

Equality Objectives Action Plan 2018/19

<p>Objective 1 – Continuously improve engagement, ensure that services are commissioned and designed to meet the needs of patients from at least 9 protected groups Goal: Better health outcomes Lead:</p>							
<p>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 population.</p> <p>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 protected groups; Evidence action plans for the areas/groups that require improvement or further engagement.</p>							
	Grading	Undeveloped	Developing	Achieving	Excelling		
		People from all protected groups fare poorly compared with people overall OR evidence is not available	People from only some protected groups fare as well as people overall	People from most protected groups fare as well as people overall	People from all protected groups fare as well as people overall		
Grading-							
Action	Benefits/ rationale	Owner(s)	Update	Timescale/ Deadline	Current Status	Future Goal	E&D group/SMT Feedback - Recommendation to progress to next grade criteria.

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Seek patient views 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 Sunderland CCG serve.			TBC	Achieving	Excelling	Feedback from group in May – Add in the ‘how’ -what difference has it made/outcomes - List the protected groups engaged with -Look at local demographics
Work with local stakeholders to address issues and make improvements	Share knowledge/ data/ best practice			TBC	Achieving	Excelling	-Focus on inclusion/togetherness -Understand targeted engagement is useful but the overall goal is to try and include ‘everyone’ when improving services.
Ensure people with all 9 protected characteristics are included in all relevant Communications and Engagement strategy/plans.	Ensure engagement of hard to reach groups is monitored and integrated into communications plans/strategy			TBC	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 those with a disability, impairment or sensory loss.

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

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Grading		Undeveloped	Developing	Achieving	Excelling		
Grading-		People from all protected groups fare poorly compared with people overall OR evidence is not available	People from only some protected groups fare as well as people overall	People from most protected groups fare as well as people overall	People from all protected groups fare as well as people overall		
Lead:							
Action				Benefits/rationale			
Action	Benefits/rationale	Lead(s)	Update	Timescale/Deadline	Current Status	Future Goal	E&D group/SMT Feedback - Recommendation to progress to next grade criteria.
Seek views from patients on current communication methods/documents and obtain feedback for areas for improvement	Ensure processes are in place for current communication documents to be accessible for all.			December 2019	Achieving	Excelling	-Documentation should be simple but not demeaning -use everyday language - 'you said – we did' -provide page summaries for policies/reports etc.
Implement at least one new way of working in relation to the Accessible Information Standard.	Improve customer experience and accessibility of information.			December 2019	Achieving	Excelling	- Provide specific examples
Objective 3 – Continuously monitor and review staff satisfaction to ensure they are engaged, supported and have the tools to carry out their roles effectively.							
Lead:							
Aim- To maintain and retain a well-supported, diverse, empowered, motivated and engaged workforce.							

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<p>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; local workforce data and surveys; staff profiles And local demographic data of the working age population.</p>							
Grading-	Grading	Undeveloped	Developing	Achieving	Excelling		
		Staff members from all protected groups fare poorly compared with their numbers in the local population and/ or the overall workforce OR evidence is not available	Staff members from only some protected groups fare well compared with their numbers in the local population and/or the overall workforce	Staff members from most protected groups fare well compared with their numbers in the local population and/ or the overall workforce	Staff members from all protected groups fare well compared with their numbers in the local population and/ or the overall workforce		
Action	Benefits/ratio nale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal	
Undertake a staff survey with a minimum of 80% response rate from staff who are not on long term sick or maternity leave	To engage staff and gain feedback on areas for improvement			December 2018	Achieving	Excelling	
Implement at least one new way of working to improve staff experience following staff survey analysis	Staff feel engaged, and motivated to provide feedback			December 2019	Achieving	Excelling	
Ensure objectives and PDP's are set for all members of staff	Staff have clarity and focus on the aims of their			Annually	Achieving	Excelling	

and reviewed in regular (at least bi monthly) one to one meetings	role and the opportunity for development						
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Objective 4 – Ensure that the CCG Governing Body actively leads and promotes Equality and Diversity throughout the organisation
Lead:

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.

Grading	Undeveloped	Developing	Achieving	Excelling
	There are no examples of a strong and sustained commitment	Only some of the examples show a strong and sustained commitment	Many of the examples show a strong and sustained commitment	All of the examples show a strong and sustained commitment

Action	Benefits/ratio nale	Lead(s)	Update	Timescale/ Deadline	Current Status	Future Goal
Ensure Equality Analysis/Equality Impact Assessments are 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			Ongoing	Developing	Achieving

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	policy/service						
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			December 2018	Developing	Achieving	
Evidence how senior leaders promote equality and diversity throughout the organisation	To evidence support of national E&D policies and initiatives and to show that E&D is embedded in the culture of the organisation			December 2019	Developing	Achieving	