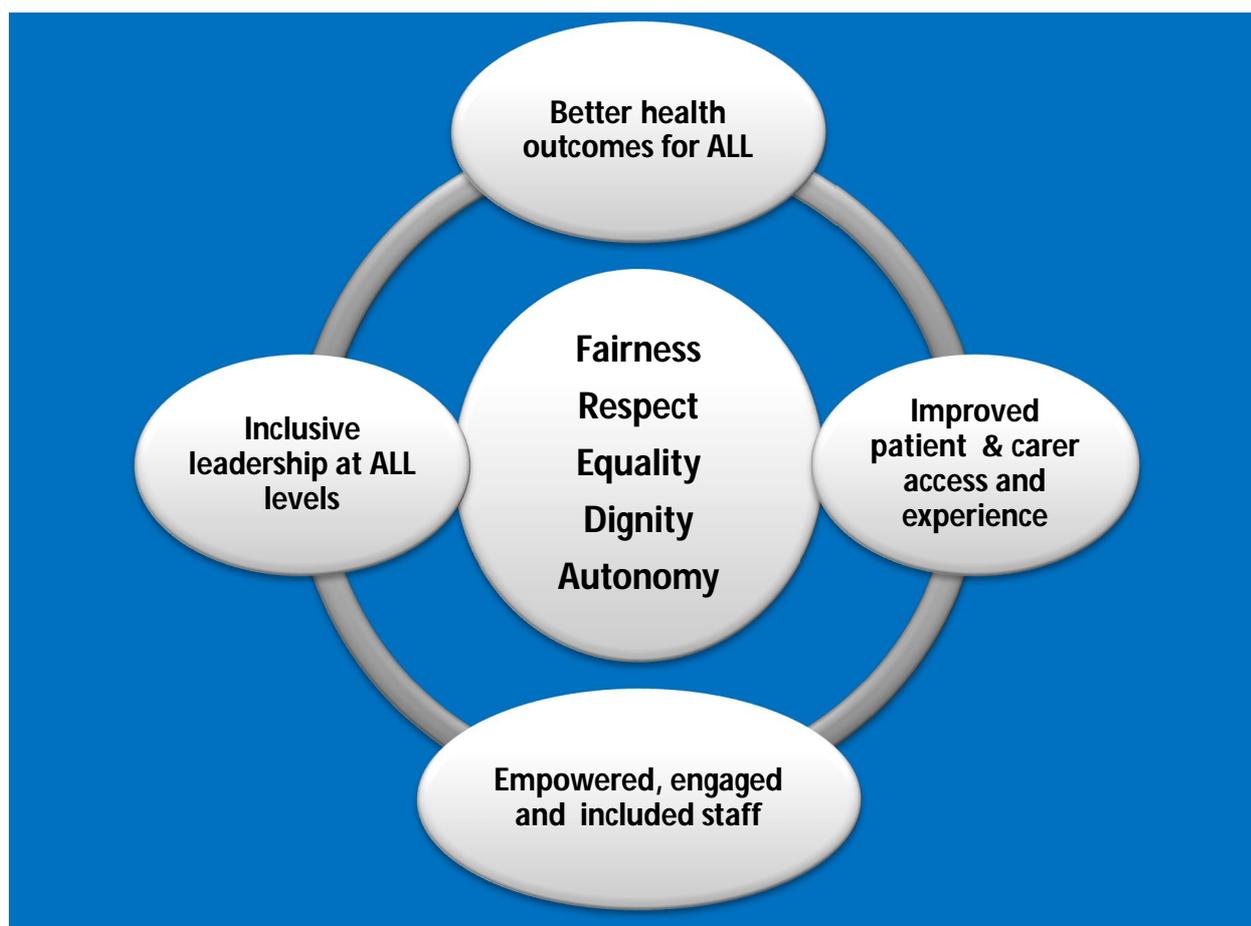


Equality & Inclusion Annual Report 2014

Telford and Wrekin
Clinical Commissioning Group

Author: Alison Smith, Executive Lead Governance and Performance



Foreword	2	Contents
Introduction	3	
About the people of Telford and Wrekin	3	
Compliance with the Public Sector Equality Duty	4	
Workforce Profile	6	
Outcomes of our Equality Objectives	8	
Equality Delivery System	10	
Meeting statutory Human Rights requirements	11	
The Way Forward	13	
Conclusion	13	

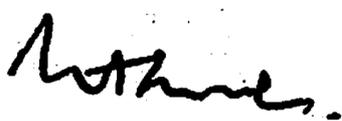
Foreword

Telford and Wrekin Clinical Commissioning Group (CCG) believes that equality and diversity includes addressing health inequalities and should be embedded into all commissioning activity. Our strategic aim of this strategy is to provide equality of opportunity to all our patients, their families and carers and to proactively eliminate direct or indirect discrimination of any kind.

The CCG is keen to involve local people in the continuing development and monitoring of this strategy to ensure that we commission (buy) the right health care services, provide well trained staff to deliver and ensure our providers meet the equality duties set out in the Equality Act 2010 and promote people's rights.

This is our second Equality & Inclusion annual report which sets out how the Clinical Commissioning Group has performed in meeting its legal duties set out in the Equality Act 2010 and the Human Rights Act 1998 during 2014. We have made some significant progress across a number of different CCG functions, albeit we still consider that we are "developing" in terms of equality performance. We believe that the breadth of progress outlined in this report, demonstrates the CCG's commitment to ensuring that our local population have equality of access to NHS services and in outcomes of treatment.

