

**Joint Engagement Equality Objectives Implementation Plan
Calderdale, Greater Huddersfield and North Kirklees CCGs -
April 2018 to March 2022**

Our equality objectives were developed based on the outcome of our Equality Delivery System (EDS2) in 2017. The aim of having objectives is to be able to make service improvements with a focus on particular equality groups.

The objectives for 2018/2022 are:

- **Equality objective 1: Improve access to GP Practices for specific equality groups**
 - Years 1 & 2 – LGBT & young people
 - Years 3 & 4 – BME & Carers

- **Equality Objective 2: Improve engagement with specific equality groups:**
 - Years 1 & 2 – LGBT & young people
 - Years 3 & 4 – BME & Carers

- **Equality Objective 3: Improve governance processes for equality**

Our equality objectives have been designed to be delivered over a four year period, with progress reported annually, they will be delivered through the action plan below. The plan will be overseen by project groups established to support implementation. Progress will be monitored through quarterly reports to the Quality Committee.

Key success measures for years 1 and 2

1. Steering group created with representation from third sector and LGBTQ and young people's groups
2. Baseline assessment of GP practices complete
3. Engagement with the LGBTQ community and young people complete
4. Local stakeholder database developed
5. National evidence in relation to accessing GP practices for both groups collected and shared
6. GP and Practice Manager Champions agreed
7. Action plan developed to support practices in their approach to the delivery of services to the LGBTQ community and young people

Key to Action Plan:

(AR) Alexis Ritchie, (DP) Dawn Pearson, (KW) Kirsty Wayman, (PPE) Patient and Public Engagement, (WG) Working Group

(ZM) Zubair Mayet, (VAC) Voluntary Action Calderdale, (BPI) Calderdale Barnardo's Positive Identities Service, (RO) Russell Oxley - Brunswick Centre, (LP) Lydia Pignataro - Calderdale Barnardo's Positive Identities Service

What we will do	How we will do it	Measures of success	Lead	Timescales or Milestones	Progress
Set up a steering group to oversee and lead on Objective 1	Establish steering group from relevant staff in CCG to determine third sector involvement as appropriate	Initial meeting taking place on the 8 th August 2018	Gill Jones, Kate Bell, Helen Robinson	July 2018	Complete
Draft action plan to be developed	Draft action plan to be developed based on discussions at initial meeting	Draft action plan shared for discussion on the 8 th August 2018	Gill Jones, Helen Robinson	July 2018	Complete

What we will do	How we will do it	Measures of success	Lead	Timescales or Milestones	Progress
Make contact with voluntary sector groups	Establish contact with relevant groups and invite representative to join steering group	Members recruited to steering group	All leads	Aug 2018	Complete
GH/NK/CCCG reps to meet monthly for update on progress	Team members to meet regularly to hold progress updates	Regular updates to feed into quarterly steering group, draft project plan with agreed timescales	Helen Robinson (HR), Natalie Sykes (NS), Gill Jones (GJ)	Sept 2018	Complete
Establish a baseline assessment of the level of awareness and understanding of the needs of the LBGTQ population and young people in GP practices	Develop a smart survey for GP practices to complete with voluntary sector	Baseline assessment of GP practices complete Results of survey written up and shared with steering group, GP practices and CCGs	All	Jan 2019	Complete
Provide LGBTQ training to steering group	Scope out training with Pride in Practice and other providers	Training undertaken by members of steering group	GJ/HR/NS	April 2019	Complete
Stakeholder mapping	Map out existing third sector stakeholders for both cohorts of patients	Database of existing stakeholders available to support steering group and delivery of the plan	HR/GJ	Dec 2018	Complete

