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This report was commissioned by NHS Sutton Clinical Commissioning Group from NEL Commissioning Support Unit. The final revised version has been produced by the Assistant Director of Quality and Nursing – Sutton CCG
1. Foreword

It is our pleasure to present NHS Sutton Clinical Commissioning Group’s Public Sector Equality Duty Report 2018. Over the past year, the CCG has coped well with the challenges and opportunities presented by the NHS Five Year Forward View which outline a vision for a sustainable NHS, placing a clear emphasis on increasing the focus on prevention; moving from acute episodic care towards prevention, self-care, self-management and integrated well-co-ordinated care to cope with an ageing population and the increased prevalence of chronic diseases. Sutton CCG has been part of the South West London Sustainable Transformation Partnership (STP) and joined the other South West London CCG’s in the South West London NHS Alliance in April 2018. Sutton CCG has strong partnerships with the London Borough of Sutton, NHS providers and the voluntary and community sector. The development of “The Sutton Plan” has further strengthened partnership working and started to deliver on a number of new programmes for the residents in Sutton.

The CCG has worked with pace and enthusiasm to implement the new working arrangements – whilst ensuring it continues to meet its statutory duties under the Equality Act 2010 and the Health and Social Care Act 2012.

The CCG’s Work Programme 2018:

- Working with the London Borough of Sutton and our partners we are developing a joint Health and Social Care Plan (The Sutton Plan), we have consulted widely through engagement events with residents of Sutton.
- Ensuring we direct resources to people with the greatest need throughout the Sutton Health and Care programme.
- Reducing lifestyle associated risks by targeting high-risk groups and addressing specific issues personal to the individual, taking into account patient choice.
- Empowering patients through our self-management and social prescribing programmes managed through primary care, community pharmacy and voluntary sector contracts.
- Building upon our learning from the Sutton Homes of Care Vanguard Programme we are developing a new care homes strategy and continue to strengthen the quality assurance for the care home sector with the local authority and other partners.
- Sutton Health and Care Programmes- we are refreshing our local engagement and communications plans to achieve a greater consistency approach across all commissioned services. With the specific aim of accessing communities who have protected characteristics.

Key CCG achievements over the past year include:

- A new set of Equality Objectives for 2017-21 have been developed through active engagement with our partners and stakeholder groups.
- Improved access to primary care- two new extended hours hubs have opened to provide residents weekend and evening appointments, thus giving them access to GPs all week.
A range of patient and public engagement activities have taken place which have ensured engagement with those less involved in healthcare commissioning, including the Community Health Champions and Help Yourself to Health programmes.

Findings and recommendations from the Sutton Fairness Commission report, a multi-agency partnership set up to support inclusion in the borough for children and young people are being collated and will inform commissioning intentions for children’s health services.

The Sutton Uplift service which provides a range of primary mental health services has seen an increase in referrals from diverse communities.

Findings from benchmarking exercises, such as the Workforce Race Equality Standard (WRES) and the Equality Delivery System (EDS2) continue to be acted upon and followed up.

Commissioned health care providers continue to be monitored on equality and diversity as part of the NHS Standard Conditions of Contract assurance process.

CCG staff are supported through access to training and development, the CCG’s Organisational Development Working Group’s work plan, weekly team talk, monthly wider team meetings and an Employee Assistance Programme which is accessible 24 hours a day.

This report provides information on the full range of work undertaken by the CCG, with its partners, to minimise inequalities in employment and health care commissioned services. We hope our residents and partners will continue to work with us to improve health care services in Sutton.

Dr Jeffrey Croucher
Chair

Michelle Rahman
Acting Managing Director
1. Introduction

The Equality Act 2010 provides a legal framework to strengthen and advance equality and human rights. The Act consists of general and specific duties:

The general duty requires public bodies to show due regard to:

- Eliminating unlawful discrimination or any other conduct prohibited by or under the Act
- Advancing equality of opportunity between persons who share a protected characteristic and persons who do not share it.
- Fostering good relations between people who share a relevant protected characteristic and people who do not share it.

There are nine ‘protected characteristics’ covered by the Equality Act: Age, Disability, Gender re-assignment, Marriage and civil partnership, Pregnancy and maternity, Race including nationality and ethnic origin, Religion or belief, Sex (male/female), Sexual orientation.

The specific duties require public bodies to publish relevant, proportionate information showing how they meet the Equality Duty by 31 January each year, and to set specific measurable equality objectives by 6 April every four years starting in 2012.

Both general and specific duties are known as the Public Sector Equality Duties (PSED). As a statutory public body, the NHS Sutton Clinical Commissioning Group must ensure it meets these legal obligations and intends to do so by publishing information demonstrating how the organisation has used the Equality Duty as part of the process of decision made.

2. Organisational Context

NHS Sutton Clinical Commissioning Group (SCCG) assumed statutory responsibilities from 1 April 2013. The CCG is a membership organisation made up of all the GP practices in Sutton. Our aim is to secure the best possible health and care services for everybody in Sutton, to reduce health inequalities and improve health outcomes in a cost effective way that provides good value for money. We use what we know about the health needs of our residents to plan how and where to provide care and support which we commission from hospitals, community services and other providers of care.

The CCG purchases a range of services from the NEL Commissioning Support Unit (NELCSU), which supports the CCG to discharge its statutory responsibilities, including those within the Equality Act 2010.

All Governing Body members have a collective and individual responsibility to ensure compliance with the public sector equality duty, which will in turn secure the delivery of successful equality outcomes for us, both as a commissioner and an employer.

A Lay Member has been appointed to the CCG’s Governing Body to lead on patient and public involvement. The Lay Member has oversight responsibility for ensuring that:

- the governance arrangements for promoting equality are effective
- opportunities are created and protected for patient and public involvement and engagement.
The Lay Member chairs the CCG’s Engagement and Equality Steering Group. This is a subcommittee of the Quality Committee and was established in 2015 to ensure that engagement and equalities were embedded in the operations of the CCG. Its role includes providing feedback and assurance to the CCG Quality Committee that equalities responsibilities are being carried out in the best way and meet the legal duties placed on the CCG. The Group is a management group, chaired by the Lay member and supported by the Assistant Director of Quality with membership including representatives from teams in the CCG.

At a workshop in Summer 2018, members of the Governing Body reviewed their understanding and implementation of the Public Sector Equality Duty, including progress with the Equality Delivery System and draft revisions to the CCG Equality & Diversity Strategy and equalities objectives.

The Accountable Officer has responsibility for ensuring that the necessary resources are available to progress the equality and diversity agenda within the organisation and for ensuring that the requirements of this framework are consistently applied, co-ordinated and monitored.

The Director of Quality with other directors has operational responsibility for:

• Developing and monitoring the implementation of robust working practices that ensure that equality and diversity requirements form an integral part of the commissioning cycle.

• Working with the NELCSU to ensure that equality and diversity considerations are embedded within the CCG’s working practices.

• Ensuring that the Governing Body, staff and member practices remain up to date with the latest thinking around diversity management and have access to appropriate resources, advice, and informal and formal training opportunities. All line managers have responsibility for:

• Ensuring that employees have equal access to relevant and appropriate promotion and training opportunities.

