

4. Equalities Impact Assessment Publication Template (please keep this to one page)

Name of EIA:	Care Closer to Home	ID Number	
Lead Team:	Pam Green, Director of Transformation and Strategy	Date EIA completed	
Summary of EIA:	<p>Care Closer to Home will transform the delivery of physical, mental health and social care services across North East Essex over the next 7 years.</p> <p>The way in which these services are currently delivered will change dramatically, leading to more integrated services which encompass all the above, based on individual needs and with appropriate care planning. Services will re-focus on helping people to stay independent for as long as possible, enabling them to manage long term conditions and supporting them to recover quickly and regain independence following accidents or episodes of ill health.</p> <p>Care Closer to Home will deliver improved quality and outcomes for service users, patients, and carers, by ensuring that:</p> <ul style="list-style-type: none"> • People with long-term conditions, and their carers, are supported to be independent in their own homes and avoid hospital admissions; through effective, personalised and integrated community based services • People make a good recovery from episodes of ill health or following injury • People are enabled to live healthy lifestyles and are empowered to live independently and to take control of their health and social care needs during periods of ill health <p>Care Closer to Home will also support the delivery of many benefits to the wider health and social care economy. These include:</p> <ul style="list-style-type: none"> • Simplifying the care system for patients and staff • Reducing unplanned hospital admissions/re-admissions and A&E Attendances • Increasing integration by reducing fragmentation • Freeing up capacity to focus on driving up the quality and safety • Delivering social value across North East Essex 		
Summary of relevant data: what information informed the EIA?	<p>The impact assessment will be using a number of methods to gather and identify impacts on the service. These include</p> <ul style="list-style-type: none"> • 1-2-1 interviews • Engagement sessions/events • Staff feedback • Input from providers and other stakeholders • The voluntary sector • Engagement Surveys 		

	<ul style="list-style-type: none"> • Other Equality Impact Assessments • Research documents such as the Joint Strategic Need Assessment (JSNA)
<p>Summary of consultation: who was consulted and how?</p>	<p>Care Closer to Home and Urgent Care – communications and engagement</p> <p>During November, the CCG developed a communications and engagement strategy which described how the CCG would communicate and engage with the public, its various stakeholders, partners and community groups to ensure they were fully aware of our proposals for Care Closer to Home (CC2H).</p> <p>A detailed questionnaire was developed by the lead project officers, designed to seek views on how services could be delivered in the future. This questionnaire was included within the consultation document and an electronic version was uploaded on the CCG’s website.</p> <p>A number of other activities took place since the consultation went live. These included the following:</p> <p>Public consultation events – A number public engagement events were arranged by the CCG across north east Essex which ran between December 2014 and February 2015 and attended by a number of the public as well as representatives from patients and voluntary groups, stakeholders organisations as well as Health Forum members.</p> <p>Group events – The CCG has also been out to attend specialist network meetings and small groups to engage with members about our proposals. These meetings included Essex Carers Support, Breathe Easy and local PPGs. We have also engaged with students at the Colchester Institute to inform them about our plans.</p> <p>Promoting the consultation</p> <p>PR – We have issued several press releases relating to the consultation and its messages. This attracted significant press coverage in local newspapers and radio media with coverage on Heart, BBC Essex, Dream 100, various Gazette series newspaper titles and East Anglian Daily Times (EADT). We have also used the monthly EADT editorial column to promote the consultation and public engagement events.</p> <p>Radio – We ran advertising campaigns with the local radio station – Dream 100 – which broadcast the advertisements five times per day during peak listening times. We arranged for the station to provide ‘presenter live reads’ on the days the public events are taking place and have had an editorial presence on their website.</p> <p>Newspaper – We produced half page advertorial features which promoted the dates and venues of our engagement events as well as background information about the Care Closer to Home proposals. We also had a web presence on the Gazette title’s</p>

websites which had a significant impact.

Voluntary sector and network groups – a key part of our marketing strategy was to promote our consultation through existing networks and to speak to as many of those groups as possible about our proposals. The CCG has received support from the two community voluntary services groups in Colchester and Tendring as well as TACMEP (Tendring and Colchester Minority Ethnic Partnership) which have helped us to promote our consultation and events through their channels and weekly newsflash alerts to their followers.

The CCG also engaged practices during practice fora and established two meetings specifically for GPs. These took place during mid February and addressed questions they may have about the process.