What we will do	How we will do it	Measures of success	Lead	Timescales or Milestones	Progress
Carry out engagement with the LGBTQ population and young people to develop local insight into the key issues for these groups accessing GP practices locally	Work with the CCGs engagement team to undertake engagement exercises relevant to both cohorts of patients	Engagement with the LGBTQ community and young people complete	Alexis Ritchie (AR) Kate Bell (KB) Russell Oxley (RO) Lydia Pignataro (LP)	Ongoing	Link to Objective 2
Identify key national data and evidence for the LGBTQ population and young people in relation to accessing GP practices	Research national data relating to access for the two cohorts	National baseline data collated and shared with steering group	LP/GJ	End March 2019	Complete
Identify GP and PM Champions to support this work	Contact PM and Lead GPs, share project brief and action plan and ask for expressions of interest	GP and PM Champions identified across the three CCGs	HR/GJ/NS	End March 2019	Complete
Invite someone from LGBTQ and Young People's groups to the steering group to talk about their experiences of accessing GP	Invitation to members of third sector groups to provide steering group with case studies and experiences	Experiences recorded and used to identify themes for further action	KB/AR/LP/RO	Tie into Patient stories action TBC - 12 Months	

What we will do	How we will do it	Measures of success	Lead	Timescales or Milestones	Progress
practices					
Arrange a speaker for GPs and PMs at PPT regarding the issues identified for both groups and any actions required	Liaise with PPT/PLTI organisers to arrange a slot	Local evidence and proposed actions to support access to GP practices for both groups shared with GPs and PMs	GJ/HR/NS	Oct 2019	Complete
Develop an action plan for local GP practices based on the evidence gathered	Through the work undertaken with the steering group a number of actions will be identified to address any improvements needed in GP practices to ensure equity of service for LGBT and young people	Delivery of key actions to support practices in their approach to equality in delivery of services for the LGBTQ community and young people	All	October/ November 2019	Complete – Offer Pride in Practice to all Calderdale GP Practices.
Explore the possibility of presenting a patient story to Governing Body	Identify a case study from either cohort and liaise with the patient experience team to develop a patient story for GB	Case study shared at Governing Body	KB/CW/AR	TBC	To agree at next steering group in March 2020 – delayed due to COVID-19

Equality Objective 2: Improve engagement with specific equality groups:

Years 1 and 2 – LGBT and young people

Years 3 and 4 – BME and Carers

Ensure any actions, where appropriate are done in conjunction with objective 1.

1. Undertake baseline assessment.
2. Work in partnership with the primary care teams.
3. Map current engagement mechanisms for involving LGBT, children and young people.
4. Develop pilot to test out engagement mechanisms.
5. Work with CYP and LGBT+ to identify ways to communicate / engage better
6. Develop an approach to proactively engage LGBT+ communities and CYP
7. Evaluate activities and progress with LGBT and young people groups
8. Evaluate implementation of toolkit. 9. Replicate CYP survey for LGBT adults
10. Identify next steps for 2019-2020

Key:

(AR) Alexis Ritchie, (DP) Dawn Pearson, (KW) Kirsty Wayman, (PPE) Patient and Public Engagement

(WG) Working Group, (ZM) Zubair Mayet, (VAC) Voluntary Action Calderdale, (BPI) Calderdale Barnardo's Positive Identities Service

What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
1. Undertake baseline assessment	Review previous engagement / consultation that have	Mapped all previous engagement/ consultation and have an understanding of the % of LGBT and	Kirsty Wayman (KW)	Sept 2018	Complete	Complete

What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
	taken place over the previous 3 years, to establish level of response from LGBT and young people to engagement/ consultation.	young people that took part in engagement exercises				
2. Work in partnership with the primary care teams	Identify engagement lead to be a member of primary care equalities steering group.	Member of steering group identified	Alexis Ritchie (AR)	Sept 2018	Complete	Complete
2. Work in partnership with the primary care teams	Identify shared actions and provide regular updates to the primary care steering group.	Actions identified and regular reports on progress take place each quarter.	AR	May, Aug, Nov 18 and Feb 2019	Complete	Complete
3. Map current engagement mechanisms for involving LGBT, children and young people	Review current mechanisms used by each CCG.	Understanding of existing mechanisms used by both CCGs.	KW	June 2018	Complete	Complete
3. Map current engagement mechanisms for involving LGBT, children and young people	Work with partners to map the mechanisms in place to reach LGBT and young people groups.	Identified any additional groups not currently part of the CCGs existing mechanisms which include VCS database and Community Voices/Engagement Champions.	Voluntary Action Calderdale (VAC)	June 2018	Complete	Complete
4. Develop pilot to test out engagement	Identify LGBT and young people groups	LGBT and young people groups working with CCG to co-produce	VAC AR/BPI	Sept 2018	Complete	