• Highlighting any staff training needs arising from the requirements of this framework and associated policies and procedures.

• Supporting their staff to work in culturally competent ways within a work environment free from discrimination.

3. Our Communities

Health Needs of the Sutton Population

This section sets out the demographic profile and the health and wellbeing of the people of Sutton. A wealth of further information and intelligence is available about all aspects of the health and wellbeing of our population in the Sutton Joint Strategic Needs Assessment (JSNA) available at:

http://data.sutton.gov.uk/sutton_jsna/.

This section looks at the health inequalities in Sutton in comparison to the national average;
• Overall Sutton is a healthy place, with longer life expectancy for males, similar life expectancy for females, and similar rates of infant mortality to the national average.

• Over the last decade, life expectancy in Sutton increased by around 4 years for men and 3 years for women between 2001-03 and 2013-15. The average life expectancy for residents in Sutton is 80.5 years for males and 84 years for females which is higher than the national average.

About Sutton

There were 190,146 people living in the London Borough of Sutton at the time of the 2011 census. This number is projected to rise to 217,300 by 2024. The most recent population estimate for 2016 is 201,900 residents. The GP registered population was 191,670 people.
at January 2017 (the resident and registered population differ slightly as a small proportion of residents in Sutton are registered with a GP practice in another borough and vice versa).

**Ethnicity**

- 26.3% of the Sutton population are from Black, Asian and Minority Ethnic (BAME) communities, while 10.3% are from non-British White communities (often other European communities and White Irish). Overall, 36.6% of the population are from diverse ethnic groups.
- The extent of diversity depends on age. There are 64.4% of younger people in Sutton aged 0-24 years from white ethnic groups. This compares to 46.2% in London, and 79% in England.
- For the Sutton population aged 25-64 years, 74.8% are from white ethnic groups compared to 59% in London and 86% nationally.
- In those aged 65 years and over, 88.2% in Sutton, compared to 73.4% in London, and 95% in England, are from white ethnic groups.
- Polish, Tamil and Urdu are the most common languages spoken in Sutton primary schools after English.

**Religion and Faith**

At the 2011 Census 58% of people living in Sutton reported their religion as Christian, followed by 25% who identified no religion and 4% who declared themselves Hindu and 4% Muslim. Sutton’s profile of religious affiliation is closer to the national profile than to London.

**Age**

Children and young people aged 0-19 years comprise a quarter of the population. Their numbers are projected to rise by 10.3% over the decade from 2018 to 2028. This is a bigger increase by comparison with London which has a projected increase of 6.6% and 4.9% for England.

Sutton has an ageing population with people over 65 comprising 15.4% of the population. This population is projected to rise by 20.8% from 2018 to 2028. Those aged over 85 years comprise 2.2% of the Sutton population.

The percentage of the population aged between 0-19 and 35-44 years is higher than for England and increasing at a faster rate. This suggests inward migration to the borough. There are implications in that the demographic profile of new arrivals is likely to differ from the current population, for example inward migrants might be either more or less deprived compared to the present demographic. Some of this is likely to be influenced by housing and business development plans for the borough, for example from the Sutton Local Plan.

**Disability**

14.3% of people living in Sutton reported having a limiting long-term illness at the 2011 census - similar to London (14.2%) but a lower proportion than for England (17.6%).
The attainment gap between children with special educational needs and their peers at Key Stage 2 is wider in Sutton compared to England. However, overall attainment for children with statements for special needs is higher (better) than the average for London and England.

**Sexual orientation**

If Government estimates that the lesbian and gay population comprises approximately 5% to 7% of people were applied to Sutton, there would be between 7,800-10,900 adults in the borough, though this does not include bisexual or transgender individuals.

**Deprivation**

Sutton is one of the least deprived London boroughs. At a borough level, it ranks 215 out of 326 boroughs nationally according to the Index of Multiple Deprivation 2015 (where 1 is the most deprived and 326 is the least deprived). Sutton has some small areas that are in the 20% most deprived in the country, the following wards that are in the most deprived quintile are Beddington South, Belmont, Waddle Valley, St Helier and Sutton Central. Sutton has one area that ranks in the most deprived decile of England, in Beddington South.

**Health inequalities**

Overall Sutton is a healthy place, with longer life expectancy for males, similar life expectancy for females, and similar rates of infant mortality to the national average.

Over the last decade, life expectancy in Sutton increased by around 3 years for men and 3 years for women between 2002-04 and 2014-16. The average life expectancy for residents in Sutton is 80.5 years for males and 84 years for females which is higher than the national average.

**Table 1.1 Sutton Life Expectancy**

*Source: Sutton JSNA*

<table>
<thead>
<tr>
<th>Area</th>
<th>Life Expectancy Male</th>
<th>Life Expectancy Female</th>
</tr>
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<tbody>
<tr>
<td>England</td>
<td>79.3</td>
<td>83</td>
</tr>
<tr>
<td>Sutton</td>
<td>80.5</td>
<td>84</td>
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Sutton has an avoidable mortality rate of 169.4 per 100,000 population which is lower than the rate in England of 178.4 per 100,000 population, as shown in Table 1.3 the main causes of premature death in Sutton, as shown in Table 1.5 are cancer, circulatory disease and respiratory disease which matches the pattern across the country.

**Table 1.2 Mortality rates from causes considered avoidable**
Source: ONS (2018), Avoidable mortality by Clinical Commissioning Groups in England and Health Boards in Wales, 2016. Note: Deaths that are classified as avoidable are those from causes that are considered avoidable in the presence of timely and effective healthcare or public health interventions.

Table 1.3 Main causes of premature deaths per 100,000

Source: PHE Fingertips (2014-2016)

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<tr>
<th>Condition</th>
<th>Sutton</th>
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<tr>
<td>Circulatory disease</td>
<td>63.6</td>
</tr>
<tr>
<td>Cancer</td>
<td>198.8</td>
</tr>
<tr>
<td>Respiratory disease</td>
<td>32.9</td>
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Sutton’s Infant Mortality Rate (IMR, deaths in the first year of life) has been rising (getting worse) in recent years, though remains in line with London and England. Sutton’s IMR is 4.2 infant deaths per 1,000 live births, which is similar to London 3.3 and England 3.9.

4. Sutton CCG’s Vision and Commissioning Intentions for 2018/19

Vision

During 2016/17, Sutton CCG updated its vision statement in consultation with staff, GP members and Practice staff. Its focus is to commission high quality healthcare that meets the physical and mental wellbeing needs of its population, through joint working with health and social care organisations.

The refreshed vision statement is:

“Achieving the best affordable health and wellbeing for people of Sutton”.

The values that guide the CCG’s work are:

- **Innovative** – we use the creativity of our membership, staff and stakeholders to continuously improve.
- **Professional** – we act with consistency, responsibility and transparency.
- **Compassionate** – we actively demonstrate, care and compassion for others.
- **Collaborative** – we work in partnership to make a difference.

Corporate Objectives

**Objective 1:** Ensure patients are at the heart of decision making, working in partnership with individuals, patient representative groups, families and carers to deliver high quality, accessible services that tackle inequalities and respond to personal need.
Objective 2: Commission high quality cohesive health services for the population of Sutton through joint working between health and social care organisations ensuring patients’ physical, mental and social wellbeing needs are met.

