

Wirral

Clinical Commissioning Group

Equality and Inclusion

Strategy

2018 – 2022



Contents	Page
Introduction	2
Vision, mission and aims	3
Our shared vision	4
National Drivers	5
The Equality Protected Groups	7
The Community we serve	9
Health Inequalities	10
Patient Involvement	11
Equality Delivery System and our equality objectives	12
Equality Impact Assessments	12
Employee Development and Appraisal	12
Governance	13
Conclusion	13
Supporting documents	13
Contact us	14

Introduction

Promoting equality is at the heart of NHS Wirral CCG values, ensuring that we commission services that are appropriate and accessible. No community or group should be disadvantaged or discriminated against by the services we put in place to improve health outcomes. This means that everyone on Wirral should have equal access to NHS information, services and buildings.

We work internally and in partnership with our providers, community and voluntary sector and other key organisations to ensure that we meet the requirements of the Equality Act 2010.

At NHS Wirral CCG, we know that not all people access or take up services in the same way, and we want to try to take reasonable steps to accommodate these different needs, particularly for vulnerable protected groups. We annually publish an Equality and Inclusion Annual Report to show what we are doing to routinely collect equality data and use this information to ensure that our services and employment opportunities are fair and accessible to all.

Under the Equality Act 2010 and the Public Sector Equality Duty, we must publish information to demonstrate that, in the exercise of the CCG's functions, it has given 'due regard' (gives early consideration) to:

- Eliminate discrimination, harassment and victimisation
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a relevant protected characteristic and those who do not

The CCG is working hard to ensure not only that our services are appropriate and accessible for all members of our community, but that no one is disadvantaged or discriminated against by the services we put in place.

Through the development of this strategy, we will continue to promote equality of opportunity amongst different groups of people and ensure that potentially vulnerable groups and individuals are supported, and their needs are addressed, in ways that are best suited to them.

It is a long-term commitment driven by both the needs and wishes of our local people and staff, and equalities legislation. For that reason, much of the work will be ongoing. Our Board of Directors commits to monitoring our progress and reporting regularly and openly. We look forward to the work ahead, facing the challenges, and delivering the actions we have set ourselves and ensuring that everyone can be involved in shaping and influencing the decisions and services that affect them and the patients we serve.

Our Vision, mission and aims

Our Vision

"People will have the opportunity to live longer healthier lives regardless of where they live on Wirral"

Our Mission

"To commission high quality services which enable the people of Wirral to improve their own health and well-being"

In doing this we:

- seek to continuously improve services and reduce inequalities
- work with patients, carers and the public when making decisions
- partner with other health and social care bodies in planning and delivery
- perform our duties efficiently and manage our resources effectively
- promote the values of the NHS and protect its future

Our Values

Our vision and mission are underpinned by our values, which are;

- leadership – that is credible, passionate and ambitious
- accountability – we will take personal and organisational ownership
- partnership – we will seek to develop positive relationships with people and our partners
- quality – we will always seek to raise standards and improve outcomes
- character – we will be respectful, supportive and transparent
- integrity – trustful and trustworthy in all we do.

Our Objectives

By living by our vision, mission and values, we hope to be able to

- empower the people of Wirral to improve their physical health, mental health and well being
- reduce health inequalities across the Wirral
- adopt a health and well-being approach in the way services are both commissioned and provided
- commission and contract services that can;

- demonstrate improved person-centred outcomes
- are high quality and seamless for the patients
- are safe and sustainable
- are evidence based
- demonstrate value for money

Our Shared Vision

Alongside our NHS counterparts, Wirral Clinical Commissioning Group aims to be a leading organisation for promoting Equality and Inclusion in Wirral. We believe that any modern organisation must reflect all the communities and people it serves, in both service delivery and employment, and tackle all forms of discrimination. We need to remove inequality and ensure there are no barriers to health and wellbeing.

We aim to implement this by: becoming a leading organisation for the promotion of Human Rights Equality and Diversity, for challenging discrimination, and for promoting equalities in service delivery and employment; creating an organisation which recognises the contribution of all staff, and which is supportive, fair and free from discrimination; and ensuring that Wirral Clinical Commissioning Group is regarded as an exemplary employer. The CCG has made a commitment to valuing diversity and achieving equality; our vision is that NHS care in Wirral will have a culture of fairness, equality, and respect for diversity that is evident to everyone.

