

Wandsworth Borough Team

# Public Sector Equality Duty Equality Act 2010

How NHS Wandsworth is meeting the  
requirements of the Act.

## **Introduction and background**

The Equality Act 2010 brings together all previous equality legislation in England, Scotland and Wales. The Act includes a new public sector equality duty (the equality duty), replacing the separate duties relating to race, disability and gender equality. The equality duty came into force on 5 April 2011.

The public sector equality duty requires public authorities, when carrying out their functions, to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between people who share a relevant protected characteristic and people who do not share it.
- Foster good relations between people who share a relevant protected characteristic and those who do not share it.

Public bodies must be transparent about how they are responding to the Equality Duty, and are required to publish relevant, proportionate information showing compliance with the Equality Duty by 31 January 2012 and to set equality objectives by 6 April 2012.

This report outlines how NHS Wandsworth is complying with these requirements.

### **About NHS Wandsworth.**

NHS Wandsworth is the primary care trust and Borough team responsible for the health of the people who live in Wandsworth. As part of the recent Government reforms in health it is now part of NHS south west London, the transition organisation tasked with delivering the healthcare across five south west London Boroughs. NHS Wandsworth is co-terminus with the London borough of Wandsworth but also looks after an additional 71,000 patients who are registered with a Wandsworth GP but who live outside the Borough.

To deliver the new healthcare reforms a clinical commissioning group has been set up which comprises of 3 locality commissioning groups, Battersea, Wandle and West Wandsworth. These locality commissioning group are broadly co-terminus with previous local health **commissioning** groups.

The overall vision of NHS Wandsworth is to transform the health of people living and working in Wandsworth and we do this by working with local people, communities and our partners to deliver high quality services that are patient centred, safe and innovative. We want all our local communities to be ambitious about their own health and to challenge us to commission the best possible care in the best possible environments within our resources.

The core business areas within the organisation are:

- Commissioning healthcare services on behalf of the population of Wandsworth.
- Improving the health and wellbeing of the population of Wandsworth and reducing inequalities in health.

- Coordinating and developing health services provided by primary care contractors - GPs, dentists, pharmacists and optometrists.

As a large inner London borough, Wandsworth has some unique challenges in relation to healthcare provision. Some of these key challenges are:

- there are higher proportions of younger adults (20 – 44) living in the borough than anywhere else in England.
- the borough is more ethnically diverse than the national population
- the population is highly transient, more so than the national population with the patient population changing 30% each year
- Wandsworth varies widely in its level of deprivation - ranging from the very affluent to the very deprived

Further information about our borough and the health of Wandsworth is available [here](#).

## **Our Staff**

NHS Wandsworth is committed to recruiting, developing and retaining the best workforce to make sure we provide high standards of healthcare. We believe in valuing, developing, communicating and consulting with our staff.

As part of meeting its statutory public sector equality duty, NHS South West London will publish detailed information about the profile of staff employed across the five PCTs in the locality, namely Croydon, Wandsworth, Kingston, Richmond, Sutton and Merton. The information will be available by 31 January 2012, [click for further information](#).

## **Equality and Diversity at NHS Wandsworth**

Since its inception in 2002 the PCT has developed and sustained effective strategies on equality and diversity. More recently we have developed a Thinking Partners Group to support us in delivering against goals and challenges in this areas. The group oversees our approach to Equality and Diversity and is made up of representatives from local community groups, LINKs, Expert Patients, third sector, public health, carer groups, and senior, staff from the organisation.

## **Meeting our Public Sector Equality Duties**

To ensure the PCT meets its statutory equality duties under the Equality Act 2010 we have utilised the Equality Delivery System (EDS)<sup>1</sup> to develop a strategic approach which:

- Identified the Thinking Partners Group as our partner organization to help us deliver evidence of good practice across the organization
- Will help establish gaps or barriers within our services and the impact these may have on the nine protected characteristics and ensure we take remedial steps to address them
- Will show how we advance equality and diversity across all our core functional activities

---

<sup>1</sup> Designed for the NHS, the EDS is there to drive up equality performance and embed equality into mainstream NHS business in line with the requirements of the Equality Act.