Objective 3: Maintain an efficient and financially stable, local healthcare system by improving primary care and community services and working closely with secondary care to deliver integrated services that bring healthcare into the community.

Objective 4: Work with the local authority to develop an integrated commissioning framework that supports single, pooled budget for health and social care services with planned and agreed delivery across a range of areas.

Sutton CCG’s commissioning intentions for 2018/19 will focus on the following areas:

**Urgent and Emergency Care**

This section look at the Integrated Urgent and Emergency Care Review and work plan for 2018-19. There are plans underway for a 24/7 integrated urgent care service for physical and mental health being implemented by March 2020, this includes a clinical hub that supports NHS111, 999 and out-of-hours calls. This intends to deliver a reduction in the proportion of ambulance 999 calls and less attendances at the A&E department.

**Work Programme for Urgent and Emergency Care 2018-19**

Some of the CCG’s urgent care programme will continue to focus on:

- Working with colleagues across SWL to move towards delivering urgent care services which are available consistently and achieve effective outcomes for all patients.

- Ensuring the London facilities standards for Urgent Treatment Centres are fully implemented so as to ensure there is a consistent urgent care walk-in offering for the public, reducing confusion and ensuring patients receive the right care, the first time.

- Ensure primary care is the first point of contact for patients requiring urgent care. Increasing urgent care access to primary care.

**Primary Care**

Primary Care transformation is a strategic priority to achieve a sustainable, resilient, high-quality health system. This transformation will support General Practice to achieve the specifications set out in the London Strategic Commissioning Framework for Primary Care. The vision for primary care in South West London is to achieve co-ordinated, accessible and pro-active care. Primary Care will also prioritise delivering the areas set out in the General Practice Forward view, including 10 High Impact Actions for General Practice and the 10 Point Plan for General Practice Nursing.

Primary Care commissioning will focus on proactive care and enhanced capacity working at scale using the GP federation and work streams that streamline and offer better quality patient care. This will include roll out and evaluation of social prescribing across health and social
care, including a greater emphasis on self-care and well-being and continued development of the extended hours access service.

**Improving Access to GP Practices -Extended Access**

The service is provided by Sutton GP Services Limited (SGPS), which is a collaboration of 25 practices in Sutton set up to provide quality healthcare for all Sutton patients. SGPS was formed in response to the growing need for change and collaborative working within General Practice. Its key aim is to deliver patient-centred care in an efficient way, out of hospital, locally, in line with patient needs.

Our GP practices are often the only contact most patients will have with the NHS, but also act as the entry point for referrals into other services. This can be for tests and treatment as hospital out-patients, admission on to a ward as a hospital in-patient, or as someone who needs community based services. As a result of being the first point of contact with the NHS, GP practices are always busy. During 2017/18 Sutton CCG worked with the local federation of GP practices – Sutton GP Services – to provide over 18,000 additional patient appointments under our Extended Access Scheme.

The service has proved to be effective and convenient for patients, particularly younger working adults, with the most common reasons for attendance being minor illness, long term conditions, children’s illnesses and mental health conditions. On average, the service offers 180 GP appointments and 180 nurse appointments every week, with sessions mainly covered by local Sutton clinicians. Nursing services include: wound care, contraception advice, blood pressure checks, ear irrigation, minor illness and cervical smear tests. The service can refer patients for specialist treatment (with practice approval), order routine investigations and generate prescriptions, and records consultations into patient records for their registered practice to view.

The service is provided from two GP Surgeries in Sutton: Wrythe Green Surgery, Wrythe Lane, Carshalton, SM5 2RE or at Old Court House Surgery, Throwley Way, Sutton, SM1 4AF Full details on the service are available via the Sutton GP Services website. [www.suttongpServices.co.uk/extended-access-service.html](http://www.suttongpServices.co.uk/extended-access-service.html)

**Work Programme for Primary Care 2018-19**

The CCG’s work in Primary Care for 2018/19 and 2019/20 is focussed on delivering the Sutton Primary Care Strategy, building on the aspirations of the Strategic Commissioning Framework for transforming Primary Care in London. The framework sets out specifications to be delivered, structured around themes of co-ordinated, accessible and pro-active care. The General Practice Forward View covers a number of key areas to develop resilience, sustainability and transformation in primary care, with key enablers including: Extended access, Online Consultations, Provider Development, and Workforce.

**Mental Health**

This section focus on the commissioning on parity of esteem – join up approaches to mental health and physical health management including those that fit with the Sutton Health and Social Care model and some key work programmes for 2018-19. Other areas of focus include continued work on improving access to different patient cohorts to dementia and meeting the national targets on Improving Access to Primary Care (IAPT) for individuals with Long Term Conditions, supporting multi agency work on reducing self-harm and suicide across Sutton is another key priority.
Mental health work plan 2018-2021

Increase baseline spend on mental health to deliver the Mental Health Investment Standard. Deliver in full the implementation plan for the Mental Health Five Year Forward View (MHFYV) for all ages, including:

- Expand capacity so that more than 50% of people experiencing a first episode of psychosis will commence treatment with a NICE approved care package within two weeks of referral.
- Additional psychological therapies so that that at least 19% of people with anxiety & depression access treatment, with the majority of the increase from 15% to be integrated with primary care.
- Increase access to Individual Placement Support for people with severe mental illness in secondary care by 25% by April 2019 against 2017/18 baseline.
- Increase access to evidence-based specialist perinatal mental health care, to meet 100% of need by 2020/2021 performance.
- We will continue to monitor our performance level on our key deliverables on EIP, IAPT, Dementia and SMI Physical Health Checks.
- We will work with our partners to develop a joint transformation plan to meet the MHFYFV priorities in 2018/19 and beyond.

Children and Young People

This section focuses on the review all children and young people’s services, including the main partnership approaches to working with children and especially complex children to ensure we have the right services in the right places to meet demands. We are working with partners in Sutton Council, primary and secondary care to ensure equitable services for all young people led by their needs, we are placing particular emphasis on children and young people with mental health and Special Educational Needs and Disability. We want to provide flexible services that make sense to children, young people and their families that focus on improving outcomes.

Children and Young People Work plan 2018-19

CAMHS Transformation Plan—we are working with partners to:

- Implement the local 2018/19 action plan in line with the principles of future in mind which seeks to ensure a joint up strategy with partners.
- Ensure the transformation plan delivery is monitored and governed through the CAMHS Partnership Board.
- Enhance the Neurodevelopment Pathway.
- Implement a Community based diagnostic service that is compliant with NICE Guidelines and meets the needs of children and young people.
• Develop a training programme for the children’s workforce to identify and manage neurodevelopmental conditions.

**Learning disabilities**

This section focuses on improving services for people with learning disability and work plan for 2018-19. Sutton CCG and London Borough of Sutton are focusing on improving services for people with Learning Disability (LD) as a key commissioning priority. We want to make a tangible difference to the lives of people with learning disabilities ensuring personalised care and access to good quality integrated services.

