

NHS Ayrshire & Arran



Meeting:	Ayrshire and Arran NHS Board
Meeting date:	Monday 28 November 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 (NHSAA)
- 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 via email at aa-uhb.ceo@aapct.scot.nhs.uk).

2.3 Briefing - Good News Stories

Intelligent Kindness

Andy Gillies – Spiritual Care, Staff Care and Person Centred Care Lead

Over the last year we have focussed some person-centred work on Intelligent Kindness across NHS Ayrshire & Arran. We have done this with collaboration between our quality-focussed departments such as spiritual care, excellence in care and patient experience alongside our colleagues in the Health and Social Care Alliance.

How we did this was by offering sessions to explore the concept of intelligent kindness, embedded it as part of new nurse induction, and inviting staff and departments to share their kindness-oriented innovations. As a result, we have been asked have our work published and presented to the Scottish Parliament on 16 November 2022. It feels like a good news story at a difficult time which hugely connects to our transformation programme and our values around respect and care.

One Book, One Board

Linda Robertson – Lead Nurse Professional Development

In NHS Ayrshire & Arran our Knowledge Services team implemented One Book One Board, which is open to all staff. The first trial of this is running from 1 October 2022 to 30 November 2022.

The idea for One Book One Board stems from a community reading model popular at public libraries in the States where essentially whole communities come together with the Library at the helm, to read the same book, and to partake in associated activities related to said book. Generally speaking, this tends to be book discussions and Author meet and greets. In addition to promoting the pleasure and the benefits of reading (large-scale) it also fosters a sense of community spirit by bringing everyone together in common conversation. A 'clinical' focussed text was chosen because of the audience, but really, because of the wellness aims, any text would work.

Online as well as face to face staff discussion sessions as well as a couple of sessions to meet the Author have been arranged for NHSAA staff, and evaluation of the programme will take place to help guide future session planning.

**Student Supervisor of the Year Award: British Academy of Audiology Annual Conference (BAA) – Ruzvana Zavier, Audiologist & Training Lead
Adrian Carragher, Head of Audiology**

Ruzvana, an Audiologist and one of my Team, has been awarded “Student Supervisor of the Year” by our professional body at the annual conference.

This award recognises an Audiologist who stands out from the crowd in supervising and supporting a student while on placement. BAA look for an individual who has gone above and beyond to provide a supportive learning environment on placement for students, providing leadership and guidance as well as inspiration. The award is focused on the mentoring of students.

Ruzvana was nominated for being one of the most patient, understanding, and supportive trainers. She exhibits true enthusiasm and passion for her work, and offers help and support without judgement. She put significant effort in behind the scenes and is the classic 'unsung hero'.

This is no mean feat given that most services have someone working in this capacity and the award is UK wide. Ruzvana is a real star and a superb audiologist as well as a fantastic student supervisor so this is genuinely a well-deserved win for her as well as a real win for anyone receiving any form of training support never mind the students who pass through our service.

News from our partners:

North Ayrshire Health and Social Care Partnership

One year of the Maternity and Neonatal Psychological Intervention Service

The Maternity and Neonatal Psychological Intervention (MNPI) Service celebrated its one year anniversary on Monday 7 November at an event which highlighted what the service has achieved in the last year.

The MNPI Service accepts referrals for women and families where the expectations that parents hold about their dreams of what parenthood will look like is disrupted. The MNPI Service has had 164 referrals in this last year and provides psychological assessment and intervention for adjustment and loss of the expected pregnancy experience. MNPI accept referrals following still birth, diagnosis of a foetal anomaly, recurring miscarriage, traumatic birth, as well as working with parents as they adjust to their baby being cared for in a neonatal unit.

In addition to their clinical work with families, MNPI are supporting several research projects. They provide regular training on MNPI (e.g. in conjunction with NES), provide input to the neurodevelopmental clinic for babies born prematurely, and continue to facilitate monthly Family Nurse Partnership reflective complex case discussions. MNPI will also shortly be starting reflective practice sessions with the Birth Reflections and EPAS teams, to help support colleagues in their work. In conjunction with colleagues in PMHS and Maternity Liaison, MNPI recently won The People's Choice Award at the NHS Scotland Poster Event.