We are a young but ambitious organisation and we are determined that, by working hard with our partners, we will create a healthcare service that improves the health, wellbeing and lives of the people of Telford and Wrekin



Dr Michael Innes
CCG Chair



David Evans
Chief Officer

Introduction

This is the Clinical Commissioning Groups (CCG) second Equality & Inclusion Annual Report, which sets out how the CCG has been demonstrating 'due regard' to the public sector equality duty's three aims since January 2014 and will provide evidence for meeting the specific equality duty, which requires all public sector organisations to publish their equality information annually.

"We will make equality core to our business planning"

Due regard means that the Clinical Commissioning Group has given consideration to issues of equality and discrimination before making any policy decision. That is a valuable requirement that is seen as an integral and important part of the mechanisms for ensuring the fulfilment of the aims of anti-discrimination legislation set out in the Equality Act 2010.

About the People we serve

There are 22 GP practices across Telford and Wrekin which are all member practices of the CCG. The CCG serves a population of around 172,000 people in Telford and Wrekin, and has a budget of £189 million to commission a range of local health services for the people of Telford and Wrekin. Many of the people we serve live in deprived areas, with Telford and Wrekin in the top 30% most deprived local authorities in the West Midlands.

'Improving the health and wellbeing outcomes for patients and the local population shall be our central goal.'

Tackling health inequalities is a priority for the CCG. We have an ageing population with both the 65-84 and 85+ age groups increasing by over a fifth between 2010 and 2011. This is reflected nationally and presents a key challenge for the NHS, especially in managing long term conditions. We also have a higher early death rate of under 75s from cancer and heart disease, and life expectancy is 7 years less for men than women in Telford and Wrekin when compared to the national average. We have a dementia prevalence set to increase by 17%, which equates to up to 1,850 more people suffering from dementia.

Therefore, as a CCG we are committed to working with patients and clinicians to help people manage their long term conditions and ensure services can support an ageing population.

Compliance with the Equality Legislation and the Public Sector Equality Duty

The CCG has since April 1st 2013 worked with local people and its employees to show due regard to the aims of the Public Sector General Equality duty as set out in the Equality Act as set out below:

Aim 1	Eliminate unlawful discrimination, harassment and victimisation
Aim 2	Advance equality of opportunity between different groups
Aim 3	Foster good relations between different groups

Below are the protected characteristics as set out in the Equality Act 2010

1. age (including children and young people)
2. disability
3. gender reassignment – includes people who are considering, undergoing or have undergone gender reassignment.
4. pregnancy and maternity
5. race
6. religion or belief
7. sex
8. sexual orientation
9. Marriage and civil partnership - The NHS in general and but especially the CCG need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status. This means that the first aim of the general equality duty applies to this characteristic but the other two aims do not. This applies only in relation to work, not to any other part of the Equality Act 2010.

What have we been doing to meet Equality Legislation Requirement?

Developing Commissioning Plans

The CCG buys a range of healthcare services to meet the needs of the people of Telford and Wrekin and to close the health inequalities. The CCG develops plans every year setting out what it will buy and these are called Commissioning Intentions.

Commissioning Intentions form part of the annual planning cycle which commences each year and finishes with agreed and signed contracts with providers. The major part of the planning cycle is the development of an integrated plan which responds to the requirements of the NHS Operating Framework which is published each year.

The CCG has considered equality information, including data held by Public Health on health inequalities when developing the commissioning plans, undertaking service design and redesign, equality analysis and strategic developments. Equality Analyses are being carried out as part of the development of the 2015/16 Commissioning plans to ensure that equality is at the heart of the process. For 2015/16 the CCG has developed and adopted a decision making framework as a tool to aid decision making on healthcare services (including medicines and new technologies). The Framework outlines a clear, rational approach and a fair transparent process to ensure that evidence based health gain for the local population and value for money is maximised. The Framework has as part of the criteria for evaluating if a service is the best way of delivering a product, service or technology the need to:

- Make sure all eligible patients can access the service.
- Consider how providers plan to work across patient pathways to deliver the service as efficiently as possible and offer patients the best possible experience.
- To encourage a holistic approach to care through appropriate links with social care and other forms of care.

The Framework is underpinned by the CCGs Ethical Framework for Priority Setting and Resources Allocation and the use of Equality Impact Assessments for specific decision making and policy development.

Equality and Diversity Training

Employees of the CCG have received equality and diversity training utilising the Skills for Health e-learning modules for Equality and Diversity Training which delivers an understanding of equality and diversity, this includes the following modules:



- Pre-assessment
- Module 1: General awareness
- Module 2: Age
- Module 3: Disability
- Module 4: Gender and gender reassignment
- Module 5: Race & ethnicity
- Module 6: Religion & belief
- Module 7: Sexual orientation
- Module 8: Pregnancy and maternity.

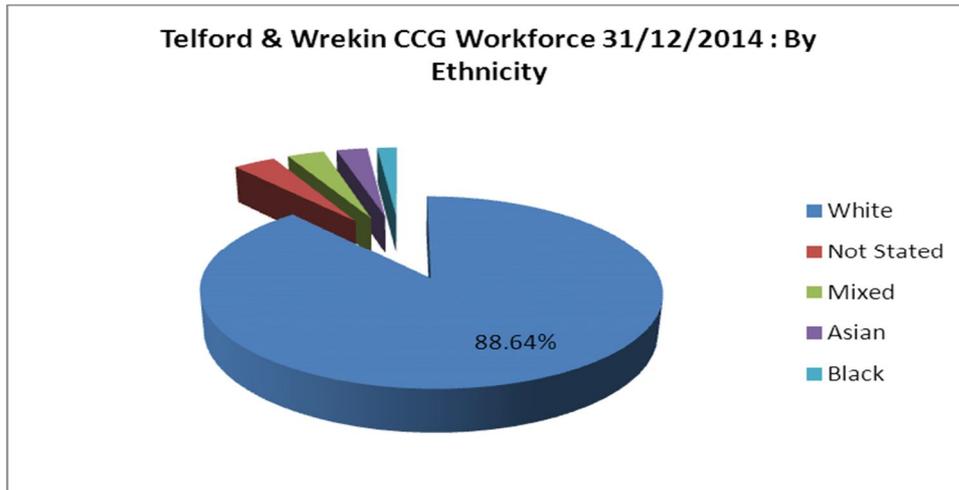
Assessment Process

The CCG wants to ensure that the staff after completing each module is able to show that they have understood the information presented through the e-learning. Each module is followed by an assessment with a pass mark of 70%. Progress can be tracked by managers for internal audits and learners can keep a certificate of completion for CPD.

