

Hull CCG E19/09/2019 Plan (including EDS) 2019/2020

Function+ Planning & Reporting mechanism	Lead	Outcome	Activities	Evidence	Progress / challenges	Timeframe	Equality Objective / s Status
Communications and Engagement	Sue Lee	Diverse network of people / organisations actively engaging with the CCG			An E&D Engagement Plan has been developed and two specific workshops (19th June and 17th July) have been held in conjunction with Hull City Council's E&D lead, where groups representing various protected characteristics were in attendance. Agreement was gained for a process for capturing information and feedback around access to services. Follow up session scheduled for 17th September with a view to establish a more formal network to be used for promotion of the AIS and delivery of EDSs engagement next year.		1, 2, 4
Comms and Engagement plan reporting?		Equality interest groups working collaboratively with CCG to gather E&D insight					2
		Collaborative engagement with other organisations in health & social care sector			Hull CCG coordinated a Health Zone presence at PRIDE on behalf of several providers within bespoke marquee where services offered information and support including sexual health and mental health. Also featured a chill out zone and dry bar. 1500 contacts made at the event. Follow up questionnaires have been shared via PRIDE social media networks asking What Matters to you?		2 & 5

CCG Equality Objectives 2019/20

1. Ensure patients and public have improved access to information and minimise communications barriers
2. To ensure and provide evidence that equality is consciously considered in all commissioning activities and ownership of this is part of everyone's day to day job
3. Recruit and maintain a well-supported, skilled workforce, which is representative of the population we serve
4. Ensure the that NHS Hull Clinical Commissioning Group is welcoming and inclusive to people from all backgrounds and with a range of access needs.
5. To demonstrate leadership on equality and inclusion and be an active champion of equalities in partnership programmes or arrangements.

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Integrated assessment framework		Insight from engagement informing commissioning decisions (e.g. issues resolved, improvements made)	<i>e.g. Analysis of PALS and complaints data</i> +++...		Feedback from Independent Advisory Group (IAG), which is made up of around 30 organisations representing diverse communities. Discussion around signs and symptoms of cancer and how this is a particular challenge in BME communities has resulted in specific Cancer Champion Training sessions being undertaken with Humber All Nations Alliance for their numerous BME groups and also a bespoke session for Sheikh women which was relayed by speaker to a group of men in a next door room. Future work with the Sheikh community will be undertaken to promote the targeted Lung Health Checks which will be launched in October. SL working with Programmes Team to look at current mechanisms and documentation for monitoring project delivery and look to strengthen process for recording EQIA completion at appropriate stage of commissioning process, which will inform and ensure engagement requirements are identified at earliest opportunity. Coming Up Arranging patient involvement event to support the Humber Acute Services Review – paediatrics and maternity. Used stakeholder database and 52 suitable groups with an interest in Paediatrics / maternity identified to be targeted. Consideration given to attendees who will bring children, therefore plenty of onsite parking and soft play equipment has been ordered.		2	
	Colin Hurst / Christine Ebeltoft	Awareness raised with patient / community representative groups about the AIS	Insight / survey work				2	
		<i>Collaborative EDS engagement</i> <i>Annual report reflects E&D objectives and achievements</i> <i>Website accessible to people with a range of needs (& locally tested)</i> <i>Meetings and events are inclusive and accessible</i>					1 & 2	1
							1 & 4	
Corporate Governance	Mike Napier	Robust EqIA process and quality assurance for corporate & HR policies + commissioning decisions & clinical policies			Programme of policy reviews progressing, with particular focus on clinical policies.		2	
Q&P, Board + ...		Joint policies / commissioning activity follows robust EqIA process			Joint impact assessment framework developed and adopted by Joint Commissioning Committee		2 & 5	
Identify other reporting mechanisms		Assuring the quality of EqIAs in wider collaboration with other commissioners and providers						
		Bi-annual reporting to Q&P			Reporting schedule remains in place		2	
		Annual Equality Report to Board & published Collaboration with providers and other organisations on E&D performance Board and sub-committees have skills and capacity to challenge EqIAs / raise & respond to equality issues			On schedule for completion, September 2019		2 (&1)	5
		CCG has greater internal capacity to review and assess the quality of EqIAs			Process for EIA consideration and approval remains under review. Greater proportionality is required for the time spent on simple and complex EIAs		2 & 5	2

