including changes to the way the local groups are managed and the introduction of a new financial model. As a result, last year our group took the decision to form and launch a new support group known as Ayrshire Baby Loss Support (ABLS). We are a registered voluntary group and offer the same if not perhaps more services and support to bereaved parents and families within Ayrshire.

We have recently celebrated our first year as a new group and were delighted to hold an 'anniversary event' to celebrate with some of our main stakeholders and users of our service including NHS Ayrshire & Arran (NHSAA) staff. We used this as an opportunity to share our successes and achievements over the last 12 months. One of our ABLS aims is to work collaboratively with Healthcare Professionals within NHSAA to support them and improve bereavement support provided to parents. We have had an extremely successful year by introducing ourselves and beginning to work and support the following teams:

- Maternity Bereavement Team
- Community Midwifery Teams
- Chaplaincy Staff
- Family Nurse Partnership Teams

In August last year we were delighted to provide our first 'virtual' training bereavement workshop for NHSAA staff and it is our intention to work closely with SANDs to fund and deliver face to face accredited bereavement workshops later this year.

Our chaplaincy team have been nothing short of amazing! We met with them shortly after our launch and have begun to build a strong relationship that has seen then support our group with such things as our tree dedication service and Christmas 'Bauble' service for parents and families within Ayrshire.

We have three memorial trees which provide a place for parents to visit and place a heart in memory of their babies. In 2018 we installed a beautiful copper tree in the sanctuary in UHC and then in 2020 we installed another within UHA.



In an attempt to meet the needs of all parents we set out to replicate what we have in an outdoor environment and with great thanks to South Ayrshire Council we were fortunate to secure a beautiful setting which will hopefully allow those parents who wish, to come and remember their babies.

As ABLS moves forward into our second year we plan to:

- Continue to reach out and offer support to anyone who has suffered a loss within Ayrshire
- Continue to support Health Care Practitioners to improve bereavement support
- Continue to raise awareness of baby loss and remove the 'taboo' that at times still exists

## **News from our partners:**

## **North Ayrshire Health and Social Care Partnership**

## **Garnock Valley - Our Community Space**

North Ayrshire Community Link Worker Service has been addressing gaps in community supports across the Garnock Valley. Working in partnership with a wide range of services including Turning Point for addiction support, North Ayrshire Council Connected Communities Team, KA leisure, and partnership services - a range of community drop-in have been developed to provide information, health, and wellbeing advice across the three rural towns.

A wide range of engagement has taken place with services and supports working in the Garnock Valley eg GP practices and existing third sector organisations to support informal sign posting to this new community support.

The effectiveness of the drop in approach in addressing social isolation, health and wellbeing and wider concerns will be evaluated over the coming months.



### Income Advisors – GP Practices

Good progress has been made to implement Income Advisors in GP Surgeries. There has been a lot of planning, preparation work with the staff and practices involved - training, shadowing, data collection development, engagement etc. Our first sessions will be delivered on 7 June at Ayrshire Group and 10 June at Frew Terrace.

## mPower – Digital Navigator Support

The North Ayrshire Partnership fully recognised the positive impact that having access to digital supports made to people during the pandemic. The partnership has agreed to mainstream the digital navigator role within the Community Link Worker Service. As a result, we are on track to deliver all the ADAM kit (Dementia friendly clock, flipper universal TV remote, companion pet (cat or dog), nightlight, DORO mobile phone and Amazon ECHO Shows) procured doing the NHS Ayrshire & Arran mPower project - the only Ayrshire area that has been able to do this - and we are gathering feedback from users and services we have linked with on the effectiveness of this digital support equipment. We also recently

shared our experiences at the Belfast mPower Festival, with representatives from across Europe.

## **Mental Health Awareness week**

The Community link Worker Service has been coordinating community mental health and wellbeing events working with a wide range of partners. These local events have been family orientated with fun activities to 'host' the messages around supporting mental health and wellbeing.



## **Event highlights great work of Justice Services Partnership**

Ayrshire Justice Services Partnership held a successful showcase event at Fullarton Hub Irvine on Friday 29 April 2022.