**Learning Disability Work plan in 2018-19**

• Enhance community provision to deliver integrated care around the needs of patients; identifying patients with the most complex needs and ensuring patients can be supported in the community wherever possible. Continue the rolling programme of Community Treatment Reviews (CTR), ensuring patients are cared for by enhanced community services wherever possible and are admitted to hospital type settings of care on an exceptional basis.

• Roll out personal health budgets to deliver our commitment to offering personal health budgets (PHBs) to people with LD as a way of increasing the personalisation of services, offering patients and families’ choice and driving improved outcomes and quality of life.

**Planned Care**

This section focuses on the CCG’s Planned Care programme and work plan for 2018-19 as part of a wider SWL HCP programme that is looking at how we can deliver transformational change for our patients, to deliver the right care, in the right place, at the right time. Our focus is to ensure we have the right services available for our patients, close to home and in the most appropriate setting.

We aim to do this through the redesign of pathways to deliver services in the community if they:

• Are acceptable to patients
• Promote choice and improve access
• Are of equal or improved quality compared to existing hospital provision
• Are cost effective and provide value for money

**Planned Care Work plan 2018/19**

• Supporting Epsom St Helier Hospital to meet and sustain the 62 Day Cancer Standard
• Early Detection in Cancer Screening (Bowel; Breast; Cervical)
• Ongoing Cancer Education events and GP engagement (to support the roll out and refresh of two week rule (TWR) referral forms according to NICE guidance)
• Supporting practices with safety netting and significant analysis
• Recovery Package (Stratified Prostate Follow Up & Cancer Care Review)
• Improve Skin TWR pathways
• Promote Psychological support for cancer patients.

Through the QIPP/CIP group on planned pathways to ensure the CCG has the most efficient and effective pathways in place, reducing outpatient appointment and where appropriate moving care to a community or primary care setting. The CCG will also explore different ways of working, including new and innovative health-based technology that could benefit patients on care pathways for conditions such as Diabetes, Respiratory disease, Gynaecological and Dermatology conditions.

**Integrated Community Care – Sutton Health and Care**

This section focuses on integrated care which is an approach to ensure that health and social care deliver person centered to people at risk of an unrequired hospital admission, and for those that required admission ensure they are supported promptly to get them home again as quickly as possible after hospital admission.

Following agreement on a business case and service delivery model Sutton Health and Care (SHC) launched in April 2018 an innovative joint venture between local partner health and social care organisations, to support the delivery of a new care model for the people of Sutton. Hosted by Epsom and St Helier University NHS Trust the model ensures the breaking down of traditional organisational barriers to enable the provision of care that is wrapped around the patient. Partners have adopted a phased approach to implementation, with the initial phase focused on the prevention of unplanned hospital admissions and attendances.

**Better Care Fund**

Sutton CCG’s plans for its Better Care Fund (BCF), and work plan for 2018-19 integrates health and social care programmes through pooled funding and partnership working with London Borough of Sutton, were formally approved by NHS England in October 2017, the programmes will improve the quality of experience by achieving integration in adult services focusing on vulnerable people.
With regards to equalities, the BCF will help to achieve a greater level of integration across health, social care and wellbeing services for all parts of the community. The plans make specific reference to people with learning disabilities and mental health problems who often experience greater difficulty in accessing services and experience poorer health outcomes than the wider population.

5. Meeting the Public Sector Equality Duty between January and December 2018

The CCG has addressed its public sector equality duties through a range of activities including;

- Refresh of its Equality Objectives for 2017-21 through internal and external engagement with staff, Governing Body members and partner agencies

- Agreeing commissioning intentions which include the Quality, Innovation, Productivity and Prevention - QIPP programme which give due regard to equality analysis

- Ensuring equality analyses are completed on key strategies and service changes

- Implementing the Equality Delivery System (EDS2), NHS Workforce Race Equality Standard (WRES) and raising awareness on other standards, such as the upcoming Workforce Disability Equality Standard.

- Monitoring key providers for their compliance on the PSED

- Improve access to primary care and collaborative work with the voluntary and community sector through our Engagement programme

- Supporting people with language and communication difficulties through access to translation and interpretation services this is a service which will be reviewed through our EDS2 process for 2018-19.

- Training, engagement and well-being programmes for CCG staff are in place and are delivered through the redesigned CCG OD Working Group
- Safeguarding standards for children and vulnerable adults are in place and monitored through the Safeguarding Assurance Committee.

**Tenders, contracts and performance monitoring**

Under the Equality Act 2010, NHS providers are required to comply with a number of equality-related requirements. The NHS Standard Contract is mandated by NHS England for use by commissioners for all contracts for healthcare services other than primary care.

CCGs are required to hold providers on account on the clauses included in the NHS Standard Contract 2018/19, including Service Condition 13 on Equity of Access, Equality and Non-Discrimination. Providers holding contracts over £200,000 must ensure that:

- Parties do not discriminate between or against service users, carers or legal guardians with regards to the nine protected characteristics or any other non-medical characteristics, except if permitted by law.

- Legal adjustments are made for service users, carers and legal guardians with language or communication difficulties arising from a limited knowledge of English or a disability.

- The provider must carry out an annual audit of this and highlight improvements.

- Providers show compliance with Section 149 of the Equality Act, which includes: showing due regard to the three aims of the Public Sector Equality Duty.

- Provide a plan on how it is complying with the clause.

- Assistance and reasonable adjustments are made for users, carers and legal guardians with language and communication difficulties.

- In 2017/18, providers commissioned by the CCG will be presenting their Equality Reports.

- At Clinical Quality Review Group meetings.

- Contract leads and commissioning managers have also been provided with guidance and processes to monitor compliance on the EDS2, Accessible Information Standard, WRES and other equality reporting mandated by the NHS Standard Conditions of Contract 2017/18.
6. Equality benchmarking

To assess its progress on equality and diversity, the CCG has been undertaking systematic Reviews since 2014 using the Equality Delivery System (EDS2) and the Workforce Race Equality Standard (WRES) as analytical tools.
** The integrated urgent care contract is now managed by SW London Alliance. Updated

### Equality Delivery System (EDS2)

The Equality Delivery System (EDS2) is a performance improvement tool to monitor and improve performance on equality and diversity across 18 Outcomes grouped under the following 4 Goals.

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<tbody>
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<td>Epsom and St Helier University Hospitals</td>
<td>Annual Report 2016/17 visible</td>
<td>2016 Equality Objectives published on website</td>
<td>EDS2 2016</td>
<td>WRES 2018 visible</td>
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<td>The Royal Marsden NHS Foundation Trust (Community Services)</td>
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<td>Equality Objectives published on website 2018-18</td>
<td>2016 EDS2 report visible</td>
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<tr>
<td>South West London and St George’s Mental Health NHS Trust</td>
<td>Equality Strategy 2016-20 published</td>
<td>Equality objective 2016 -18</td>
<td>Not visible</td>
<td>WRES 2016-17 visible</td>
<td>Good</td>
</tr>
<tr>
<td>South West London Integrated Urgent Care – Vocare/SELDOD **</td>
<td>PSED visible</td>
<td>Not visible</td>
<td>Not visible</td>
<td>WRES 2015</td>
<td>Requires Improvement</td>
</tr>
</tbody>
</table>

Reports for WRES and Equalities have been requested through the contract quality meeting. Sutton CCG Quality Committee receives a quarterly quality update from the commissioning team.
The EDS2 assessment reviews goals:

Goal 1: Better Health Outcomes
Goal 2: Improved Patient Access and Experience
Goal 3: A Representative and Supported Workforce
Goal 4: Inclusive Leadership

The goals and outcomes are graded as either: undeveloped, developing, achieving or excelling (using a red/Amber/Green/Purple colour-coding scheme) following an evidence-gathering and engagement process.