The following principles underpin our work:

- support and respect for everyone's Human Rights as a fundamental basis for our work with people
- identifying and removing barriers that prevent people we serve from being treated equally
- treating all people as individuals respecting and valuing with their own experiences and needs
- finding creative, sustainable ways of supporting Human Rights, improving equality and increasing diversity
- working with the people who use our services and staff towards achieving equality
- learning from what we do – both from what we do well and from where we can improve
- using everyday language in our work
- working together to tackle barriers to equality across our organisation.

National Drivers

Health and Social Care Act 2012

The Health and Social Care Act 2012 states that each commissioning group must, in carrying out its functions, consider the need to:

- reduce inequalities between patients with respect to their ability to access health services
- reduce inequalities between patients with respect to the outcomes achieved for them by provision of health services
- promote the involvement of patients and their carers in decisions about provision of the health services to them
- enable patients to make choices with respect to aspects of health services provided to them

The Equality Act 2010

The Equality Act imposes general and specific duties on all public bodies.

The General Equality Duty

The general equality duty applies to 'public authorities'. In summary, those subject to the general equality duty must, in the exercise of their functions, pay due regard and consideration to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- advance equality of opportunity between people who share a protected characteristic and those who do not.
- foster good relations between people who share a protected characteristic and those who do not.

These are often referred to as the three aims of the general equality duty.

The Act states that meeting different needs includes, for example, taking steps to take account of disabled people's disabilities and access needs. It describes fostering good relations as tackling prejudice and promoting understanding between people from different groups. It explains that compliance with the general equality duty may involve treating some people more favourably than others.

The Public Sector Equality Duty

As well as complying with the general duty, we must also comply with the following specific duties:

- Publish information to demonstrate compliance with the Public Sector Equality Duty at least annually.
- Prepare and publish equality objectives at least every four years.
- The key functions that enable Wirral CCG to make commissioning decisions and monitor the performance of their providers must demonstrate that the needs of protected groups have been considered in:
 - commissioning processes
 - consultation and engagement
 - procurement functions
 - contract specifications
 - quality contract and performance schedules
 - governance Systems
 We do this by carrying out Equality Impact Assessments on these functions and developing actions to address any adverse impact.
- ensuring that our website has a prominent and accessible section on Equality and Inclusion and that information on progress is available
- ensuring our providers are compliant with the Public Sector Equality Duty

The Human Rights Act 1998

The Human Rights Act 1998 refers to the rights and freedoms that belong to all individuals regardless of their nationality or citizenship. These rights cover matters of life and death but also everyday rights such as what a person can say or do, their beliefs, right to a fair trial and other basic entitlements including freedom from discrimination.

Wirral CCG is committed to upholding the human rights of staff, patients, carers and communities by considering the FREDa (Fairness, Respect, Equality, Dignity and Autonomy) model identified within 'Human Rights in Healthcare: A framework for Action': All policies and actions take into consideration all these elements.

Additional NHS Standards

The Equality Delivery System (EDS2)

The main purpose of the EDS is to help NHS organisations, in discussion with local partners including local populations, review and improve their performance for people with protected characteristics. By using the EDS, NHS organisations can also be helped to deliver on equality and inclusion.

Workforce Race Equality Standard

The NHS Workforce Race Equality Standard (WRES) is a useful tool to identify and reduce any disparities in experience and outcomes for NHS employees and job applicants of different ethnicities. The Standard is used by organisations to track

progress to identify and help eliminate discrimination in the treatment of Black, Asian and Minority Ethnic (BAME) employees.

Accessible Information Standard

The aim of the Accessible Information Standard is to make sure that people who have a disability, impairment or sensory loss receive information that they can access and understand and to have access to any communication support that they need.

The standard informs organisations how they should make sure that patients and service users, and their carers and parents, can access and understand the information they are given. This includes making sure that people get information in different formats if they need it, for example in large print, braille, easy read or via email.

The Accessible Information standard also tells organisations how they should make sure that people get any support with communication that they need, for example support from a British Sign Language (BSL) interpreter, deafblind manual interpreter or an advocate.

The Equality Protected Groups

Below is an explanation of the protected groups.

