

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 Barnardos Positive Identities Service, (RO) Russell Oxley - Brunswick Centre, (LP) Lydia Pignataro - Calderdale Barnardos Positive Identities Service

Action Plan

What we will do: Set up a steering group to oversee and lead on Objective 1

How we will do it: Establish steering group from relevant staff in CCG to determine third sector involvement as appropriate

Measures of success: Initial meeting taking place on the 8th August 2018

Lead: Gill Jones, Kate Bell, Helen Robinson

Timescales or Milestones: July 2018

Progress: Complete

What we will do: Draft action plan to be developed

How we will do it: Draft action plan to be developed based on discussions at initial meeting

Measures of success: Draft action plan shared for discussion on the 8th August 2018

Lead: Gill Jones, Helen Robinson

Timescales or Milestones: July 2018

Progress: Complete

What we will do: Make contact with voluntary sector groups

How we will do it: Establish contact with relevant groups and invite representative to join steering group

Measures of success: Members recruited to steering group

Lead: All leads

Timescales or Milestones: August 2018

Progress: Complete

What we will do: GH/NK/CCCG reps to meet monthly for update on progress

How we will do it: Team members to meet regularly to hold progress updates

Measures of success: Regular updates to feed into quarterly steering group, draft project plan with agreed timescales

Lead: Helen Robinson (HR), Natalie Sykes (NS), Gill Jones (GJ)

Timescales or Milestones: Sept 2018

Progress: Complete

What we will do: Establish a baseline assessment of the level of awareness and understanding of the needs of the LGBTQ population and young people in GP practices

How we will do it: Develop a smart survey for GP practices to complete with voluntary sector

Measures of success: Baseline assessment of GP practices complete. Results of survey written up and shared with steering group, GP practices and CCGs

Lead: Helen Robinson (HR), Natalie Sykes (NS), Gill Jones (GJ)

Timescales or Milestones: Jan 2019

Progress: Complete

What we will do: Provide LGBTQ training to steering group

How we will do it: Scope out training with Pride in Practice and other providers

Measures of success: Training undertaken by members of steering group

Lead: Helen Robinson (HR), Natalie Sykes (NS), Gill Jones (GJ)

Timescales or Milestones: April 2019

Progress: Complete

What we will do: Stakeholder mapping

How we will do it: Map out existing third sector stakeholders for both cohorts of patients

Measures of success: Database of existing stakeholders available to support steering group and delivery of the plan

Lead: Helen Robinson (HR), Gill Jones (GJ)

Timescales or Milestones: Dec 2018

Progress: Complete

What we will do: 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.

How we will do it: Work with the CCGs engagement team to undertake engagement exercises relevant to both cohorts of patients

Measures of success: Engagement with the LGBTQ community and young people complete

Lead: Alexis Ritchie (AR) Kate Bell (KB) Russell Oxley (RO) Lydia Pignataro (LP)

Timescales or Milestones: Ongoing

Progress: Link to Objective 2

What we will do: Identify key national data and evidence for the LGBTQ population and young people in relation to accessing GP practices

How we will do it: Research national data relating to access for the two cohorts

Measures of success: Engagement with the LGBTQ community and young people complete

Lead: Lydia Pignataro (LP) Gill Jones (GJ)

Timescales or Milestones: End March 2019

Progress: Complete

What we will do: Identify GP and PM Champions to support this work

How we will do it: Contact PM and Lead GPs, share project brief and action plan and ask for expressions of interest

Measures of success: GP and PM Champions identified across the three CCGs

Lead: HR/GJ/NS

Timescales or Milestones: End March 2019

Progress: Complete

What we will do: Invite someone from LGBTQ and Young People's groups to the steering group to talk about their experiences of accessing GP practices

How we will do it: Invitation to members of third sector groups to provide steering group with case studies and experiences

Measures of success: Experiences recorded and used to identify themes for further action

Lead: KB/AR/LP/RO

Timescales or Milestones: Tie into Patient stories action, TBC - 12 Months

What we will do: Arrange a speaker for GPs and PMs at PPT regarding the issues identified for both groups and any actions required

How we will do it: Liaise with PPT/PLTI organisers to arrange a slot

Measures of success: Local evidence and proposed actions to support access to GP practices

for both groups shared with GPs and PMs

Lead: HR/GJ/NS

Timescales or Milestones: Oct 2019

Progress: Complete

What we will do: Develop an action plan for local GP practices based on the evidence gathered

How we will do it: 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

Measures of success: Delivery of key actions to support practices in their approach to equality in delivery of services for the LGBTQ community and young people

Lead: All

Timescales or Milestones: Oct / Nov 2019

Progress: Complete: Offer Pride in Practice to all Calderdale GP Practices.