Improvement plans developed thereafter are integrated into operational and organisational development plans through tools, such as service specifications, key performance indicators and clinical review processes. Issues related to the workforce are addressed through training and development, appraisal processes and policies and procedures.

Overall Sutton CCG was graded achieving for 2017-18

**Goals 1 and 2** (the patient-focused domains), the CCG reviewed the following commissioning priority: For 2017-18 the CCG concluded the assessment for Goals 1 and 2 for which it reviewed the Community Musculo-Skeletal Service.

Table 1.5: Aggregated grades for EDS2 Grades 2014-15 till 2017-18

<table>
<thead>
<tr>
<th>EDS2</th>
<th>2014-15</th>
<th>2015-16</th>
<th>2016-17</th>
<th>2017-18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Goal 1</td>
<td>Developing</td>
<td>Developing (Atrial Nursing)</td>
<td>Developing (Enhanced Optometry Services)</td>
<td>Achieving (C-SALT)</td>
</tr>
<tr>
<td>Goal 2</td>
<td>Developing</td>
<td>Developing (Atrial Nursing)</td>
<td>Achieving (C-SALT)</td>
<td>(Achieving) (MSK)</td>
</tr>
<tr>
<td>Goal 3</td>
<td>Developing</td>
<td>Developing</td>
<td>Developing</td>
<td>(Developing)</td>
</tr>
<tr>
<td>Goal 4</td>
<td>Developing</td>
<td>Achieving</td>
<td>Developing</td>
<td>(Achieving)</td>
</tr>
</tbody>
</table>

**Goal 3**

The Sutton CCG was assessed as **Developing for Goal 3**. This means that staff members from some protected groups fare well compared with the overall workforce.

**Goal 4**
Sutton CCG was assessed as **Achieving** for Goal 4. The grades for outcomes 4.1 and 4.2 was validated by an external organisation (Sutton Community Service). 4.3 was assessed as **Developing** at the staff forum which means staff from most groups fair well.

**Workforce Race Equality Standard (WRES)**

Under the NHS Standard Conditions of Contract April 2017/18, all NHS providers holding contracts over £200,000 have to implement the Workforce Race Equality Standard (WRES), which is a benchmarking tool to assess an organisation’s progress around race equality.

CCGs have to show “due regard” to the WRES as well and monitor providers on their WRES results. Implementation of the WRES was also reviewed as part of the ‘Well-Led’ domain of the CCG Improvement and Assessment Framework.

Sutton CCG has gathered data against the nine WRES metrics for the fourth year in 2018. The data is not being published due to the small size of its workforce. However an internal assurance report has been developed, which has been reviewed by its Equality and Engagement Group and its Quality Committee. Contractual Clinical Quality Review Groups (CQRG) request key providers to report on their WRES and EDS2 results annually. This will be completed by January 2019

### 1.6: Aggregated grades for Sutton CCG WRES 2017-18

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Status</th>
<th>Priority Area 2019</th>
<th>Actions</th>
</tr>
</thead>
</table>
| 1 & 9     | Developing | Senior BME Representation Bands 8+ and VSM | • Assess what the potential barriers there are for career progression within Bands 1-7 and Senior management  
• The CCG will look to apply a number of best practice and interventions  
• CCG will focus on building an inclusive culture  
• Provide 6 monthly reports relating to the to the Equality Engagement Steering Group |
| 2         | Achieving | To increase the likelihood of BME Staff to be shortlisted and appointed | • Continue to monitor the relative likelihood on a 6 monthly basis and provide report to the Equality, diversity steering group  
• Continue to provide training to managers on recruitment and selection factor in unconscious bias training  
• Explore positive action initiatives from other areas, including other CCGs |
| 3         | Developing | BME Staff are less likely to go through the disciplinary process | • Through HR work with managers to ensure that decisions regarding commencing disciplinary action are fair and transparent  
• Continue to monitor this indicator by ethnicity to identify any trends over time |
| 4         | Underdeveloped | To assess the impact of non-mandatory training on BME career progression | • Consider developing a monitoring system to access through workforce to capture BME and White staff accessing funds and percentage of BME approval and BME non-approval  
• Provide 6 monthly report relating to the above to the Equality and Engagement Steering Group showing progress and or recommending further actions to be implemented for this indicator  
• Dependent on resource and capacity collate equality data to support the reporting of this metric through an analysis of PDPs and recording of all formal and informal non-mandatory training that staff benefit from, such as secondments, attendance at conferences and workshops, mentoring and shadowing  
• Continue to publicise non-mandatory training and CPD programmes to all staff |
| 5 & 6 | Developing | Continue reducing incidences of bullying and harassment within the workforce | • SW London Alliance are leading on a dignity at work programme to include training and speak up guardian model. |
| 7 & 8 | Developing | Develop and promote culture of inclusion throughout Sutton CCG workforce | • Work with SWL Alliance OD programme to support career progression  
• CCG will focus on building an inclusive culture |
Accessible Information Standard

The NHS Standard Conditions of Contract for 2017/18 requires providers to ensure that the language and communications needs of service users are met. The Accessible Information Standard (AIS) has been developed by NHS England to ensure that health and social care providers take into account the information and communication support needs of people with disabilities.

From August 2016, all health care providers have to ensure they ask, record, flag, share information and pass on the information on the communication support needs of service users (when they have permission to do so) as part of their administrative process.

Sutton CCG’s commissioning, primary care support and continuing health care (CHC) teams have received a briefing on the Accessible Information Standard. The CHC team uses an online system to record patient information, which includes their language and communication support needs. The primary care support team has communicated requirements of the AIS to GP surgeries through Practice Managers’ Forums and Practice Managers’ bulletins.

Quality Innovation Productivity and Prevention (QIPP) programme

The CCG’s programme for Quality, Innovation, Productivity and Prevention (QIPP) includes all of the work the CCG is working on with our GP member practices, our providers and our partners to transform service delivery locally to ensure services are sustainable and affordable. From a Equality and Diversity perspective Sutton CCGs’ QIPP programme provides an overview of the potential impact of any service changes on diverse groups and scheme takes place in Sutton, by using performance tools as such as:

Equality analysis assessment – Is a tool to test effect of policy/service on people protected by Equality Act it predicts impact and reviews service performance, supports evidence-based policy-making – research and consultation and facilitates service improvements by identifying gaps/barriers.