What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
mechanisms	to co-produce engagement mechanisms that will be piloted	survey				
4. Develop pilot to test out engagement mechanisms	Co-produce survey with LGBT and young people groups	Survey tested at Brooksbank School to gauge LGBT YP views on how they are received in Primary Care.	B PI	Nov 2018	Complete	
4. Develop pilot to test out engagement mechanisms	Co-produced survey to be tested on live engagement	Survey completed by a wide range of CYP/LGBT	VAC/ B PI/ CCG	April-June 2019	Complete	
4. Develop pilot to test out engagement mechanisms	CYP survey to be rolled out to Kirklees based on pilot undertaken in Calderdale	Survey completed by a wide range of CYP/LGBT	ZM / KW	January – April 2020		Complete
5. Work with CYP and LGBT+ to identify ways to communicate / engage better	Focus groups undertaken with CYP and CYP LGBT+ groups to identify ways to engage and communicate / engage better.	Approach agreed with CYP LGBT+ and CYP groups	VAC	Oct 2018 started Report produced March 19 Update Dec 19		VAC talked to groups and asked how they would like to be involved and the right ways. A report was published. The report also includes LD CYP. VAC has started work with the Brunswick

What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
						Centre to replicate with adults. Meeting held with LA, Healthwatch, Locala to develop principles with working with CYP.
6. Develop an approach to proactively engage LGBT+ communities and CYP	Commission two guides / toolkits to be developed in partnership with local communities.	Two toolkits to support communications and engagement activity with these communities. LGBT+ adults and inclusive CYP toolkits. Focus on language, approach, mechanisms, and sensitivities, how to guides to build confidence – so we are able to ‘speak their language’ and they will be more inclined to engage.	ZM / VAC ZM / AH / VAC	Commission Dec 19 Guides produced April 20.		VAC commissioned to develop YP toolkit; and Brunswick Centre commissioned to develop LGBT toolkit. These are both in draft form and will be finalised by the end of September 2020.
7. Evaluate activities and progress with LGBT and young people groups	Evaluate survey to see what response the engagement has had from the co-produced survey	Report of findings will highlight the reach	CCG	July 2019	Complete	Complete
7. Evaluate activities	Assess whether there	Understanding of impact of survey in	PPE	August 2019	Complete	

What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
and progress with LGBT and young people groups	has been an increase in the number of LGBT and young people participating in engagement	terms of increase in number of LGBT and young people participating.				
8. Evaluate implementation of toolkit	Implement toolkits	Communications and engagement mechanisms in place	KW/ ZM			Awaiting signoff for LGBTQ toolkit
8. Evaluate implementation of toolkit	Monitor the effectiveness of the toolkits.	Increase in LGBT+ and CYP participating in engagement activities.	KW/ ZM	April 21		
9. Replicate CYP survey for LGBT adults	Use the CYP survey as a starting point and adapt questions and layout so it is appropriate for audience to compare results with LGBT CYP and adults.	Send draft survey to Calderdale LGBTQ Partnership to gain feedback on questions and layout before it is rolled out for wider engagement. Gain agreement from partner organisations to distribute survey during the engagement period.	AR	January 2020	Deadline for responses 24 January 2020	Kirklees to replicate the survey used by Calderdale. The Brunsworth Centre has been commissioned to undertake this work once toolkit finalised. This has been delayed due to COVID-19.
9. Replicate CYP survey for LGBT adults	Survey to be tested on live engagement.	Survey completed by a wide range of adult LGBT	AR	Feb – Mar 2020	Complete	
9. Replicate CYP survey for LGBT adults	Evaluate survey to see what response the engagement has had from the survey.	Report of findings will highlight the reach.	CCG	April 2020		
10. Identify next steps	Roll-out the agreed	Engagement mechanisms in place	AR	December	Complete	In progress

