Equality Delivery System for the NHS
EDS2 Summary Report

NHS

Implementation of the Equality Delivery System – EDS2 is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS2 in accordance with the '9 Steps for EDS2 Implementation' as outlined in the 2013 EDS2 guidance document. The document can be found at: **http://www.england.nhs.uk/wp-content/uploads/2013/11/eds-nov131.pdf**

This *EDS2 Summary Report* is designed to give an overview of the organisation's most recent EDS2 implementation. It is recommended that once completed, this Summary Report is published on the organisation's website.

NHS organisation name:

NHS Barnsley Clinical Commissioning Group

Organisation's Board lead for EDS2:

Chief Nurse Martine Tune

Organisation's EDS2 lead (name/email):

Colin Brotherston-Barnett, Equality, Diversity & Inclusion Lead barnsleyccg.equality(

Level of stakeholder involvement in EDS2 grading and subsequent actions:

Engagement and consultation took place with a number of local equality forums

1 LGBT Forum
2 Deaf Forum
3 Disability Forum
4 Health Equality Forum event (Representatives from all established equality forums in Barnsley)
5 CCG working group
6 Sign off by Equality & Engagement Committee

Organisation's Equality Objectives (including duration period):

NHS Barnsley CCG Equality Action Plan 2016/18

1 Improving and signposting the range of communication options available to all providers to meet patients' individual needs when accessing and using services.

2 Building on the Local Authority's commitment to make Barnsley a Dementia Friendly Community, ensure we maximise our ability as commissioners to ensure providers services meet the needs of people with Dementia and those of their

Headline good practice examples of EDS2 outcomes (for patients/community/workforce):

1 Most recent staff survey provides outstanding evidence of staff engagement and improvement across all domains
2 NHS Checkpoint IAF - Barnsley rated as outstanding (one of only 20 in the country)
3 Nationally recognised as HSJ Finalist 2018 for Staff Engagement
4 Bespoke organisational development programme provided for all staff
5 First Port of Call training for GP receptionists (bespoke Barnsley developed and led training to support individual patient focused care)

Publication Gateway Reference Number: 03247

Date of EDS2 grading Select month | Select Year

Date of next EDS2 grading Select month | Select Year

Goal	Outcome	Grade and reasons for rating			Outcome links to an Equality Objective
Better health outcomes	1.1	**Services are commissioned, procured, designed and delivered to meet the health needs of local communities**			
		Grade	Which protected characteristics fare well	Evidence drawn upon for rating	
		Undeveloped Developing Achieving Excelling	✓ Age ✓ Disability Gender reassignment Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex Sexual orientation	JSNA NHSE Rightcare information Policies EIA's Commissioning Feedback Commissioning Intentions Patient experience data	
	1.2	**Individual people's health needs are assessed and met in appropriate and effective ways**			
		Grade	Which protected characteristics fare well	Evidence drawn upon for rating	
		Undeveloped Developing Achieving Excelling	✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Transforming Care agenda Patient experience data IFR - positive response to exceptionality Response to complaints Personal Health Budgets	
	1.3	**Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed**			
		Grade	Which protected characteristics fare well	Evidence drawn upon for rating	
		Undeveloped Developing Achieving Excelling	✓ Age ✓ Disability Gender reassignment Marriage and civil partnership ✓ Pregnancy and maternity Race Religion or belief ✓ Sex Sexual orientation	As a CCG we have committed to the integration of services and many of our key pieces of work are focused on this e.g. Alliance Board, Adult Joint Commissioning, Accountable Care Organisation, Health and Care Together Board. Equality Impact Assessments Oversight of FFT data Monitoring of complaints	

Goal	Outcome	Grade and reasons for rating			Outcome links to an Equality Objective
Better health outcomes, continued	1.4	**When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability Gender reassignment Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex Sexual orientation	Evidence drawn upon for rating Registered professionals - codes of conduct Provider registration requirements - CQC CCG Contracting Schedule 4/6 Quality & Patient Safety Committee Clinical Quality Boards SYB QSG NHS Standard Contract	
	1.5	**Screening, vaccination and other health promotion services reach and benefit all local communities**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex Sexual orientation	Evidence drawn upon for rating Screening Immunisation Oversight Group National Screening Programmes Health Protection Board agenda CQUINs CCG Healthy and Wellbeing activities	
Improved patient access and experience	2.1	**People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating GP Survey Data Report Special Allocation Scheme Consistent application of criteria for - IFR, CHC, CRAG, S117 Well signposted access to the full spectrum of health services supported by the Directory or Services RightCare Barnsley SPA CAMHS SPA	