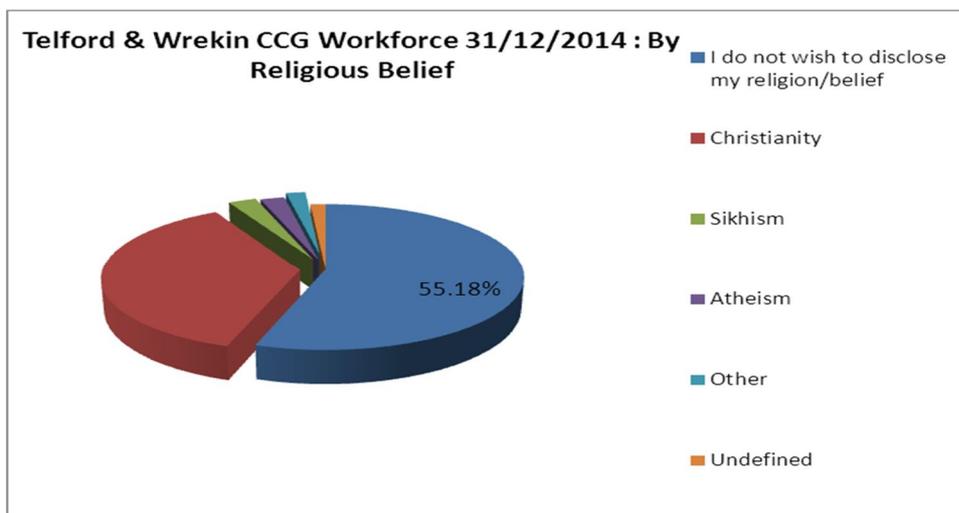
The e-learning module is mandatory for all staff at the CCG and must be completed by 31st March 2015. The CCG is monitoring how staff are progressing on the training as part of its reporting mechanisms provided by Human Resources in the Commissioning Support Unit.

