

# EQUALITY DELIVERY SYSTEM 2 (EDS2)

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## Action Plan 2017-2018



## Introduction

The **Equality Delivery System2 (EDS2) framework** was designed by the NHS to support NHS commissioners and providers to meet their duties under the Equality Act. The EDS has four goals, supported by 18 outcomes.

The Equality Act 2010 requires NHS Clinical Commissioning Groups (CCGs) to annually publish information which demonstrates progress the CCG is making in continuing to comply with the Act. The EDS2 framework identifies four over-arching goals to support NHS organisations to structure their action plans, these are:

- **Goal 1:** Better health outcomes for all
- **Goal 2:** Improved patient access and experience
- **Goal 3:** A representative and supported workforce
- **Goal 4:** Inclusive leadership.

EDS2 should be applied to people whose characteristics are protected by the Equality Act 2010. The nine characteristics are as follows:

- Age
- Disability
- Gender re-assignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race (national and ethnic origin)
- Religion or belief
- Sex
- Sexual orientation

Other disadvantaged groups include people who are:

- Homeless
- Live in poverty
- Stigmatised groups i.e. prostitution
- Misuse drugs
- Geographically isolated

These groups may have specific relevance to Wolverhampton demographics and should be included with the protected characteristic only when proportionate and relevant.

## Executive Summary

NHS organisations should make the EDS2 work for them, and adapt its processes and content to suit their local needs and circumstances.

Wolverhampton CCG took the following steps:

- senior management confirmed their commitment to the requirements of the EDS2 as part of a full discussion at their Governing body;
- identified key internal stakeholders to be involved;
- assembled their evidence using the internal stakeholders;
- the Equality & Inclusion Business Partner was used as the single point of contact for identified evidence and completed the EDS2 portfolio of evidence;
- the final portfolio of evidence was signed-off by the governing body;
- the Equality & Inclusion Business Partner organised the publication of the portfolio of evidence, to meet the 31 March 2017 deadline;

The EDS2 overall rating:

Undeveloped	Developing	Achieving	Excelling
Undeveloped if there is <b>no evidence</b> one way or another for any protected group of how people fare; <b>or</b> Undeveloped if evidence shows that the majority of people in only <b>2 or less protected groups</b> fare well	Developing if evidence shows the majority of people in <b>3 to 5 protected groups</b> fare well.	Achieving if evidence shows the majority of people in <b>6 to 8 protected groups</b> fare well.	Excelling if evidence shows the majority of people in <b>all 9 protected groups</b> fare well.

WCCG's rating is 'Developing'. This means the assembled evidence showed in the majority of Wolverhampton people two - three protected groups fare well.

As part of the review of their performance for people with characteristics protected by the Equality Act 2010, senior management have agreed that there needs to be a dedicated focus for moving the CCG from 'Developing' to 'Achieving'. This would mean evidence shows the majority of people in four protected groups fare well.

## Reminders

### Human Rights

Human rights and principles of equality should never be a secondary consideration in the provision of NHS services or in the development of the workforce. The five principles are referred to as FREDA:

- **F**airness – at the heart of recruitment and selection processes (Goal 3)
- **R**espect – making sure complaints are dealt with respectfully (Goal 2)
- **E**quality – underpins commissioning (Goal 1)
- **D**ignity – core part of patient care and the treatment of staff (Goal 2 & 3)
- **A**utonomy – people should be involved as they wish to be in decisions about their care (Goal 2)  
*(Goal 4 would be a golden thread as part of all outcomes)*

These have been developed and embedded in the NHS constitution as principles that all NHS organisations should operate by.

### The Public Sector Equality Duty (PSED)

Using the EDS2 will help organisations respond to the PSED, and demonstrate their continued activities to meet the requirements to:

- eliminate unlawful discrimination;
- advance equality of opportunity between different groups and;
- foster good relations between different groups;

### Equality Delivery System for the NHS

The goals and outcomes of EDS2		
Goal	Number	Description of outcome
Better health outcomes	1.1	Services are commissioned, procured, designed and delivered to meet the health needs of local communities
	1.2	Individual people's health needs are assessed and met in appropriate and effective ways
	1.3	Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed
	1.4	When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse
	1.5	Screening, vaccination and other health promotion services reach and benefit all local communities
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
	2.2	People are informed and supported to be as involved as they wish to be in decisions about their care
	2.3	People report positive experiences of the NHS
	2.4	People's complaints about services are handled respectfully and efficiently
A representative and supported workforce	3.1	Fair NHS recruitment and selection processes lead to a more representative workforce at all levels
	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
	3.3	Training and development opportunities are taken up and positively evaluated by all staff
	3.4	When at work, staff are free from abuse, harassment, bullying and violence from any source
	3.5	Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives
	3.6	Staff report positive experiences of their membership of the workforce
Inclusive leadership	4.1	Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations
	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
	4.3	Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination

## Articles of the European Convention on Human Rights

The key human rights articles have been considered:

- Article 2 Right to life
  - Article 3 Freedom from torture and inhuman or degrading treatment
  - Article 4 Freedom from slavery and forced labour
  - Article 5 Right to liberty and security
  - Article 6 Right to a fair trial
  - Article 7 No punishment without law
  - Article 8 Respect for your private and family life, home and correspondence
  - Article 9 Freedom of thought, belief and religion
  - Article 10 Freedom of expression
  - Article 11 Freedom of assembly and association
  - Article 12 Right to marry and start a family
  - Article 14 Protection from discrimination in respect of these rights and freedoms
- 
- Protocol 1, Article 1 Right to peaceful enjoyment of your property
  - Protocol 1, Article 2 Right to education
  - Protocol 1, Article 3 Right to participate in free elections
- 
- Protocol 13, Article 1 Abolition of the death penalty

## Wolverhampton CCG Equality Objectives

1. To ensure that Leadership and Governance arrangements persist in offering high level assurance of equality.
2. Equality approaches are effectively included in key mechanisms of commissioning (such as business case development, procurement, contracting).
3. Equality Analysis becomes part of our organisational processes so that projects, policies, strategies, business cases, specifications and contracts have all been developed in consideration of equality, diversity and human rights issues.
4. To apply Goals 1 and 2 of the Equality Delivery System to an average of at least three patient pathways for each year of the strategy, and to demonstrate year on year improvements for Goals 3 and 4 (Staff and Leadership).
5. To regularly review and update the strategic action plan and equality objectives (on at least an annual basis) to ensure that it is providing appropriate targets for development and improvement.
6. To ensure all CCG staff receive basic training to ensure awareness of Equality Act 2010 responsibilities and the NHS Constitution, and that specific training on Equality Analysis and the Equality Delivery System is targeted to all staff who are involved in these processes.
7. To ensure that Equality and Diversity forms an ongoing part of our leadership and organisational development programmes.
8. To ensure that Equality and Diversity approaches are fully included in our engagement of people who use services and in our work with strategic partners and other stakeholders.
9. Improve accessibility of information and communication for people from statutorily 'protected groups' and other disadvantaged

## Vision


“Our vision is to provide the right care in the right place at the right time for all of our population. Our patients will experience seamless care, integrated around their needs and they will live longer with an improved quality of life”

## CCG Approach


An action plan has been developed which will be presented by the CCG Executive Lead for equality to the governing body, for sign-off and agreement to implement. The action plan will set out how the CCG will progress from an EDS2 regarding of ‘Developing’ to an EDS2 grading of ‘Achieving’. The action plan will be driven by the CCG in order to fully benefit from what learning will take place. The Equality & Inclusion Business Partner will provide expert advice, guidance and support (where appropriate and or relevant).

Wolverhampton CCG wants everybody to receive the highest quality and appropriate care for their needs, delivered from the right service, when the patient needs it.

**Action Plan 2017 – March 2018: EDS2 – Progression from ‘Developing’ to ‘Achieving’.**


1. Better health outcomes						Rag Rating
The NHS should achieve improvements in patient health, patient safety and public health for all, based on comprehensive evidence of needs and results						 Please fill the box with relevant colour
No.	Action	Deadline	Responsible Officer	Outcome/Impact	Updates/Comments	
1.	Review and update: <ul style="list-style-type: none"> <li>Commissioning process</li> <li>Procurement process</li> <li>Equality Analysis process</li> <li>Contract requirements and process</li> </ul>	Nov 2017		To demonstrate and evidence ‘due regard’ from a potential and risk perspective, clinical quality, ensuring EA’s are integral to other processes. This will provide better foundations for assurance both internally and externally.		
2.	Training: <ul style="list-style-type: none"> <li>Deliver Equality Analysis training</li> <li>Deliver Equality, diversity and inclusion training</li> </ul>	March 2018	Equality & Inclusion Business Partner	Staff will be equipped and understand expectations on them.		
3.	Intranet <ul style="list-style-type: none"> <li>Ensure the equality space on intranet is aligned with actions 1 &amp; 2,</li> </ul>	Dec 2017	Equality & Inclusion Business Partner	Commissioners will have a dedicated space that is informative and supportive.		
4.	Pilot reviewed approaches – see action 1	Nov 2017 to March 2018		Ensure every opportunity is provided to get things right and it starts the process of beginning to move from developing to achieving.		
5.	Embed EDS2 evidence in CCG business practice	March 2018		The CCG’s progress is continuous and an integral part of day-to-day activity.		

