





Equality Objectives Action Plan 2018-19 v1-3

Grading	Underdeveloped	Developing	Achieving	Excelling
	<p>People from all protected groups fare poorly compared with people overall OR evidence is not available</p>	<p>People from only some protected groups fare as well as people overall</p>	<p>People from most protected groups fare as well as people overall</p>	<p>People from all protected groups fare as well as people overall</p>
				




V1-0 Approved Q&S 31/10/2018






Objective 1 – Continuously improve engagement, and ensure that services are commissioned and designed to meet the needs of patients



Lead: Wally Charlton/Helen Fox

Aim - We will involve, engage and listen to people from communities to inform the work of the CCG to improve health outcomes and reduce health inequalities for the CCG's local population.

Evidence - Identify which protected groups the CCG currently engages with; Provide analysis of service delivery data captured from protected groups; looking at how that analysis is applied in practice when commissioning, procuring, designing and delivering services; Evidence engagement with individual protected groups; Evidence Action plans for the areas/groups that require improvement or further engagement.

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
Evidence patient engagement from people for all 9 protected characteristics groups	A diverse range of patient views and ideas for improvements can be collated which is representative of the population North Tyneside CCG serve.	[Redacted]	<p>31.01.18 - <u>Urgent care report</u></p> <p><u>Communications and engagement strategy</u></p> <p><u>Website</u> Highlights of evidence provided from Helen 130117: Work plan:  Work plan - North Tyneside July 2016.x</p> <p>Healthwatch engagement ongoing: <u>Get involved</u> <u>How we work with Healthwatch</u></p> <p>Healthwatch annual report - https://www.patientlibrary.net/cgi-bin/downloadhw.cgi?file=116152</p>	Review September 2019	Excelling 	Excelling 	

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
			<p>360 stakeholder survey 2016:</p> <p> 360 report 2016.pdf</p> <p>Working with the CVS Understanding the contracts that are in place with CVS</p> <p>National compact principles</p> <p>http://www.compactvoice.org.uk/sites/default/files/the_compact.pdf</p> <p> Listening Exercise report.pdf  Consultation Report.pdf</p> <p> CHCF Engagement Comms and Engagem</p> <p>Full evidence document:</p> <p> Evidence - Transforming particip</p>				



Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
Explore new ways of working and engaging with the public, implementing at least one new service to obtain a diverse range of patient views (for all 9 protected groups)	Ensures that the local population are consistently and effectively engaged	█	<p>The following are in place:</p> <ul style="list-style-type: none"> • Patient Forum • Community Health Forum • Patient Public Involvement Groups <p><u>Action</u> █ by 31.12.18: Website to be updated with large print & availability of braille Cleared Website link to Accessibility https://www.northyntesideccg.nhs.uk/accessibility/</p> <p>(Action cleared - therefore propose new grading as 'excelling' – however, the grading cannot officially change until after it's been agreed with stakeholders/public when the action plan is complete - as per EDS guidelines)</p>	December 2018	Achieving 	Excelling 	

Objective 2 – Ensure processes are in place to provide information in a variety of communication methods to meet the needs of patients, in particular the ageing population and those with a disability.

Lead: Wally Charlton

Aim- To ensure patient experience is used to inform and develop the way that the CCG communicates with all stakeholders in particular groups/ individuals who have specific communication requirements.

Actions- Provide analysis of accessibility of resources from protected groups; Evidence engagement with the protected groups; Provide specific examples/links/documents to back up narrative and show where information has been improved in line with accessible information requirements.

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
Seek views from stakeholders on current communication methods/documentation for CCG and obtain feedback for areas for improvement.	Current processes can be improved to be accessible for all	[REDACTED]	<p>Use of Easy Read guides and alternative formats</p> <p><u>Action</u> [REDACTED] by 31.12.18:</p> <p>Obtain feedback from the Patient Forum/ Patient Public Involvement Groups¹ in relation to the Accessible Information Standard for CCG comms and documentation:</p> <p>Is the documentation accessible to all? What improvements (if any) can be made? Evidence feedback from these groups. Provide examples of documentation/comms that conform to (or has been updated following feedback form groups) to conform to the Accessible</p>	December 2018	Developing 	Achieving 	