Protected Equality Group	Definition
Age	Age is defined by being of a particular age (for example being 35 years old) or by being in a range of ages (for example being between 60 and 75 years old).
Disability	A person is classed as having a disability if they have a physical or mental health condition and this condition has a 'substantial and long-term adverse effect on his or her ability to carry out normal day to day activities.' These words have the following meanings: <ul style="list-style-type: none">• Substantial means more than minor or trivial.• Long term means that this condition has lasted or

	<p>is likely to last for more than twelve months.</p> <p>There are progressive conditions that are a disability.</p> <p>These include:</p> <ul style="list-style-type: none"> • There are additional provisions relating to people with progressive conditions. • People with HIV, cancer, multiple sclerosis are covered by the Act from diagnosis. • People with some visual or hearing conditions are automatically deemed to have a disability.
Gender Reassignment	<p>Gender reassignment protects people who have changed their gender from what they were identified as at birth.</p> <p>The Equality Act covers people at any stage of this process.</p>
Sexual Orientation	<p>Sexual orientation means a person’s sexual preference towards people of the same sex, opposite sex or both.</p>
Sex	<p>Sex (gender) is included to protect the individual man or woman from being discriminated against.</p>
Race	<p>Race refers to a group of people defined by their race, colour and nationality (including citizenship) ethnic or national origins.</p>
Religion or Belief	<p>Religion has the meaning usually given to it, but belief includes religious convictions and beliefs including philosophical belief and lack of belief. Generally, a belief should affect your life choices or the way you live, for it to be included in the definition.</p>
Pregnancy and Maternity	<p>Pregnancy is the condition of being pregnant or expecting a baby.</p>

	Maternity refers to the period after the birth and is linked to maternity leave in the employment context. Protection against maternity discrimination is for 26 weeks after giving birth.
Marriage and Civil Partnership	The definition of marriage varies according to different cultures, but it is principally an institution in which interpersonal relationships are acknowledged and can be between different sex and same sex partners. Same-sex couples can have their relationships legally recognised as 'civil partnerships'. In England and Wales marriage is no longer restricted to a union between a man and a woman but now includes a marriage between a same sex couple.

*There are also un protected characteristics which we must consider, such as low income, homelessness, gypsies and travellers and carers.

The Community We Serve

Our Local Population

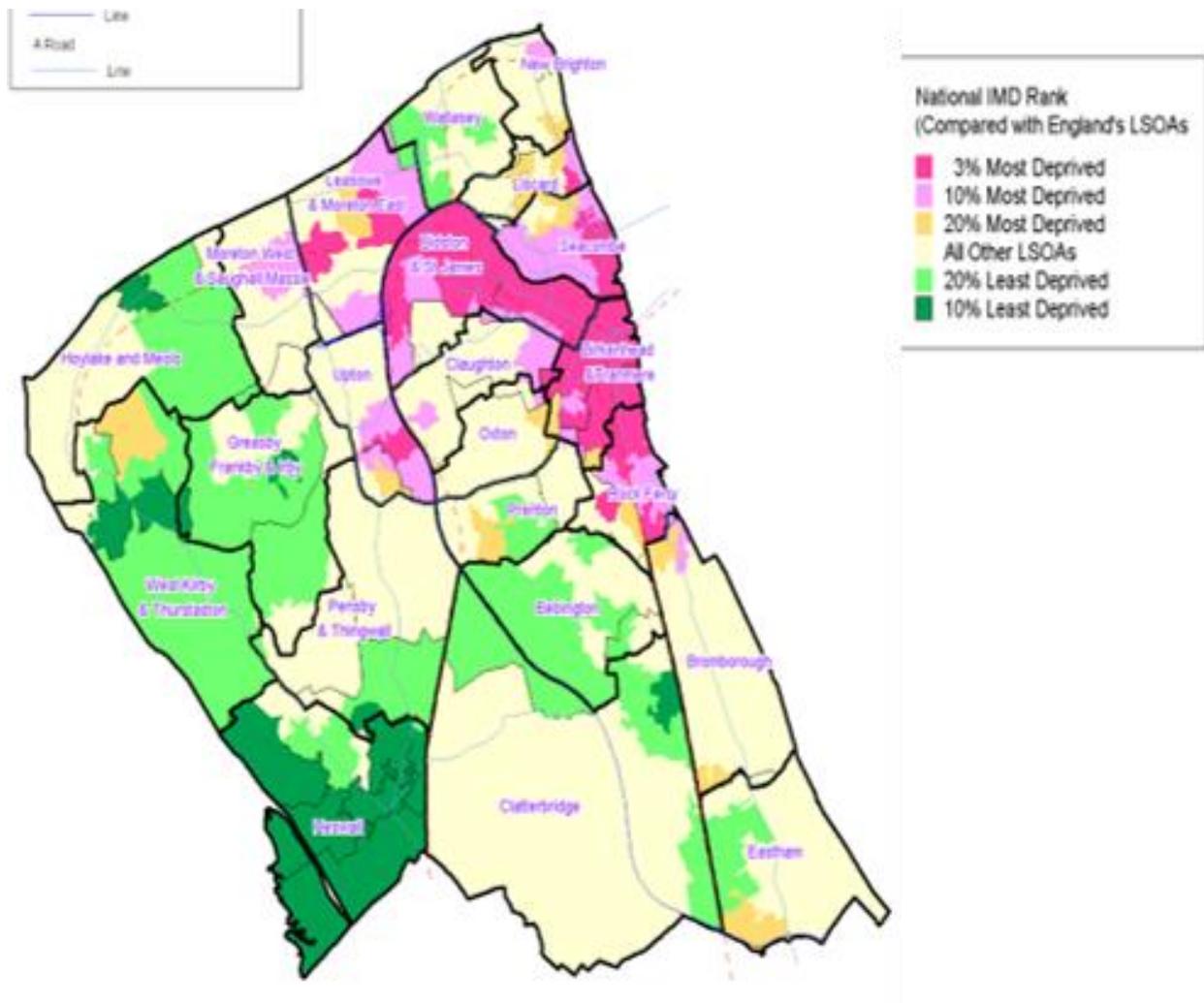
Wirral is a borough of contrast and diversity in both its physical characteristics and social demographics. There are both rural areas and townships and urban and industrialised areas in a compact peninsula of 60 square miles. The Borough has a wealth of parks and countryside and over 20 miles of coastline.

