

NHS

*Wigan Borough
Clinical Commissioning Group*

Equality Delivery System 2 Community Engagement Event Report

25th May 2017



Introduction

1. Wigan Borough Clinical Commissioning Group (WBCCG) has adopted the Equality Delivery System 2 (EDS2) (Department of Health, 2012) as its performance toolkit to support the CCG in demonstrating its compliance with the three aims of the Public Sector General Equality Duty and the Equality Act 2010.
2. The Equality Act 2010 and the national Equality Delivery System 2 (EDS) require NHS organisations to identify clear equality objectives. The EDS2 requires the organisation to work with staff and patients to evaluate and grade their performance against eighteen separate domains within four EDS2 goals:

Goal 1 - Better health outcomes for all

Goal 2 - Improved patient access and experience

Goal 3 - Empowered, engaged and well supported staff

Goal 4 - Inclusive Leadership at all Levels
3. The EDS2 is designed to support NHS commissioners and providers to deliver better outcomes for patients and communities and better working environments for staff, which are personal, fair and diverse. The EDS2 is all about making positive differences to healthy living and working lives so that everyone counts.
4. EDS2 should be applied to people whose characteristics are protected by the Equality Act 2010. The nine characteristics are as follows:
 - Age
 - Disability
 - Gender re-assignment
 - Marriage and civil partnership
 - Pregnancy and maternity
 - Race including nationality and ethnic origin
 - Religion or belief
 - Sex
 - Sexual orientation
5. On the 25th May 2017 WBCCG held a grading event to establish WBCCG EDS2 outcomes and objectives for 2017-18. The EDS2 tool was used to review the equality performance of the CCG and to help prepare equality objectives as required by the Public Sector Equality Duty.
6. To get the most of the session and allow the opportunity for delegates to review the evidence properly, ask questions and request information, the event focused on Goal 1 points 1-4 and Goal 3 point 3.5.

7. WBCCG gathered evidence on:
- Goal 1 Better Health Outcomes for All (1-4)
 - Goal 3 A representative and supported workforce (3.5)

This evidence was reviewed by numerous different sources: (please see appendix A)

Grading Outcomes: Goal 1 – Better Health Outcomes

8. Evidence was collected from the following departments and teams within the CCG: Localities, Commissioning, Quality, and our partner organisations Bridgewater Community Healthcare NHS Foundation Trust, Wrightington, Wigan and Leigh NHS Foundation Trust, Northwest Boroughs Healthcare NHS Foundation Trust and third sector providers e.g. Age UK and City Health. Evidence was sent to delegates in advance of the event.
9. The agenda included presentations of key evidence for each of the outcomes. The outcome for the grading review is as follows:

Goal 1 Better Health outcomes		
1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities	Achieving
1.2	Individual people's health needs are assessed and met in appropriate and effective ways	Excelling
1.3	Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Developing
1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse	Achieving

(The grades have been further defined in the table at paragraph 12)

Grading Outcomes: Goal 3 A representative and supported workforce (3.5 only)

10. Evidence was collected from the WBCCG Human Resources (HR) and staff members.
11. The agenda included presentations of key evidence and HR provided a view in terms of WBCCG commitment to this agenda. The outcome for the grading review is as follows:

Goal 3 A representative and supported workforce		
3.5	Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	Excelling

(Please see Appendix B for results graphs from scoring)

12. Grading Definitions.

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

Key Points

- 13. It is obvious from WBCCG grading the amount of work that has been undertaken with this agenda. Whilst we are pleased with the progress we have made in establishing our equality agenda we recognise that we still need to improve in some areas and we will prioritise these over the coming year. To embed our values into our activities within the CCG and with partner organisations we need to put equality at the heart of our service delivery.
- 14. The event and the feedback taught us that the following key points are important for improvement:
 - Partnerships are vital.
 - Ensuring a consistent approach across all organisations to share and collate information.
 - Accessibility for all – not only those with addresses/phone/computer access in line with the Accessible Information Standards.
 - Communication/Data Sharing – including people being made more aware of services that are on offer.
 - Further work on transitions from one service to another.
- 15. WBCCG must maintain engagement with groups to maximise continuing support to the CCG’s Equality Agenda.

Conclusion

- 16. WBCCG will be concentrating on 1.3 Transition from one service to another for people on care pathways are made smoothly with everyone well informed as from the day and the outcome we can see areas that need to be addressed.
- 17. WBCCG will also look at how the areas reviewed at the event align with our strategy

18. WBCCG will share evidence on any of the Goals not covered at the event due to time constraints with Health Watch and they will scrutinise and then score in relation to the evidence received.
19. There is clear evidence that WBCCG is committed to reviewing its performance in relation to equality through the implementation of the Equality Delivery System and our grades show this. However there are areas for development on some outcomes if the organisation wants to continue to progress towards excelling.
20. The implementation of the EDS2 further reinforced our commitment to strengthen our partnership working with local providers. The implementation and monitoring of the action plans for the areas of improvement will be led by the relevant leads. The Equality and Diversity lead is actively working with partners to achieve the action plans.
21. The EDS2 project has provided WBCCG with valuable learning opportunities. We have learned to improve stakeholder engagement, particularly for those stakeholders who are unable to participate in the EDS2 grading.