What we will do: Explore the possibility of presenting a patient story to Governing Body

How we will do it: Identify a case study from either cohort and liaise with the patient experience team to develop a patient story for GB

Measures of success: Case study shared at Governing Body

Lead: KB/CW/AR

Timescales or Milestones: TBC

Progress: 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: Undertake baseline assessment

How we will do it: Review previous engagement / consultation that have taken place over the previous 3 years, to establish level of response from LGBT and young people to engagement/ consultation.

Measures of success: Mapped all previous engagement/ consultation and have an understanding of the % of LGBT and young people that took part in engagement exercises

Lead: Kirsty Wayman (KW)

Timescales or Milestones: Sept 2018

Progress: Complete

What we will do: Work in partnership with the primary care teams

How we will do it: Identify engagement lead to be a member of primary care equalities steering group.

Measures of success: Member of steering group identified

Lead: Alexis Ritchie (AR)

Timescales or Milestones: Sept 2018

Progress: Complete

What we will do: Work in partnership with the primary care teams

How we will do it: Identify shared actions and provide regular updates to the primary care steering group.

Measures of success: Actions identified and regular reports on progress take place each quarter.

Lead: Alexis Ritchie (AR)

Timescales or Milestones: May, Aug, Nov 18 and Feb 2019

Progress: Complete

What we will do: Map current engagement mechanisms for involving LGBT, children and young people

How we will do it: Review current mechanisms used by each CCG.

Measures of success: Understanding of existing mechanisms used by both CCGs.

Lead: KW

Timescales or Milestones: June 2018

Progress: Complete

What we will do: Map current engagement mechanisms for involving LGBT, children and young people

How we will do it: Identified any additional groups not currently part of the CCGs existing mechanisms which include VCS

Measures of success: Understanding of existing mechanisms used by both CCGs.

Lead: Voluntary Action Calderdale (VAC)

Timescales or Milestones: June 2018

Progress: Complete

What we will do: Develop pilot to test out engagement mechanisms

How we will do it: Identified any additional groups not currently part of the CCGs existing mechanisms which include VCS

Measures of success: LGBT and young people groups working with CCG to co-produce survey

Lead: Voluntary Action Calderdale (VAC)/ AR / BPI

Timescales or Milestones: Sept 2018

Progress: Complete

What we will do: Develop pilot to test out engagement mechanisms

How we will do it: Co-produce survey with LGBT and young people groups

Measures of success: Survey tested at Brooksbank School to gauge LGBT Young People's views on how they are received in Primary Care.

Lead: BPI

Timescales or Milestones: Sept 2018

Progress: Calderdale - Complete

What we will do: Develop pilot to test out engagement mechanisms

How we will do it: Co-produced survey to be tested on live engagement

Measures of success: Survey completed by a wide range of CYP/LGBT

Lead: VAC/ B PI/ CCG

Timescales or Milestones: April-June 2019

Progress: Calderdale - Complete

What we will do: Develop pilot to test out engagement mechanisms

How we will do it: CYP survey to be rolled out to Kirklees based on pilot undertaken in Calderdale

Measures of success: Survey completed by a wide range of CYP/LGBT

Lead: ZM / KW

Timescales or Milestones: January – April 2020

Progress: Kirklees- Complete

What we will do: **Work with CYP and LGBT+ to identify ways to communicate / engage better**

How we will do it: Focus groups undertaken with CYP and CYP LGBT+ groups to identify ways to engage and communicate / engage better.

Measures of success: Approach agreed with CYP LGBT+ and CYP groups

Lead: VAC

Timescales or Milestones: Oct 2018 started, Report produced March 19, Update Dec 19

Progress: Kirklees- 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 Centre to replicate with adults. Meeting held with LA, Healthwatch, Locala to develop principles with working with CYP. Complete

What we will do: **Develop an approach to proactively engage LGBT+ communities and CYP**

How we will do it: Commission two guides / toolkits to be developed in partnership with local communities

Measures of success: 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.

Lead: ZM / VAC

Timescales or Milestones: Commission Dec19

Progress: Kirklees- 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.

What we will do: Evaluate activities and progress with LGBT and young people groups

How we will do it: Evaluate survey to see what response the engagement has had from the co-produced survey

Measures of success: Report of findings will highlight the reach

Lead: CCG

Timescales or Milestones: July 19

Progress: Complete

What we will do: Evaluate activities and progress with LGBT and young people groups

How we will do it: Assess whether there has been an increase in the number of LGBT and young people participating in engagement

Measures of success: Understanding of impact of survey in terms of increase in number of LGBT and young people participating.

Lead: PPE

Timescales or Milestones: August 2019

Progress: Calderdale - Complete

What we will do: Evaluate implementation of toolkit

How we will do it: Implement toolkits

Measures of success: Communications and engagement mechanisms in place.

Lead: KW/ ZM

Timescales or Milestones:

Progress: Kirklees Awaiting signoff for LGBTQ toolkit

What we will do: Evaluate implementation of toolkit

How we will do it: Implement toolkits

Measures of success: Increase in LGBT+ and CYP participating in engagement activities

Lead: KW/ ZM

Timescales or Milestones: April 21

What we will do: Replicate CYP survey for LGBT adults

How we will do it: 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.