What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
for 2020-2021	engagement mechanisms			2019		
10. Identify next steps for 2020-2021	Continue to monitor the effectiveness of the mechanisms.	Increase in LGBT and young people participating in engagement activities. Mechanisms continue to be developed	AR	Ongoing	Complete	In progress
10. Identify next steps for 2020-2021	Identify approach to equality objective for involving BME and Carers.		AR / KW / ZM	April 2020	Delayed due to COVID-19	An action plan has been drafted to support this work and has been shared with the Equality Team

Equality Objective 3: Improve governance processes for equality

Key success measures

1. E & D training delivered to GB in CK
2. Front cover sheet for committee papers amended to include reference to Equality Impact Assessments
3. Equality audit of committee papers carried out quarterly
4. PMO paperwork and processes aligned for GH and NK CCGs
5. Written guidance for EqlAs developed and assimilated into PMO processes
6. EqlA templates updated to include an executive summary
7. EqlA workshops delivered to project leads

Key to Action Plan:

Kate Bell (KB), Kym Brearley (KBr), Jayne O'Connell (JOC), Programme Management Office (PMO)

What we will do	How we will do it	Measures of success	Lead	Timescales/ Milestones	Progress
Improve governance processes for equality	Deliver E & D training to governing bodies to raise awareness of 'due regard' under the Public Sector Equality Duty (PSED)	Training delivered to GB in Calderdale CCG Positive evaluation from GB members GB compliance with the PSED	Governance teams/ Kate Bell (KB)	April 19	GB training delivered in Calderdale twice. Training to be delivered in Kirklees by April '20 – delayed due to COVID-19.
	Amend the front sheet of committee template to ensure the requirement for equality impact assessments is clearly articulated and strengthen equality section of guidance notes	Front sheet amended Guidance notes updated Equality considerations highlighted for decision-makers	KB	July 18	Complete

What we will do	How we will do it	Measures of success	Lead	Timescales/ Milestones	Progress
	Ensure equality is embedded in governance systems and processes for projects/programmes led by C, GH & NK CCGs	Improvement in quality and timing of Engagement & Equality Checklists and EqlAs	Kym Brearley (KBr) – CCCG Jayne O'Connell (JOC) – GH, NK CCGs	April 2019	Completed. Regular meetings held with PMO and EIA tracker updated regularly.
	Align PMO paperwork and process for NK and GH CCGs to provide a streamlined and consistent approach for future projects	Paperwork & processes aligned Process communicated to the CCGs	GH and NK PMO/JOC	April 2019	Completed. EIA guidance, flowchart and templates updated.
	Update EqlA templates to include an executive summary & review activity	Templates updated	KBr and JOC	Dec 2018	Templates updated.
		Review activity recorded Feedback about the templates from staff completing them/ decision-making bodies who read them	Equality Team and KBr	Quarterly review and feedback	Complete.
Upskill project leads so they understand their roles and responsibilities in relation to equality	Provide written guidance to managers to support their understanding of completing checklists and EqlAs	Visibility/awareness of guidance across CCGs Feedback from managers/teams using guidance Improvement in quality of	KBr – CCCG JOC – GH & NK CCGs	April 2019	Guidance and flowchart completed.

What we will do	How we will do it	Measures of success	Lead	Timescales/ Milestones	Progress
		Engagement and Equality Checklists and EqlAs			
	Deliver EqlA workshops to teams responsible for completing checklists and EqlAs	Improvement in quality of Engagement and Equality Checklists and EqlAs Positive evaluation from teams taking part in workshops	KBr – CCCG JOC – GH & NK CCGs	April 2019	New ICS QEIA toolkit adopted across the CCGs.

Last updated: 21st July 2020