Two-fold purpose:

1. Identify & mitigate unintended consequences
2. Consider if policy is effective for all target groups.

Equality analyses completed in 2018/19 include:

- Community Musculo-Skeletal Service – creation of a triage, assess and treat MSK Service, which was one of the service which underwent an review through the EDS2 programme
- Safeguarding Assurance Strategy
- Pilot of Telecare in care homes
- Sutton’s Joint End of Life Care Strategy.

Translation and Interpretation Services: To ensure patients and carers who are speakers of languages other than English are not denied access to services or do not suffer poorer health outcomes, Sutton CCG commissions an interpreting service from ‘Language Is Everything’. This includes face-to-face, telephonic and British Sign Language interpretation services. The service does not report on the protected characteristics.
The objective of the service is to ensure that people with language and communication support needs are supported to:

- Access appropriate health service.
- Ensure they receive the same quality of service as people who are able to communicate effectively.

Table 1.7 Activities from the interpreting service 2017-18

**Complaints:** The CCG has received 27 complaints, of the 27 complaints, 26 have been closed/resolved. 17 of the complaints were acknowledged within 3 days and all were either responded to within 25 days or informed that the investigations were taking longer.

Sutton CCG are responsive in dealing with patient enquiries and formal complaints. Trends are reviewed annually, to highlight both areas for improvement and examples of best practice that can be used to inform future commissioning of services. Following a number of complaints in continuing health care a new IT system was purchased and since implemented this has allowed us to track patients more accurately and be alerted to changes in care more rapidly.

7. **Safeguarding**

Sutton CCG has a statutory duty to ensure safety and protection of children and adults as part of the Safeguarding Vulnerable People in the NHS Accountability and Assurance Framework 2015 and Care Act 2015. This contributes towards its aims around eliminating harassment, victimisation and discrimination and advancing equality of opportunity for vulnerable children and adults. We are continually reviewing our Safeguarding Assurance Strategy and reviewing priorities to inform the commissioning of services in Sutton. Sutton CCG will continue to ensure we meet out statutory duty to protect children and vulnerable adults

**Areas of focus will include:**

- Looked after children receive the support they need.
- Help support victims of Domestic Violence (DV) through earlier identification and access to support.
- Support to ensure the health and wellbeing for our young people.
• Supporting the partnership arrangement necessary to ensure these needs are met across all agencies.

• Ensuring our providers are able to evidence strong safeguarding arrangements and positive outcomes.

The CCG with local partners and the SWL Alliance to understand the impact of proposed changes to child safeguarding arrangements, serious case learning and child death review processes as a consequent of recent legislation the proposals arising from Working Together to Safeguard Children 2018. It will fall to Clinical Commissioning Groups, Local Authorities and Police services to work together in new partnerships that will replace local Safeguarding Children Boards, which will lose their statutory authority as a result of the legislation.

We employ designated professionals on behalf of the health economy and have a responsibility to support health commissioners, local authority commissioners in public health and to provide advice to independent and private providers in Sutton.

8. Patient and Public Engagement

Section 242 of the NHS Act 2006, places a statutory duty on NHS organisations to involve and consult patients and the public in the planning of service provision, the development of proposals for change and decisions about how services operate. Section 24A of the NHS Act 2006 places a statutory duty on NHS organisations to report on consultations and the influence on commissioning decisions.

These duties complement the general equality duty to eliminate discrimination, advance equality of opportunity and promote good relations among people with different protected characteristics. The following section outlines in engagement infrastructure and key activities in 2018.

Developing the infrastructure for engagement and participation: Sutton CCG is continually building on our existing engagement and participation infrastructure to provide more opportunities for our diverse communities to be involved in decision-making around commissioning; and to support individuals to be proactive around self-management and prevention of ill health these include:

Governing Body meetings: Governing Body meetings are held in public and attendees have the opportunity to ask questions and raise issues. Meetings are hosted at the CCG’s offices.

Practice and Locality Networks: Local GPs are well placed to inform the CCG – they see and talk to patients every day. The CCG has developed locality networks based on geography, patient needs, and local relationships to other partners and stakeholders. The three localities in Sutton are Carshalton, Wallington and Sutton and Cheam. Each locality is responsible for addressing local commissioning, service redesign and QIPP challenges. Localities are responsible for delivering the strategic objectives of the CCG as well as providing peer support to GP practices and encouraging the delivery of high quality patient care. Locality meetings enable local issues to be addressed more readily and promote local partnerships and conversations for those communities. Lead GPs for each locality are members of the CCG’s

executive team and actively encourage their patient representatives to attend CCG Patient Reference Group meetings and input into the CCG’s commissioning strategy and plans.

**Patient Groups:** The CCG works closely with Health Watch Sutton to support the Sutton CCG Patient Reference Group and the practice based Patient Participation Groups. Sutton CCG and Health Watch Sutton are committed to ensuring meaningful engagement and communication with all patients, carers and the local communities, so that patients are fully able to participate, engage and influence decisions on practice based services, with demonstrable input into commissioning intentions.

**Patient Reference Group:** The Patient Reference Group supported by Healthwatch Sutton provides a patient-led forum for dialogue between patient representatives and the CCG, in order to deliver an effective patient voice. The group provides a patient perspective on the planning, design, delivery, monitoring and quality of the services the CCG commissions.

This includes:

- Enabling patients to raise issues about local services with the CCG.
- Enabling patients to be kept abreast of CCG priorities, business planning and commissioning timetables.
- Enabling the CCG to consult patients about specific current and future developments and policies, including the commissioning and quality of local services.
- Providing patients with timely requests to assist the CCG, to allow for wider consultation through Practice Participation Groups and considered patient input for the CCG in taking work forward.

**Patient Groups - Practice Participation Groups:** The CCG has Practice Participation Groups in all Sutton’s GP practices, with over 90% of practices are represented on the Patient Reference Group. Practice Participation Group members have been providing input to practice surveys, carrying out their own surveys on specific aspects of patient experience, working with the practice to run health information events, supporting Care Quality Commission inspections, promoting initiatives, providing the patient perspective in staff recruitment and, in practice mergers, communicating with the wider practice population through ‘virtual groups’, newsletters, social media and open meetings.

**Stakeholder Database:** The CCG maintains a comprehensive database of stakeholder and patient representative contacts who wish to be involved in the CCG’s work.

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• Enabling the CCG to consult patients about specific current and future developments and policies, including the commissioning and quality of local services.
• Providing patients with timely requests to assist the CCG, to allow for wider consultation through Practice Participation Groups and considered patient input for the CCG in taking work forward.

Sutton Information and Advice Service Steering Group: This group is made up of local stakeholders and parents and addresses special education issues including, identifying and promoting good practice, raising issues, concerns and gaps in service.

CAMHS Partnership Board: The group includes representation from all stakeholders across child and adolescent mental health services across all tiers within Sutton, including identifying good practice, raising issues, concerns and any gaps in service.

Mental Health Commissioning Advisory Groups: These groups are comprised of service users and carers and facilitate regular dialogue with the lead GP and commissioning managers responsible for commissioning mental health services in Sutton.

The South West London Collaborative Commissioning Paper: Local groups and organisations discussed the impact on local services and distributed the paper among health, care and community-based organisations. An independently-facilitated event, and an equality analysis captured views to inform clinical work streams and guide engagement plans to ensure those affected by change were involved in planning. A further event on Sutton’s Health and Care plan was held in November 2018 with good attendance from a representative group of residents.

