

Equality, Human Rights and Fairer Scotland Duty Impact Assessment

Stage 3



Analysis of findings and recommendations

Scottish Borders Macmillan Improving the Cancer Journey

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

The Macmillan Improving the Cancer Journey service is being implemented in Scottish Borders to support the non-medical concerns of people newly diagnosed with cancer. The service aims to compliment and work alongside other acute and community-based services to give people the opportunity to talk individually with an ICJ worker about their practical, physical, emotional, relationship and spiritual needs and to co-create a care and support plan.

The ICJ model has been implemented in most other areas of Scotland and Scottish Borders Health and Social Care Partnership wish to implement a service that is the right fit for local people.

A series of engagement events has been undertaken to gather the views of people who have experience of cancer and also people who may access the service in the future. This engagement was focussed on people with protected characteristics and people who are lesser heard.

Section 1: Equality Act 2010 – Relevant Protected Characteristics as identified in Stage 1 or during Stage 2

Protected Characteristic	Equality Duty	What impact and or difference will the proposal have	Measures to evaluate/mitigating actions
Age	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Positive, the service aims to reduce any discrimination, harassment, victimisation or any other prohibited conduct related to the age of a person affected by cancer	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below
	Advancing equality of opportunity	Positive, the service aims to advance equalities of opportunities for everyone, regardless of age, to get support for any concerns they have related to cancer	
	Fostering good relations by reducing prejudice and promoting understanding	Positive, the service aims to foster good relations and promote understanding in relation to cancer and age	
Disability	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Positive, the service aims to reduce discrimination, harassment, victimisation or any other prohibited conduct related to a person's disability	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below
	Advancing equality of opportunity	Positive, the service aims to advance equality of opportunity to know about and be able to access the ICJ service by communicating in a way that meets the needs of neuro-divergent people, people with a learning disability and physical disability	

	Fostering good relations by reducing prejudice and promoting understanding	No impact identified at this time	
Gender Reassignment	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Positive, the service aims to reduce discrimination, harassment, victimisation or any other prohibited conduct in relation to people who have experienced gender reassignment	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below
	Advancing equality of opportunity	Positive, the service aims to advance equality of opportunity for people who have experienced gender reassignment to access the service and get support with a cancer diagnosis	
	Fostering good relations by reducing prejudice and promoting understanding	Positive, the service aims to foster good relations by reducing prejudice and promote understanding of gender reassignment	
Marriage and Civil Partnership	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	None identified at this time	None identified at this time
	Advancing equality of opportunity	None identified at this time	
	Fostering good relations by reducing prejudice and promoting understanding	None identified at this time	
Pregnancy and Maternity	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Positive, the service aims to reduce discrimination, harassment, victimisation or any other prohibited conduct in relation to pregnancy and maternity	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below

	Advancing equality of opportunity	Positive, the service aims to advance equality of opportunity for people who are pregnant or postpartum to access the service and get support with a cancer diagnosis	
	Fostering good relations by reducing prejudice and promoting understanding	Positive, the service aims to foster good relations by reducing prejudice and promote understanding of pregnancy and maternity	
Race	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Positive, the service aims to reduce discrimination, harassment, victimisation or any other prohibited conduct in relation to race	<p>The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact</p> <p>For mitigations, see the recommendations in section 5 below</p>
	Advancing equality of opportunity	Positive, the service aims to advance equality of opportunity for people of all races to access the service and get support with a cancer diagnosis	
	Fostering good relations by reducing prejudice and promoting understanding	Positive, the service aims to foster good relations by reducing prejudice and promote understanding of race	
Religion & Belief including non-belief	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Positive, the service aims to reduce discrimination, harassment, victimisation or any other prohibited conduct in relation to religion and belief	<p>The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact</p> <p>For mitigations, see the recommendations in section 5 below</p>
	Advancing equality of opportunity	Positive, the service aims to advance equality of opportunity for people of any religion or belief to access the service and get support with a cancer diagnosis	