Abram Ward Cooperative
Ace Wigan
Act Food Bank
Adactus Housing
Addaction
Age Well
Age UK
Atherton and Leigh Food Bank
Autistic Wigan
Beating Bowel Cancer
Belong Wigan
Breastfeeding Together
Bridgewater Community Healthcare NHS FT
Bridgewater Day Care
Byou+ Wigan
Cap Life Skills
Chaperone Tea Rooms
Compassion In Action
Creative Support
Dementia Buddy
EDS Homes
Embrace Wigan and Leigh
Fir Tree Fishery
Fix It UK LTD
Greater Manchester Police
Green Crew
HealthWatch
Healthy Routes
Hindley Community Café
Imagine Act and Succeed
Imagine Mental Health
Ince Community Centre
Innovate and Inspire
Inspiring Healthy Lifestyles
LGBT Foundation
Lose Weigh Feel Great – Wigan
Making Space
Marie Curie
Mermaids UK
Music Projects
My Life
North West Boroughs NHS FT
North West Ginger Bread
Once Upon A Smile
Parkinsons Support Group
Pensioners Link
Regular Forces Employment
Resolutions Mediation
Royal National Institute of the Blind
Shared Lives
Shevington Community Centre
Skills CIC
Steps CIC
Store House Project
Sunshine House Wigan
SWAP Wigan
The Brick Project
The Crompton Centre
The Deal for Communities
The Reader
Think Ahead
True Colours CIC
Wigan Alzheimers
Wigan and Leigh Blind
Wigan and Leigh Carers Centre
Wigan and Leigh Homes
Wigan and Leigh Hospice
Wigan Citizens Advice Bureau
Wigan Council
Wigan MS Therapy Centre
Wigan Rotary Club
Wigan Victim Support
Wigan Wellbeing
Wrightington, Wigan and Leigh NHS FT
YMCA Ashton
Your Housing Group
Youth Offenders Team Wigan Council

Session Name: EDS Voting 1

Date Created: 25/05/2017 09:41:27

Active Participants: 36 of 36

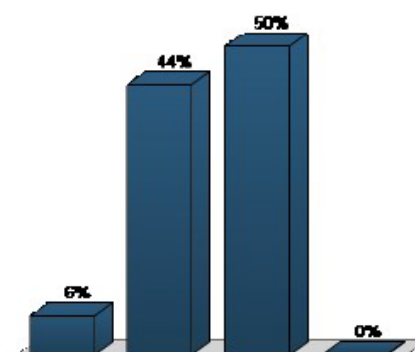
Average Score: 0.00%

Questions: 2

Results by Question

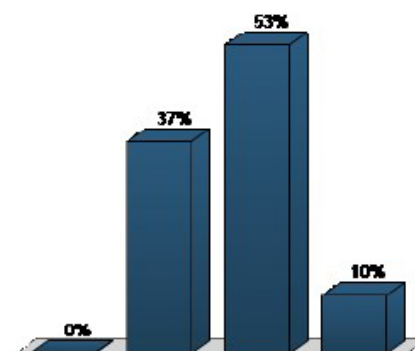
1. How are we performing? Services are commissioned, procured, designed and delivered to meet the health needs of local communities. (Multiple Choice)

	Responses	
	Percent	Count
Undeveloped	6.25%	2
Developing	43.75%	14
Achieving	50%	16
Excelling	0%	0
Totals	100%	32



2. How are we performing? When people are using NHS services, their safety is prioritised and they are free from mistakes, mistreatment and abuse. (Multiple Choice)

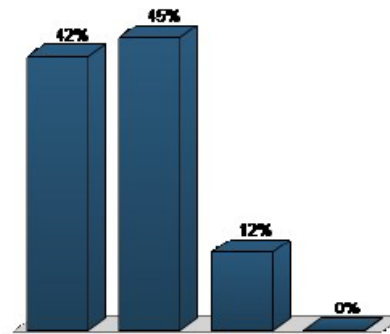
	Responses	
	Percent	Count
Undeveloped	0%	0
Developing	36.67%	11
Achieving	53.33%	16
Excelling	10%	3
Totals	100%	30



Results by Question

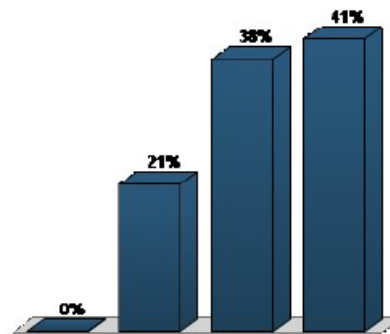
1. How are we performing? Transitions from one service to another for people on care pathways are made smoothly with everyone well informed. (Multiple Choice)

	Responses	
	Percent	Count
Undeveloped	42.42%	14
Developing	45.45%	15
Achieving	12.12%	4
Excelling	0%	0
Totals	100%	33



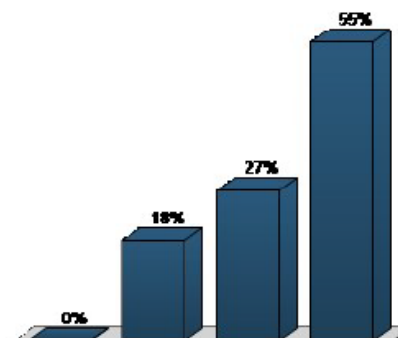
2. How are we performing? Individual people's health needs are assessed and met in appropriate and effective ways. (Multiple Choice)

	Responses	
	Percent	Count
Undeveloped	0%	0
Developing	20.59%	7
Achieving	38.24%	13
Excelling	41.18%	14
Totals	100%	34



3. How are we performing? Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives. (Multiple Choice)

	Responses	
	Percent	Count
Undeveloped	0%	0
Developing	18.18%	6
Achieving	27.27%	9
Excelling	54.55%	18
Totals	100%	33



Please see Sharepoint for supporting documentation:

Inclusive Street: Reviewing Inclusivity In Local Health Services.