The event allowed staff to shine a spotlight on some of the fantastic work being carried out across Ayrshire to support and rehabilitate individuals involved in the justice system, as well as providing a great opportunity for staff, partners and funders to network and share examples of best practice.

An overview of the role of the Partnership's Performance Officer was also provided, including information on how data is collected and reviewed to help shape and improve future practice, as well as notice on upcoming events and reports.

A number of services were in attendance the day. These included the Caledonian Programme, Drug Testing and Treatment Orders Team and Women and Children's services.



Representatives from the Moving Forward Making Changes service also spoke at the event, highlighting the cognitive and behavioural approach used to help participants to live a satisfying life that does not involve harming others.

Attendees also watched presentations on the Desistance Officer role, Drug Treatment and Testing Orders, the Women's Service Bail Supervision project, Diversion from Prosecution, Diversion – Whole Family Approach and Structured Deferred Sentence.

The event received some great feedback and was enjoyed by all who attended. Plans are now under way to organise similar events in both East and South Ayrshire.

## **East Ayrshire Health and Social Care Partnership**

# New Promise team established to encourage children and young people's participation

A newly formed participation team is helping to deliver The Promise for children and young people in East Ayrshire.

Formed at the start of 2022, The Promise Participation and Improvement Team features three reviewing officers, three newly appointed participation leads and a modern apprentice, all of whom are working hard to influence changes across East Ayrshire and to ensure that the voices of children and young people are front and centre.

#### A new vision

At a development day in March, the participation team developed plans to support the participation and engagement of East Ayrshire's care experienced children and young people and their families. Supported by colleagues from the north and south locality teams and Family Support Team, they used a person-centred planning approach called PATH (Planning Alternative Tomorrows with Hope) to articulate a vision for their work and identify the first steps towards making this vision a reality.

The event was facilitated by 'Listen Think Draw', who captured the discussion in a colourful graphic. The team are now working to build relationships with children, families and key partners in the six HEART community areas to collectively consider how to grow our participation work in a way that reflects what is important to children and young people. A recent example of that work saw Participation Leader, Eòghann MacColl, lead a series of visual art workshops in which care experienced young people were encouraged to engage with Grayson Perry's touring exhibition 'The Vanity of Small Differences'. The exhibition, presented by East Ayrshire Leisure in the Dick Institute, comprised a series of six tapestries which tell a story about class, taste, aspiration and identity. The young people were encouraged to think through and create their own worlds reflecting their own favourite things, places, landscapes, services and currency.

From the age of fifteen Grayson spent a lot of his time inventing imaginary worlds where he was able to make sense of his own life and growing up. The tapestries in the exhibition tell a stories, real or otherwise. East Ayrshire Health and Social Care Participation Leader Eòghann MacColl led workshop sessions and these were presented in such a way to inspire the young people to think through and create their own worlds with their own favourite things, places, landscapes, services and currency.

## Delivering The Promise through art

Supported by East Ayrshire Council's Intensive Support and Social Work Staff as well as Home-link Workers from school to firstly get our young people to the gallery and then see them take up his artistic challenges. Geraldine Greene, Visual Arts Development Officer was able to support access to the galleries as well as workspace for the sessions. These also took place out in the communities at Vibrant Communities i-Lunch Programme in the Easter Holidays.

Eòghann said, "This project is still a small thing however it's a wee bit of a template of how we can use existing resource, in this case the Leisure Trusts excellent Visual Art Programme, to look in part at the delivery of The Promise meaningfully and engage our care experienced young people through the lense of contemporary visual art, within their own context with their wellbeing in the core.

This is both empowering creative voices and widening their understanding of the visual arts. The ways this can manifest itself through The Promise are infinite and can be young person led. It enables reflection and incorporates elements of play and fun to enable larger difficult subjects to be embraced within a safe environment. After the pandemic and due to austerity we really need to be innovative at how we can support and empower our care experienced young people and giving them the very best of contemporary visual art is one way we can do that."