Our Workforce Profile as of 31/12/14

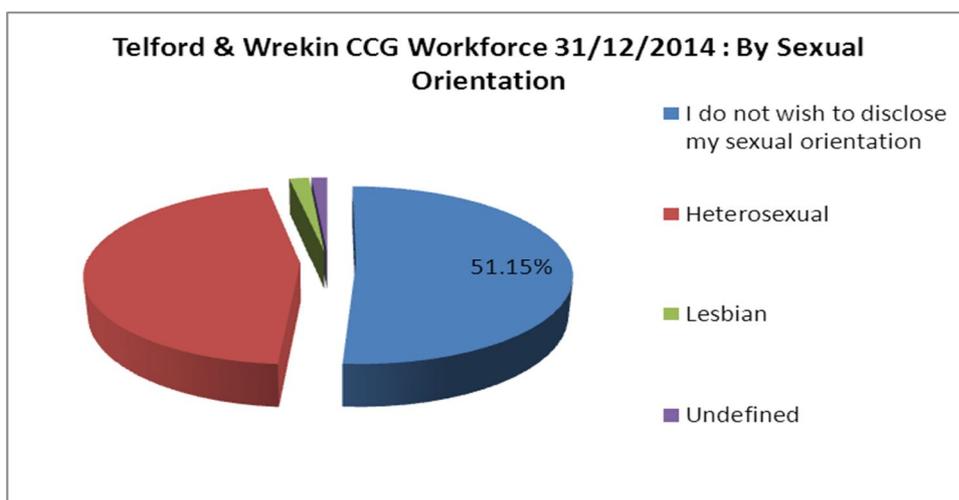
FTE by Ethnic Origin Broad Category



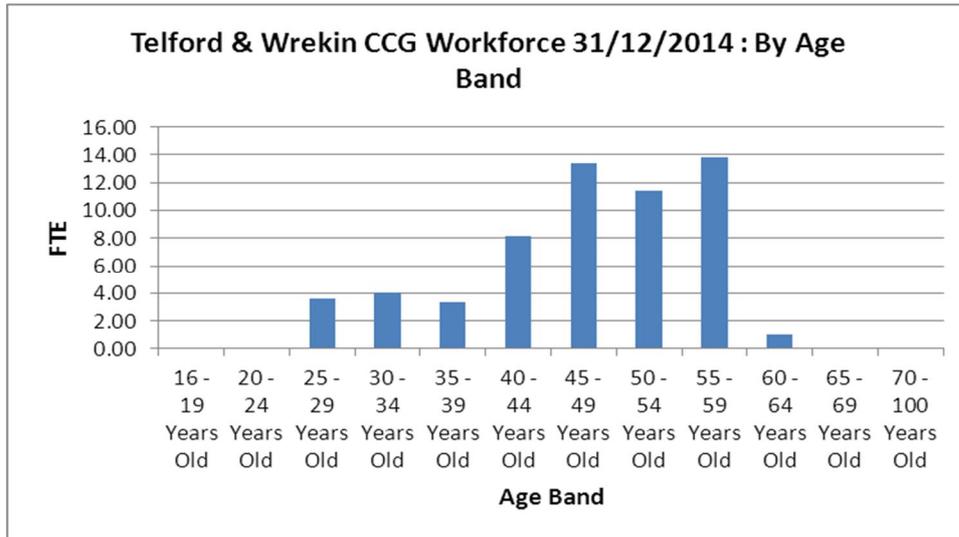
FTE by Religious Belief



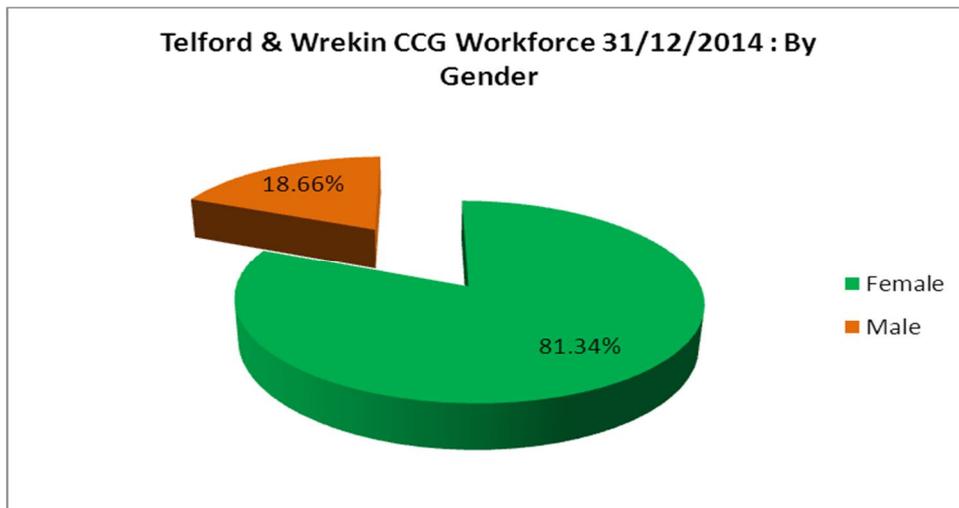
FTE by Sexual Orientation



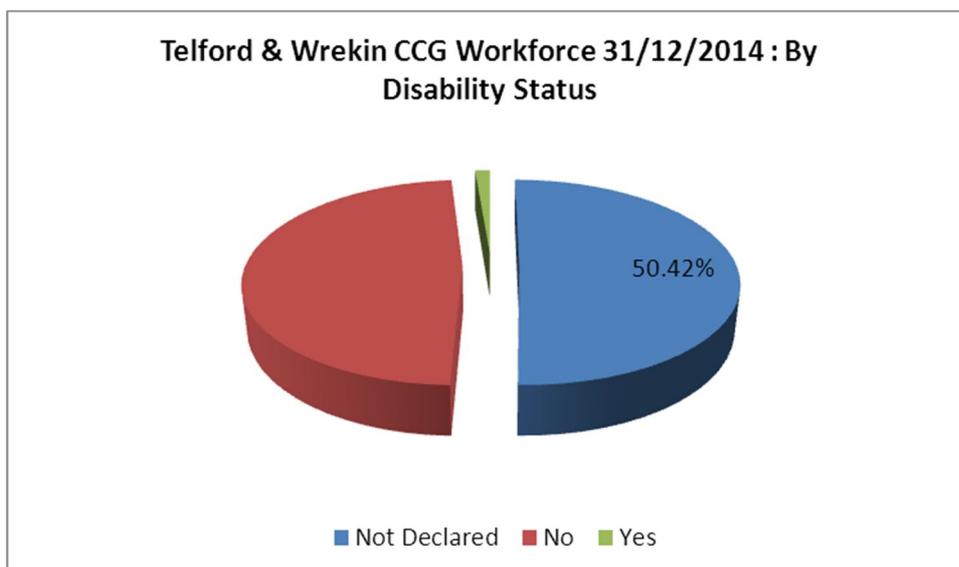
FTE by Age Band



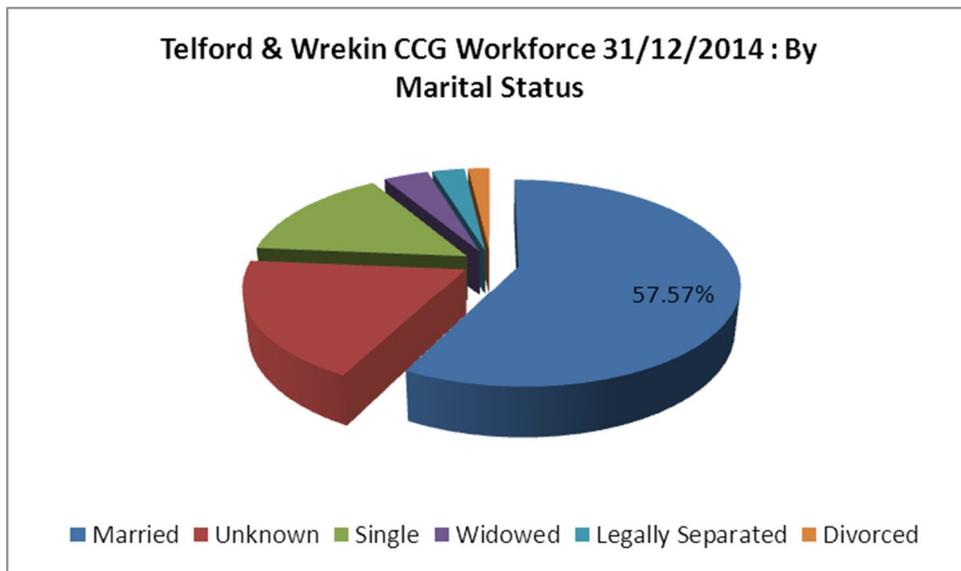
FTE by Gender



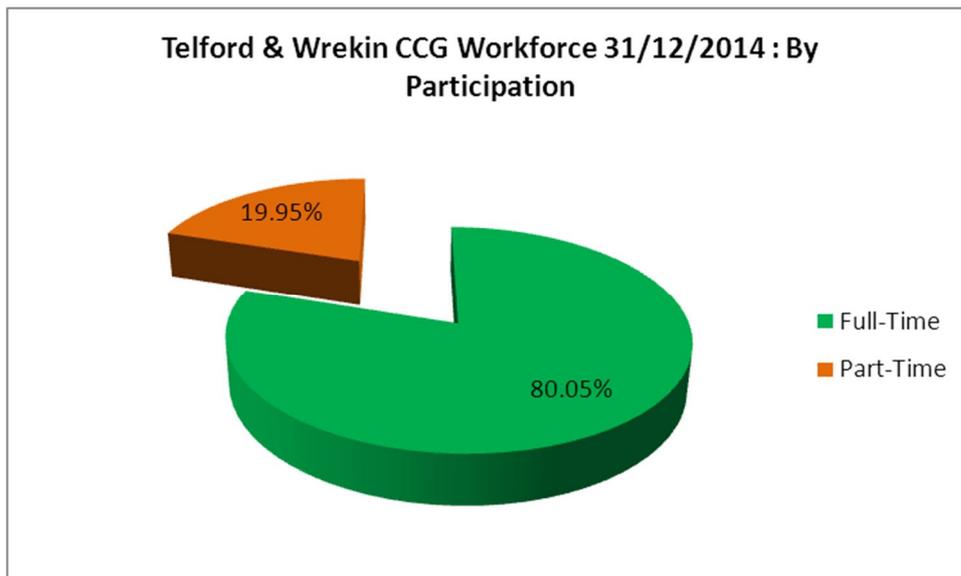
FTE by Disability Status



FTE by Marital Status



FTE by Participation (Full-Time vs Part-Time)



Outcomes of our Equality Objectives

The CCG prepared and published its equality objectives in April 2012 whilst in shadow form. These objectives further the aims of the general equality duty, and will be revised every four years. Below are our four equality objectives which the CCG has been working to during 2014 which will be revised as part of the revision of the Equality and Inclusion Strategy and the 2015 Equality Delivery System Grading process.

Objective 1	Improve understanding of equality, human rights and community needs across the CCG
Progress	<ul style="list-style-type: none"> • CCG Staff have completed their mandatory equality and diversity training and ongoing refresher training where required. All CCG employees working on commissioning plans have an understanding of the population of Telford and Wrekin including the health inequalities and challenges. • We undertook a presentation in February 2014 with an audience of service users and people with disabilities on Winterbourne View actions, the Health and Social Care Self Assessment process, CIPOLD and supporting good physical health. • Our Safeguarding Team raised awareness using generic display material on: <ul style="list-style-type: none"> • Safeguarding Children and Young Adults • Child Sexual Exploitation • Child Sexual Abuse • Safeguarding Adults • Domestic Violence • Hate Crime • Mate Crime • Mental Capacity Act • Deprivation of Liberty Safeguards • Racial discrimination • Religious discrimination • Trafficking <p>At the following locations during the year:</p> <p>February 2014 Dignity in Care Road Trip Visited all nursing homes in T&W, taking tea and biscuits, meeting the people who live in the homes, staff and relatives raising awareness of dignity in care.</p> <p>25 staff from T&W CCG and many staff in the nursing homes also signed up as Dignity Champions.</p> <p>February 2014 Female Genital Mutilation Awareness</p>