- Will set equalities priorities for the next 4 years and
- Will ensure NHS Wandsworth makes equality a reality for all, by mainstreaming equality and diversity considerations into all core functional activities, and as part of its work under the NHS Equality Delivery System (EDS).

As part of our EDS activities, we have:

- Trained the Thinking Partners Group to enable them to participate fully in the EDS approach
- Ran an information gathering day with staff to identify work that contributes to EDS outcomes and activities
- Surveyed staff about their views of NHS Wandsworth as an employer

## Evidence to show how we comply with our Public Sector Equality Duties

NHS Wandsworth has worked consistently over the last 10 years to embed equality and diversity across all core functional activities. We have supported, empowered, trained and developed our staff and senior managers to mainstream into commissioning activities, into services, planning, policies and decision making processes. We are now at a stage in our equality and diversity journey, where most teams naturally consider equality and diversity, undertake equality impact assessments and actively encourage patient, user and community involvement in the work they do. There is still a lot we can do to improve our performance in equality and diversity and we will use the EDS to help us identify what the gaps and barriers are, the improvements we need to make to advance equality. These will be reflected in the evidence we publish on 6 April 2012.

In this section, we have outlined how NHS Wandsworth complies with the Public Sector Equality Duties. It also summarises priority issues and development areas for the organisation and these are followed by the actions we will take to advance equality and diversity and ensure an inclusive and accessible service for all.

### How NHS Wandsworth advances equality and diversity, fosters good relations and address discrimination

Activity/policy/project	Explanation
Customer Relationship Management System (CRM)	The development and active use of a CRM to ensure up to date and accurate targeting of individuals and organisations around PPI activity. The CRM accommodates and reaches a rich diversity of people in the Wandsworth area, allowing us to engage, involve and consult with a wide group of people on various health, policy, commissioning and planning issues.
Equality Impact Assessments	We have carried out well over 100 assessments in the last year alone. The assessments are led by the various teams in the organisation. The assessments consider the impact of our activities on all the different protected characteristics. We produce regular reports to the Board outlining outcomes from the assessments and changes needed to address identified gaps.
Equality and Diversity Training for staff	We have trained all our staff on their roles and responsibilities of the Equality Act 2010. A briefing has also been prepared for staff, and this is available on our intranet
'E' Day	<p>We held an event for staff to identify how each team advanced equality and diversity and tackled discrimination. We used the event to gather information for publishing as part of our public sector duties. The information we put together will also contribute to our EDS activities. It also gave us the opportunity to share equality practices across teams, foster good relations and develop each other's confidence in equality and diversity.</p> <p>The following pulls together a range of services and initiatives currently in place to advance equality and diversity</p> <ul style="list-style-type: none"> <li>• Out of Hours Procurement</li> <li>• Lay User activities</li> <li>• Obesity procurement initiative which fully considers diversity issues</li> <li>• Breastfeeding strategy</li> <li>• Falls and bone health</li> </ul>