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
			<p>Information Standard. Outline the process in place for comms to be provided in alternative formats as required.</p> <p>Survey Completed (January 2019)¹ and the following recommendations are made:</p> <ol style="list-style-type: none"> 1. NHS North Tyneside CCG should promote the option of information being available in different formats and this can be achieved by making this visible on their website. 2. Engagement and consultation documents should state other formats and languages are available on request. 3. Liaise with voluntary sector partners to highlight options within the community. 4. The CCG website should have a visible font size changing facility. 	<p>██████████ By 28/2/19</p> <p>██████████</p> <p>██████████</p> <p>██████████ BY 28/2/19</p>			

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.



Objective 3 – Monitor and review staff satisfaction to ensure they are engaged, supported and represent the population they serve.

Lead: Anne Timmins

Aim - To maintain and retain a well-supported, diverse, empowered, motivated and engaged workforce.

Evidence - Capture staff profiles for the workforce; Monitor staff experiences, record data from the whole workforce that can be used to compare staff from specific groups against staff overall. For all protected groups assess and grade how well the workforce is representative, taking into account the fairness of recruitment and selection processes.

If needs be, choose specific types of people within each protected group, where key lessons can be learnt and applied. Suggested sources of data include- Health & Social Care Information Centre Workforce Statistics; NHS Staff Survey and/or internal staff surveys.

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
Undertake a staff survey with a minimum of 50% response rate from staff who are not on long term sick or maternity leave	To engage staff and gain feedback on areas for improvement	[REDACTED]	Response rate to staff survey 2017/18 is 61%. There are no areas of improvement relating to E&D arising from the 17/18 staff survey. <u>Action</u> [REDACTED] Report response rate to 18/19 (or	Next staff survey	Achieving 	Achieving 	

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
			next) staff survey and identify any E&D areas arising from the survey for action.				

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Objective 4 – Ensure that the CCG Governing Body actively leads and promotes Equality and Diversity throughout the organisation.








Lead: Irene Walker



Aim- Ensure the CCG Governing Body actively leads on Equality and Diversity throughout the organisation and demonstrate that leadership is inclusive at all levels.

Evidence - Choose instances when Board members and senior leaders had the opportunity to demonstrate their commitment to equality in the past year or, if needs be, a longer period.

For the selected instances, assess and grade the extent to which the Board and senior leaders showed a strong and sustained commitment to promoting equality, within and beyond the organisation.

Sources of evidence for grading may include: speeches given by Board members and senior leaders to various audiences; reports presented by Board members and senior leaders to various audiences; participation in Board Leadership Programmes for equality; and active promotion of equality-based initiatives for services and the workforce including local mentoring schemes.

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
Ensure Equality Analysis is undertaken for all new policies and procedures that impact on the local population or staff	To assess the practical benefits for protected groups and to show consideration has been given to each of the protected groups when developing the policy/procedure	[Redacted]	Equality Impact Assessment (EIA) Tool embedded into governance Processes for the CCG:  EIA Frequently Asked Questions v1.0.pdf  EIA Impact Questions to Ask v1.0.pdf  Equality Impact Assessment v1.0.pdf		Achieving 	Excelling 	
Ensure 100% staff who are not on long term sick or maternity leave complete mandatory E&D training	To ensure awareness of E&D throughout the CCG	[Redacted]	CCG is 100% compliant with E&D Stat & Man Training for 2017/18 (as at 13/3/18) <u>Action</u> [Redacted] by 31.3.19 Provide stats for mandatory E&D training 18/19.	March 19	Achieving 	Achieving 	

Action	Benefits/ rationale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	Q&S Committee Feedback - Recommendation to progress to next grade criteria.
Evidence examples of how senior leaders show strong and sustained commitment to Equality and Diversity within the timeframe provided	To show that senior leaders demonstrate commitment to promoting E&D as part of a well led organisation	[Redacted]	Evidence as follows: <ul style="list-style-type: none"> • Falls strategy • Urgent Care Strategy • Future Care • Care Plus • Mental Health re-configuration • Project Choice placements 	Review December 2019	Achieving 	Achieving 	

V1-0 Approved Q&S - April 2018