	Fostering good relations by reducing prejudice and promoting understanding	Positive, the service aims to foster good relations by reducing prejudice and promote understanding of religion and belief	
Sex	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Positive, the service aims to reduce discrimination, harassment, victimisation or any other prohibited conduct in relation to sex	<p>The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact</p> <p>For mitigations, see the recommendations in section 5 below</p>
	Advancing equality of opportunity	Positive, the service aims to advance equality of opportunity for people of both sexes to access the service and get support with a cancer diagnosis	
	Fostering good relations by reducing prejudice and promoting understanding	Positive, the service aims to foster good relations by reducing prejudice and promote understanding of sex	
Sexual Orientation	Eliminating discrimination, harassment, victimisation, or any other prohibited conduct	Positive, the service aims to reduce discrimination, harassment, victimisation or any other prohibited conduct in relation to sexual orientation	<p>The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact</p> <p>For mitigations, see the recommendations in section 5 below</p>
	Advancing equality of opportunity	Positive, the service aims to advance equality of opportunity for people of any sexual orientation to access the service and get support with a cancer diagnosis	
	Fostering good relations by reducing prejudice and promoting understanding	Positive, the service aims to foster good relations by reducing prejudice and promote understanding of sexual orientation	

Section 2: Equality and Human Rights Measurement Framework Human– Reference those identified in Stage 1 (remove those that do not apply)

Domain	Indicator	Enhancing or Infringing	Impact and or difference will the proposal have	Measures to evaluate/mitigating actions
Education	Higher education and lifelong learning	Enhancing	Enable people to access education and training opportunities	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below
Work	Employment Earnings Occupational segregation Forced Labour and trafficking*	Enhancing	Improve employment opportunities and experience, and earnings	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below
Living Standards	Poverty Housing Social Care	Enhancing	Increase income, improve housing and improve access to social care	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below
Health	Social Care Health outcomes Access to health care	Enhancing	Improve access to health social care, improve health and mental wellbeing, improve palliative and end of life care	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact

	Mental health Reproductive and sexual health* Palliative and end of life care*			For mitigations, see the recommendations in section 5 below
Justice and Personal Security	Conditions of detention Hate crime, homicides and sexual/domestic abuse Criminal civil justice Restorative justice Reintegration, resettlement and rehabilitation*	Enhancing	Improve access to services for people liberated from custody	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below
Participation	Political and civic participation and representation Access to services Privacy and surveillance Social and community cohesion* Family Life*	Enhancing	Increase civic participation, improve access to services, improve community cohesion and improve family life	The ICJ Monitoring and Evaluation Framework will assist with evaluation of the impact For mitigations, see the recommendations in section 5 below

Section 3: Fairer Scotland Duty

Identify changes to the strategic programme/proposal/decision to be made to reduce negative impacts on equality of outcome and or improving health inequalities	The engagement undertaken in the design stage of the service enabled the identification of a number of measures that could be implemented to reduce any negative impacts on equality of outcome and improving health inequalities. These are fully outlined in section 5 below.
Identify the opportunities the strategic programme/proposal/decision provides to	The ICJ service contributes to Fairer Scotland Duty by actively addressing and reducing inequalities in health outcomes, contributing to a more equitable health system by:

reduce or further reduce inequalities of outcome and or improving health inequalities	<ul style="list-style-type: none"> • Tackling socioeconomic inequality – cancer outcomes are often worse for people in more deprived communities due to later diagnosis, barriers to accessing care and financial hardship during treatment. The ICJ service helps reduce these inequalities aligning with the Duty’s aim to reduce disparities linked to socioeconomic status. • Supporting vulnerable groups – enhancing cancer services with personalised support ensures that people with complex needs, such as those with mental health issues, disabilities or caring responsibilities, are not left behind. • Empowering communities – engaging communities in the design and delivery of cancer services helps ensure they are culturally appropriate and accessible. The participatory approach taken to design the ICJ for people in the Scottish borders is key to achieving fairness in public service delivery. • Reducing financial toxicity – cancer often leads to loss of income and additional costs. Providing welfare rights support and financial advice as part of the cancer journey reduces stress and supports economic stability, especially for people on a lower income.
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Section 4: Are there any negative impacts with no identified mitigating actions? If yes, please detail these below:

None identified

Section 5: Equality, Human Rights & Fairer Scotland Duty Impact Assessment Recommendations

What recommendations were identified during the impact assessment process:

Recommendation	Recommendation owned by:	Date recommendation will be implemented by	Review Date
1. We will proactively offer the ICJ service to everyone newly diagnosed with cancer and will work with	Laura Gibson ICJ Project Manager / Claire Veitch ICJ Operational Lead	By August 2024 and ongoing	December 2025

Cancer Services and other partners across the Borders to help us to identify people who the service should be offered to			
2. Offer the service from the point of diagnosis whilst ensuring that there are multiple opportunities for people to access the service throughout their cancer experience. For people who decline the service when it is first offered, they will receive written information about ICJ and a service leaflet encouraging them to contact us at any point in the future.	Laura Gibson ICJ Project Manager / Claire Veitch ICJ Operational Lead	By August 2024 and ongoing	December 2025
3. We will have a variety of comfortable places to meet with people in community settings across the region and will enable them to choose where we meet with them. We will be flexible in rescheduling calls and appointments to meet their needs	Laura Gibson ICJ Project Manager / Claire Veitch ICJ Operational Lead	By August 2024 and ongoing	December 2025
4. We will offer a range of options for people to choose from, including face to face appointments in	Laura Gibson ICJ Project Manager / Claire Veitch ICJ Operational Lead	By August 2024 and ongoing	December 2025

their own homes or community settings, online appointments or telephone appointments. We will take into consideration travel times, venue accessibility to ensure a range of appropriate options.			
5. We will develop a Communications Plan to raise awareness of the service across the region and work with Borders Community Action to ensure that communications are appropriate for a range of audiences including in alternative formats. We will use a range of media to promote the service to reach as many people as possible.	Laura Gibson ICJ Project Manager / Claire Veitch ICJ Operational Lead	By August 2024 and ongoing	December 2025
6. We will deliver a person-centred service that enables people to access the support that's important to them. Using a Concerns Checklist that is also available in easy-read format, will act as a prompt for people to think about	Laura Gibson ICJ Project Manager / Claire Veitch ICJ Operational Lead	By August 2024 and ongoing	December 2025

things more widely that matter to them.			
7. We will have paper copies of all communications for those who do not wish to or are unable to access them digitally, ensuring accessibility for all including people with learning disabilities. We will have easy-read tools available for those with learning disabilities and large print for those with visual impairments.	Laura Gibson ICJ Project Manager / Claire Veitch ICJ Operational Lead	By August 2024 and ongoing	December 2025
8. We will continue to work closely with the Health and Social Care Partnership and Macmillan to plan sustainable service that has the capacity to reach everyone diagnosed with cancer and continuation beyond the funding period.	Laura Gibson ICJ Project Manager / Claire Veitch ICJ Operational Lead	By August 2024 and ongoing	December 2025

Section 6: Monitoring Impact – Internal Verification of Outcomes

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

A Monitoring and Evaluation Framework has been signed-off by the ICJ Steering Group. This Framework sets out how the service will be monitored and evaluated and includes qualitative and quantitative measures, including user engagement, feedback forms and focus groups with colleagues. Implementation of any improvements identified will be led by the Project Manager.

Section 7: Procured, Tendered or Commissioned Services (SSPSED)

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

No part of the service is to be carried out by contractors

Section 8: Communication Plan (SSPSED)

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

A high level Communications Plan has been developed by the Communications and Engagement Sub-Group of the Operational Delivery Group, and this will be further refined as the service develops. This sets out the variety of media to be used in communicating with the population and partner organisations about the service, and the alternative formats that will be available.

Signed Off By:



Simon Burt, General Manager of MH & LD/Acting Chief Social Work Officer

Name Joint Executive Team:

Date: 09/06/2025