Goal	Outcome	Grade and reasons for rating			Outcome links to an Equality Objective
Improved patient access and experience	2.2	**People are informed and supported to be as involved as they wish to be in decisions about their care**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ☐ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating CCG Vision & Values Carers Strategy Personal Health Budgets Signposting to Advocacy Services - DIAL Social Prescribing Equality Forums Patient Council	☐
	2.3	**People report positive experiences of the NHS**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ☐ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating FFT National Patient Survey Data Compliments Monitoring Healthwatch Patient Engagement Stakeholder Engagement SoMe	☐
	2.4	**People's complaints about services are handled respectfully and efficiently**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating Standard Contract requirements for monitoring complaints data Oversight of complaints for service providers Respond to complaints within relevant timescales CQC monitoring Benchmark Data from PHSO KO41 Data - NHS Digital reports All complaints are handled respectfully, efficiently and equitably	☐

Goal	Outcome	Grade and reasons for rating			Outcome links to an Equality Objective
A representative and supported workforce	3.1	**Fair NHS recruitment and selection processes lead to a more representative workforce at all levels**			
		Grade	Which protected characteristics fare well	Evidence drawn upon for rating	
		Undeveloped Developing Achieving Excelling	✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Recruitment Policy EQUALITY, DIVERSITY & HUMAN RIGHTS POLICY Recruitment Training for Managers NHS Jobs website NHS Jobs equality monitoring reports Workforce Race Equality Scheme Workforce reports	☐
	3.2	**The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations**			
		Grade	Which protected characteristics fare well	Evidence drawn upon for rating	
		Undeveloped Developing Achieving Excelling	✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Job Descriptions NHS Job evaluation scheme Evaluations for current roles Workforce reports Workforce diversity profiling Two weekly job evaluation panels National NHS terms & conditions	☐
	3.3	**Training and development opportunities are taken up and positively evaluated by all staff**			
		Grade	Which protected characteristics fare well	Evidence drawn upon for rating	
		Undeveloped Developing Achieving Excelling	✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Staff Survey results 2017 - Quality of non mandatory training, learning or development, best CCG score, staff appraised in the last 12 months, Quality of appraisals. Mandatory and Statutory Training quarterly monitoring reports which show continuing high levels of compliance Staff are supported to undertake professional and other educational training opportunities	☐

Goal	Outcome	Grade and reasons for rating			Outcome links to an Equality Objective
A representative and supported workforce	3.4	**When at work, staff are free from abuse, harassment, bullying and violence from any source**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating Staff survey results 2017 - Reduction in staff experiencing HBA from other staff, well below national average and reduction from 2016 score. Gender Reassignment Policy Acceptable Standards of Behaviour Policy & Procedure Exit interview Workforce indicators (staff turnover 2% / sickness absence 1.6%)	
	3.5	**Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating Staff survey results 2017 - 84% staff satisfied with opportunities for flexible working patterns. Flexible Working Policy Special Leave Policy Employment Break Policy Maternity, Adoption and Parental leave Policy Workforce reports confirm that a high proportion of CCG staff have	
	3.6	**Staff report positive experiences of their membership of the workforce**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating Staff survey results 2017 - Overall staff engagement well above national average, all job satisfaction scores significantly improved. Actions from Staff Engagement Group Workplace Awards shortlisting and commendation Workforce indicators (staff turnover 2% / sickness absence 1.6%)	

Goal	Outcome	Grade and reasons for rating			Outcome links to an Equality Objective
Inclusive leadership	4.1	**Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating NHS Contracts Equality, Diversity & Inclusion training CCG Vision & Values Equality Impact Assessment requirements Committee reports required to show consideration of ED&I Governing Body held in public Healthwatch attend Equality & Engagement Committee and the	
	4.2	**Papers that come before the Board and other major Committees identify equality-related impacts including risks, and say how these risks are to be managed**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ☐ Gender reassignment ☐ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ☐ Sexual orientation	Evidence drawn upon for rating Proforma templates for reports presented to Governing Body and other committees have mandatory field to complete to show consideration for equality, diversity & inclusion Equality Impact Assessments All commissioning policies are not applied in a blanket fashion as there is exceptionality criteria to be considered for every case	
	4.3	**Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination**			
		Grade Undeveloped Developing Achieving Excelling	Which protected characteristics fare well ✓ Age ✓ Disability ✓ Gender reassignment ✓ Marriage and civil partnership ✓ Pregnancy and maternity ✓ Race ✓ Religion or belief ✓ Sex ✓ Sexual orientation	Evidence drawn upon for rating Staff survey results 2017 - recognition of value of staff by managers, good communication and support from immediate managers scores all significantly improved. Staff experiencing discrimination at work from manager reduced and well below national average for CCGs Acceptable Standards of Behaviour Policy E&D MAST training record	