Around 320,000 people live on the Wirral. It has a relatively high older population and a relatively low proportion of people in their twenties and thirties compared to England and Wales as a whole. The older population, age 65 years and above, are expected to increase by 17.4% by 2021, the population of over 85 years is projected to increase by 29.9% by 2021.

Wirral has a predominance of social demographic groups which are at the polar extremes of the income spectrum, indicating that the differential between people on very low and very high incomes is pronounced within Wirral.

The Office of National Statistics (ONS) estimates indicate that 5% of the Wirral population are from black and minority ethnic groups (i.e. not white British). This is

reflected in the school census. We ensure that services meet the needs of our BAME communities and that access to services is promoted and communicated fairly.



Health Inequalities

Wirral has some of the widest health inequalities in England. (Source: JSNA 2012)

The gap in life expectancy between the most deprived (defined as those living in the most deprived 5th of areas nationally) and the rest of Wirral is 10 years.

Death rates from digestive diseases, which are mainly caused by alcohol, are increasing very rapidly in the most deprived areas, and are contributing most out of individual causes to the internal gap in life expectancy. The most deprived areas have much higher emergency hospital admission rates than the rest of Wirral.

Health inequalities manifest themselves from the start of life. Mothers in deprived areas of Wirral are more likely to smoke in pregnancy and have low birth weight babies. They are also less likely to breastfeed their babies.

The main cause of health inequalities is income inequality and poverty. Living in poverty is closely related to other factors that influence health such as education,

living environment employment and lifestyle. Lifestyle behaviours such as smoking and drinking too much alcohol, as well as obesity, contribute to health inequalities. These behaviours are all more prevalent in the most deprived areas.

Life expectancy varies by over 10 years between wards in Wirral



Patient involvement

Healthwatch

Healthwatch is the national consumer champion in health and care. They have significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver and regulate health and care services. Healthwatch has local teams who work to support the voice of patients and public in your area. In Wirral, this is called Healthwatch Wirral. Healthwatch Wirral have their own website which outlines opportunities to have your say on any proposed changes to your local health and social care services. They also have newsletters and events, where you can sign up to learn more about their work and get involved.

Equality Delivery System (EDS2)

The NHS Equality Delivery System (EDS2) supports the aims to embed equality into all policies and practices whilst moving forward with performance and going beyond the legislation. NHS England has developed the Equality Delivery System toolkit. This helps NHS commissioners and providers deliver better outcomes for patients

and communities. It also helps staff in NHS organisations understand how equality can drive improvements and strengthen the accountability of services to patients and the public. EDS2 provides a robust framework against which we can assess and grade our performance against a range of nationally determined indicators grouped under the four goals:

- Better health outcomes
- Improved patient access and experience
- A representative and supported workforce
- Inclusive leadership

These will be our equality objectives for the next 4 years. We will report progress in our Equality and Inclusion annual reports.

Equality Impact and Risk Assessments

The CCG must demonstrate that it has a good understanding of the impact that policies, strategies, programmes, services and practice have on people with different protected characteristics. An important way we do this is through the collection, analysis and scrutiny of equality information, including information on engagement with people from protected characteristics where relevant. Such consultation and engagement with local vulnerable and patient groups provides an opportunity for Wirral CCG to consider any feedback received and any potential negative impact from changes under early stage consideration.