The star of the show so far is Jayden. Jayden said, "I think it has been fun and I have learnt to take my time. I can't do this (art) wrong and I look forward to showing my work." Supported by Ruairi Hunter of the Intensive Support Team at East Ayrshire Council. Ruairi said, "Jayden's involvement has been a joy to watch. I have not seen him so engrossed in something for quite some time. He has really immersed himself in it and you can see that from the artwork. The artwork itself is as fascinating as it is bonny. It has had a huge impact on Jayden's self-esteem and confidence and he is rightly very proud of his work. All of this is just lovely to witness and I am so proud of him."

Well done to everyone on the Participation and Improvement Team, to all the young people who took part in this artistic challenge and to the very talented Jayden!

## Out of hours social work service celebrates ten years

Ayrshire Out of Hours Social Work Team (OOH) recently celebrated ten years of operation, with an anniversary event at the Douglas Hotel in Kilmarnock.

The event, which took place on Friday 1 April, was attended by Eddie Fraser, East Ayrshire Council Chief Executive, and Craig McArthur, Director or East Ayrshire Health and Social Care Partnership. Both gave short speeches at the event and were joined by members of the service and other EAHSCP staff.

Since the service was established on 4 April 2012, eight senior practitioners have worked 365 days per year to ensure no-one is left without social work support over evenings, weekends or public holidays.

From the very beginning, staff quickly took ownership of the service and developed it into something they were all extremely proud of. They even went on to win the Excellence Awards Ceremony in 2013, receiving the Most Continuous Improvement Award.

As the OOH service continued to grow, two part time posts were created in January 2015 to support the busy weekends. The team are also supported by a robust group of sessional workers who assist with the ongoing delivery of service.

Over the past decade the team has worked tirelessly to ensure the delivery of a professional out of hours response to the immediate needs of individuals and families across all social work services, including those considered as vulnerable or at risk. They work closely and have positive relationships with their colleagues within Police Scotland and Health and Education, both locally and nationwide.

This small group of ten staff deal with an average of 9,000 referrals a year and are renowned for their 'can do' attitude. This is also evident in the creative working they have participated in over the year to ensure the safety of children and adults within our communities.

Our congratulations go to everyone at Ayrshire Out of Hours Social Work Service and we thank them for the kindness and support they've shown to countless people. Here's to many more happy years – what a team!

## New community teams start delivery of HEART

HEART is an idea to change the way that we support families so that we can Help Everyone At the Right Time. The model has been in development since 2019, and we were delighted to launch the first new component of the model: community multi-disciplinary teams.

## • Support in your community

We are bringing together a range of services that support families into new teams that wrap around community areas. We believe that bringing services into the places where people live will help them work more effectively with each other and to be more available to the communities they serve.

Ultimately, we would like all families to be able to get the help they need at the earliest possible stage without having to wait and without being passed repeatedly from one service to another.

#### Our new local teams

The new teams started their work in April and staff have been getting to know and meet with their teams to start looking at how best they will worker together within their localities. The effects will take time, but we hope that many will start to see a difference soon.

#### Thank you!

Thank you to everyone who has been part of the journey that has led to this milestone, particularly all of the people who responded to surveys or generously shared their stories and the change-makers who brought all their imagination and enthusiasm to the creation of the model.

Thank you as well to everyone who has submitted an entry for the logo competition we've been running – we have received some fabulous designs and will announce the winner soon.

## Happy first birthday RADAR!

The Rapid Access to Drug and Alcohol Recovery (RADAR) service celebrated its first birthday on Wednesday 6 April 2022.

RADAR was created to improve ease of accessibility to alcohol and drug supports for community members in East Ayrshire after extensive public consultations. It offers a multiagency approach to rapid access for those requiring support within East Ayrshire, including people who are experiencing issues and their family or concerned others. Services working in conjunction to ensure the success of RADAR are NHS Addictions, We Are With You, Ayrshire Council on Alcohol and East Ayrshire Advocacy services. This approach ensures that everyone seeking support has access to the right service at the right time.

Since its launch, the RADAR service has managed to support over 800 people in East Ayrshire work towards their own version of recovery, at a time when they are at their most motivated to make the change.