The MNPI celebration was held in the Parent Craft room of Ayrshire Maternity Unit was extremely well attended and provided an excellent opportunity to showcase what the service has achieved as well as hear colleague's suggestions and ideas for future service development.

North Ayrshire's First Promise Conference

On Friday 4 November 2022, North Ayrshire held its first Annual Promise Conference – the first of its kind in Scotland. The event was targeted at multi-agency partners of the Community Planning Partnership and included keynote speeches from Ms Clare Haughey, Minister for Children and Young People, and Fraser McKinlay, Chief Executive of The Promise Scotland. All attendees made commitments to ensure transformational change is made in North Ayrshire to guarantee our Care Experienced Young people grow up loved, safe and supported.

The event – also attended by a number of Care Experienced Young People and Carers – shone a light on the strong partnership working and steps that have been taken locally to deliver on the ambitions of The Promise.

Next steps include analysing all of the group discussion responses and capturing comments from the day to help shape and inform our plans to #keepthepromise and improve outcomes for our care experienced community. Young people's voices will be firmly at the heart of this.

You can find out more at:
[Keeping The Promise in North Ayrshire \(north-ayrshire.gov.uk\)](http://north-ayrshire.gov.uk)



North Ayrshire HSCP: '*Hasta Barista – Coffee you'll be back for!*' An innovative community project for services based in Meadowcroft, Kilwinning Road, Irvine

On Friday 4 November at Saltcoats Town Hall, the launch of the first innovative community project in Ayrshire and Scotland took place at the North Ayrshire Promise conference, which itself, was a first in Scotland.

Background: In December 2014 the Scottish Government announced its strategy to improve youth employment in Scotland. This was the Developing Young Workforce (DYW) initiative following on from the Wood Commission.

Developing Young Workforce Ayrshire was established in 2015 and one of the key outcomes was the Innovative School Projects (ISPs), unique to Ayrshire. The first such ISP was conceived, born, and bred at Greenwood Academy in North Ayrshire. This was the *Lovilicious* nail bar project. Its initial aim was to help a group of pupils facing challenges at school, to build confidence, self-esteem, and to offer non-traditional opportunities to enhance employability prospects.

ISPs, also known as DYW projects, are very much an Ayrshire invention. Since 2015, 125 projects have been funded and supported in Ayrshire with the key partners being DYW Ayrshire, Ayrshire College, Prince's Trust Ayrshire, and the schools. They exist in every Ayrshire secondary school with 48 alone in North Ayrshire. The projects aim to:

- Develop employability and life skills.
- Instil what are called the 6Cs – confidence, communication, commitment, customer service, customer care and courtesy.
- The young people gain vocational and industry entry level qualifications.
- In 2019, pre-Covid lockdown, the participants gained over 1250 vocational qualifications.
- They have significantly improved the levels of positive destinations for young people.
- A number of these ISPs run as mini enterprises helping the sustainability of the projects.

The ISP projects offer a diverse range of opportunities including barista, beauty, construction, cyber security, childcare, events management, rural and horticultural skills, bike repair, digital media, upcycling and beekeeping.

Current: Moving on from innovative school projects, in June of this year the idea was developed by North Ayrshire Health and Social Care Partnership to create innovative community projects (ICPs), based on the successful ISP model. These have the same aims but target post-school age young people who are experiencing ongoing challenges. Again, these projects provide employability and life skills, vocational training and qualifications, and can lead on to gainful employment in addition to improving health and wellbeing.

At present, the Hasta Barista enterprise will benefit young people involved with the Rosemount Project, Throughcare/Aftercare, Programmes Approach Team, and Child and Adolescent Specialist Substance Team (CASST). Those aged 14-26 can participate and receive an industry recognised certificate in Barista that will enable them to seek employment in hospitality settings, apply for the likes of Costa and Starbucks, and possibly even see them branching out to set up their own business venture based on the experience they will gain through this community enterprise.