	<ul style="list-style-type: none"> <li>• Older adults mental health</li> <li>• CAHMS needs assessment and services specification</li> <li>• Our interpreting and Translation services</li> <li>• Mental Health Partnerships</li> <li>• QIPP User engagement</li> <li>• PPI around Bone and Health</li> <li>• Pink Health Trainers</li> <li>• CVD Heart Failure transport audit</li> <li>• Diabetes patients groups</li> <li>• Hard to reach group vaccinations</li> <li>• Safeguarding and Equalities training of Health trainers</li> <li>• Physical activities clinics</li> <li>• Learning disabilities project</li> <li>• Pregnancy Services</li> <li>• Young Mothers/Pregnancy Services</li> <li>• Work with Asylum and Refugee groups</li> </ul>
EDS Development Day for our Thinking Partner Group	We brought together our TPG group and a wide range of community, patient, user, carer groups to train them in the EDS, to reflect on what we have achieved so far and to explore the areas for further development.
The delivery of the Expert Patients Programme in Wandsworth	The Expert Patients Programme is a self management programme for people living with a long term health condition. The programme is delivered by people from different community settings and backgrounds, all living with a long term condition. In doing so we have been able to embed traditional, religious, cultural and diverse considerations into the programme.
Wandsworth's Joint Strategic Needs Assessment (JSNA)	The <b>JSNA</b> is an assessment of Health and Social Care needs in Wandsworth undertaken jointly by the Council and the Primary Care Trust (PCT). It is a systematic method of reviewing the health and well being of a population, leading to agreed commissioning priorities that will improve health and wellbeing outcomes and reduce inequalities. Within the JSNA we outline how equality and diversity will be mainstreamed, and how the specific needs of different communities will be addressed.
Wandsworth Health and Wellbeing Board	The establishment of a health and well-being board. The board is made up of councillors, allied health professionals, voluntary sector representation and GPs who will have designated strategic responsibilities for public health.
NHS Wandsworth's Strategic Plan (CSP)	This is our plan to address the health needs of the population as identified in the JSNA
Patient and Public Involvement Strategy	Our plan to ensure that patient, carers the public and their representatives are involved and engaged in the business of health commissioning by Wandsworth Clinical commissioning Group
Wandsworth LINK	The appointment of the Chair of Wandsworth LINK, to chair the group tasked with developing a PPI strategy for the Wandsworth Clinical Commissioning Group. The role of LINK in leading a project to ensure that the voices of those communities that are seldom heard. The appointment of a LINK representative on the Board of the CCG.
Pals and complaints	The delivery of a system to ensure that patients and the public are able to redress issues of concern to them directly with the PCT, including making formal complaints. Patients unable to communicate in English have access to translation services and we run PALS events in the localities to ensure seldom heard and under-

	represented groups have access to our services.
The development of Patient Pathways	The redesign and re-commissioning of local health services to ensure that all patients have access to high quality care services from the onset of illness, and including where appropriate health promotion and disease prevention activities
Single Equality Scheme 2010 – 2011 – 2014	The current scheme provides very detailed evidence of the work we do to advance equality and diversity. These include public health services, responsive and appropriate to the needs of the different protected characteristics. Our programme of equality impact assessments led to us being invited to speak at a Health Service Journal conference on Equality and Diversity, as an example of good practice. A <a href="#">paper</a> was produced for the October PCT Board which highlighted the main findings from these EIAs.
Involvement and Engagement Log	This document outlines the extensive range of activities we undertake to support the development and delivery of services by ensuring that they are informed by both the patients experience and also the involvement of patients in local health matters. This is not only required by law, but there is an increasing amount of evidence which suggests patients health outcomes are better achieved if patients are involved in decisions about their health. The log shows the diverse groups we have engaged and involved in local health matters.
PPI Consultations on GP Commissioning	We organised a series of events for patients, users, carers, local communities and encouraged participation from the different protected characteristics.
Seldom Heard Groups project	The Clinical Commissioning Group (CCG) were given Department of Health funding to pilot patient and public involvement (PPI) and £20,000 was earmarked to engage seldom heard groups. As part of our contribution to this PPI initiative LINK sent out an invitation to apply for funding to local community organisations and groups of people with disabilities or sensory impairments. The groups were asked to seek out the views of their members on health needs and to find out how they would like to be involved in future consultations on health. There was also a requirement to attend a PPI conference in November 2011 to discuss the CCG engagement strategy.
LGB and T programme of activities	In 2009, we carried out a detailed analysis on the health needs of LGB&T communities in Wandsworth. The analysis enabled us to embed LGB&T considerations into planning activities. It also led to our active participation in the LGB&T group in Wandsworth and subsequent application to Stonewall which was successful.
Supporting Stakeholder Equality and Diversity activities	We sit on the E&D committee at St George's. Our involvement in this committee means we are able to ensure equality and diversity is included and considered within the services we commission. It provides an opportunity for us to engage other stakeholders and to develop closer relationships with key decision makers in the Trust.