Performance Monitoring	Protected Characteristic (Please Tick)	Equality Objective (Please Tick)	Human Rights (Please Tick)				Are there any risks?	Comments
	Age	✓	Objective 1	Article 2	✓	Article 11		
	Disability	✓	Objective 2	Article 3	✓	Article 12		
	Gender Re-assignment	✓	Objective 3	Article 4		Article 14	✓	
	Marriage & Civil Partnership	✓	Objective 4	Article 5	✓			
	Pregnancy & Maternity	✓	Objective 5	Article 6		Protocol 1, Article 1		
	Race	✓	Objective 6	Article 7		Protocol 1, Article 2		
	Religion or belief	✓	Objective 7	Article 8	✓	Protocol 1, Article 3		
	Sex	✓	Objective 8	Article 9		Protocol 13, Article 1		
	Sexual Orientation	✓	Objective 9	Article 10				

2. Improved patient access and experience						Rag Rating
The NHS should improve accessibility and information, delivering the right services that are targeted, useful and useable in order to improve patient experience						 Please fill the box with relevant colour
No.	Action	Deadline	Responsible Officer	Outcome/Impact	Updates/Comments	
1.	Ensure all relevant teams are collecting equality and diversity data	March 2018		To demonstrate and evidence 'due regard' of what protected groups fare well.		
2.	Agree protected characteristics to be monitored by providers, with an annual review	Sept 2017		The CCG can for its relevant providers, demonstrate and evidence 'due regard' of what protected groups fare well.		
3.	Review: Provider implementation of Accessible Information Standard	March 2018		The CCG are system leaders and a good source of support for providers.		
4.	Set up a specific Diversity Group linked to existing groups	March 2018	<b>Supported by the Equality And Inclusion Business Partner</b>	The CCG will have a dedicated forum to support equality analysis, communications and engagement activities.		


Performance Monitoring	Protected Characteristic (Please Tick)	Equality Objective (Please Tick)	Human Rights (Please Tick)		Are there any risks?	Comments
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Marriage & Civil Partnership	✓	Objective 4	✓ Article 5	✓		
Pregnancy & Maternity	✓	Objective 5	✓ Article 6	Protocol 1, Article 1		
Race	✓	Objective 6	Article 7	Protocol 1, Article 2		
Religion or belief	✓	Objective 7	Article 8	Protocol 1, Article 3		
Sex	✓	Objective 8	Article 9	Protocol 13, Article 1		
Sexual Orientation	✓	Objective 9	Article 10	✓		



3. A representative and supported workforce						Rag Rating
The NHS should support the diversity of its workforce (whether paid or non-paid) to improve the quality of their working lives, enabling them to better respond to the needs of patients and local communities						 Please fill the box with relevant colour
No.	Action	Deadline	Responsible Officer	Outcome/Impact	Updates/Comments	
1.	The CCG can undertake detailed analysis of its' workforce	March 2018	Mike Hastings	The CCG can carry out detailed analysis of its' workforce profile by protected characteristic and demonstrate and evidence 'due regard' of what protected groups fare well.		
2.	The CCG is confident that their internal and external recruitment processes are equitable	March 2018	Mike Hastings	The CCG can carry out detailed analysis of its' workforce profile by protected characteristic and demonstrate and evidence 'due regard' of what protected groups fare well.		
3.	Assess how best the detailed analysis can inform staff development programmes that are linked to organisational development and the organisational development strategy.	March 2018	Mike Hastings	The CCG can carry out detailed analysis of its' workforce profile by protected characteristic to demonstrate and evidence what protected groups fare well.		
4.	Assess how best the staff survey can inform the quality of working lives.	March 2018	Mike Hastings	The CCG can carry out detailed analysis of its' workforce profile by protected characteristic and demonstrate and evidence 'due regard' of what protected groups fare well.		
5.	Review training/learning and development policy, practice and procedure	March 2018	Mike Hastings	Assess equality of opportunity and demonstrate and evidence 'due regard' of what protected groups fare well.		
6.	Staff Forum?		Mike Hastings	All staff including protected groups have a voice that is inclusive of equality issues.		

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	Sex	✓	Objective 8		Article 9	✓	Protocol 13, Article 1	
	Sexual Orientation	✓	Objective 9		Article 10	✓		



4 Inclusive leadership						Rag Rating
NHS organisations should ensure that equality is everyone's business with everyone taking an active role						
No.	Action	Deadline	Responsible Officer	Outcome/Impact	Updates/Comments	Please fill the box with relevant colour
1.	Formalise Equality Champions?			The CCG has senior staff and leaders to promote equality and inclusive practice internal and externally to the CCG		
2.	Enhance available of equality considerations made through the governance processes			Raising the profile of CCG leaders and senior staff are delivering their commitment to inclusive practice  Demonstrate what CCG leaders and senior staff are doing to empower the system to be inclusive		
3.	Develop communication opportunities for CCG Leaders and Senior Staff to share outcomes of delivering their commitment to inclusive practice and empowering the system to be inclusive.			Evidence raising the profile of CCG leaders and senior staff are delivering their commitment to inclusive practice  Evidence demonstrate what CCG leaders and senior staff are doing to empower the system to be inclusive		

Performance Monitoring	Protected Characteristic (Please Tick)	Equality Objective (Please Tick)	Human Rights (Please Tick)				Are there any risks?	Comments
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	Religion or belief	Objective 7	Article 8	Protocol 1, Article 3				
	Sex	Objective 8	Article 9	Protocol 13, Article 1				
Sexual Orientation	Objective 9	Article 10						

Key	
Red	Overdue
Amber	Started not complete
Green	Completed
Blue	Planned Work