	<p>Information and Display at Halesfield 6</p> <p>March 2014 International Women’s Day Information and display at TCAT</p> <p>May 2014 International Nurses Day Information and display at Halesfield 6</p> <p>June 2014 Elder Abuse Awareness Information and display at Halesfield 6</p> <p>September 2014 T&W CCG AGM Information and display at AGM</p> <p>September 2014 MacMillan Coffee Morning Information and display at Halesfield 6</p> <p>September 2014 Modern Day Slavery Information posters at Halesfield 6</p> <ul style="list-style-type: none"> • The CCG launched in 2014 two paid volunteer days for its staff to use to undertake voluntary service within the Telford and Wrekin, to help foster better understanding of issues facing our population. Staff have volunteered at the local Donnington ex military personnel counselling service, helping to run a sports day for local children, and volunteering time at the Telford Food Bank. Feedback from staff undertaking volunteering has been very positive in broadening their knowledge and understanding of the needs of our local population.
Objective 2	To ensure the equality of opportunity in employment and training provision, with focus on improving workforce data and analysis
Progress	<ul style="list-style-type: none"> • The CCG utilises the NHS Jobs online recruitment, this enables the CCG to undertake fair recruitment, where an applicant has a disability and requires reasonable adjustments to enable them to apply or attend interview the CCG through the HR support at the Commissioning Support Unit put in place reasonable adjustments. • The CCG also monitors applicants for the following protected groups; age, sex, sexual orientation, religion, disability/long term condition and ethnicity to ensure there is no discrimination in the recruitment process. • Recruiters do not get any personal identifying information throughout the shortlisting process to ensure fair shortlisting, however they do get information about any applicant who has a disability via the two ticks symbol to ensure that if the disabled applicant has all the minimum personal specifications required for the post they automatically get an interview. • The CCG also has a comprehensive workforce profile which identifies the following protected characteristics; age, pay sickness, sex, and ethnicity, disability from the staff survey and workforce statistics. • In addition this year for the first time the CCG carried out its own staff