DYW Ayrshire are partners in these projects with NAHSCP.

The first such ICP is the Hasta Barista project at the Meadowcroft facility.

The Hasta Barista project is the first of five such projects in the pipeline in North Ayrshire: the others include two baristas, one beauty and two community cafes.

We are very pleased that the young people are already being trained and gaining skills and qualifications in such a short period of time and will be operating these as mini enterprises. The audience at the Promise conference were able to sample the delicious beverages produced by the Hasta Barista team.

The Hasta Barista project was officially launched by North Ayrshire Depute Provost John Sweeney, supported by Walter Smith (MBE, DYW Ayrshire and NAHSCP Business Ambassador) and Patrick Farren (Team Manager, CF – Justice and Intervention Services).

Depute Provost Sweeney said: “Today we have reached a key milestone with the launch of the first innovative community project in Ayrshire which will help develop employability skills. We are very impressed by the way the young people involved demonstrate the range of skills they have developed in such exemplary fashion.”



East Ayrshire Health and Social Care Partnership

Care Experienced Week 2022

To celebrate care experienced children, young people and adults in East Ayrshire, a programme of events ran throughout Care Experienced Week 2022:

- **Master Chef and VIP Dining Experience**
A number of care experienced young people had the chance to train with Chef Mark Hunter, creating a VIP dining experience for their invited guests.
- **Kilmarnock Football Club Kick Off**
Kilmarnock Football Club and The Killie Trust invited care experienced young people and adults to attend their match day experience against Ross County.
Kilmarnock Football Club's Jordan Allison and the Killie Trust's Jim Thomson worked together with Jamie Turnbull from EAHSCP to ensure everyone had the opportunity to be part of the Killie Family.
Around 120 care experienced young people and adults received free tickets for the game and the event was a huge success.
- **Who Cares Scotland Love Rally**
We joined Who Cares Scotland in Glasgow to march for a lifetime of love for all care experienced people.
Marching from Glasgow Green to George Square, there was a fantastic atmosphere as care experienced children and families enjoyed an afternoon of live music, speakers and entertainment.
- **Care Experienced Family Film Day**
Take A Bow Opportunity Centre, together with East Ayrshire Health and Social Care Partnership and Vibrant Communities, organised a film and activity day for care experienced children (of preschool and primary school age) and their families.
Highlights included bouncy castles and fun activities from Vibrant Communities and snacks from WG13.
- **SL33 Killieween Employability Extravaganza**
SL33 celebrated Care Experienced Week in style with a host of great Killieween events, including scary fun, music and an art exhibition.
Young people aged 14 – 29 also had a chance to find out about employability options and apprenticeships.

New wellbeing facilities at Sir Alexander Fleming Centre

The Sir Alexander Fleming Centre recently received a new kitchen area and pamper room to improve the health and wellbeing of centre users.

SAFC Support Worker, Gavin Eade, said the new kitchen workspace will be a great addition to the centre and will help build centre users' confidence in researching, preparing and cooking their own meals:

"We are going to use this facility to work on healthy eating and healthy living skills. Our groups have been researching healthy meals, buying the ingredients and preparing them on site for lunch. We hope to learn lots of tasty recipes that are easy to make in a short time."

The centre also opened a new pamper room, which will provide a relaxing and calming area for centre users who are part of the pamper group.

So far, the group has made use of the room for soothing face masks, foot spas and having their nails done. We hope all SAFC users and staff enjoy these great new facilities!

CHAT events promote wellbeing in East Ayrshire

East Ayrshire's Community Health Activity Team (CHAT) was recently involved in a number of events to promote the wellbeing of people in East Ayrshire.

On Wednesday 21 September, EAHSCP partners were invited to the Kay Park Church to hear about changes to the CHAT service, including the change of name from CHIP (Community Health Improvement Partnership).

During this event, CHAT staff spoke about how to share service information most efficiently and presented [a short film on what the service can deliver](#).