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		Progress on AIS	Providers can evidence the systems they have in place to comply with Accessible Information Standard (AIS) Evidence of progress on AIS at Joint Provider Forum meetings Assurance from GP Practices that AIS is implemented in Primary Care Awareness / troubleshooting sessions with GP Practices re AIS				1 1 1 1
Commissioning <i>Identify reporting mechanisms</i>	Joy Dodson	Robust EqIA process and capacity for commissioning projects & clinical policies Contract monitoring includes reporting on equality outcomes			Included as part of the standard review framework		2 2
<i>Headline exception reporting to Q&P</i> <i>Check reporting at contract management board</i>	Joy Dodson	EqIAs undertaken in a timely fashion EqIA across the system Collaboration with other equality leads in collaborative commissioning Providers can evidence the systems they have in place to comply with Accessible Information Standard (AIS); WRES, WDES & EDS	Ensure that EqIAs are embedded with wider collaborative arrangements		Awareness of process raised with relevant staff and further development session to be held in November 2019 Joint impact assessment framework developed and adopted by Joint Commissioning Committee Analysis included in CCG Board report - September 2019		2 & 5 2
	Phil Davis	Quarterly ITS service usage and quality reports Compare language requests at providers to gain insight on diversity. Note positive steps and monitor insight work / survey			CCG receives monthly data on usage of the primary care ITS service. Customer satisfaction survey data is also provided by the provider 6 monthly. To be raised as part of the routine contractual process	monthly	1 & 2 1 & 2
Workforce	Gill Mackin	Capacity built through HR partnership working with recruitment managers to embed E&D good practice in all recruitment advertising	Planned recruitment training for hiring managers to include E&D focus	Assessment against various frameworks and standards for recruitment processes	Varied level of experience in hiring managers	Dec-19	3 & 5
Reporting mechanisms: SLT Reports		Recruitment process as inclusive and accessible as possible, within national framework	As part of planned review of recruitment and selection processes ensure that job adverts are appropriate, targeted and inclusive	Equal opportunity monitoring evidence reviews and vacancy / application data	Relatively small number of vacancies and planned recruitment reduction in line with budget	Feb-20	3

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		Positive action to actively promote job opportunities and troubleshoot application process (find out where people experience barriers and if any additional support needed) – Perhaps link into initiatives by local authority / other partners	Attend local recruitment events and link in with local schools / partner organisations to promote the CCG as an employer of choice	Improved knowledge of the CCG and what the organisation does and how we fit into the NHS. Successful programme of work placements and work shadowing opportunities	Relatively small number of vacancies and planned recruitment reduction in line with budget	Ongoing	3
		Staff wellbeing supported to encourage an inclusive workplace culture	Continued work with the Health & Wellbeing Group and monitoring of the action plan to ensure relevant and targetted on E&D	Action tracker progress monitoring, staff survey feedback		Ongoing	3 & 4
		Strong links between Workforce Wellbeing Group and E&D objectives	Action plans to be linked with CCG OD plan	Action tracker progress monitoring, staff survey feedback		Ongoing	3 & 4
		Appraisal process capturing a wide range of examples of staff promoting / implementing the CCG's equality objectives	Further training to be delivered to managers conducting appraisals	Employees and managers will take ownership, issues and identified resolutions regarding E&D will be more forthcoming	How to translate the objectives into practical terms for staff. Managers to take the lead	Feb-20	2 & 5
		Staff have well developed E&D skills	Learning and development needs to be fed into the L&D plan and supported through the OD plan in addition	Successful completion of identified training / programmes. Wider attendance at educational events and record of CPD	Appraisal and PDR process will identify progress	Annual appraisal cycle	2
		Good practice and challenges shared with partner organisations	HR Humber team to develop local networks with provider and partner contacts and share best practice regarding action planning	Action planning progress and implementation of activities and good practice	Stakeholder reliance and building up partnership network in an area of competing priorities	Ongoing	5