Equality Impact Assessment – the CCG held two workshop events which attracted strong representation from ethnic minority and hard to reach groups across north east Essex. These workshops took place in Colchester and Clacton and short videos were produced that captured feedback from those who attended the workshops.

Social media – We issued between three and five tweets each week – several of these have been retweeted by various individuals including a prominent local reporter. CHUFT has also given the CCG assistance in this matter and has re-posted our facebook messages to their followers. This has given the CCG an even greater audience reach.

Mass mail out – We posted hard copies of our consultation document to PPGs, parish councils, HOSC members and MPs. In addition, we sent emails to 1,000 recipients across the district which included schools, council representatives, voluntary groups and stakeholders with a covering letter describing our proposals for Care Closer to Home.

Posters – These were sent to Essex County Council who have distributed hard copies to libraries and other prominent public council buildings across north east Essex.

Assessment of impact and key follow-up actions:		Specific action	How will this be measured (S.M.A.R.T) where possible (Specific, Measurable, Attainable, Realistic, Timely)	Responsible lead	Review date
	1	Holistic care and multi-partnership working to be outlined as an expected requirement of the provider	Core Working principles to be developed. Continuous monitoring in place to record success factors. To be embedded in the Service specification	TBC	Post contract award

	2	Commissioners to measure Patient reported outcome measures based on their experience of provider communication	Quality Outcome Framework to include relevant PROMs	TBC	Post contract award
	3	Provider to have robust training and staff awareness processes in place	Provider to develop process for enhancing training and awareness for its staff	TBC	Post contract award
	4	Multi-disciplinary team working is enhanced between partners	To be specified and measured as part of Service Specification	TBC	Post contract award
	5	The provider will develop strong and meaningful partnerships with the voluntary sector to support them in their role of delivering the service outcomes	Procurement process to evaluate the bidder's approach to working with the voluntary sector. Mandated ring-fence with contract for Voluntary sector investment and service delivery	TBC	Post contract award
	6	The provider to have processes in place to enable carers to be involved in care planning	Provider to integrate Carer service with Care Planning processes so seamless	TBC	Post contract award
	7	The service to be an all-age carer "hub"	To be articulated clearly in the Service specification	TBC	Post contract award
	8	Service linked to Carer strategy outcomes	Outcomes for carer to be aligned with Essex Carer Strategy	TBC	Post contract award
	9	Ongoing involvement of ECC and other stakeholders during mobilisation to ensure fragmentation avoided	Multi-partner mobilisation team to be developed post award. TOR of reference to reflect identification and mitigation of continuing impacts	TBC	Post contract award
	10	Procurement process robust in testing bidders against the level of quality that they can deliver	Procurement process to evaluate the bidder's approach to delivering quality	TBC	Post contract award

	11	Ensure governance in place around information sharing	Contract to meet minimum standards for achieving information sharing.	TBC	Post contract award
	12	The commissioner is clear about its expectation around care planning. The specification reflects any mitigations against risks identified as impacts	Robust service specification developed Procurement process to evaluate the bidder's approach to care planning	TBC	Post contract award
	13	Commissioners ensure robust processes in place for the lead provider awarding contracts to other providers	Contract outline the required standards for sub-contracting arrangements	TBC	Post contract award
	14	The on-going model of delivering care to require ongoing engagement by the provider with service users including continuous impact assessment	Agree with successful provider process for on-going engagement with service users on delivery model and how they will embed continuous impact assessment to their decision making processes	TBC	Post contract award
	15	Provider resourced effectively to meet the needs of the growing older population in North East Essex	Annual contract value to reflect increasing population of older people in North East Essex through use of age/sex mix weightings	TBC	Post contract award
	16	Provider to work with PTS provider including the development of operational agreements	Service specification for PTS service and CCTH to outline expectation of partnership working. Progress lined to PTS outcome Framework	TBC	Post contract award
	17	Information promoting the service including information about access should be made available in other languages where appropriate. The provider will be expected to form relationships with community leaders/groups so they can input into the needs of this area should it arise	Information promoting the service to be discussed and agreed during the negotiation and mobilisation phase	TBC	Post contract award

	18	Policies of the provider are robust for lone workers. This should apply to both sexes	To be discussed and agreed during the negotiation and mobilisation phase	TBC	Post contract award
	19	The provider needs to be assured that its policies are compliant and meet the equality act	To be discussed and agreed during the negotiation and mobilisation phase	TBC	Post contract award
For further information on the EIA contact:	Pam Green Director of Transformation and Strategy NEECCG.enquiries@nhs.net				