

**Joint Engagement Equality Objectives Implementation Plan  
– Calderdale, Greater Huddersfield & North Kirklees CCGs -  
April 2018 – 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.

## Progress update for 2019-20

There has been substantial progress on delivering the actions for Equality Objectives 1 and 2 this year. The engagement team worked with VAC and Barnardo's Positive Identities Service to co-design a survey targeted at young people aged 12-25. The engagement was piloted in Calderdale and ran from 29 April to 17 June 2019. We worked closely with young people to produce a range of creative reporting methods. These included a Lego Stop Motion film to highlight good/poor practice in GP practices, a film with the voices of young people sharing their experiences and an infographic to feedback the results of the survey to peers. To view the work and films, please go to the CCG website here: <https://www.calderdaleccg.nhs.uk/children-and-young-peoples-experience-of-their-local-gp-practice/>

All the above work was showcased at the Steering Group and has been recognised by the LGBT Foundation, who are putting it forward for recognition as best practice at their National Programme Board. A proposal will be made to the Steering Group for practices to review the films and reports and see where they can implement the recommendations to improve the experience of children and young people when visiting GP practices. A 'mystery shopper' exercise in a years' time has been proposed to review whether any improvements have made in GP practices in light of the report recommendations.

The young people's survey is currently being rolled out across Kirklees and a survey for adults has been rolled out in Calderdale; this will be replicated in Kirklees in April/May 2020. The LGBT Foundation 'Pride in Practice' accreditation has been offered to all GPs in Calderdale and Kirklees free of charge until the end of March 2020. The Blackburn Road Medical Centre is the first GP practice in Kirklees to receive the Gold Pride in Practice Award.

Detailed action plans to support delivery of the objectives have been developed in partnership with the multi-agency steering group, which is driving implementation across the Calderdale, Greater Huddersfield and North Kirklees CCGs footprints. A more detailed progress update on each of the actions can be found below:

**Equality Objective 1:** Improve access to GP Practices for specific equality groups:

**Years 1 & 2 – LGBTQ & young people**

Years 3 & 4 – BME & Carers

**Key success measures for years 1 & 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:**

- GR – Gill Jones
- KB – Kate Bell
- HR – Helen Robinson
- NS – Natalie Sykes
- AR – Alexis Ritchie
- RO – Russell Oxley
- LP – Lydia Pignataro

What we will do	How we will do it	Measures of success	Lead	Timescales/ 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 <sup>th</sup> August 2018	GJ/KB/H R	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 <sup>th</sup> August 2018	GJ/HR	July 2018	Complete
Make contact with voluntary sector groups	Establish contact with relevant groups and invite representative to join steering group	Members recruited to steering group	All	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	HR/NS/G J	Sept 2018	Complete

What we will do	How we will do it	Measures of success	Lead	Timescales/ Milestones	Progress
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 LBGTQ training to steering group	Scope out training with Pride in Practice and other providers	Training undertaken by members of steering group	GJ/HR/N S	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
Carry out engagement with the LBGTQ 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 LBGTQ community and young people complete	AR/KB/ RO/LP	Ongoing	<b>Link to Objective 2</b>
Identify key national data and evidence for the LBGTQ 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/N S	End March 2019	Complete
Invite someone from LBGTQ and Young People's groups to the steering group to talk	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	

What we will do	How we will do it	Measures of success	Lead	Timescales/ Milestones	Progress
about their experiences of accessing GP practices				Months	
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 meeting in March 2010

**Equality Objective 2: Improve engagement with specific equality groups:**

Years 1 & 2 – LGBT & young people

Years 3 & 4 – BME & Carers

**Years 1 & 2 - LGBT & young people**

**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
<b>1. Undertake baseline assessment</b>	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.	Mapped all previous engagement/ consultation and have an understanding of the % of LGBT and young people that took part in engagement exercises	KW	Sept 2018	Complete	Complete
<b>2. Work in partnership with the primary care teams</b>	Identify engagement lead to be a member of primary care equalities steering group.	Member of steering group identified	AR	Sept 2018	Complete	Complete