	<p>survey. There were two questions in the survey regarding equality and discrimination; career progression and development opportunities and discrimination from colleagues. The numbers of staff being discriminated against by colleagues was only one, about 20% of respondents to the survey felt that access to training was not equal. The CCG is currently drawing up an action plan following discussions with staff through team briefs and a staff away day, to look at addressing these and other issues highlighted in the survey.</p>
<p>Objective 3</p>	<p>To achieve greater engagement between Telford and Wrekin CCG and minority groups</p>
<p>Progress</p>	<p>The CCG engages with local people when developing their commissioning plans e.g.</p> <ul style="list-style-type: none"> • Continued engagement with the growing Polish Community on how to access services in the right way at the right time e.g. appropriate use of GP and A&E services • Future Fit engagement on reconfiguration of acute and community hospital service in the county has reached many networks and groups. The project details can be found at: http://nhsfuturefit.org/ • Young Health Champions have met in January and looked at what Health is, how things can affect health, and health inequalities. The group of young people will meet regularly (every 6 weeks) and will work on identified projects. • Telford Patients Group – group of up to 12 patients who are made up of PPG reps and people with LTC’s. They meet every month to discuss issues that affect them personally and practice wide. • The Maternity Engagement Group service users highlighted an inconsistency with the signposting of information. This was picked up by the provider and corrected. This is a regular quarterly meeting. • The South East Asian Women’s Group meets regularly and their co-ordinator fed back that members of the group did not know who they could contact to help navigate the NHS. The PALS leaflet was shared with the group. • Commissioners are working with Colin Sargent from the Jayne Sargent Foundation who highlighted a gap in information services provided in Telford & Wrekin to patients and their families who are diagnosed with Cancer. The Foundation has now raised money and are part funding an initiative to commission local IAPT to provide one to one and group support. • As part of the MSK Tender process a member of the local RA Support Group has been part of the interview process. • The Telford Visually Impaired Person (VIP) Group has fed back on the changes to the ophthalmology services locally. • CCG senior management and engagement staff with patients have taken part in an NHS England facilitated workshop on implementing a “Patients in Control” culture of commissioning. An action plan is being

	drawn up led by key patients and senior managers.
Objective 4	To ensure accessibility to services and information across commissioning and commissioned services
Progress	<ul style="list-style-type: none"> The CCG works with its providers to ensure that they offer accessible services including physical access where required and information. The CCG also monitors whether the provider is meeting its public sector equality duty and this is monitored by the CCG through contract reviews. <p>The main services that we commission include:</p> <ul style="list-style-type: none"> Hospital care: If you need to go to hospital for tests, a consultation with a specialist or an operation Out of hours and emergency care: Whether it is at A&E, from the out-of-hours GP service or a visit to a Minor Injuries Unit Community care: Healthcare that people receive in their homes, such as visits from a community nurse Rehabilitation care: Services that help people regain their independence following ill health. This is particularly important if they have spent a long time in hospital Mental health services: Making sure people with mental health needs get the support they need Learning disability services: Making sure people with learning disabilities can live as independently as possible with the right support <ul style="list-style-type: none"> Positive evaluation of community respiratory projects established in 2013/14 covering; <ul style="list-style-type: none"> Pulmonary Rehab, Nebuliser Service, Anxiety Management, 7 day working and Community Consultant Support <p>The CCG works in partnership with the Breathe Easy group as one of its key stakeholders. These projects have increased access to services for patients with respiratory conditions and reduced waiting times. Also impacting on emergency admissions and length of stay in hospital</p> Clinical Pathways Committee – Pathways in sleep apnoea, dementia, Hepatitis C, Ear wax completed, updating hypertension and diabetes – aimed at stream-lining care pathways, improving the patient journey and optimising access for relevant patient groups EBUS – CCG agreed Shrewsbury and Telford Hospital NHS Trust to take on activity in 14/15 bringing care closer to home for patients Bariatric – Business case for tier 3 being developed (in context of wider weight management pathway and Tier 4 coming to CCG's) to improve the pathway for this patient group End of Life- End of Life Plan launched. Will benefit this patient group and their families/carers by ensuring a co-ordinated approach that has the patient/carer at the centre respecting their wishes and addressing

their clinical needs

- Smoking tender complete – CCG participated in this – Public Health are the commissioner. Key element of stop smoking strategy this includes a separate service for pregnant mums
- AQP Audiology – reviewing existing arrangements for mild to moderate hearing over 55's involving the Hard of Hearing Forum
- Enhanced Service for LTC's – care plans for asthma, COPD and diabetes – helping to empower patients/carers to better self-manage their LTC
- Flo simple tele-health – automated texting to monitor patients with hypertension in primary care – patients with hypertension are encourage to self-manage their condition. Hypertension affects more people in the older population.
- Care navigators - 9 GP Practices have a CN providing sign-posting and support -many of the people that the CN's support are older people who are socially isolated and lonely. The service is having a positive impact on older people with a LTC who access the service who are signposted to voluntary sector and other groups thereby improving their well-being
- Health trainers – 16 GP Practices have Health trainer clinics - aimed at helping people to reach agreed goals to make life style changes e.g. quit smoking, lose weight , reduce alcohol consumption
- eGFR Surveillance System for Chronic kidney disease monitoring being introduced by SaTH - monitors patients to allow early alert if their condition is deteriorating
- Donnington Cardiology service - expanding patient choice, care closer to home which is particularly of benefit to those over 60.
- Supply of Healthy Start Vitamins through community pharmacies to pregnant women, new mums and children under four years of age
- Supporting the Pharmaceutical Needs Assessment with the Council.
- Undertaking with the SSSFT Mental Health Trust a consultation on mental health provision at Castle Lodge in Telford.
- Undertaking a consultation on the CCG's long term conditions strategy.
- The aim of the complaints and compliments policy is to ensure that all contacts from patients are listened to and that complaints are resolved quickly and simply and that information gained from them is used to improve the services commissioned.
- The CCG has a commitment to ensure that no person is treated in a less favourable manner than another on grounds of age, religious belief, disability, ethnic or national origins, medical condition or marital status, nationality, race, sex or sexual orientation nor is placed at a disadvantage because of a complaint or by the application of conditions or requirements which cannot be shown to be justifiable.
- The objective of having a complaints policy and procedure is to ensure that all groups within our community are able to make complaints and have these complaints investigated using the same process and level of transparency.
- Disability: The policy recognises that there are some groups of people that do not feel comfortable or able to make a formal complaint through the process outlined. The policy allows for the complainant to nominate

a friend relative or independent advocate to manage the complaint on their behalf, in accordance with the Mental Capacity Act 2005.

