

Appendix A NHS St. Helens CCG Equality Objective Plan 2015-18 Update

The CCGs current equality objectives are:-

1. To make fair and transparent commissioning decisions;
2. To improve access and outcomes for patients and communities who experience disadvantage
3. To improve the equality performance of our providers through robust procurement and monitoring practice
4. To empower and engage our workforce

In the last column each Objective plan action has been mapped to the St Helens CCG Equality Objectives (above), EDS 2 18 outcomes and Public Sector Equality Duties

Protected Characteristic	Key Issue and Barrier Identified	Action and Activity	Responsible Officer	Date	EDS Outcome PSED CCG Equality Objective
Race	Language and cultural barriers	Consider implementation of the new NHS England Translation and Interpretation (T&I) Framework for primary care when it is launched in 2016/17	Associate Director of Corporate Governance	Awaiting launch In progress	1.1, 1.2,1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4 Eliminate Discrimination Advance Equality Of Opportunity
		Develop a local T&I Policy and awareness raising programme for the CCG and Primary Care (and cross-reference with the NHS England guidance when received).	Senior Governance manager & Associate Director of Corporate Governance & Engagement and	March 2018 In progress	Equality Objectives 1,2,3

			Communication Manager		
		Identify relevant data that can support the CCG to measure T&I usage in Primary Care	Senior Governance manager & Primary care lead	July 2017 In progress	
		Ensure key secondary care providers continue to report on T&I usage as set out in the Quality Contract Schedule 2016/17	Head of Quality & head of Contracts	On-going	
		CCG to consider developing a Bilingual Volunteer project to provide non- clinical T&I support to the CCG and partners	Senior Governance manager & Associate Director of Corporate Governance	March 2017	

Race	Lack of understanding of which services to access and inappropriate A&E attendance	Work collaboratively with relevant community groups and health services to develop local communications to support appropriate access - including registration with GPs	Senior Governance manager & Engagement and Communications Manager & Voluntary Sector Stakeholders	March 2018 (In progress)	2.1, 1.1 Advance Equality of Opportunity
		Ensure Specification for CCG funded Community Development (CD) BME related project reflects actions within the Equality Objective Plan and EDS2 exercise Intelligence barriers feeds into CCG	Head of Contracts, Senior Governance Manager & Mental Health commissioner	March 2017 (In progress)	Equality Objectives 1,2
Race	Lack of Cultural understanding within commissioning and primary and secondary care services	Promote CD BME organisation's offer and promote cultural competency training across CCGs, primary and secondary care	Senior Governance manager & Engagement and Communications Manager	December 2017	1.1, 1.5, 2.1 Advance Equality Of Opportunity Foster Good Community Relations Equality Objectives

					1, 2,3
Disability / age /older citizens and young people	Lack of understanding of mental health resulting in negative attitudes	Ensure issues identified in the EDS2 engagement, as addressed in the CCG's Mental Health Strategy, are raised at the Merseyside Quality Surveillance Group (co-ordinated by Halton CCG's Head of Quality and Chief Nurse)	Head of Quality and Chief Nurse & Mental Health Commissioner	December 2016 On-going	2.1,1.2, 1.3, 1.4 Eliminate Discrimination Advance Equality Of Opportunity Equality Objectives 1,2,3
Disability / age / frail elderly	Lack of understanding of reasonable adjustments by health professionals across health services	Accessible information Standard is embedded across the CCG and promoted across GP Practices	Senior Governance manager & Associate Director of Corporate Governance	March 2018 In progress	1.1,1.2,1.3,2.1 Advance Equality of Opportunity Equality Objectives

	Implement Accessible Information Standard	Develop a local T&I policy and awareness raising programme for the CCG and Primary Care. (Future NHS England guidance will be cross referenced into the local policy and programme)	Senior Governance manager & Engagement and Communications Manager	March 2018 In progress	1,2,3
	Duty to make Reasonable Adjustments	Develop comprehensive reasonable adjustment guidance to support improvements in standards in Primary, Community and Secondary Care and share with the Local Authority to consider for their services	Senior Governance manager & Associate Director of Corporate Governance	December 2016 In progress	
		Ensure Accessible Information Standard and the need to make reasonable adjustments is monitored with the providers via the Quality Contract Schedule	CCG E&D Lead and Head of Quality and Chief Nurse	Completed	

		Develop and distribute Reasonable Adjustment Guidance Develop communication brief on the Standard to be issued to primary care (GPs)	Senior Governance manager & Engagement and Communications Manager	Completed	
		Produce brief 'Consider Reasonable Adjustments' CQUIN proposal' and address in Quality schedule	Senior Governance manager	Completed	
Age - young people and working age older citizens	Further explore potential for vulnerable Young People to face disadvantages	Issue will be addressed in the Merseyside Quality Surveillance thematic work stream for mental health and Crisis Care (co-ordinated by Halton CCG's Head of Quality and Chief Nurse)	Senior governance Manager & Head of Quality Integrated Team Commissioning Manager	December 2016 In progress	1.1, 1.2, 1.4, 1.3 Advance Equality of Opportunity Equality Objectives 2,3

		Voice of the Child activity – feeds into commissioning activity	Head Of Quality	March 2018	
Age - older citizens	Waiting times and timescales of referrals and appointments for frail elderly and older citizens living alone	Address concerns raised by age organisations in the community specifically on inappropriate appointment times in Primary and Secondary Care (in conjunction with Halton CCG's Head of Quality and Chief Nurse)	Senior Commissioning Manager & Head of Quality	December 2016	1.1,1.2,1.3, 1.4, 2.1, 2.3, Advance Equality of Opportunity
		Implement Accessible Information Standard into provider contracts and monitor	Head of Quality Senior Governance Manager	Completed	Equality Objectives 2,3