## Evidence to support Equality Performance at NHS Wandsworth

Activity/policy/project	Explanation	Link
Wandsworth's Joint Strategic Needs Assessment (JSNA)	The <b>JSNA</b> is an assessment of Health and Social Care needs in Wandsworth undertaken jointly by the Council and the Primary Care Trust (PCT).It is a systematic method of reviewing the health and well being of a population, leading to agreed commissioning priorities that will improve health and wellbeing outcomes and reduce inequalities."	<a href="http://www.wandsworth.gov.uk/jsna">http://www.wandsworth.gov.uk/jsna</a>
NHS Wandsworth's Strategic Plan (CSP)	This is our plan to address the health needs of the population as identified in the JSNA	 WCCG Commissioning Strate
Wandsworth Health and Wellbeing Board	The establishment of a health and well-being board. The board is made up of councillors, allied health professionals, voluntary sector representation and GPs who will have designated strategic responsibilities for public health.	<a href="http://www.wandsworth.gov.uk/info/100010/health_and_social_care/1231/public_health/2">http://www.wandsworth.gov.uk/info/100010/health_and_social_care/1231/public_health/2</a>
NHS Wandsworth Single Equality Strategy (SES) January 2011 – December 2014	Our commitment to ensuring that our services and employment practices are fair, accessible and appropriate for the diverse communities we serve and the workforce we employ.	 SES 2011-2014 - version 1-4 FINAL.do
Patient and Public Involvement Strategy (1)	Our plan to ensure that patient, carers the public and their representatives are involved and engaged in the business of health commissioning by Wandsworth Clinical commissioning Group	 strategy draft 6-3.docx
	Evidence from a workshop and conference demonstrating how we engaged with a wide range of service users including with those whose voices are seldom heard	  Notes from Tables combined-2.docx      shared participants comments.docx
PPI Strategy development – involvement of patient and carers (2) – working with seldom heard groups report	A report commissioned by the CCG as part of our PPI strategy development to ensure that those communities that have difficulty in making their voice heard ( referred to as seldom heard) are able to participate	 Final_SHGpsReport.d ocx
Annual PPI Evidence Logs	PPI Activity collated from across the PCT demonstrating how the organisation is engaging with patients and the public	 2010 Evidence Log - Work in progress v3 -
PPI newsletters	Monthly newsletters informing the public of health activities that they can become involved with. These newsletters are circulated electronically and in paper form to around 1200 contacts in Wandsworth including Community and third	 November- V1.doc

	sector organisations. This is also evidence to support how we use the CRM to engage with patients and the public and their representatives	
Expert Patients Programme	A series of programmes designed to support people with long term conditions by development self management techniques, along with quarterly reunions to ensure that they are offered continued support from the programme and are able to participate in other PPI activity	 Agenda EPP Reunion Sept2011.docx
Equality briefing for staff – Equality Act 2010	A briefing outlining the key elements of the Equality Act 2010. Briefing was also used in our training activities for staff.	 Equality Act Briefing 2011v2.docx
'E' Day flyer	Flyer to promote E'Day event. The database of all the evidence we gathered and our grading will be published on 6 April 2012.	 eday-1.docx  eday-2.docx
Equality Impact Assessments	Analysis of EQIAs carried out in the PCT	To be added
EDS Day for TPG	The invitation from NHS Wandsworth to TPG and to community, patient, user and carer groups	To be added
Seldom Held Groups Project	Document showing PPI activities with Seldom Held Groups	See: PPI Strategy development – involvement of patient and carers (2) – working with seldom heard groups report
PPI consultations on GP commissioning	A summary of all the feedback we gathered from discussions with patients, users, carers and community groups around GP Commissioning	See: Patient and Public Involvement Strategy (1) Also:
Stonewall	Membership of Stonewall and our submission to the workplace equality Index	 2012 stonewall submission in WORD.1
Working with Wandsworth LGBT Forum	Information from their website demonstrating our commitment to working with them	<a href="http://www.wandsworthlgbtforum.co.uk/pages/health.html">http://www.wandsworthlgbtforum.co.uk/pages/health.html</a>  Wandsworth LGBT Health meet 170311e
Wandsworth Youth Health Jury	A Wandsworth young people's projects that meets monthly in NHS Wandsworth and participates in our work	 Annual Plan for Youth Health Jury.do