Later in September, the team held coffee mornings across all CHAT classes in aid of Macmillan Cancer Support. The generosity of class participants helped raise £517.36 for the charity, which was greatly appreciated.

In other news, CHAT team Health Improvement Officer, Ally Owen, went to Cumnock to deliver Walk Leader Training to representatives of the Corra Foundation. Despite the wet and windy weather everyone was in good spirits and raring to go.

Multi-Disciplinary Teams events encourage team working

East Ayrshire HSCP's recent Multi-Disciplinary Teams (MDT) development events were a great success, with staff from across the partnership coming together to share learning, strengthen professional relationships and reflect on best practice.

Two area-wide events took place in Kilmarnock's Take A Bow Opportunity Centre, on Tuesday 27 and Thursday 29 September, and were led by Erik Sutherland (Head of Locality Health and Care Service) and Jo Gibson (Head of Wellbeing and Recovery).

As part of the workshop-style events, attendees were presented with a series of real-life case studies and asked to discuss how each one could help shape future MDT working in East Ayrshire.

The next exercise encouraged attendees to consider our existing EAHSCP values within the context of MDT working. To gather responses, 'Values Circles' worksheets were handed out for attendees to complete with their answers to the following questions:

- What matters to the people we serve?
- What matters to us in terms of how we work together?
- How do we translate these values into actions and behaviours that will help progress MDT working?

It was great to see so many people communicating and excited about continuing to work together to offer the best support to people in East Ayrshire!

A further three locality-wide events took place during November, for Kilmarnock, Northern and Southern localities.

Talented Jam sees her work showcased in Paisley

It was terrific to see one of East Ayrshire's care-experienced young people taking her art to Paisley's Big Art Show back in August.

Jam MacKay submitted work that was selected for The Big Art Show, hosted by Outspoken Arts Scotland Ltd in collaboration with Art Paisley.

She was able to attend the Private View and see her work in the exhibition. It was a real achievement and a mark of how, despite many challenges, Jam was able to be a part of this large and prestigious exhibition.

Eòghann MacColl, Participation Lead with East Ayrshire's Promise Team said:

"A big part of the ethos of Art Paisley is to see everyone get an equitable opportunity to participate and seeing Jam's work on show and for her to be present at the preview was a real delight.

I don't doubt she will go on exhibit her work in future exhibitions. Indeed I know she is a founder member of the Art Club? in Kilmarnock who were looking for public support at the East Ayrshire Health and Social Care Partnership's Participatory Budgeting Health & Wellbeing Showcase events in October."

Steven Thomson of Outspoken Arts Scotland Ltd and Art Paisley said:

"Jam Mackay's work is a beautifully rendered piece of abstract art which is purple, passionate and liberating.

"Our decision to include it in the Big Art Show was on the basis of the innate qualities of the work and its execution, sitting alongside our desire for the work of young and emergent artists to be seen in a professional context.

"We hope that act of inclusion speaks to a wider audience about the importance of art, creativity and its effect on positive mental health and well-being. We hope Jam continues to paint and exhibit in what could be a promising career path."

Jam is also a founding member of Art Club? Kilmarnock, a new group for young people with a passion for contemporary art. The group is supported by The Promise Team and Visual Art and Exhibition staff at East Ayrshire Leisure.

CELCIS provides update on Bright Spots programme

In January 2022, the CELCIS Bright Spots survey programme was launched to identify what was important to care experienced children and young people in Scotland.

Ten months on, CELCIS has provided a video update on the programme, with input from Aberdeenshire and East Ayrshire councils.

CELCIS Data Lead, Micky Anderson, outlined the programme's two main components:

"The first part is subjective wellbeing surveys of children and young people in care and care leavers, to understand how they feel about their lives. The second is action planning and change in response to what our children and young people tell us, putting their wellbeing, feelings and experiences at the heart of what we do.

The surveys were co-developed with care experienced children and young people and were specifically developed for those with experience of care."

Andrew Dick, Social Work Manager for Corporate Parenting at Aberdeenshire Council, described some of the positive outcomes of the programme, particularly that it had made care experienced young people feel valued and listened to:

“The surveys have allowed us to show our children and young people that we’re really interested in what they have to say. They know we’re listening to what’s important to them and want to make things better for them.