## Community involvement

The RADAR team has continued to keep the community involved in the development of this service and to help celebrate its first year, a competition has been set to create a logo for the service with £100 Love2shop voucher for the winner. This will not only be created by the community, it will be chosen by the community as well! Meanwhile, take a look at what people have to say about RADAR. Participants:

- "Felt very much supported and made comfortable. The team is brilliant."
- "Felt listened to by staff members and the Doctor."
- "Great service, feel I was helped very much."

#### Continuing improvements

Consultant Psychiatrist: "RADAR offers a unique rapid and single point of access to medications and psychosocial interventions for individuals with complex substance problems. It is rapidly evolving depending on the needs and feedback from individuals. It is constantly seeking to learn and adapt to ensure MAT standards aligned to access, choice of medications and PSI, harm reduction and mental health optimising are met. RADAR has also effected change in how traditional services operate enabling better and longer retention and assertive outreach for individuals who remain ambivalent." Dr Kessavalou, Consultant Psychiatrist.

East Ayrshire Alcohol and Drug Partnership (ADP) Independent Chair: "Without doubt, RADAR is at the forefront of service delivery in East Ayrshire as it places the person at the very heart of their own recovery journey by means of a rapid and co-ordinated multidisciplinary response. RADAR wraps the best and most appropriate services available around the person at the point when they make the decision to access help and support. RADAR not only meet a person's alcohol and drug needs; it has been specifically designed to meet all of their social care needs in one building and by one phone call. This unique service reduces the potential barriers an individual can face when they take those crucial first steps to recovery" Neil Kerr, EA ADP Independent Chair.

# Care Opinion launches at East Ayrshire HSCP to support health and care service improvements

Service users, families and carers can now share their experiences of health and social care services in East Ayrshire using Care Opinion, an online feedback platform.

On Friday 1 April, East Ayrshire Health and Social Care Partnership launched Care Opinion for its services, allowing people in East Ayrshire to share their feedback easily and safely. Care Opinion is a non-profit organisation that has been leading the way in online, independent feedback since 2005, and has been used by all health boards in Scotland over the last seven years. Nearly 500k stories have been shared to date, leading to hundreds of positive changes.

Craig McArthur, Director of EAHSCP, said: "Care Opinion will provide a place where people can share their experience of our health or care services in a safe and simple way. Listening to residents and our communities is a key aspect to how we work together in East Ayrshire; it is how we make meaningful improvements to our services.

"I would encourage as many people to share their stories and influence how health and social care services are delivered in their communities."

Service users leaving feedback are supported by Care Opinion to maintain confidentiality. When stories are published on the website, Care Opinion do not say who they are from, and never share personal details with anyone else – anonymity is protected at all time.

## **Chief Executive and Board Chair diary key events**

Chief Executive's Diary Key Events 24 May 2022 – 15 August 2022		
	A number of key events have been of	
May		
26	Performance Governance Committee	
27	West of Scotland Health and Social Care Delivery Plan Programme Board	
June		
6	Healthcare Governance Committee	
9	East Ayrshire Community Planning Partnership Board	
10	Local Authority Chief Executives' meeting	
14 & 15	NHS Chief Executives' Meeting	
23	North Ayrshire Child and Public Protection Chief Officers Group	
23	North Ayrshire Community Planning Partnership Board	
27	Audit and Risk Committee	
28	Endowment Trustees Meeting	
28	Private meeting of NHS Board – Annual accounts	
July		
1	East Ayrshire Child and Public Protection Chief Officers Group	
19	West of Scotland Chief Executives' Monthly Meeting	
August		
1	Healthcare Governance Committee	
1	Integrated Governance Committee	
2	East Ayrshire Community Planning Executive Officers' Group	
8	Staff Governance Committee	
12	Local Authority Chief Executives' meeting	
15	NHS Board Meeting	

ancelle	ancelled/postponed due to COVID19		
May			
26	Performance Governance Committee		
June			
9	East Ayrshire Community Planning		
	Partnership Board		
13	West of Scotland Chairs Meeting		
23	North Ayrshire Community Planning		
	Partnership Board		
27	NHS Chairs' meeting		
28	Endowment Trustees Meeting		
28	Private meeting of NHS Board –		
	Annual accounts		
July			
Augu	August		
1	Healthcare Governance Committee		
1	Integrated Governance Committee		
8	Staff Governance Committee		
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NHS Board Meeting