Engagement Activities in 2018: Sutton CCG has undertaken a range of engagement activities in 2018. Engagement with individuals, patient representative groups, families and carers have enabled the delivery of high quality, accessible services that tackle inequalities and respond to personal needs. Sutton CCG’s engagement activities have had a direct impact on the following:

The Dreaming Tree Project

The Dreaming Tree Project are a small charity dedicated to improving the lives of Deaf people through support, education and training. They have been in operation for one year, and have already raised funds for equipment and furniture to improve learning and education for deaf children in a primary setting. The project has set up local peer support groups for parents, children and adults. They provide transport for members who are less independent to and from activities. Delivered deaf awareness training, arranged trips, days out, summer activities and family fundraisers. Sutton CCG attended The Dreaming Tree Project ‘Bourbon Coffee Shop’ Group to investigate original findings and gather further patient and carer feedback on accessing Sutton’s interpreting service, patient experience and future engagement methods.

The CCG staff, supported by the Dreaming Tree lead and a volunteer BSL interpreter, spoke with 11 members (60 years and above) and 2 carers regarding the recent experience of accessing the interpreting services to inform future commissioning decisions about this service.
Grassroots project

NHS England provided a grant to the south west London collaborative commissioning to run a programme of engagement, extending reach into seldom heard communities. The grassroots engagement was funded for a second year by each of the south west London Clinical Commissioning Groups.

Aims of 2017-2018 Grassroots

- For feedback to inform the local health and care plan development
- To enable closer working with CCG colleagues to ensure that commissioners could give a clear steer of key areas to explore or help shape questions to discuss with specific community groups.
- To provide CCG commissioners with opportunities to have face to face conversations with local people
- To extend our reach into priority groups who would not usually be reached by usual methods of engagement (large scale/focus groups)
- To have in-depth conversations with people who have used a service (maternity service users/those who have/had cancer)
- To continue to strengthen our relationship with Healthwatch and Community & Voluntary Sector

Sutton held 11 events over the period from November 2017- August 2018. In total 78 respondents per organisation. The feedback from these events will be used to inform a number of commissioning decisions.

Help Yourself to Health

Help Yourself to Health (HYTH) is a 6 week interactive educational course for Suttons Tamil, Urdu and Polish communities, delivered by Tamil, Urdu and Polish speaking Health Advocacy Workers. Recruitment to the programme focuses on disadvantaged communities and health inequalities and improving health outcomes through targeted patient education.

HYTH is designed in partnership, with input from ourselves, Livewell Sutton and the course participants. It supports learning about NHS services and how to access them appropriately. Raises the awareness of key health messages, improves lifestyles, reinforces positive health behaviours, promotes self-care and supports individuals to take control of their health and wellbeing, and improve the health and wellbeing of their families.

Health Champions

Health Champions are volunteers who work with their local communities to motivate, empower and help people lead healthier lives by encouraging people to make healthy lifestyle choices. The Health Champions are drawn from volunteers in the community or paid front-line staff within organisations, workplaces and faith setting who have regular contact with people who are (might be) hard to reach and thus at greater risk of poorer health.

Our champions have received:

- some training in understanding the basics about how healthcare is provided and by whom, and about what to do if they have concerns about the safety of anyone they speak to
- information about local services that they can share, online, at their GP surgery, with friends, family and people that they undertake activities with (like the walking group they belong to) and where they work
- signposting to places and websites where they can get more information to share with people
- posters and flyers which they can use to promote activities and services in their local community.

**NHS Health Check**

NHS Health Check: This is a mandated programme for adults in England between the ages of 40 and 74 without a pre-existing condition. It is aimed at the prevention of heart disease, stroke, kidney disease and dementia. NHS Health checks are now being delivered by Sutton GP Services Limited; the GP Federation on behalf of Sutton GP practices. This has created an improved standardisation of the programme and greater ability to priorities those who are at higher risk.

**Development of Dementia Care Pathway Alzheimer’s Society (AS)**

Sutton CCG commission a dementia support service made up of 4 Dementia Workers who support both people with dementia (PwD) and their Carers and families. One worker is based alongside Memory Assessment Service, at Cheam Resource Centre.

- Develops and promotes quality information and signposting support service to people with dementia (PwD) and Carers of PwD
- Develops internal & external partnerships (health care, benefits & welfare advice, social care, carers support
- Supports up to 6 volunteers
- Holistic Support Plan (include 6 month follow-up)
- Run educational programmes (i.e. CrISP, LAD)
- Facilitate Peer Support and Carer Support Groups
- Aids navigation and access to other support services (supported referral)

**9. Partnership Work in Sutton**

**The Sutton Plan – shared vision**

1. A better quality of life and opportunities for all residents
2. Places underpinned by inclusive and sustainable growth
3. A coherent system of health and care that is shaped around the needs of Sutton’s residents

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22 [http://www.thesuttonplan.org/vision/](http://www.thesuttonplan.org/vision/)
All of the Sutton Plan partners are working together to test out how we turn these aspirations into reality. In particular there has been a focus on:

- **Providing more coherent support for young families at risk of disadvantage**, collaborating on a new approach to early intervention that brings together midwives, health workers, children’s centres, social workers and the voluntary sector with the aim of creating a more rational, single point service. The Perinatal and Infant Mental Health Network has been led by the CCG with key partners and has been successful in delivering new collaborative projects to parents and families in Sutton in 2018. See film link [https://youtu.be/1wbqm3AlOGc](https://youtu.be/1wbqm3AlOGc)

- **Tackle persistent and surprisingly high rates of domestic violence and abuse.** The Sutton Domestic Violence Transformation Board has made progress with a new commissioning strategy and has consulted with residents on how they access support and advice. Along with family and friends, over half of residents (54%) said GP practices would be a source of advice and support. The CCG has been a key partner at the transformation board and has set up a health economy network to support transformation in local health services.

- **Ensure that lower income older people live longer, more fulfilled, happier lives in the community.** Sutton health and care at home has been in place since April 2018 and is delivered by an alliance of providers with the CCG to support older people with complex health and social care needs.

- **Make the borough a more attractive place to live, work and play for all, – regenerating and diversifying our local economies, and ensuring that Sutton’s ‘lost generation’ does not come to pass.**

The Sutton Plan partners have agreed the following five principles:

- Think Sutton first
- Work across sectors
- Get involved early
- Build stronger, self-sufficient communities
- Provide coordinated, seamless services

**The Fairness Commission**

The Fairness Commission has been set up to enable the partners in Sutton to better understand the experience of children and young people. The Sutton Fairness Commission (which started in 2017), agreed that the focus of its work would be investigating what a child born today would need to have in place when it is 13 – in 2030 – to enable that child as a young person to have the best conditions for a positive future.

The Commission recognised from the secondary data already in existence that there are a number of drivers that impact on the future of young people, and as part of its conversations it explored these drivers. These included life experiences that impact on children and young people:

- Living with domestic abuse
● Living with parents/carers with mental health issues
● Living with parents/carers with drug or alcohol issues
● Family status
● Employment status of parents/carers;
● Living in poverty
● The levels of social capital they enjoy.