- The PALS and Complaints Leaflet includes an invitation to access the information in different languages.
- A PALS leaflet was designed and shared with young people, and is now published on our website.
- Equality and diversity monitoring: An equality and diversity monitoring form will be sent to the complainant on completion of local resolution. This will be attached to the evaluation questionnaire. See Appendix C. Quarterly or six monthly reporting of equality and diversity data for complaints will be sent to the CCG PPQ Committee to ensure that the provision of services is equitable to all communities
- The TRAQS service processes referrals for ALL patients, irrespective of the 9 protected characteristics. In line with the NHS constitution ALL patients are entitled to choice of provider and date and time of appointment unless their GP has agreed otherwise. The TRAQs team have made some significant progress in addressing issues of equality within their own processes:
 - All patients are entitled to a “proxy” contact, if they do not wish to be the point of contact for TRAQS.
 - TRAQS continue to encourage GPs to identify within their referral letter, if a patient has special needs. This is then picked up by the call handler in TRAQS and the patient dealt with appropriately.
 - Patients are entitled to opt out of their patient information being shared on the national spine and Choose and Book. TRAQS will act on this if notified by the patient and or the GP Practice.
 - Patients can choose a preferred method of contact i.e. if they would prefer to a letter rather than a phone call.
 - The TRAQS team have undertaken specific training below during the last 12 months, all of which relate to the 9 characteristics:
 - Dementia Awareness - Two employees within TRAQS attended this training
 - Hard of Hearing Awareness Training
- The CCG has embarked on a key project called Better Care Fund (BCF) which seeks to pool social care and health service budgets to commission services for specific groups more effectively and efficiently. The main target group of the BCF are those older people who may have complex needs or are very frail, as well as people with long term conditions. The implementation of BCF will have a positive impact on helping older people and people with long term conditions and disabilities be able to access treatment and services more locally – cutting down on travelling time and the stress of going to hospital. The initial pilot has evidenced that by using a rapid response model via Community services a large number of people can remain in their own homes with packages of care instead of having to go to hospital with an acute episode.
- The CCG is working in partnership with Telford and Wrekin Council on the implementation of the Special Educational Needs and Disabilities (SEND) reforms. This will be to enable social and health and education

to produce one health care plan for an individual child or young person with SEN and disabilities. It will also enable a smoother transition from childrens' to adult services and there is now lots of information on our website: <http://www.telfordccg.nhs.uk/childrens-commissioning>

- The CCG with partners has made significant inroads during 2014 into reductions in waiting list for children and young people with mental health problems.
- The Occupational Therapy Team, Shropshire Community Health Trust, has reduced waiting times for mainstream school children in 2014, which has a positive impact on further work to improve pathways for more complex conditions.

Equality Delivery System (EDS2)

The CCG has adopted the Equality Delivery System version 2 (EDS2) (Department of Health, 2013) as its performance toolkit to support the CCG in demonstrating its compliance with the three aims of the Public Sector General Equality Duty. The EDS grading process will provide the Clinical Commissioning Group Governing Body with an assurance mechanism for compliance with the Equality Act 2010 and enables local people to co-design the Clinical Commissioning Groups equality objectives to ensure improvements in the experiences of patients, carers, employees and local people. During January 2015 the CCG has gathered its evidence and undertaken a self-assessment the results of which are over page.

	Equality Delivery System 2 Outcomes	Self-assessment Grades
1.1	Services are commissioned, procured, designed to meet the health needs of local communities	Developing
1.2	Individual people's health needs are assessed and met in appropriate and effective ways	Developing
1.3	Transition 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	Developing
1.5	Screening, vaccination and other health promotion services reach and benefit all local communities	Developing
2.1	People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	Developing
2.2	People are informed and supported to be as involved as they wish to be in decisions about their care	Developing
2.3	People report positive experiences of the NHS	Developing
2.4	People's complaints about services are handled respectfully and efficiently	Developing

3.1	Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	Developing
3.2	The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations	Developing
3.3	Training and development opportunities are taken up and positively evaluated by all staff	Developing
3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source	Developing
3.5	Flexible working options are available to all staff consistent with the needs of the service and the way that people lead their lives	Developing
3.6	Staff report positive experiences of their membership of the workforce	Developing
4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisation	Developing
4.2	Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed	Developing
4.3	Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	Developing

These results above will require verifying by local people during 2015 and the CCG has in place plans to work with the CCG's Health Roundtable, Health Watch and local Voluntary organisations to ensure that there will be representation from all protected characteristic groups represented at the grading process.

Meeting statutory Human Rights requirements

The Human Rights Act 1998 sets out a range of rights which have implications for the way the CCG buys services and manages their workforce. In practice this means that we must:

- Act compatibly with the rights contained in the Human Rights Act in everything we do
- Recognise that anyone who is a 'victim' under the Human Rights Act can bring a claim against the CCG (in a UK court, tribunal, hearing or complaints procedure)
- Wherever possible existing laws that the CCG as a public body deals with, must be interpreted and applied in a way that fits with the rights in the Human Rights Act 1998.

