

Sharing the Learning – Implementing the Equality Delivery System for the NHS – EDS/EDS2

Your details	
Organisation: <i>Name and type of organisation</i>	North of England Commissioning Support (NECS)
Job title:	Senior Governance Manager/Officer
Contact details: <i>Name, telephone, email</i>	Ben Murphy 01642 745049 benmurphy@nhs.net Gillian Stanger 0191 2172789 gillian.stanger@nhs.net
What are your organisation's Equality Objectives? If published, please include the web link:	The equality objectives for the 12 CCGs supported by NECS are published on individual CCG websites

Title of Case Study:	
Equality Analysis for Clinical Commissioning Groups (CCGs)	
Which EDS Goal does your case study relate to? <i>Please tick all that apply</i>	Which protected characteristic(s) are covered by your case study? <i>Please tick all that apply</i>
<input checked="" type="checkbox"/> Better health outcomes <input checked="" type="checkbox"/> Improved patient access and experience <input checked="" type="checkbox"/> A representative and supported workforce <input checked="" type="checkbox"/> Inclusive leadership	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender reassignment <input checked="" type="checkbox"/> Marriage and civil partnership <input checked="" type="checkbox"/> Pregnancy and maternity <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input checked="" type="checkbox"/> Sexual orientation

Background information about EDS activity in your organisation:

Include a brief summary of how EDS/EDS2 is implemented in your organisation, including positives and challenges, e.g. joint grading with local interests etc.

As a commissioning support organisation, North of England Commissioning Support (NECS) was required to support its customers (all 12 Clinical Commissioning Groups in the North of England) to implement the Equality Delivery System within the first six months of them being established. This involved a self-assessment and grading process which was then shared with local partners and stakeholders whose comments were taken into account in agreeing final grading and identifying priority equality objectives.

Recognising the diverse populations served by our customers, we needed to work closely with CCGs (and their partner organisations) to ensure the communities they served were being treated equally and fairly through the commissioning and delivery of local health services.

This is also linked to the NHS Constitution principle “(The NHS) has a wider social duty to promote equality through the services it provides and to pay particular attention to groups or sections of society where improvements in health and life expectancy are not keeping pace with the rest of the population”.

What are you proud of and how has this benefited patients and/or staff?

Include any outcomes for patients, communities or staff.

As a result of implementing EDS, it was identified that consideration of equality issues must influence the decisions reached by CCGs – such as in how they act as employers; how they develop, evaluate and review policy; how they design, deliver and evaluate services and how they commission and procure from others.

Most CCGs identified an equality objective relating to the need to ensure that services were commissioned, designed and procured whilst taking into account the needs of seldom heard groups.

To support these objectives, the NECS Equality Team developed and issued a robust Equality Analysis Toolkit to each of its customers, together with guidance notes for its completion. This was to support them in finding out whether an existing or proposed policy, function or service has differential impact on particular people and, if so, whether the differential impact is adverse and whether it can be justified or not.

Following requests from customers for further support in undertaking equality analysis, the team agreed there was still a need for some face-to-face training for staff. To date, six Equality Analysis training sessions have been delivered for CCG and NECS’ staff and a further two sessions are planned.

The goals were to support customers to commission the services that are right for local communities and ensure they cater for the needs of their diverse and ever-changing population by undertaking equality analysis.

Over 70 CCG (including a Chair and Chief Officer) and NECS’ staff have so far attended training sessions. The evaluation forms show a high level of satisfaction with the training provided.

There has been a gradual increase in the numbers of equality analyses undertaken by customers and it is hoped that this will increase once more staff have attending training and have had the opportunity to think about how they can implement and sustain process and

behaviour changes and identified during the training.

How was this achieved?

Include any challenges or barriers to overcome, any partnership working or creative and innovative approaches.

Top tips:

What learning could other organisations take from your example above?

Producing and issuing policies, toolkits and guidance in isolation is sometimes not enough and these need to be supplemented by face-to-face interactive training which will deliver better outcomes.