

Salford CCG EDS2 Annual Public Grading of Equality Performance 2013-14

Venue: CCG Office, 7th Floor, Lowry and Pankhurst rooms, St James House, Salford 16 June 2014

Goal 4: Inclusive Leadership, has 3 required Outcomes, as shown below with questions and feedback from Stakeholder Group.

Introduction

EDS2 equality performance framework asks for evidence of: **how do people from local protected groups fare compared to people in general re healthcare?** Julia Allen provided an overview of the previous training session (Training session powerpoint presentation was shown again briefly) and reminded the group that the grading session would focus on goal 4 - Inclusive Leadership and how the CCG is taking into account protected groups in its senior level planning and decision making processes and outcomes.

There are 4 levels of grading to choose from and each Stakeholder present was asked to score each required Outcome, after the evidence had been presented to the group. Stakeholders were advised that evidence would cover senior decision makers' processes, understanding and effectiveness for CCG's equality performance during 4 November 2013 to 31 March 2014 (a short year) due to formal launch by NHS England of refreshed Equality Delivery System (2). Four CCG senior staff attended the public grading event, to answer Stakeholder questions on equality performance during our first year as a newly formed CCG. Main provider partner organisations Equality Lead was invited to send a representative to both training and public grading Stakeholder events this year, acting as 'critical friends' feeding back on CCG equality performance. CCG are keen to transparently present both progress and challenges for each of the Outcomes evidenced, over the 4 year EDS delivery cycle..

Looking forward: Next year EDS2 evidence will be presented by Salford CCG on Goal 1: Better Health Outcomes. We are working with our provider partner organisations to encourage evidence collection for each protected group; CCG commissioning priority for services; and how do protected groups fare compared to people in general re healthcare information and services? Salford CCG will present evidence from a commissioner perspective.

Following our June 2014 public grading for Goal 4 (Inclusive Leadership), CCG will develop an action plan to aim to move our score with Stakeholder approval, to the next level by addressing any gaps raised at this year's grading event.

Grading level options for Stakeholder Group:

Red Under developed

Amber Developing

Green Achieving

Purple Excelling

Outcomes, questions received and feedback with grading by individual Stakeholders present.

Required Outcome 4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisation.

Discussion of evidence and any questions from EDS2 Stakeholder group:

Julia talked through a bullet point list of Inclusive Leadership evidence with the group and invited any questions.

JB not all protected groups have been invited to talk to the board.

HD the CCG will look at all protected groups.

Joanne **Q** is the easy read document (ie today's EDS2 summary document, and the CCG's Annual Equality Data publication available on CCG website) supplied by a learning disability led organisation?

JA **A** yes

CR (LD Rep) Discussed recent research project carried out across GP practices in Salford. Good practice example of gathering information from different systems on protected groups.

JA Primary and secondary care has different data recording and monitoring /reporting systems and different staff. Proves difficult when gathering and monitoring information.

KP The Integration of Health and Social Care Programme is a good example of working together in partnership across Salford. One of the achievements from the programme is to have the choice to die in the preferred place of death.

HD 'All-in the Mind' CCG asked young people what they wanted from healthcare services.

4.1 GRADING – Overall AMBER

Tammy	Baseline good and commitment good. AMBER
Cathy R	Grading focus is learning disability services GREEN
Josie	All disabilities don't fare as well – AMBER. <u>Action – Julia</u> to meet with Josie regarding 'reasonable adjustment' discussion.
Jo	AMBER
Susan	AMBER or GREEN
Joanne	AMBER
Hilary & Rhona	AMBER towards GREEN
David	AMBER
Paul	No recommendation made.
Cathy	(LGB representative) GREEN.
Rhona	Amber

Required Outcome 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

Discussion of evidence and any questions from EDS2 Stakeholder group:

Julia talked through a bullet point list of Inclusive Leadership evidence with the group and invited any questions.

Papers at Board have a front sheet which provides a prompt to senior decision makers to ask the question.

Karen Integrated Care Programme is a good example of high level consultation with stakeholders. Value of feedback dependent on the quality of the questions.

Francine We have a Lay Member for engagement on the board – Brian Wroe.
Julia CCG Audit Committee annually asks the 'so what?' question.

Claire Quarterly panel newsletter we have a 'You said, we did' section.
Hannah Board meetings are public may be useful to come along before the grading next year.