Measures of success: 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.

Lead: AR

Timescales or Milestones: January 2020

Progress: Calderdale: Deadline for responses 24 January 2020, Kirklees to replicate the survey used by Calderdale. The Brunswick Centre has been commissioned to undertake this work once toolkit finalised. This has been delayed due to COVID-19

What we will do: Replicate CYP survey for LGBT adults

How we will do it: Survey to be tested on live engagement.

Measures of success: Survey completed by a wide range of adult LGBT.

Lead: AR

Timescales or Milestones: Feb – Mar 2020

Progress: Calderdale: Complete

What we will do: Replicate CYP survey for LGBT adults

How we will do it: Evaluate survey to see what response the engagement has had from the survey.

Measures of success: Report of findings will highlight the reach.

Lead: CCG

Timescales or Milestones: April 2020

Progress: Kirklees in progress

What we will do: Identify next steps for 2020-2021

How we will do it: Roll-out the agreed engagement mechanisms

Measures of success: Engagement mechanisms in place

Lead: AR

Timescales or Milestones: Dec 2019

Progress: Kirklees in progress, Calderdale – Complete

What we will do: Identify next steps for 2020-2021

How we will do it: Continue to monitor the effectiveness of the mechanisms.

Measures of success: Increase in LGBT and young people participating in engagement activities. Mechanisms continue to be developed

Lead: AR

Timescales or Milestones: Ongoing

Progress: Kirklees in progress, Calderdale – Complete

What we will do: Identify next steps for 2020-2021

How we will do it: Identify approach to equality objective for involving BME and Carers.

Measures of success:

Lead: AR / KW / ZM

Timescales or Milestones: April 2020

Progress: Kirklees in progress, an action plan has been drafted to support this work and has been shared with the Equality Team. Calderdale - Delayed due to COVID-19

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 EqIAs developed and assimilated into PMO processes
6. EqIA 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: Improve governance processes for equality

How we will do it: Deliver E & D training to governing bodies to raise awareness of 'due regard' under the Public Sector Equality Duty (PSED)

Measures of success: Training delivered to GB in Calderdale CCG. Positive evaluation from GB members. GB compliance with the PSED

Lead: Governance teams/ Kate Bell (KB)

Timescales or Milestones: April 2019

Progress: GB training delivered in Calderdale twice. Training to be delivered in Kirklees by April '20 – delayed due to COVID-19.

How we will do it: 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

Measures of success: Front sheet amended. Guidance notes updated. Equality considerations highlighted for decision-makers

Lead: Kate Bell (KB)

Timescales or Milestones: July 2019

Progress: Complete

How we will do it: Ensure equality is embedded in governance systems and processes for projects/programmes led by C, GH & NK CCGs

Measures of success: Improvement in quality and timing of Engagement & Equality Checklists and EqlAs

Lead: Kym Brearley (KBr) – CCCG, Jayne O'Connell (JOC) – GH, NK CCGs

Timescales or Milestones: July 2018

Progress: Complete

How we will do it: Align PMO paperwork and process for NK and GH CCGs to provide a streamlined and consistent approach for future projects

Measures of success: Paperwork & processes aligned, Process communicated to the CCGs

Lead: Kym Brearley (KBr) – GH and NK PMO/JOC

Timescales or Milestones: April 2019

Progress: Completed. EIA guidance, flowchart and templates updated

How we will do it: Update EqIA templates to include an executive summary & review activity

Measures of success: Templates updated,

Lead: KBr and JOC

Timescales or Milestones: Dec 2018

Progress: Templates updated

How we will do it: Update EqIA templates to include an executive summary & review activity

Measures of success: Review activity recorded, Feedback about the templates from staff completing them/ decision-making bodies who read them

Lead: Equality Team and KBr

Timescales or Milestones: Quarterly review and feedback

Progress: Complete

What we will do: Upskill project leads so they understand their roles and responsibilities in relation to equality

How we will do it: Provide written guidance to managers to support their understanding of completing checklists and EqIAs

Measures of success: Visibility/awareness of guidance across CCGs, Feedback from managers/teams using guidance, Improvement in quality of Engagement and Equality Checklists and EqIAs

Lead: KBr – CCCG, JOC – GH & NK CCGs

Timescales or Milestones: April 2019

Progress: Guidance and flowchart completed.

How we will do it: Deliver EqIA workshops to teams responsible for completing checklists and EqIAs

Measures of success: Improvement in quality of Engagement and Equality Checklists and EqIAs, Positive evaluation from teams taking part in workshops

Lead: KBr – CCCG, JOC – GH & NK CCGs

Timescales or Milestones: April 2019

Progress: New ICS QEIA toolkit adopted across the CCGs.

Document last updated: 21st July 2020