We were delighted with the response rates we received for the surveys. For our looked after children we managed to engage with 68% of our young people, which far exceeded our expectations.

We have work to do in terms of showing our young people that we’re going to do something with the information they’ve given us, which is the focus of our energies going forward.”

Grace Fletcher, Service Manager for Family Support and Young People at East Ayrshire Council, also detailed the positives of the programme and that it had highlighted key areas where change is needed:

“A positive was that people were beginning to look at their own role in children’s wellbeing and realising that sometimes their interaction with children, families and young people was quite narrow.

We need to think more widely and take the time to ask how children and young people are feeling and what their frame of mind is like.

A lot of young people have said they don’t like being out in the company of social workers when they have their lanyards and badges on. Workers need to have these with them but shouldn’t wear them when they’re out with looked after children and young people.” Grace explained that young people must also be consulted on how they wish to describe the relationship between themselves and a social worker to their friends and peers.

[Watch the CELCIS update about the Bright Spots programme](#)

East Ayrshire has its say at Participatory Budget events

Our Wellbeing for All participatory budgeting events were a great success, drawing in crowds of more than 1,000 people from across East Ayrshire.

The five voting events, which took place last month in Kilmarnock, Cumnock, Stewarton, Dalmellington and Darvel, invited residents to decide which community wellbeing projects should receive a share of the funding available.

It was also the perfect opportunity for local organisations to introduce and promote themselves to a wider audience.

A total of 62 local groups and organisations made it through the initial application process to secure a place at the events, resulting in a wonderfully varied collection of people and projects.

After 8,248 votes were cast, a total of £259,300 was allocated across 32 successful groups.

Thank you to everyone who came along to the events and to all the fantastic community groups and organisations who took part.

We hope you enjoyed the experience and will join us again for future PB events!

Chief Executive and Board Chair diary key events

Chief Executive's Diary Key Events 28 November – 30 January 2023	
December	
8	Chief Medical Officer visit
8	North Ayrshire Child and Public Protection Chief Officers Group
8	North Ayrshire Community Planning Partnership Board
9	Local Authority Chief Executives' meetings
12	Opening of Wellbeing Centre, UHC
13 & 14	NHS Chief Executives' Meeting
15	Board Session on Health and Care Staffing Act
20	West of Scotland Chief Executives Monthly Meeting
January	
13	Local Authority Chief Executives' meeting
13	Meeting with local MPs & MSPs
16	Meeting with local MSP
17 & 18	NHS Chief Executives' Meetings
19	Performance Governance Committee
19	Board workshop – Community Wealth Building
20	Visit to William Quarrier Scottish Epilepsy Centre
30	NHS Board Meeting

Chair's Diary Key Events 28 November – 30 January 2023	
December	
1	East Ayrshire Community Planning Partnership Board
12	NHS Chairs' Meetings
15	West of Scotland Chairs Meeting
15	Board session on Health and Care Staffing Act
January	
9	Healthcare Governance Committee
16	Meeting with local MSP
19	Board workshop – Community Wealth Building
19	Performance Governance Committee
26	South Ayrshire Community Planning Partnership Board
30	NHS Chairs' Meeting
30	NHS Board Meeting