4.2 GRADING – Overall AMBER

David not convinced that positive action is being taken. Lack of evidence. RED
Cathy (LGB Rep.) GREEN
Paul AMBER
Hilary Process in place evidence in question? AMBER
Tammy GREEN for the process. AMBER overall as knowledge base needed.
Joanne AMBER need to make board papers more accessible.
Susan AMBER
Jo AMBER for the process need more evidence.
Josie AMBER for the process
Cathy R AMBER

How to improve current grading

CCG is new and developing – to get from Amber to green on 4.1 and 4.2 it needs to:

- Provide public grading evidence of discussions about identifying and managing equality risk in Board and senior Committee Papers.
- Provide evidence that information from the Health Inequalities document is being used in CCG decision-making.
- Provide evidence to show outcomes from the Equality Strategy / Health Inequalities document and show how these have influenced better equality information from provider organisations.
- Provide evidence to show how the Equality Strategy is being incorporated and what has brought about improvements for vulnerable protected groups.
- Start to show that we are addressing the specific inequalities in the Health Inequalities document
- Each local protected group to have opportunity to meet with Exec team to discuss health inequalities and healthcare needs.
- Processes are good. Need more evidence of knowledge base.
- Make Board Papers more accessible to all.
- Board meetings are public - may be useful for any Stakeholders from this group to come along before the grading next year.

Required Outcome 4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination

Q What does culturally competent mean for managers? Is there a definition so managers understand what it means to be culturally competent?

A There is a series of core briefings on essential EDHR subjects – in Salford staff will be expected to read the briefings, discuss them with their line managers at team meetings and in 1 to-1 meetings and raise any queries they might have with their line manager, with a view to understanding “what does this mean for me in my job role?”

4.3 Grading – Overall GREEN

Julia presented the evidence verbally and in summary. Supporting papers were available to circulate to Stakeholders on request.

David	would like to see the evidence at future grading events but happy to accept happening – GREEN
Cathy	PURPLE
Paul	preferred not to give response.
Hilary	GREEN
Tammy	Processes in place Amber
Joanne	AMBER
Susan	GREEN good system but could we have numbers next time eg who has completed training and any staff grievances or survey findings.
Jo	GREEN
Cathy	AMBER

To move from Green to Purple grading on 4.3 the CCG needs to

- Show evidence that appropriate culturally competent behaviours are embedded
- Demonstrate that staff have engaged with local groups to learn more about a particular community and understand their needs
- Demonstrate the outcomes of staff training re cultural competence, and demonstrate sensitivity around needs of particular communities and how to listen to them.
- Show that provider organisations have KPIs around cultural competence, and show the outcomes for this
- Demonstrate that flexible working practices improve the way we show we appreciate and support staff and that this has a positive effect on how staff from protected characteristic groups feel about work and jobs

Annual Public Grading Dashboard for Salford CCG Equality Performance 2013-14

Goal 4: Inclusive Leadership

			2013-14 CCG performance 4.1 grade	2013-14 CCG performance 4.2 grade	2013-14 CCG performance 4.3 grade
Name	Organisation	Protected Characteristic			
David Backhouse	Salford Older Peoples' Development Board	Older Citizens	A	R	G
Kathy McGuirk	Lesbian and Gay Foundation	Sexual Orientation – LGB (& T)	G	G	P
Paul Jackson	Salford Mental Health Forum	Disability – Mental Health	None provided	A	None provided
Joanne	Salford LD	Disability – Learning Disabilities	A	A	A

Susan Fisher	Service User	Disability – Learning Disabilities	A or G	A	G
Linzi Brook (supporter)	Development Worker for People with Learning Difficulties Civic Centre	Development Worker for People with Learning Difficulties Civic Centre	N/A	N/A	N/A
Josie Browne	Salford Disability Forum	Disability – physical and all	A	A	A
Jo Macey	Carers' Centre	Carers	A	A	G
Cath Rotherham	Salford City Council	Learning Disabilities	G	A	A
Francine Thorpe	Salford CCG	Quality & Patient Safety – All	N/A	N/A	N/A
Hannah Dobrowolska	Salford CCG	Corporate Services - All	N/A	N/A	N/A
Karen Proctor	Head of Commissioning Support	Senior Commissioning – All	N/A	N/A	N/A
Claire Connor	Salford CCG	Communications, Engagement & Organisational Development – All	N/A	N/A	N/A