Chair's Diary Key Events 24 May 2022 – 15 August 2022

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## **Circulars from the Scottish Government Health & Social Care Directorates**

Published since last Board briefing

Circulars	Lead Director(s)
CDO(2022)01	Director of East
De-escalation of Covid-19 Infection Prevention and Control (IPC)	Ayrshire Health &
Measures	Social Care
CDO(2022)02	Director of East
Updated Standard Operating Procedure (SOP) April 22	Ayrshire Health &
g : 1000000 (Co. ) : ip.ii ==	Social Care
CMO(2022)08	Director of Public
Afghan Relocations and Assistance Policy (ARAP) programme	Health
Screening for active TB (symptomatic and asymptomatic)	1 localet
CMO(2022)09	Director of Public
Seasonal Influenza: Use of Antivirals 2021-22	Health
CMO(2022)10	Medical Director
Update on appraisal process	
CMO(2022)11	Nurse Director
Chief Medical Officer Taskforce to Improve Healthcare and Forensic	
Medical Services for Adults, Children and Young People who have	
experienced Rape, Sexual Assault or Child Sexual Abuse	
CMO(2022)12	Director of Public
Human papillomavirus (HPV) vaccination programme: Change in	Health
schedule from 3 to 2 doses for eligible men who have sex with men	
(MSM)	
CMO(2022)13	Director of Public
Vaccination Transformation Programme - Travel Health Services	Health
CMO(2022)14	Director of Public
Vaccination Transformation Programme: rollout - 1 April 2022	Health
CMO(2022)15	Nurse Director
Chief Medical Officers rape and sexual assault taskforce -	
environmental monitoring regime	
CMO(2022)16	Medical Director
Notification of terminations of pregnancy to the Chief Medical Officer	
CMO(2022)17	Medical Director
Updated guidance to Medical Practitioners for Death Certification and	
Reporting Deaths to the Procurator Fiscal during the Covid-19	
Pandemic	
CMO(2022)18	Director of Public
Update on Highest Risk List	Health
CMO(2022)19	Director of Public
Seasonal Flu Immunisation Adult Programme 2022/23: confirmation	Health
of cohorts	
CMO(2022)20	Chief Executive
NHS Scotland Scan for Safety (SfS) Programme	
DL(2022)06	Director of Finance
Partnership agreement between NHS Scotland Counter Fraud	
Services and NHS boards and national health boards	
DL(2022)07	Nurse Director
De-escalation of COVID-19 infection prevention and control (IPC)	
measures in Health and Social Care settings to alleviate system	
pressures	

DL(2022)08 The Queen's Platinum Jubilee  DL(2022)09 Director of Human Resources & Director of Finance DL(2022)10 Director of Human Resources & Director of Finance DL(2022)11 Director Plans DL(2022)11 Temporary increase to NHS Scotland mileage rates DL(2022)12 Managing Health and Social Care Staff with symptoms of a respiratory infection, or a positive Covid-19 test, as part of the Test and Protect Transition Plan DL(2022)13 Director of Public Health DL(2022)14 Covid-19 test and Protect Transition Plan DL(2022)15 Covid-19 test and Protect Transition Plan DL(2022)16 Recovery of NHS Dental Services: Amendment No. 157 to the Statement of Dental Remuneration Statement of Dental Remuneration PCA(D)(2022)06 Recovery of NHS Dental Services: Amendment No. 157 to the Statement of Dental Remuneration PCA(M)(2022)08 Provision of Vaccinations PCA(M)(2022)09 Universal access lateral flow device test kits – dispensing practices Covid-19 test kit distribution service – end date for the service PCA(M)(2022)05 Various arrangement General Practice during the pandemic Social Care PCA(M)(2022)06 Update on the Statement of Financial Entitlements PCA(M)(2022)07 Item of service fees for GP Practices continuing to provide vaccinations after 1st April 2022 PCA(M)(2022)08 Director of East Ayrshire Health & Social Care PCA(M)(2022)09 Director of East Ayrshire Health & Social Care PCA(M)(2022)09 Director of East Ayrshire Health & Social Care PCA(M)(2022)09 Director of East Ayrshire Health & Social Care PCA(M)(2022)09 Director of East Ayrshire Health & Social Care PCA(M)(2022)09 Director of East Ayrshire Health & Social Care PCA(M)(2022)09 Director of East Ayrshire Health & Social Care PCA(M)(2022)09 Director of East Ayrshire Health & Social Care PCA(M)(2022)09 Director of East Ayrshire Health & Social Care Di	Circulars	Lead Director(s)
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	Covid-19 Test Kit distribution service – end date for the service	Social Care