		Address concerns raised in EDS2 engagement relating to older people and mental health jointly with Halton CCG	Senior Governance & Head of Quality	December 2016	
Age	<p>Access to primary care for vulnerable young people</p> <p>Lack of understanding regarding children and young people</p>	Work underway via review of children's Mental Health Services	Integrated Team Commissioning Manager	In progress	<p>2.1, 1.4</p> <p>Advance Equality of Opportunity</p> <p>Foster Good Community relations</p> <p>Equality Objectives</p> <p>1,2,3</p>

	Ensure Serious Incidents Policy and activity consider PSED and needs associated with protected characteristics via the Quality Surveillance Group in conjunction with Halton CCG's Head of Quality and Chief Nurse	Senior Governance & Head of Quality	March 2017	
	Forward concerns on lack of understanding of legal highs by partners to Local Authority (Public Health) highlighting the need for an awareness raising campaign	Associate Director of Corporate Governance	December 2016	

Transgender	Lack of understanding of trans issues and variation in service standards	<p>Explore options to improve knowledge and understanding of the Transgender community across health services (issues raised are stored in EDS Engagement Excel spreadsheet) via the Quality Surveillance Group in conjunction with Halton CCG</p> <p>Continue to develop local responses to Trans needs across Primary Care and links with In Trust Merseyside</p>	Senior Governance Manager & Head of Quality	March 2018 On- going	<p>1.1, 1.2, 1.3, 1.4, 2.1, 2.2, 2.3</p> <p>Eliminate discrimination, Advance Equality of Opportunity</p> <p>Equality Objectives 1,2,3,4</p>
Sexual Orientation & Transgender	Poorer patient experience and lack of understanding of needs across health services	<p>Develop a proposal to support and improve awareness raising of LBGT issues across the CCG, primary care and secondary care to improve access and outcomes</p> <p>Please note barriers are listed in the EDS2 engagement document</p>	Senior Governance Manager & Communications and Engagement Manager	March 2017	<p>1.1, 1.2, 1.4 Eliminate Discrimination Advance Equality of Opportunity</p> <p>Foster Good Community relations</p> <p>Equality Objectives 1,2,3,4</p>

<p>Pregnancy & Maternity</p>	<p>Barriers will be identified via the maternity services review pre and post Equality Assessment process</p>	<p>Barriers will identified via the maternity services review pre and post Equality Assessment process –in line with Improving Me timescales</p>	<p>Co-ordinating CCG lead (Halton CCG) & Director of Commissioning</p>	<p>March 2018</p>	<p>1.1,2.1,1.21.3</p> <p>Eliminate Discrimination Advance Equality of Opportunity Foster Good Community Relations</p> <p>Equality Objectives 1,2,3,4</p>
<p>All Protected Groups</p>	<p>Human resources and workforce</p>	<p>Develop an Equality Workforce Plan in conjunction with CSU HR Business Partners to be ratified and approved at CCG HR Committee</p>	<p>CSU Business Partner Associate Director of Corporate Governance</p>	<p>Completed</p>	<p>3.1,3.2,3.3,3.4,3.5,3.6</p> <p>Eliminate Discrimination Advance Equality of Opportunity</p>

					Foster Good Community relations Equality Objective 4
		Embed and implement the Workforce Race Equality Standard	Associate Director of Corporate Governance	April 2016 Completed	Equality Objective 4 Advance equality of Opportunity
All Protected Groups		Ensure EDS2 approach and plans are embedded into the refreshed Communications and Engagement Plans & activity	Communication and Engagement Manager & Associate Director of Corporate Governance	November 2017	Equality Objectives 1,2,3,4 All PSED 1.1,1.2,2.1,4.2

	Ensure that Governing Body, and other key decision- making panels (including Individual Funding Requests) and programme leads receive the appropriate level of E&D training	Senior Governance Manager & Associate Director of Corporate Governance	March 2018 In Progress
	Develop guidance to support the CCG to pay due regard to PSED for difficult commissioning decisions, including reductions in service and cessations	Senior Governance Manager & Associate Director of Corporate Governance	June 2016 Completed
	Continue to monitor and improve the equality performance of providers	Senior Governance Manager & Head of Quality	On-going

	<p>Continue to work closely with NHS provider's Equality Leads through the NHS Equality Leads Provider Forum to improve access and outcomes for protected groups</p>	<p>Senior Governance Manager</p>	<p>March 2018 On – going</p>
	<p>Ensure governance and decision-making committee templates are reviewed to meet Equality Act 2010 requirements</p> <p>Progress against Eq Objective Plan report into Patient experience committee once a year and Governing body once a year</p> <p>RAG – update</p>	<p>Senior Governance Manager & Associate Director of Corporate Governance</p>	<p>March 2017 In progress</p>

		Develop guidance and support embedding the Equality Act requirements and Fair Consultation principles into consultation and engagement activity	Senior Governance Manager & Associate Director of Corporate Governance	March 2018 In Progress	
		Embed comprehensive Equality Analysis into the CCG's key Projects and redesign Programme Management Process and Quipp	Director of commissioning Senior Governance Manager & Associate Director of Corporate Governance	March 2017 In Progress	