The Fairness Commission also recognised that there are a range of indicators that can predict the life chances of children and young people including:

● The mental health of children and young people
● Schools readiness
● Identity
● Educational experiences and attainment

Key findings from the conversation with children and young people Table 1.9:

The Fairness Commission will use its platform to recommend a new approach to supporting a positive future for children and young people – collaborative leadership within the context of the Sutton Plan, with the voice of children and young people at the centre.

The CCG and other partners are in the process of developing a robust action plan which will align with the 5 recommendations and actions below, this will be mainstreamed to the CCG’s Engagement Strategy. This links to the Sutton Plan principles above (see page 18)

**Fostering Good Relations through partnerships**

Sutton CCG works with the following partners in the delivery of services:

- NHS England, Epsom and St. Helier University Hospitals NHS Trust, South West London and St. George’s Mental Health Trust,
- The Royal Marsden NHS Foundation Trust, St George’s University Hospital NHS Foundation Trust
Other strategic partners it works with to promote participatory health commissioning and reduce health inequalities include:

**Health and Wellbeing Board:** which is a forum where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities.

**Healthwatch Sutton:** The CCG commissions Health Watch Sutton to provide ongoing support to its Patient Reference Group and Patient Participation Groups and strengthen their role in influencing commissioning decisions. Reviews by Healthwatch have helped the CCG improve access to GP surgeries through initiatives such as Patient Online and “Ask my GP”.

**Better Health for London:** Sutton CCG is a partner in the Better Health for London programme, working with NHS partners, London Councils and the Mayor’s office to explore challenges and opportunities in working towards London becoming the world’s healthiest major city. The work of the *Healthy London Partnership* has focused on 13 transformation programmes aimed at prevention and wellbeing, closer working between health and social care, more personalised services, improving patient experience, ensuring consistent and safe care to improve health and care outcomes on a national and local level.

**Partnership with the voluntary sector:** Sutton CCG has worked closely with Sutton Centre for the Voluntary Sector (CVS) now known as Community Action Sutton (CAS) over the past year, through its participation in the Fairness Commission and other work streams such as health champion project and Perinatal and Infant Mental Health Network.

### 10. Employee engagement

Since January 2018, the CCG has undertaken a range of initiatives to improve staff engagement and well-being. These include:

- An Organisational Development Working Group facilitated by the Assistant Director for Quality and Nursing has been set up to inform improvements in employee development and well-being. This group meets quarterly and takes into consideration planning for staff wellbeing and engagement activities.

- An Annual Away Day is held for all CCG staff to reflect on challenges and opportunities for teams and the organisation.

- Governing Body members receive annual equality and diversity updates and have contributed towards the development of the Equality Objectives 2017-21 and the EDS2 assessment for Goal 4.

- Staff participated in the Global Corporate Health challenge to improve their health and well-being.

- The CCG was awarded accreditation with the Mayor of London’s Healthy Workplace Charter at commitment level.
• Team meetings, supervision and face-to-face meetings are held regularly for staff. In addition wider team meetings – which bring together a cross section of all teams - are held bi-monthly.

• The CCG continues to participate in the annual NHS staff survey. Results of the 2017 staff survey will help to inform the EDS2 review for 2018-19 in February 2019.

• NHS 70 celebration - Treasure Hunt and lunch.

**Sutton Workforce 1st April 2016 -31st March 2018**

Under the Equality Act 2010, it is essential that the CCG collects and reports on current, relevant workforce information. This it is updated on a regular basis to ensure that current policies, practices and support mechanisms remain relevant to the needs and requirements of the workforce.

It is recognised that the CCG is a small organisation employing under 300 staff and the duty to report allows for some modification on the information provided against the Protected Characteristics to ensure an individual employee is unable to be identified. A separate detailed report was prepared for the Workforce Race Equality Standard (which will be published in January 2018).

The workforce analysis below has been undertaken for the following protected characteristics: Ethnicity, Gender, Disability, Age, Sexual Orientation and Religion, Faith of Belief.

Sutton CCG (SCCG) has made progress by increasing the representation from Black and Minority Ethnic Group (BME) in its operational team across the grades from 22% to 25%. Data from the 2011 Census shows 29% of Sutton’s population belong to BME communities.

**Training and Development**

Our 2017 staff survey looked at the quality of non-mandatory training, learning and development. The CCG’s scored 4.02 was unchanged from 2016 and is in line with the national average. All staff at Sutton CCG have completed their Statutory and Mandatory Training on Equality and Diversity for the period of 2017-18.

The CCG will now be working with our Organisational Development (OD) Staff Group to develop a detailed action plan that will address the key areas identified through our staff survey. This will include reviewing our staff training programme to ensure staff’s needs are being met and further work to raise aware of equality and diversity issues.

**Sutton CCG Training Progress 2018**

Staff received ongoing support and guidance on equality impact analysis (EIA), including EIAs for QIIPP schemes. Governing Body members received training on their roles and responsibilities to champion Equality and Diversity within the CCG.
70% of SCQ workforce are White, 25% are Black and 1% did not disclose their ethnicity.

80% of SCQ workforce are female and 15% Male.

5% of SCQ workforce declared they had a disability or medical condition, 10% did not disclose.

2% of SCQ workforce are in a Civil Partnership, 48% married and 34% single. 4% did not disclose further.

82% of SCQ workforce are Heterosexual and a further 7% did not disclose.

99% of SCQ workforce are between the ages of 40-50. 7% are under the age of 31.

48% of SCQ workforce are Christian, 2% Muslim and a further 23% did not disclose their Religion or belief.
11. Conclusion

During the last twelve months we have made good progress around equality and diversity developing new and existing relationships with groups and individuals who share and represent the interests of protected characteristics.

The establishment of the South West London Sustainable Transformation Partnership (STP), will enable us to share good practice.

The CCG has worked with pace and enthusiasm to implement the new working arrangements – while ensuring it continues to meet its statutory duties under the Equality Act 2010 and the Health and Social Care Act 2012.

This year’s EDS2 exercise has allowed us to fully improve our understanding of what barriers certain communities face and tackle them through mainstream processes and robust planning.

Our long term Equality Objective Plan 2017-21 that focuses’ on 4 key areas such as our provider’s compliance for the PSED, targeted engagement with young people to prevent risk of self –harm and the wellbeing for CCG staff.

Our WRES shows progress on year on year. We will continue to monitor performance against the 9 indicators on 6 monthly basis to ensure we are closing the gaps on the experience between BME and White staff.

The CCG OD working group has led on a number of health and wellbeing initiatives for staff and the CCG now has accreditation at commitment level as a Healthy Workplace from the Mayor of London Scheme.³

Sutton CCG will continue to engage with the population and staff as a whole and continue to develop strong links with members of the population and groups who represent the interests of people who share protected characteristics and those who don’t and ensure that their views are built into the services we commission or the policies we develop.

³ [https://www.london.gov.uk/what-we-do/health/healthy-workplace-charter](https://www.london.gov.uk/what-we-do/health/healthy-workplace-charter)