Circulars	Lead Director(s)
PCA(P)(2022)07	Director of Pharmacy
Community Pharmacy Public Health Service Poster Campaigns	
2022	
PCA(P)(2022)08	Director of Pharmacy
Pharmaceutical Services: Amendments to the Drug Tariff in respect	
of remuneration arrangements and part 7 discount clawback	
arrangements from 1 April 2022	
PCA(P)(2022)09	Director of Pharmacy
Serious Shortage Protocol: Oestrogel Pump-Pack 0.06% Gel	
PCA(P)(2022)10	Director of Pharmacy
Serious Shortage Protocol: Ovestin	
® IMG Cream	
PCA(P)(2022)11	Director of Pharmacy
Serious Shortage Protocol: Premique	
® Low Dose 0.3mg/1.5MG Modified – Release Tablets	
PCA(P)(2022)12	Director of Pharmacy
Pharmaceutical Services Drug Tariff Part 7 Dispensing Pool	
Payment	
PCS(AFC)(2022)01	Director of Human
Organisational change pay protection	Resources & Director of Finance
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## Consultations/Call for evidence or written submission

(In progress or published since last Board briefing)

From	Topic	Response Date
NHS Scotland	Health and Social Care Strategy for Older People	19 June 2022
East Ayrshire Education Service	Statutory Consultation Proposal – Willowbank, Onthank PS & ECC, Mount Carmel PS	9 June 2022
Scottish Government	Equipment and Adaptation Guidance	6 June 2022
Scottish Government – Health, Social Care and Sport	Scottish Drug Deaths Taskforce	13 May 2022
East Ayrshire Council	Energy Recovery Park – Killoch Depot Ochiltree	6 May 2022
SAS AIRAMB	Air Ambulance Re-procurement Project	Direct responses eNews
Ayrshire against incinerators – Community Group	Community group who oppose the planning application by Barr for a waste to energy park at Killoch - Application 21/0369/PP Proposal	28 April 2022 Responded

From	Topic	Response Date
East Ayrshire Council – Fiona Dobson	Revised proposal residential development – and adjacent to Holm Farm, Gatehead, Crosshouse	25 April 2022 Responded
Scottish Government	Review of the Public Sector Equality Duty in Scotland (date extended to April)	11 April 2022 Responded
Scottish Government -	Consultation on the 20% Reduction in Car	6 April 2022
Transport	Km Route Map	Responded

## 2.3.1 Quality/patient care

Good News Stories provide an opportunity for Members to be aware of a range of positive impacts on the quality of care and the services we provide for our patients and communities.

### 2.3.2 Workforce

There is no impact on workforce from this briefing.

### 2.3.3 Financial

There is no financial impact from this briefing.

## 2.3.4 Risk assessment/management

This briefing document does not relate to any areas of risk.

## 2.3.5 Equality and diversity, including health inequalities

This briefing document has no impact on equality and diversity. Where specific good news stories relate to service improvements Equality Impact Assessment would be carried out as necessary.

### 2.4 Recommendation

Members are asked to receive the briefing for awareness.