Circulars from the Scottish Government Health & Social Care Directorates

Published since last Board briefing

Circulars	Lead Director(s)
<p>CMO(2022)33 Update on the Guidance for Doctors completing Medical Certificates of the cause of death (MCCD) and its Quality Assurance regarding use of abbreviations</p>	Medical Director
<p>CMO(2022)34 Human Papillomavirus (HPV) Vaccination Programme: Change in schedule from 2 to 1 doses for eligible men who have sex with men (MSM) up to age 25 years</p>	Director of Public Health
<p>CMO(2022)35 Human Papillomavirus (HPV) Vaccination Programme: Change in schedule from 2 to 1 dose for eligible adolescents and adults up to age 25 years</p>	Director of Public Health
<p>CMO(2022)36 Monkeypox (MPX) Immunisation Update: Intradermal administration with fractional dosing and offer of second doses</p>	Director of Public Health
<p>CMO(2022)37 Publication of the NHS Public Protection Accountability and Assurance Framework</p>	Director of Nursing
<p>CMO(2022)38 Community Acute Respiratory Infection (CARI) Surveillance</p>	Director of Public Health
<p>DL(2022)33 Enhancing Health Workforce Capacity</p>	Director of Human Resources
<p>DL(2022)34 Guidance on Reimbursement of 'Out of Pocket' Expenses for Volunteers within NHS Scotland</p>	Director of Nursing
<p>DL(2022)35 NHS Scotland: Interim national arrangements for adverse weather</p>	Director of Human Resources
<p>PCA(D)(2022)07 Reintroduction of Patient Signatures/ Revised Forms GP17(PR), GP17(O)(PR)</p>	Director of East Ayrshire Health & Social Care
<p>PCA(D)(2022)08 Amendment No. 158 to the Statement of Dental Remuneration</p>	Director of East Ayrshire Health & Social Care
<p>PCA(M)(2022)14 GP Website Updates and requirements for GP providers</p>	Director of East Ayrshire Health & Social Care
<p>PCA(M)(2022)15 GP Practices – Sustainability Payment – 2022-23</p>	Director of East Ayrshire Health & Social Care
<p>PCA(O)(2022)05 General Ophthalmic Services (GOS) – GOS eye examination fees increase</p>	Director of East Ayrshire Health & Social Care
<p>PCA(P)(2022)27 Prescription stationery – patient signatures on prescription forms and updated privacy notice</p>	Director of Pharmacy

Circulars	Lead Director(s)
PCA(P)(2022)28 Serious shortage protocol extension: Estraderm MX ® 25 Microgram Patch	Director of Pharmacy
PCA(P)(2022)29 Serious shortage protocol extension: Estraderm MX ® 100 Microgram Patch	Director of Pharmacy
PCA(P)(2022)30 Pharmaceutical Services Drug Tariff Part 7 Dispensing Pool Payment and Community Pharmacy Sustainability Payment	Director of Pharmacy
PCA(P)(2022)31 Extension on the serious shortage protocols issued for Oestrogel®, Ovestin®, Lenzetto® Spray and Sandrena® Gel	Director of Pharmacy
PCS(AFC)(2022)02 Christmas and New Year at weekend – 2022-23	Director of Human Resources & Director of Finance

Consultations/Call for evidence or written submission

(In progress or published since last Board briefing)

From	Topic	Response due
Healthcare Improvement Scotland	New Mental Health and Wellbeing Strategy	09 September 2022 Responded
East Ayrshire Council	22/0005/AMCPPP – Approval of matters 471 Dwellinghouses, Northcraig Farm, Kilmarnock	28 September 2022 Responded
Scottish Government Forensic Mental Health	National Secure Adolescent Inpatient Service (Foxgrove)	12 October 2022 Responded
Shelly Kelly, WHP Telecoms Ltd	Pre-Planning Consultation Cornerstone 12311925	12 October 2022
Strathclyde Partnership for Transport (SPT)	SPT draft Regional Transport Strategy	28 October 2022 Responded
Scottish Government	Bairns' Hoose (Scottish Barnahus) Standards	04 November 2022 Partnership Response
Fire Scotland	Scottish Fire and Rescue Service Corporate Parenting Plan 2023-2026 - Consultation	10 November 2022 Responded
Scottish Government	Once for Scotland Workforce Policies – Supporting the Work-Life Balance Consultation 26 Oct to 25 Nov 2022	25 November 2022
East Ayrshire Council	Consultation Request 22/0680/PP - EAC Residential development of 452 dwellings	06 December 2022

From	Topic	Response due
Scottish Government	Inquiry into female participation in sport and physical activity - call for views	09 December 2022
Scottish Government Health, Social Care and Sport	Patient Safety Commissioner for Scotland Bill	14 December 2022

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.