The CCG has adopted a human rights based approach to the way they involve and engage with local people in decision making processes, particularly the PANEL principles. The human rights based approach includes empowering people to know and claim their rights and increasing the ability and accountability of individuals and institutions who are

The PANEL principles are some underlying principles which are of fundamental importance in applying a human rights based approach in practice. These are:

- Participation
- Accountability
- Non-discrimination and equality
- Empowerment and
- Legality

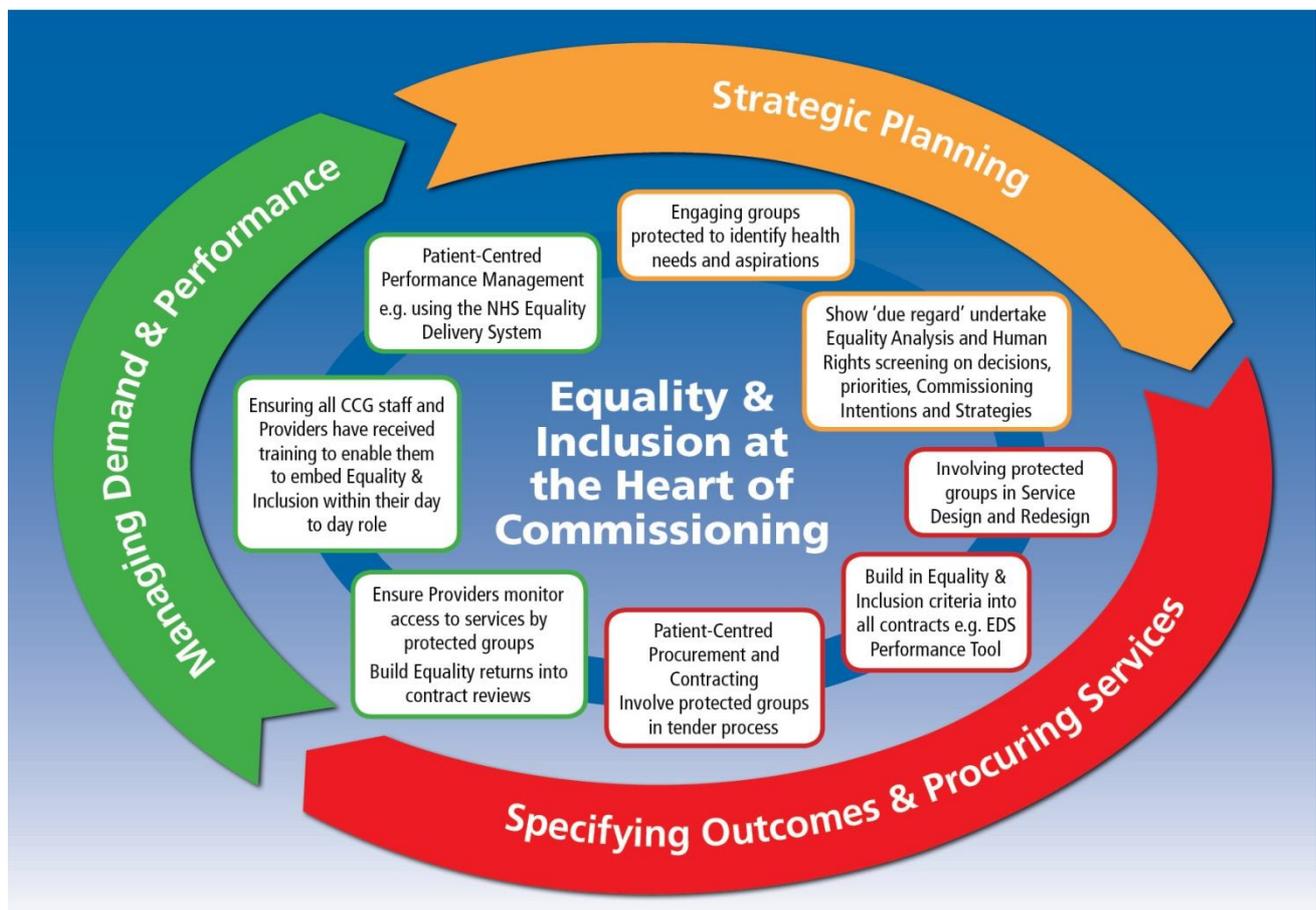
responsible for respecting, protecting and fulfilling rights.

This means giving people greater opportunities to participate in shaping the decisions that impact on their human rights whilst increasing the ability of those with responsibility for fulfilling rights to recognise and know how to respect those rights, and make sure they can be held to account.

A human rights based approach is about ensuring that both the standards and the principles of human rights are integrated into policymaking as well as the day to day running of organisations. The CCG is developing a toolkit which will require CCG staff undertaking decisions to carry out a human rights screening alongside the equality analysis, privacy and quality impact assessments.

The Way Forward

The CCG will be working to continue to embed equality and inclusion at the heart of its core business functions as set out below:



The CCG will also continue to build on engagement with local people to ensure the voice of all communities across both the rural and urban conurbations, from deprived and non-deprived communities are heard and influence the development of the CCG commissioning plans for 2015/16 and in informing the grading of the CCGs performance against the 4 goals of the NHS Equality Delivery System evidence..

Conclusion

The CCG has since 1st April 2013 identified their Equality Objectives through engaging with local people, they have been making clear progress against these objectives and have undertaken a self-assessment against the NHS Equality Delivery System version 2, which they will get verified in 2015. The CCG remains committed to showing 'due regard' to the Public Sector Equality Duty, Equality and Human Rights legislation and the NHS Constitution.