What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
	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
<b>3. Map current engagement mechanisms for involving LGBT, children and young people</b>	Review current mechanisms used by each CCG.	Understanding of existing mechanisms used by both CCGs.	KW	June 2018	Complete	Complete
	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.	VAC	June 2018	Complete	Complete
<b>4. Develop pilot to test out engagement mechanisms</b>	Identify LGBT and young people groups to co-produce engagement mechanisms that will be piloted	LGBT and young people groups working with CCG to co-produce survey	VAC AR/B PI	Sept 2018	Complete	
	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	
	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	
	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		C&E plan developed, tested materials, launched 20/1/20
<b>5. Work with CYP and LGBT+ to</b>	Focus groups undertaken with CYP and CYP LGBT+ groups	Approach agreed with CYP LGBT+ and CYP groups	VAC	Oct 2018 started		VAC talked to groups and asked how they would like to be

What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
<b>identify ways to communicate / engage better</b>	to identify ways to engage and communicate / engage better.			Report produced March 19  Update Dec 19		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.
<b>6. Develop an approach to proactively engage LGBT+ communities and CYP</b>	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.
<b>7. Evaluate activities and progress with LGBT and young people groups</b>	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	
	Assess whether there has been an increase in the number of LGBT and young people participating in	Understanding of impact of survey in terms of increase in number of LGBT and young people participating.	PPE	August 2019	Complete	



What we will do	How we will do it	Measures of success	Lead	Timescale Milestones	Calderdale Progress	Kirklees Progress
	engagement					
<b>8. Evaluate implementation of toolkit.</b>	Implement toolkits	Communications and engagement mechanisms in place	KW/ ZM			
	Monitor the effectiveness of the toolkits.	Increase in LGBT+ and CYP participating in engagement activities.	KW/ ZM	April 21		
<b>9. Replicate CYP survey for LGBT adults</b>	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.
	Survey to be tested on live engagement.	Survey completed by a wide range of adult LGBT	AR	Feb – Mar 2020	Survey distributed 3 Feb – deadline 6 March 2020	
	Evaluate survey to see what response the engagement has had from the survey.	Report of findings will highlight the reach.	CCG	April 2020		
<b>10. Identify next steps for 2020-2021</b>	Roll-out the agreed engagement mechanisms	Engagement mechanisms in place	AR	December 2019	Complete	In progress
	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
	Identify approach to equality objective for involving BME and Carers.		AR / KW / ZM	April 2020	Not started	Not started

### 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:

KB – Kate Bell  
 KBr – Kym Brearley  
 JOC – Jayne O'Connell  
 PMO – Programme Management Office

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)	<p>Training delivered to GB in Calderdale CCG</p> <p>Positive evaluation from GB members</p> <p>GB compliance with the PSED</p>	Governance teams/KB	April 19	GB training delivered in Calderdale twice. Training to be delivered in Kirklees by April '20.
	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	<p>Front sheet amended</p> <p>Guidance notes updated</p> <p>Equality considerations highlighted for decision-makers</p>	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 EqIAs	KBr – CCCG 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 & NK PMO/JOC	April 2019	Completed. EIA guidance, flowchart and templates updated.
	Update EqIA templates to include an executive summary & review activity	Templates updated	KBr & JOC	Dec 2018	Templates updated.
		Review activity recorded  Feedback about the templates from staff completing them/ decision-making bodies who read them	Equality Team & KBr	Quarterly review and feedback	Completed.
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 EqIAs	Visibility/awareness of guidance across CCGs  Feedback from managers/teams using guidance  Improvement in quality of Engagement and Equality Checklists and EqIAs	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
	Deliver EqIA workshops to teams responsible for completing checklists and EqIAs	<p>Improvement in quality of Engagement and Equality Checklists and EqIAs</p> <p>Positive evaluation from teams taking part in workshops</p>	KBr – CCCG JOC – GH & NK CCGs	April 2019	In progress. Awaiting decision on whether new ICS QEIA toolkit will be adopted across the CCGs.

**Last updated:** 6<sup>th</sup> February 2020