

Appendix 2

Action/Target	State Protected Characteristics as listed below	Target date (MM/YY)	Update
<p>Deliver a service which is sensitive to the needs of all regardless of any protected characteristics. Undertake Equity Audits including service user questionnaires/user experience feedback. Monitor and review equality performance of services. Undertake staff training in equality and diversity and working with people with protected characteristics.</p>	<p>All</p>	<p>Service start date: 01/07/2022</p>	<p>The service runs a monthly 'Your Voice Matters' session for clients to provide feedback to the service and management team to improve their experience.</p> <p>They accept compliments and complaints and use the learning from these to inform service improvements.</p> <p>All staff have received mandatory training in Equality, Diversity and Inclusion. This is revisited yearly and there is a end of module 'test' to ensure the staff member have really absorbed the learning. This training covers how to support people with protected characteristics. The management team have undertaken additional training to learn to support staff members with protected characteristics and to make reasonable adjustments to support them in their work.</p>
<p>Develop an all-age service model with specialised pathways to suit all age groups.</p>	<p>A</p>	<p>Service start date: 01/07/2022</p>	<p>COMPLETE</p>
<p>The service will ensure access to appropriate translation and interpretation service when required.</p>	<p>D, RE</p>	<p>Service start date: 01/07/2022</p>	<p>ROADS use interpreting services from AA Global who are ISO 18841 Interpreting Services accredited. They provide telephone, virtual and inperson interpreting services for our clients.</p> <p>All literature can be produced in multiple languages.</p>

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<p>The service will ensure that interventions are accessible across a range of community venues in culturally appropriate locations.</p>	<p>D, RE, O</p>	<p>Service start date: 01/07/2022</p>	<p>There is currently piece of work being undertaken which is exploring different community venues across the borough. Some of the potential venues are GP surgeries, leisure centres, free-to-hire space in supermarkets. These venues are generally identified as place and spaces that all members of the community would normally frequent and therefore being seen entering or exiting these venues would not raise suspicion. ROADS will look to offer all interventions from these types of spaces.</p>
<p>Provide written literature which is accessible to all.</p>	<p>D, RE</p>	<p>Service start date: 01/07/2022</p>	<p>All written literature can be produced in a variety of languages, font sizes at request.</p> <p>The ROADS webpage on the With You website meets accessibility requirements and allows users to:</p> <ul style="list-style-type: none"> ● change or invert colours ● adjust colour contrast levels ● increase and decrease font size ● zoom in up to 300% ● navigate the website using a keyboard only ● listen to the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)
<p>Undertake proactive outreach and service promotion amongst traditionally hard to reach groups.</p>	<p>All</p>	<p>Service start date: 01/07/2022</p>	<p>ROADS have specific outreach workers who respond to local intel where there may be levels of unmet need. They are delivering at upcoming community events such as the upcoming Rotherham Show where they will offer advice and brief interventions to people who may not access traditional treatment services.</p>

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			<p>ROADS are preparing joint outreach with Mesmac to deliver interventions to people who are engaged in the sex working industry who would not normally access Carnson House.</p> <p>They have forged a link with an Elder in the Muslim community via outreach and service promotion. Through this link they will receive referrals and are able to deliver advice to people who can benefit from it in a way which is culturally sensitive.</p>
<p>Work with stakeholders to ensure the services have joint care pathways in place for additional needs.</p>	<p>D,SO,PM,O</p>	<p>Service start date: 01/07/2022</p>	<p>ROADS is expanding the joint care pathways for people with additional needs. This is done individually on a case by case basis e.g. joint home visits with adult social care, community mental health team etc and in more planned approaches such as setting up co-location agreements to support people to access alcohol and drug support. An example of this is their joint working approach with the National Probation Service (NPS). They know that some clients may be more comfortable having their Recovery Worker be of the same sex and/or may not want to engage in a service where they may see a perpetrator of domestic abuse. In partnership with the NPS in Rotherham, ROADs deliver a female only session to women who are on probation orders and are engaged in substance use treatment.</p>
<p>Ensure a service user led approach is developed through a joint care plan as described in the recommissioning of the project is continued throughout the grant work</p>	<p>ALL</p>	<p>Service start date: 01/07/2022</p>	<p>All ROADs clients are actively involved in their treatment journey from point of assessment to existing the service. They promote this involvement by asking everyone how best they receive information and if there are any adjustments that can be made to improve their experience and chance of getting better. Care plans are completed in conjunction with the client, their lead Recovery Worker and clinician. SMART care planning methods are used by the Recovery Workers to encourage the client to break down their ambitions into smaller more manageable goals. A copy of the care plan is always offered to the client so they can continue to work on this between appointments. Where appropriate and with the clients consent this care plan will be shared with other professionals and/or friends and family members who are supportive of the client's recovery Journey.</p>