The CCG has embedded the Equality Impact and Risk Assessment into their processes and all EIRAs are quality checked by an Equality and Inclusion Business Partner.

How Equality and Inclusion affects Commissioning Decisions

We use Equality and Quality Impact Assessments to ensure that we are considering different groups of people and their needs when planning and commissioning healthcare services. As part of a commissioning review Wirral CCG proposed a change to not prescribing of gluten free products. Following extensive public Consultation- undertaken in different fora and formats, Quality Impact assessment and Equality Impact Assessment, the recommendation changed to reduce the products prescribed rather than a blanket ban of no prescriptions.

Employee Development and Appraisal – A Representative and Supported Workforce

Policy, guidance and service planning may set the CCG's expectations for service delivery, but individual employee commitment and actions can determine whether they are delivered in a fair and equitable way. We want our employees to be knowledgeable about our legal duties and local population needs; where appropriate:

link to staff development policy and planning. Managers undertaking employee appraisals are responsible for ensuring that discussions take place around equality, inclusion and their own personal development.

The Trust ensures that its staff are trained in equality and diversity issues via an awareness session in the mandatory Corporate Trust induction programmes and equality and diversity training sessions. Subject specific training is also provided on other relevant issues, for example, learning disability awareness. All staff have been provided with access to National Learning Management System e-learning programmes and can access the range of equality and diversity programmes within this. The Trust ILM accredited management skills programme includes a half-day session on equality and diversity aspects of the manager/employee relationship, to ensure managers are aware of diversity aspects of managing people. A wide range of managers, from different professions, undertake this programme.

Staff Wellbeing

- We have been holding a Staff Engagement Group monthly for the last three years, which includes representatives from each team within the CCG. We discuss any issues staff may have as well as developing and supporting new initiatives to improve staff engagement and wellbeing. The group is due to merge with the Organisational Development Group this month.
- Initiatives from Staff Engagement Group-
 - CCG Charity-Staff agreed they would like to support and fundraise for a local charity on Wirral, the chosen charity for 2017/18 was Charles Thompson Mission in Birkenhead. Throughout the year staff have undertaken a number of fundraising activities for the charity.
 - Step Challenges-Staff have taken part in a number of step challenges with support from Merseyside Sports Partnership, these challenges encouraged healthy competition and promoted health and wellbeing.
 - Yoga- A weekly Yoga class takes place in Old Market House open to any member of staff in the building. Staff pay a heavily subsidised fee as the instructor is sourced by Merseyside Sports Partnership.

Governance

The lead for Equality and Inclusion is the Director of Quality & Patient Safety. There is also a non-executive lead for equality and diversity on the Governing Board who is also the Patient Champion. The main duties of the Board include monitoring the implementation of the organisation's Equality and Inclusion Strategy. The Board receive an annual report updating them of progress. The Chief officer has overall accountability for Equality Diversity & Human Rights issues within the CCG and the Board demonstrates commitment through the endorsement of the Equality and Inclusion Strategy. During each year the CCG will gather, store and publish evidence

such as Equality Impact and Risk Assessments, Consultation, Engagement and Involvement exercises for demonstrating our legal compliance and any Freedom of Information requests.

Conclusion

This Equality and Inclusion strategy has sought to reaffirm our commitment as an organisation to meet our requirements under the PSED, address health inequalities in Wirral and maintain a fair and equal work environment for our staff. We will continue to pay due regard to the needs of those with protected characteristics and other disadvantaged groups to ensure that we develop and commission services for all in the community that we serve. This Plan will be reviewed in March 2022 and progress will be reported within our Equality and Inclusion annual report.

Supporting Documents

The following documents support the delivery of the Equality and Inclusion Strategy.

- Operational Plan 2017 – 19
- 5-year Strategic Plan 2014 – 19
- Wirral Together Strategy 2017 – 20

Contact Us

If you would like this information in another format (i.e. braille, audio, large print or a different language) please contact us using one of the methods below:

Write to us at:

NHS Wirral CCG

Old Market House

Hamilton Street

Birkenhead

Wirral

CH41 5AL

OR

Telephone: 0151 651 0011

Email: WICCG.InTouch@nhs.net

You can also contact us on Facebook 

and Twitter @NHSWirralCCG 

This strategy can be found on our website www.wirralccg.nhs.uk