Wandsworth Lay User Group	Quarterly meetings with experienced patient representatives who meet to receive presentations on Commissioning and health work and provide feedback to project staff	 Lay user gp meeting Nov 18th notes.docx
PALS and complaints report	An example of a report produced for Commissioners on issues and complaints that patients bring to us.	  Complaints Report      Wandsworth Q2 Quarter 3.doc      PALS report.docx

## **Areas for further development and improvement**

NHS Wandsworth and the TPG recognise the positive work carried out to advance equality and diversity, to ensure no one is inadvertently discriminated against whilst accessing our services and the work we continue to do to promote healthy relations between the diverse communities we serve. We know there is more we need to do to ensure equality and diversity becomes a natural way of life in the PCT.

In this section we have outlined the areas for further development for NHS Wandsworth. We will ensure these are shared with all the teams in the PCT and actions put in place to improve our equality performance. We will also ensure that any identified gaps, risks to the organisation are reflected in the objectives we publish on 6 April 2012.

Through our PPI activities outlined above, we have identified the need to

- a) engage and involve a wider and more representative group of people in our engagement and involvement activities, particularly young people, LGB&T community, faith and religious communities and people with disabilities.

Through EDS consultations we have identified the urgent need to address

- a) poor attitudes and poor communication amongst front line staff. There is the need to work with GPs and with other commissioned services to ensure their services promote dignity, respect and value for all. Training for staff and good customer care values need to be embedded into all activities.
- b) and improve access to services for specific groups in our community. Particularly older, younger people, BME, LGB&T, people from different religious, faith groups and disabled people.
- c) to gain a better understanding of the health needs of the transgender community

Through our Equality Impact Assessment activities, we have identified the need to

- d) increase the use of translation services in GP practices
- e) to offer more services in local community venues, e.g. GP practices
- f) to work with our deprived communities on a range of issues, including Chronic Obstructive Pulmonary Disease (COPD) and alcohol related services.

From our engagement and involvement exercises with patients around GP commissioning

- g) there is the urgent need to mainstream equality and diversity into all areas of GP commissioning activities. All planning activities now must therefore consider and include equality and diversity.

Feedback from our PALS services reflect the importance of

- h) widening access and increasing opportunities for under-represented groups to share their concerns with us and to inform service improvement activities

From our work with the TPG, we recognise the importance to

- i) increase the diversity of members on this group
- j) take TPG activities into the community to ensure we engage more with under-represented groups and the different protected characteristics.

From our discussions with the Performance team, we need to develop and extend diversity monitoring within our services to include

- k) LGB, transgender and disability
- l) collate clearer information on how our services advance equality and diversity
- m) use the performance system better to help us highlight where there may be gaps in commissioning/services and its impact on the different protected groups.

Finally, we recognise the importance of engaging and involving all the protected characteristics in assessing how we perform in equality and diversity. By doing so, we gain a better understanding of their health needs and ensure the services we commission are responsive and appropriate to their needs

- n) we therefore need to ensure our EDS activities, engage and involve all the different protected characteristics and that we continue to work with them to improve our services

## **Conclusion**

NHS Wandsworth has made a strong commitment to improve the health and wellbeing of its patients, users, carers and community groups. Part of this involves valuing the rich diversity of our local community and ensuring their voices and needs inform all the work we do. The Equality Act 2010 and EDS provide an excellent opportunity to develop services which are sensitive, appropriate and responsive to the needs of our local communities. We are committed to working with them to shape better health services and achieve improved outcomes for all

Sandra Iskander  
Colin Smith  
January 2012