Tammy Pike	Salford Royal Foundation Trust	Diversity and Inclusion Manager - All	A	G process A knowledge base	A
Rhona Davis	Oaklands Hospital	Matron - All	A to G	A	G
Hilary Axon	Oaklands Hospital	Clinical Lead - All	As above – joint score	As above – joint score	As above – joint score
<i>Julia Allen</i>	<i>Salford CCG / GMCSU</i>	<i>EDHR Lead - All</i>	N/A	N/A	N/A
Overall Outcome/ Grading			Amber - Developing	Amber - Developing	Green - Achieving

EDS Next Steps:

To achieve continuous improvement in CCGs equality performance for 2013 - 2014, an uplift EDS2 Action Plan has now been developed to look at addressing any gaps identified for Goal 4 (Inclusive Leadership) by Stakeholder group members at the 16 June 2014 annual public grading event.

At the next annual public grading event, Stakeholders will be asked to consider uplift evidence to improve the current June 2014 grading of Amber / Amber / Green ie Developing/ Developing / Achieving.

During 2014-2015, EDS2 evidence of CCG equality performance will also be gathered for Goal 1: Better Health Outcomes, by CCG colleagues and involving EDS2 Stakeholder group members in looking at priority care pathways and how do people from local protected groups fare compared to people in general in [accessing and taking up] healthcare [information, services and premises].

Appendix 1:

Group Name: EDS2 Annual Public Grading Event

Date: Monday 16th June 2014

Time: 10:00 – 12:30

Venue: 7th Floor, St James's House

Attendance

Please complete the information below:

Place your signature in the name box and print your name in **BLOCK CAPITALS** underneath

Name	Organisation (if applicable)	Protected Group(s) (if applicable)	Attended EDS2 training event 5/6/14 Y / N
David Backhouse	Salford Older Peoples' Development Board	Older Citizens	Y
Kathy McGuirk	Lesbian and Gay Foundation	Sexual Orientation – LGB (& T)	N
Paul Jackson	Salford Mental Health Forum	Disability – Mental Health	Y
Joanne	Salford LD	Disability – Learning Disabilities	Y
Susan Fisher	Service User	Disability – Learning Disabilities	N

Linzi Brook (supporter)	Development Worker for People with Learning Difficulties Civic Centre	Development Worker for People with Learning Difficulties Civic Centre	Y
Josie Browne	Salford Disability Forum	Disability – physical and all	N
Jo Macey	Carers' Centre	Carers	Y
Cath Rotherham	Salford City Council	Learning Disabilities	Y
Francine Thorpe	Salford CCG	Quality & Patient Safety – All	N
Hannah Dobrowolska	Salford CCG	Corporate Services - All	N
Karen Proctor	Head of Commissioning Support	Senior Commissioning - All	N
Claire Connor	Salford CCG	Communications, Engagement & Organisational Development - All	N
Tammy Pike	Salford Royal Foundation Trust	Diversity and Inclusion Manager - All	N – Raheela Ahmed attended
Rhona Davis	Oaklands Hospital	Matron - All	Y

Hilary Axon	Oaklands Hospital	Clinical Lead - All	Y
<i>Julia Allen</i>	<i>Salford CCG / GMCSU</i>	<i>EDHR Lead - All</i>	Y

Protected characteristic groups

- . age
- . disability
- . gender reassignment (Trans)
- . marriage and civil partnership
- . pregnancy and maternity
- . race
- . religion or belief
- . gender (m / f)
- . sexual orientation (LGB)

Appendix 2: EDS Grading event Stakeholder feedback form

EDS2 annual public grading event of CCG equality performance
(evidence for 2013-14) at Salford CCG on 16 June 2014

Please tell us how well we are doing in

1. supporting the Stakeholder group to carry out this work, and
2. in providing clear evidence for this annual grading

(You can put either a 1 and 2 next to your choice, or highlight in yellow and mark accordingly)

We are doing



Very well



Well



OK but we need to do more



Badly

I enjoyed the public grading event (2 hours)

agree / disagree

Please state why you enjoyed or did not enjoy this event

Please return to Julia Allen at this event

Thank you for your comments

CCG received feedback from attendee/ organisation (optional)

Representing the following local protected groups (mark as appropriate):

Age Gender Gender Reassignment Disability Race

Sexual Orientation Religion or Belief Marriage or Civil Partnership

Pregnancy / Maternity Carers Military Veterans Other (please state)

Date received: