

ONE EQUALITY SCHEME

Annual Review 2019

We are pleased to introduce the one year annual review of our One Equality Scheme. The first joint equality scheme for Tameside & Glossop Strategic Commission was launched in 2018 and we have worked to ensure all our equality obligations continue to be met.

The update aims to provide a summary of activity taking place across Tameside and Glossop to improve service standards and outcomes for the local population. The Strategic Commission will continue to instil best practice and challenge discrimination by promoting equity of access to services.

Our One Equality Scheme recognises that true commitment to equality and diversity goes beyond the nine protected characteristics. The scheme underpins a number of local aspirations to improve the approach towards the identification and abolition of such prejudice.

During the past 12 months we have achieved great success in promoting equality through a number of projects and initiatives. With a number of agreed equality objectives it is important to monitor and review the work undertaken in each area.

Councillor Brenda Warrington

Executive Leader of Tameside Council

Dr Asad Ali

Co-Chair, NHS Tameside & Glossop Clinical Commissioning Group

Dr Ashwin Ramachandra

Co-Chair, NHS Tameside & Glossop Clinical Commissioning Group

One Equality Scheme 2018-22 is the first joint equality scheme of Tameside & Glossop Strategic Commission (Tameside Council and NHS Tameside and Glossop Clinical Commissioning Group). Such arrangements have enabled us to successfully establish a joint approach and shared vision for the equality and diversity of residents, patients and service users across Tameside and Glossop.

The scheme sets out how the Council and CCG strive to reduce the impact of inequality and improve the lives of the most vulnerable members of our communities. We are committed to ensure that our ethos towards equality and diversity is embedded within everything we do to design and deliver a range of services. This can only be achieved by listening to what our residents and patients tell us, supporting strong partnerships and corporate ownership.

The Tameside & Glossop Engagement Strategy provides a level of commitment required to ensure all stakeholders are central to shaping the way we commission and deliver the best possible services.

The success of how we do this is assessed by the extent to which:

- People have an opportunity to express their views, and feel confident their voices are heard.
- People feel their opinions and ideas influence the commissioning, design and deliver of local services.
- Our services are better as a consequence of engagement and consultation.
- High quality engagement is something that occurs routinely within our organisation and is ongoing.

The scheme will be reviewed on an annual basis to ensure that we make progress against the agreed objectives and statutory requirements, this being year one of the review process. The scheme delivers on a number of areas, which together provide a picture of the Strategic Commission's approach to improving equality and diversity at a local level.

One Equality Scheme 2018-22 can be accessed [here](#), where our legal obligations under the Equality Act and Public Sector Equality Duty are outlined in more detail.



OUR EQUALITY OBJECTIVES (2018-2022)

The Equality Act 2010 (Specific Duties) Regulations 2011 - replaced by The Equality Act 2010 (Specific Duties and Public Authorities) Regulations 2017 in March 2017 - state that we must publish one or more specific and measurable equality objectives, and subsequently at intervals of no more than four years. Tameside & Glossop Strategic Commission's equality objectives cover five key themes.

a. Reducing inequality and improving outcomes

- This theme lies at the heart of not just the One Equality Scheme, but at the heart of all our strategies and initiatives.
- The objectives under this focus on key areas of inequality where our work in developing this scheme highlighted as being in need of increased attention and focus.
- We know that in certain areas such as people's health, employment status and educational level, there are gaps that we need to address and attempt to narrow.

b. Meeting our obligations under the Equality Act 2010

- Our objectives for this theme are a combination of what the law requires us to do, and what we have decided needs to be done to meet the general Public Sector Equality Duty.
- The Equality Act 2010 is both very broad in its expectations of what public bodies must achieve, and also very specific regarding the information we must publish on equalities.
- Given how broad the requirements are, many actions in other area will nevertheless be connected to us fulfilling our obligations under this theme.

c. Equality training, development and awareness

- If we are to ensure that we meet our legal obligations, and deliver services that are fair and equitable, we need ensure that staff are aware of their responsibilities and that service users are aware of their rights.
- Fulfilling our objectives in this theme requires both internal measures such as staff training, and external ones, such as raising awareness of the support available for different groups and individuals to access services.

d. Consultation and engagement

- Without effective and meaningful consultation and engagement, we are unable to shape our services to meet customer need in the most efficient and service user friendly way.
- The objectives contained in this theme relate to how we maintain effective dialogue with our residents, patients, communities and businesses to make best use of our resources. There is a particular focus on ensuring that the needs of the most vulnerable and disadvantaged are heard.

e. Understanding Service Use and Access

- Once we know what our customers and service users need, and we are aware of any inequalities that exist, we need to make sure that those most in need and at a disadvantage can access services to improve their situations.
- Access to services is about, amongst other things, service availability, service location (both physical and virtual), and potential barriers. This theme requires us to think about how best to utilise our resources to ensure the maximum benefit for those most in need.

Reduce Inequalities & Improve Outcomes

- 1** Address key priority quality of life issues such as health inequalities, educational attainment, access to skills, training and employment opportunities, income levels, and health and wellbeing, across equality groups and the vulnerable and disadvantaged with a view to narrowing the gap.
- 2** Help people to continue to live independent lives, and assist the most vulnerable in our communities to access support and services that exist around this aim, through targeted interventions and tailored service provision. Work closely with partner organisations to most effectively facilitate this.
- 3** Aim to increase the level at which people believe that Tameside and Glossop is a place where people get on well together, amongst the population as a whole and by protected characteristic group. A key focus of this aim is to raise awareness and support the prevention of hate crime across the locality.

Meeting our obligations under the Equality Act 2010

- 4** Publish our equality objectives and ensure that they are published in a manner that is accessible.
- 5** Publish our workforce monitoring information by equality group (where known).
- 6** Undertake to produce and publish Equality Impact Assessments (EIAs) to support service delivery and commissioning decisions to be published with papers. These will help us to understand the impact of our policies and practices on persons sharing a relevant protected characteristic.

Equality Training, Development and Awareness

- 7** Ensure that employees are appropriately trained on equality legislation and their responsibilities under it - this includes Equality Act 2010, Equality Delivery System 2 (EDS2), Accessible Information Standard, Workforce Race Equality Scheme, Workforce Disability Equality Scheme and the requirements of the EDHR contract schedule. Staff are offered support and guidance through a range of methods and approaches such as briefing notes, training sessions and workshops.
- 8** Raise awareness and understanding of equality and diversity by working with partners (such as voluntary organisations, community groups and service providers) to ensure that the views of those from protected characteristic groups are represented and supported.

Consultation & Engagement

- 9 Engage (as early as possible to enable co-design and co-production processes) and consult with our communities through a broad range of methods and forums, such as surveys, events and customer feedback to ensure comprehensive and meaningful coverage. Ensure feedback is provided to participants following the engagement or consultation process.
- 10 Disaggregate the results of monitoring, surveys, feedback and consultation exercises by equality group (where appropriate and practical) to inform our understanding of the needs of different groups and individuals. When collecting demographic data as part of the engagement or consultation process ensure that respondents understand the importance of collecting this data and how it will be used.
- 11 Develop specifically tailored engagement and consultation activity where appropriate and when required for specific equality groups and disadvantaged / vulnerable people across Tameside and Glossop.

Information, Intelligence & Need - Understanding Service Use & Access

- 12 Use a range of intelligence gathering, customer monitoring and insight tools, together with specific pieces of analysis, to inform both our understanding of residents, service users, service delivery and design, and to develop services that provide a varied, flexible and accessible offer.

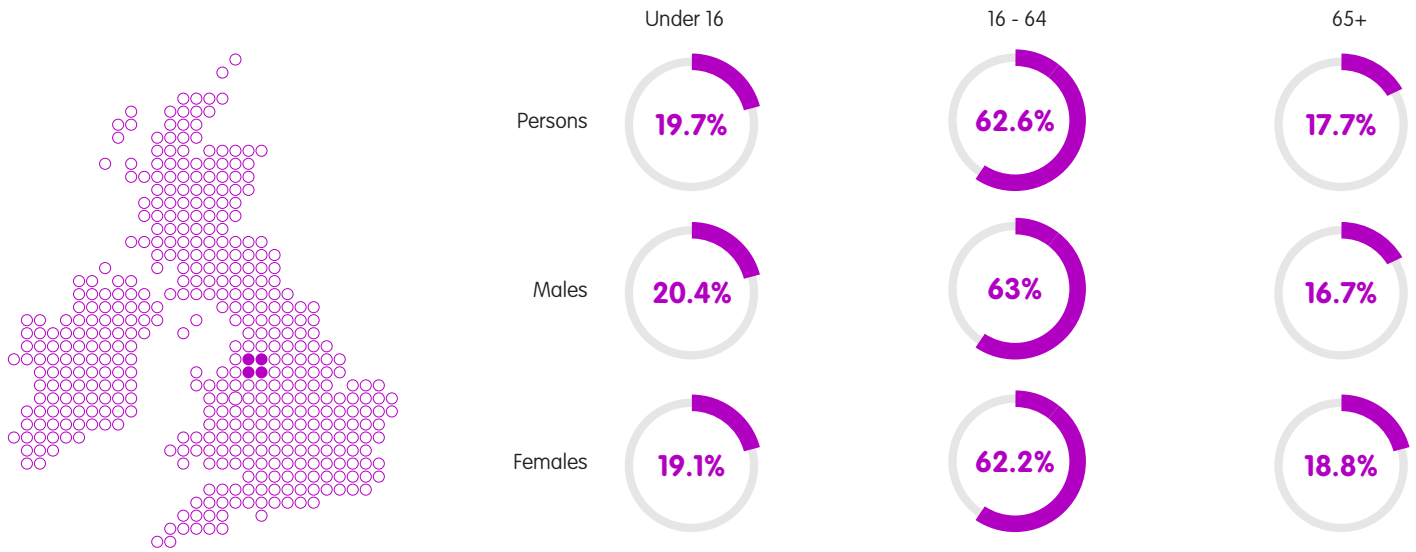
Where possible, work with partner organisations to maximise the data available to provide deeper insight into understanding our local communities (whilst remaining mindful of data protection standards).
- 13 To encourage and promote the use of customer monitoring and disaggregation of data by equality group (where practical).
- 14 Use a variety of tailored communication methods to increase the accessibility and understanding of council and CCG services, that allows our different customers, residents and service users to make informed choice.

A PICTURE OF TAMESIDE & GLOSSOP

Sex & Age

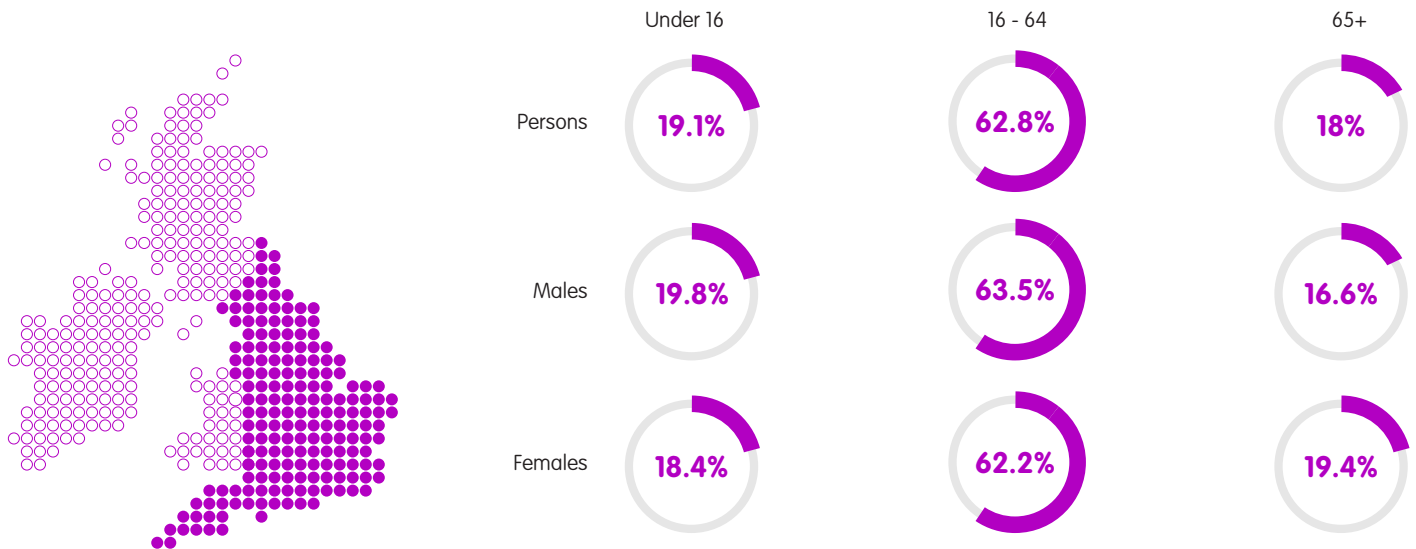
Tameside and Glossop Population by Age Group

Source: 2017 Mid-Year Population Estimates (ONS)



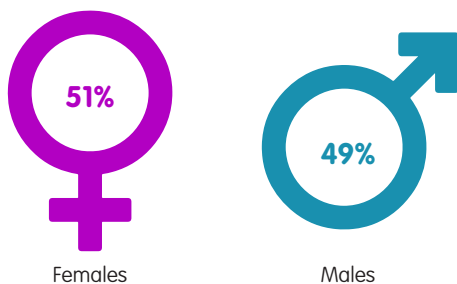
England Population by Age Group

Source: 2017 Mid-Year Population Estimates (ONS)



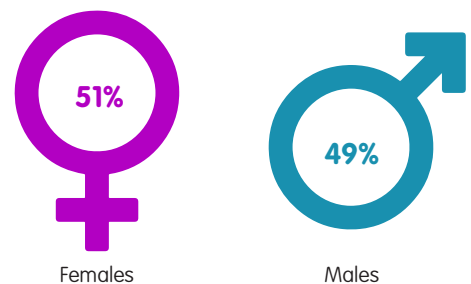
Tameside and Glossop Population by Sex

Source: 2017 Mid-Year Population Estimates (ONS)



England Population by Sex

Source: 2016 Mid-Year Population Estimates (ONS)

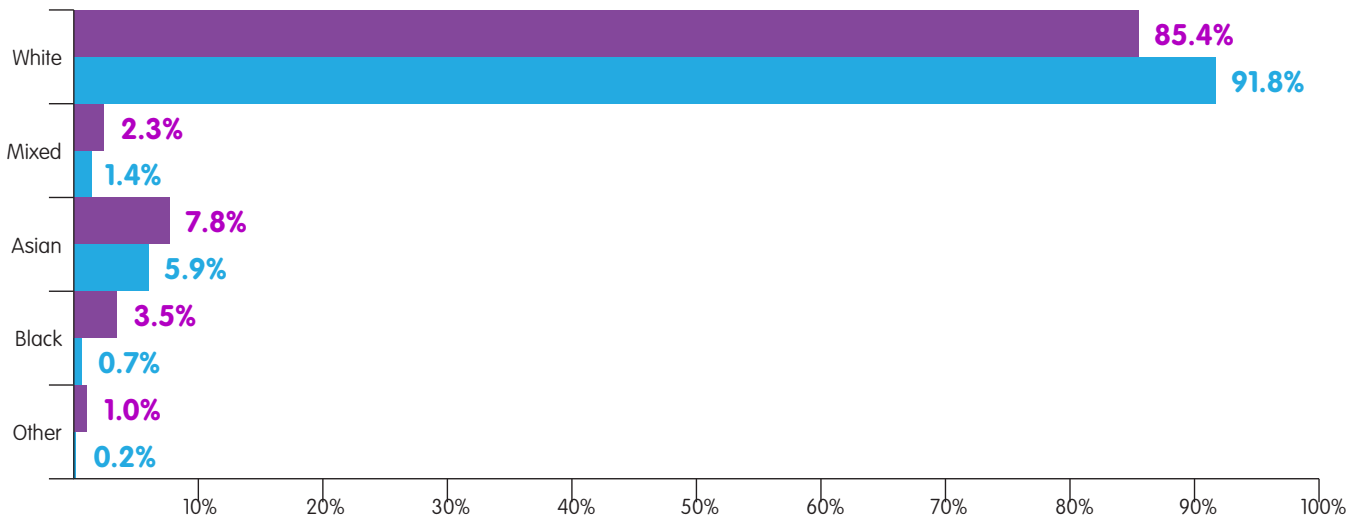


Ethnic Groups

Ethnic Population in Tameside and Glossop and England

England Tameside and Glossop

Source: Census 2011

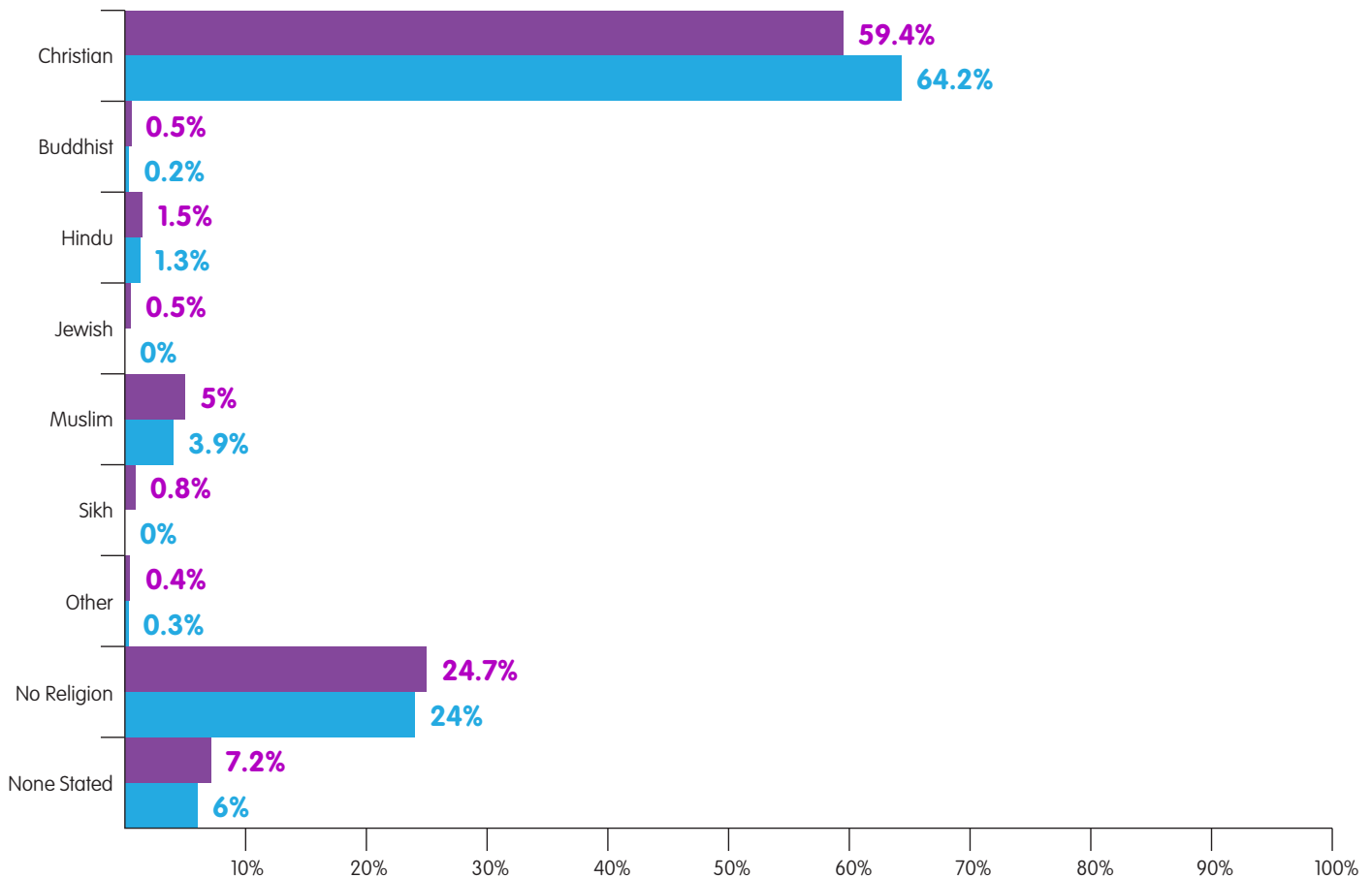


Religion

Religious Denominations in Tameside and Glossop and England

England Tameside and Glossop

Source: Census 2011



Disability

Tameside and Glossop

Source: Census 2011



England

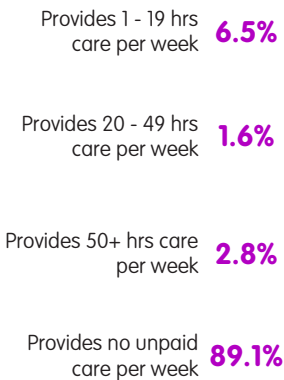
Source: Census 2011



Carers

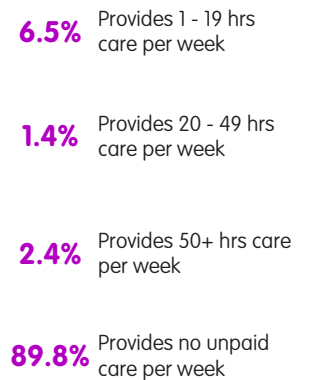
Provision of Unpaid Care in Tameside and Gossop

Source: Census 2011



Provision of Unpaid Care in England

Source: Census 2011



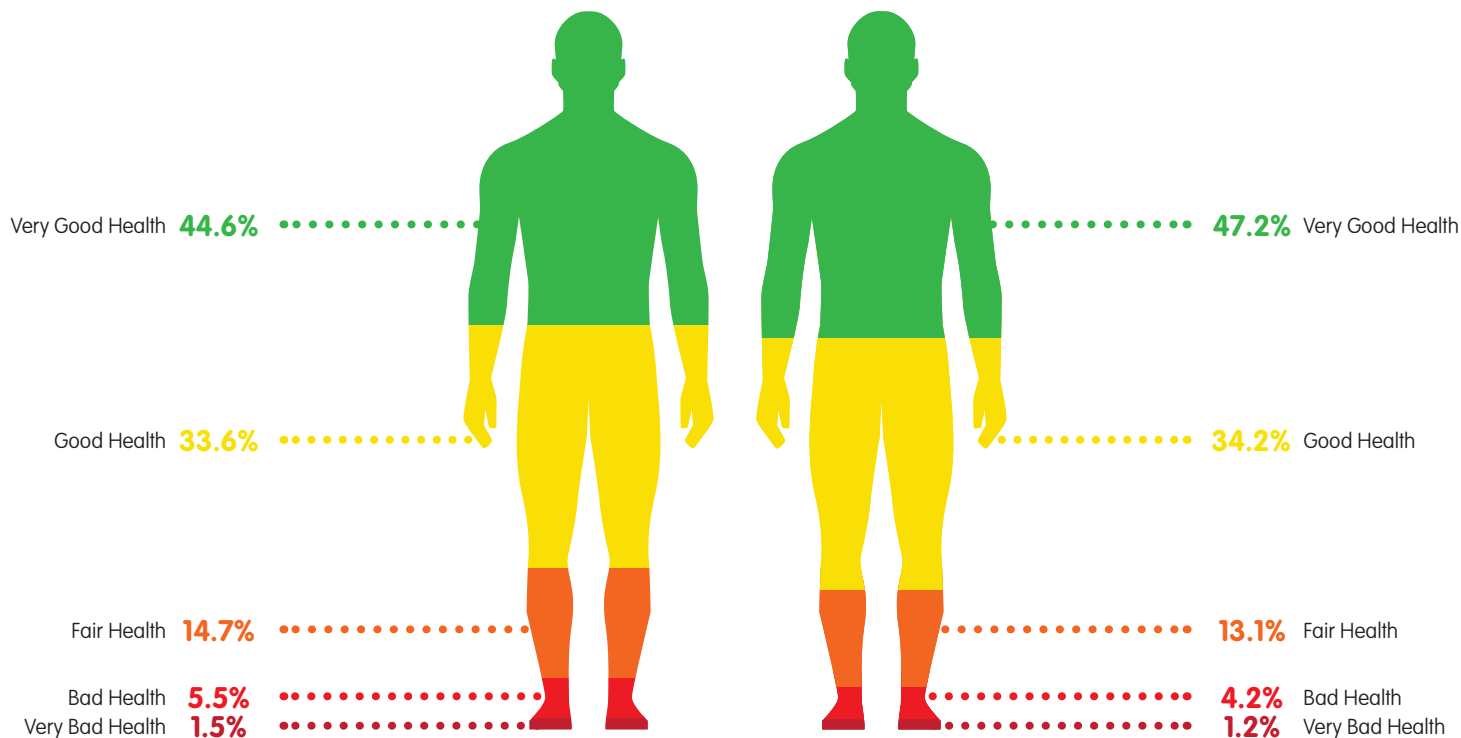
General Health

Tameside and Glossop

Source: Census 2011

England

Source: Census 2011



Tameside and Glossop Life Expectancy

(2015-2017)

England Life Expectancy

(2015-2017)



Tameside and Glossop Healthy Life Expectancy

(2015-2017)

England Healthy Life Expectancy

(2015-2017)



Tameside and Glossop Under 75 Mortality Rates

(2015-2017)



England Under 75 Mortality Rates

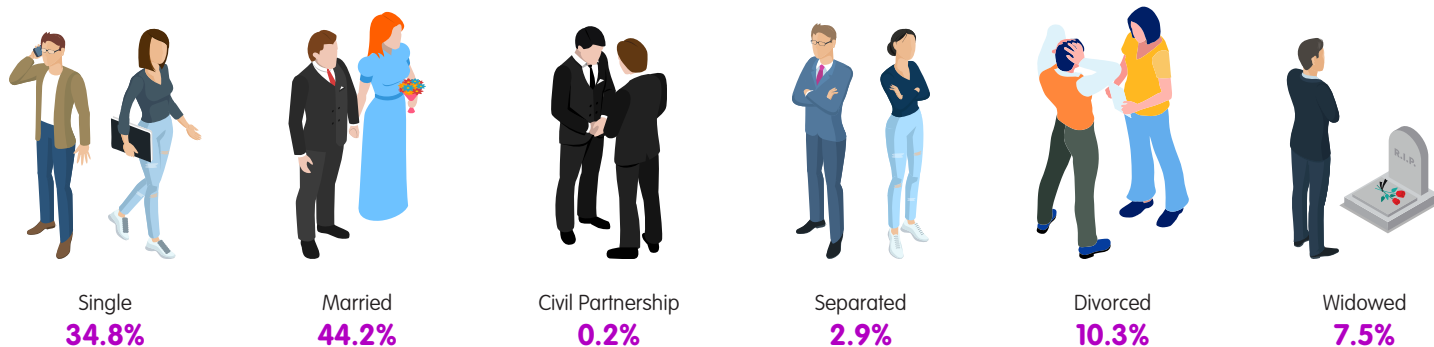
(2015-2017)



Marital Status

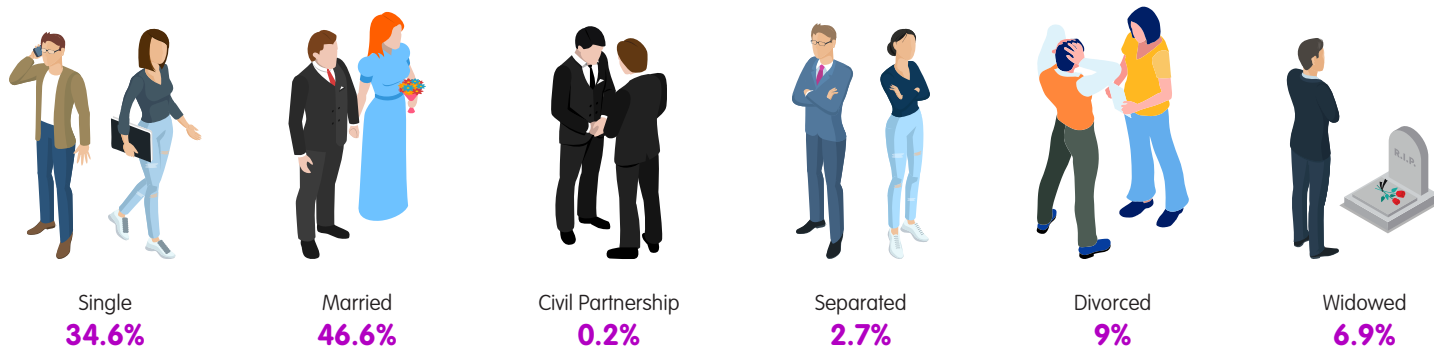
Marital Status of Tameside and Glossop Residents

Source: Census 2011



Marital Status of England Residents

Source: Census 2011



OUR CORPORATE PRIORITIES

Tameside Council and NHS Tameside & Glossop Clinical Commissioning Group are committed to ensuring all residents lead long, fulfilling and healthy lives. One Equality Scheme has been designed to link closely with the Corporate Plan 'Our People, Our Place, Our Plan', which brings together a number of joint priorities and ambitions. They are covered by three themes set within the life course.

- Starting Well
- Living Well
- Ageing Well

The model is also underpinned by two visions:

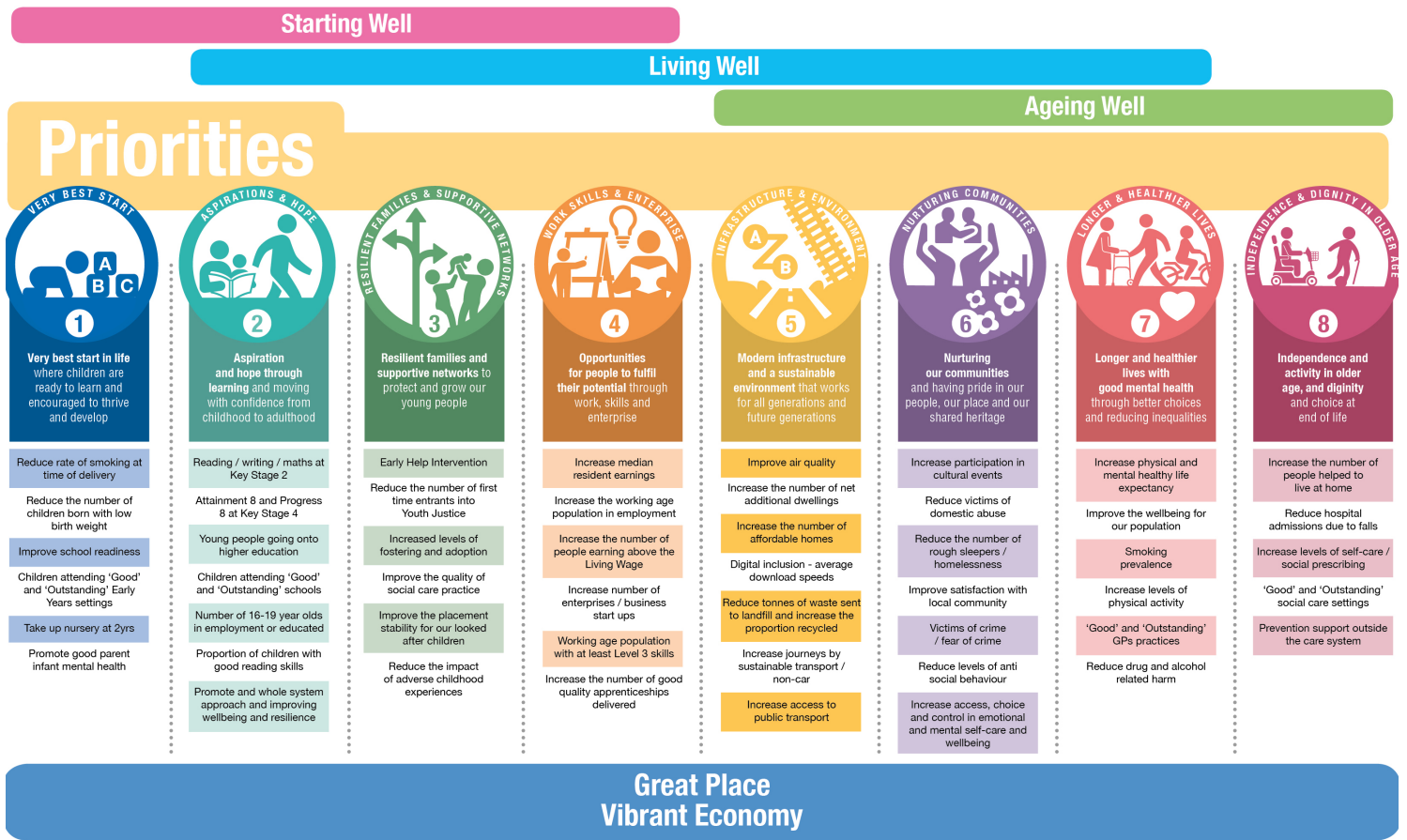
- Great Place
- Vibrant Economy

Our approach and commitment to equality and diversity is intrinsic to all priorities and outcomes set within our Corporate Plan.

Transforming Tameside & Glossop

Our People - Our Place - Our Plan

For everyone every day



ACHIEVEING OUR OBJECTIVES

The following pages are examples of projects delivered by Tameside and Glossop Strategic Commission which highlight some of the good work, undertaken across a wide range of service areas and equality groups. These help to evidence how we are achieving our equality objectives.

The Strategic Commission will continue to develop more integrated, inclusive and place-based services, providing practical examples of achievements against our agreed equality objectives for 2018-22.

To address quality of life issues across equality groups, including the most vulnerable and disadvantaged residents. Develop effective partnerships to raise awareness of the support services available to residents.

Tameside One

Tameside One brings together a number of key services for residents under one roof. The Joint Public Service Centre houses Ashton Library, Cash Box Credit Union, Job Centre Plus, Welfare Rights, Citizens Advice and the Council's Customer Services. Aimed to be more cost effective and accessible, the new facility provides a range of services to residents in one central location.

In its first month of opening the new library welcomed around 22,000 visitors, with more than 10,000 items lent by users. Ashton library hosts a number of popular group sessions aimed at young families such as Story Makers and Time for a Rhyme.

Tameside One is now home to Tameside's Colleges' Advanced Skills Centre, a state of the art learning environment where students can showcase their skills with a restaurant and beauty salon open to the public. Part of the Vision Tameside project, the Joint Public Service Centre will attract residents and students to Ashton Town Centre, providing a positive boost to the local economy.

Tameside One also brings Council and CCG staff together in one place, which has helped to cement strong working relationships and communication – particularly in relation to the health and social care of local residents.

The wider development associated with Tameside One is set to improve accessibility by upgrading the public realm. This will connect Ashton Market Square, Tameside One and the incoming transport hub. Alongside the planned refurbishment of Ashton Town Hall, the project will make Ashton town centre a more effective gateway.



Customer Services Excellence

In October 2018, the Customer Service Excellence Assessment awarded Tameside Council with 100% compliance against all criteria and recognised exceptional best practice. Assessors visited the authority, using written submissions from service areas and five days of on-site assessment to reach their verdict.

The aim of the standard is to encourage, enable and reward organisations that are delivering services based on a genuine understanding of the needs and preferences of their customers and communities. It tests areas that are a priority for customers such as timeliness, information and staff attitude. Emphasis is also placed on developing customer insight, understanding the user's experience and robust measurement methods. In

particular, the assessment noted many examples of joint working initiatives with health to ensure we provide high quality and responsive services for our local communities, such as the Community Response Service.

A Bed Every Night

Throughout the winter of 2018, Tameside Council coordinated efforts in response to Greater Manchester Mayor Andy Burnham's 'A Bed Every Night' campaign to provide a bed for every rough sleeper from the beginning of November to the end of March 2019. Two Tameside churches volunteered 20 beds and washing facilities throughout the week. Volunteers prepared and cleared beds while the community provided food, clothing and toiletries. Those who are in need must present to Tameside Housing Advice to arrange accommodation.



It is through this contact with homeless residents and rough sleepers that council staff were able to find more permanent solutions for individuals and families. Furthermore, the authority's Rough Sleepers Coordinator works alongside a local homeless charity, Greystones, which supports single, homeless men by providing shelter and assistance with independent living skills, debt, budgeting and dependency as well as a range of advice workshops.

Local Offer for Care Leavers

The Local Offer for Care Leavers is an ambitious and empowering document designed by care leavers for care leavers. Our offer aims to ensure all care leavers are aware of, and have access to, the necessary support, advice and guidance to aid their individual journeys to a successful adult life. The guide includes support for housing, employment, education and training, health services and financial entitlements to help our young people make a successful transition from leaving care into adult life.

The Local Offer supports the fulfilment of Our Children in Care Council (CICC) Pledge, which was drawn up in 2016 by our looked after children and promises that we will do everything in our power to support young people to reach their full potential and allow them the same opportunities in life as other young people their age.

The graphic is tilted and has a vibrant blue and green background with abstract brushstrokes. A young woman with long brown hair, wearing a yellow sweater, is smiling and pointing her right index finger upwards. The text is in white and yellow. At the bottom left is the Tameside Metropolitan Borough logo.

Do you know about our Local Offer for Care Leavers?

It has all the information and guidance you need!

Find out more at www.tameside.gov.uk/leavingcare

Call 0161 342 3168

Or ask your Personal Advisor or Social Worker for a copy of the guide

Tameside
Metropolitan Borough

Urgent Treatment Centre

New arrangements for urgent care were launched in April 2019 after it was decided that the service needed to be revolutionised in order to provide strong, efficient and sustainable support for patients in the area. A new Urgent Treatment Centre (UTC) opened in April 2019, providing a broader and better care offer. Anyone with an urgent care need will be able to seek support at the UTC by walking in between 9am and 9pm, seven days a week. In addition, the Primary Care Access Service (PCAS) was launched, which allows anyone registered with a GP practice in Tameside & Glossop to access a range of bookable appointments outside traditional working hours through their GP or NHS 111.

Prior to the final decision being made, the appropriate services undertook an extensive 12-week consultation (November 2017 to January 2019) with residents and patients across Tameside and Glossop. Members of the public were asked for their views on the relocation of walk-in access from Ashton Primary Care Centre to the new centre at the hospital site. The consultation also presented the options for where and when patients can book appointments and incorporated the proposed Neighbourhood Care Hubs which provide greater accessibility to primary care services.

Throughout the consultation it was vital that a concerted, targeted effort be made to ensure that all groups in Tameside and Glossop were supported to have their say on the changes. Input was sought from a number of community groups that might not have come across the survey otherwise. For example, awareness of the consultation was raised via a focus group with representatives of the homeless population in addition to those who may be unregistered with a GP.

Have YOUR say



Primary Care Networks

The NHS Long Term Plan sets out an ambition for the creation of Primary Care Networks (PCNs) across England. PCNs will see groups of GP practices coming together to serve a population of around 30,000-50,000 people. They will work closely with other healthcare professionals and providers, and there is real scope for community pharmacies to play a key role. Achievements of PCN's in Tameside and Glossop include reviewing A&E frequent attendees in Ashton, the Denton Diabetes 100 Day Challenge and Hyde Asthma Champions.

Age Friendly

Four parts of the borough have been officially recognised as age-friendly neighbourhoods. Denton South, Mottram, Newton and Waterloo were all announced as winners of the Age-friendly Challenge during Greater Manchester's "Doing Ageing Differently" conference. In Mottram for example, there are various clubs and events organised to reduce isolation and to get older people meeting children and younger people.

Dementia Friends sessions have been delivered in order to train taxi drivers to spot people who may be exhibiting signs of dementia.



We adopted the Greater Manchester-wide Please Offer Me a Seat scheme in Tameside in September 2018, whereby those who sign up to the scheme are provided with a badge that indicates to other users of public transport that they need to sit down. The scheme aims to make public transport accessible and comfortable for anyone who wishes to use it, and to ensure that those who have a disability feel confident getting around. Following this scheme, we launched the similar Take a Seat campaign in October 2018. We asked participating shops to display Age Friendly stickers in their windows to invite older residents to take a break on a seat inside the shop if they need to.

Improving the Quality of Care

Improving standards of care and support for older people is a priority for Tameside and Glossop Strategic Commission. In order for sustained improvements in the quality of care to be achieved there is a requirement to encourage the participation of residents receiving care, their families, other professionals and wider community.

A Quality Improvement Team provides direct support to independent care home providers across the health and social care sector, with the overarching need to improve the quality of service provision. The team's primary focus is placed on care homes rated 'Inadequate' and 'Requires Improvement', with the drive to raise standards and to improve ratings to 'Good' and 'Outstanding'.

This is a supportive model which involves partnership working with the care home in a non-judgemental way to identify areas for improvement. There is a broad offer to provide support around leadership, guidance, advice, expertise and to ultimately promote best practice to improve outcomes for residents and to meet CQC standards. The team will also undertake work with providers to develop a bespoke improvement plans.

Tameside & Glossop Red Bag Scheme provides a red bag to all people who reside in a care home when they need to be admitted to hospital. The red bag will go with them to hospital and includes personal belongings and information. It is part of a national drive to improve communication, safety and patient experience as they transfer across care settings.

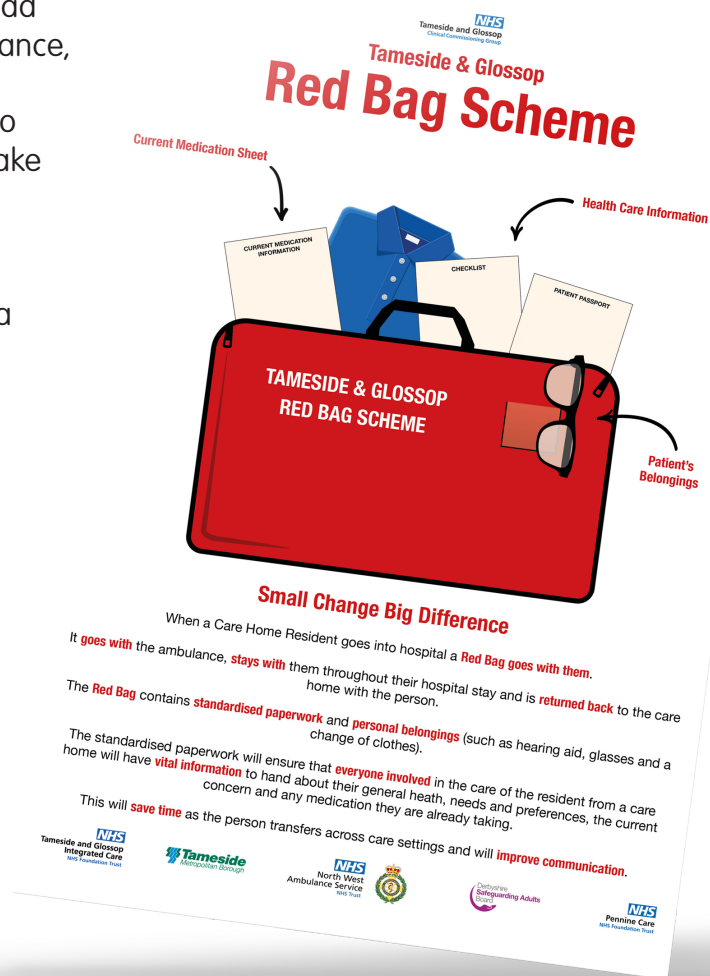
Living Life Well Collaborative

Living Life Well is one of four national pilot schemes for improved delivery of mental health services. Tameside and Glossop has been selected as one of four pilot areas for the Living Well UK programme. The Collaborative is a group of stakeholders including members of staff from the Strategic Commission, those who have experienced mental health issues or have come into contact with mental health services as well as the Innovation Unit, and more. Crucially, it is built on the concept of co-production of services, with stakeholders meeting on a regularly basis to drive forward change in the way mental health support is designed and delivered.

Good mental health is high on the agenda in Tameside and Glossop. The Collaborative have three clear desired outcomes – that people are connected and able to participate equally in society; people are able to recover and live life well; and people have control over their lives.

This has been supported through additional funding of £2.4 million in 2018/19 set to rise to £5 million by 2020/21.

To help achieve these outcomes, a new neighbourhood mental health team is being established by bringing together existing staff and with additional investment of £1m to create a new multi-agency team who will work together to provide a range of advice, guidance and interventions.



Military Veterans

There are some 7,500 ex-armed forces personnel living in Tameside and Glossop. Those who have served in the armed forces are recognised by the authority as an additional protected characteristics defined by the Equality Act. A number of projects specifically focused on supporting those who have served in the armed forces have taken place in the borough.



We signed the Armed Forces Covenant in 2012 and have continued to improve the support and services we provide to our armed forces community. This work has resulted in Tameside Council achieving the silver award from the Defence Employer Recognition Scheme (ERS), which recognises organisations that pledge, demonstrate or advocate support to the defence and armed forces community. We are currently working towards gaining the gold award. Engagement with ex-forces personnel in Tameside is coordinated by the Tameside Armed Forces Covenant team. They work across the council and its partner organisations to ensure that members of the armed forces can receive support however they make contact.

We ran a project – Veteran Friendly Approach to Primary Care – that aimed to increase the number of veterans identified in primary care records to allow them better access to services they need. Working in conjunction with local GP practices and Tameside Armed Services Community (TASC) we increased the number of patients with military service identified in their records from 90 to over 1300. These veterans will now be able to access more specific services and care and benefit from reduced waiting lists. Furthermore, 17 GP Practices signed up to the Covenant as a result of the project, demonstrating their commitment to supporting our armed forces community.

Tameside HACK

Tameside HACK is a two day coding competition open to young people from Tameside. HACK6 took place in February 2019, with over 20 teams of 11-18 years olds facing coding challenges. The challenges were set by business sponsors who provided expert staff to mentor and judge the competition. Tasks included how to keep staff healthy using digital technology and how to enhance daily life using accessible data. HACK is stimulating interest in coding and computing, raising aspirations to help our young people into prosperous careers.



Support at Home Services

Tameside is at the forefront of a transformation deliver improved person-centred care, with a commitment to fundamentally changing the way support at home is delivered – assisted by £3.1m of investment from the Greater Manchester Transformation Fund.

The new model is an asset-based approach which will see homecare staff take on more duties, to support service users with aspects of their life that go beyond day-to-day care. For example, homecare staff will become involved in a practical approach to review how users can best be supported, how their family or friends provide support, and whether technology can play a part.

The benefits of the new model are twofold – new duties handed to homecare staff will be reflected in their salary. It is thought that providers will attract high calibre staff with ambition to move on to social work, nursing or up the ladder within the care providers. Secondly, it is anticipated that by giving extra support to help people thrive, there will be fewer people moving into residential or nursing care and fewer hospital admissions.

Autism Friendly

Tameside Council, along with other local authorities across Greater Manchester, has played a role in developing a strategy that sets out how we will make our boroughs Autism-friendly. 'Making Greater Manchester Autism Friendly 2019-2022', is a strategy that aims to identify the support and information needed for people with autism and their families. It sets out what each local authority should be doing to support people with Autism in the following areas:

- Community
- Health and Support and;
- Employment and Transition.

Progress in these areas is monitored each year through an annual report, shared by the Greater Manchester Autism Consortium. This identifies how well the authorities are doing regarding supporting people with Autism, and identify further action to improve. For example, health and support covers diagnosis rates, the timeliness and quality or support. The Strategy was signed off at the Greater Manchester Health and Care Board in January 2019, with next steps for implementation groups and an engagement plan to outline how the defined targets will be achieved.



Suicide Prevention

We have reviewed the high suicides rates, the contributing factors and the associated impacts. As part of this work we are working to reduce the prevalence of suicide among high risk groups, including people struggling with depression, debt, addiction and welfare changes. Findings from the review have fed into the development of a suicide prevention strategy for the next five years, aiming to reduce the suicide rate by 10% by 2020.

Shared Lives

Tameside Shared Lives Scheme offers people aged 18 and over an alternative and flexible form of accommodation and support. Individuals who require support are matched with Shared Lives Carers who can support them in their family and community life. This takes a number of forms, such as long-term support, respite support for short breaks, and also in emergencies.

The service is run by the Shared Lives and Reablement Services within Tameside Council and supports adults in the borough with a variety of care needs, such as regular support activities. In September 2018, Shared Lives were rated as Good by the CQC, achieving this judgement in every setting – safe, effective, caring, responsive and well-led. Service users of the Shared Lives Service report that they feel safe and that those who support them are helpful and dependable. Over 130 adults in Tameside are recipients of the service, and a recent consultation paved the way to include more adults from the age of 16 upwards to use the service in future.



Young People's Emotional Wellbeing Service

Working in partnership with a range of agencies across Tameside and Glossop, including specialist services, third sector organisations and the wider public sector, the Children and Young People's Mental Health Transformation Plan has seen an investment of £931,000 in 2018/19. By working in partnership the mental health provision is taking a whole systems approach by fully implementing the THRIVE model and developing neighbourhood teams. A key success to date was the launch of two open access drop in services (The Hive and The Talk Shop) for children and young people to access – at these drop-ins young people can open up about their mental health (including issues linked to sexuality and gender). It is the aim for the Children and Young People's Emotional Wellbeing Strategic Group to have a focused conversation about how we are ensuring children and young people with protected characteristics have equitable access to mental and emotional health support.

National recognition / award shortlisting

During the past 12 months we have been shortlisted for awards in the following areas.

Health Service Journal (HSJ) Value Awards 2019 (shortlisted for 10 projects)

1. Acute Service Redesign Award (Electronic Advice and Guidance)
2. Community Health Service Redesign Award (Community IV Therapy Service)
3. Diabetes Care Initiative of the Year (Denton Diabetes Diverters 100 day challenge)
4. Emergency, Urgent and Trauma Care Efficiency Initiative of the Year
5. Development of New Electronic Emergency Department Health Record System
6. Financial or Procurement Initiative of the Year (Finance Improvement Team)
7. Improving Value in the Care of Older Patients Award - 1) Using digital technology to deliver place-based care to older frail people, 2) Extensive Care Service
8. Technology Initiative of the Year (Development of new electronic ED health record system)

MJ Awards 2019 (shortlisted for 3 categories)

1. Transforming Lives: Transforming Support at Home
2. Corporate Director of the Year
3. Care and Integration: Digital Health Centre

MJ Awards 2019 (commended for 1 category)

1. Innovation in Property and Asset Management: Vision Tameside

Winter Care Investment

Schemes aimed to reduce social isolation, support people to remain living safely at home and to promote a timely and safe discharge from hospital. This includes:

- Block booking of 10 transitional care beds
- In-house home care services
- Additional capacity across neighbourhood localities
- Additional projects with the voluntary and community sector

Inspiring Digital Enterprise Award (IDEA)

IDEA is the Duke of York Inspiring Digital Enterprise Award. It is an initiative that allows people to develop digital and enterprise skills for free on the go. Users can complete online challenges that will help them to gain career-enhancing skills. Tameside Council's Libraries and Routes to Work teams partnered together to deliver 'Get started with iDEA' workshops in Ashton Library. The purpose is to help residents become digitally included and improve their chances of employability. As the 'digital equivalent' of the Duke of Edinburgh Award, the programme can be used to enhance CVs. Learners can develop skills in internet safety, financial management, making GIFs, websites and more.



To ensure all legal and statutory requirements are met, to include the progress made against equality objectives, publish workforce monitoring data by equality group and the undertaking of Equality Impact Assessments to support service delivery and commissioning decisions. Our equality objectives are published through the One Equality Scheme and subsequent reviews.

Workforce Data

Public Sector Duty under the Equality Act 2010 requires organisations to have due regard to the need to eliminate unlawful discrimination, advance quality of opportunity and foster good relations between different groups. As such we are required to publish information relating to race, disability, sex and age, as well as grievances, dismissals and more.

The Council's workforce data is published [here](#). The CCG's workforce data can be found [here](#).

Gender Pay Gap

All public sector employers with over 250 employees are required to publish information about gender pay gaps annually by 31 March each year. A full analysis of the figures for the council's gender pay gap for the year 2018/19 can be found [here](#).

Equality Impact Assessments

Equality Impact Assessments (EIAs) help the Strategic Commission to meet its legislative requirements to assess the impact that our decisions have on various customer groups. Under the Public Sector Duty of the Equality Act 2010, public bodies are required to demonstrate that full consideration and due regard has been given to people's needs, and that those individuals charged with making decisions are aware of any impact and their duties.

EIAs are completed when a policy or service change is planned and allows the responsible officer, commissioner or team to ensure that they fully consider the consequences that might particularly disadvantage particular groups of people. EIAs are undertaken regardless of how minor or major the impact may be, in a large or small group of people.

EIAs ensure relevant questions are asked to minimise risk to people under the protected characteristics listed under the Equality Act – age, disability, sex, religion or belief, sexual orientation, gender reassignment, pregnancy or maternity and marriage and civil partnership. It requires decision-makers to identify possible ways of reducing or mitigating the impact of a service or policy change.

Examples of Equality Impact Assessments in Strategic Commission decision-making can be found in [Executive Cabinet](#) meeting papers for Council decisions and [Strategic Commissioning Board](#) papers for CCG decisions.

To develop and deliver services that are fair and equitable we need ensure staff are aware of their responsibilities and that service users are aware of their rights. To work across partnerships to raise awareness and understanding of equality and diversity.

Safe & Sound Decision Making

When making a change to a service or commissioned contract we are required to ensure any decision is supported by an evidence base that has due regard to the law and the impact on equalities, quality, the public, patients and service users.

The Strategic Commission has adopted a refreshed approach to evidence-based decision making. This approach ensures that requirements are met in terms of equality and diversity, quality, and consultation and engagement (including ongoing patient participation) when commissioners are proposing a change to the way in which a service is delivered.

The approach has three elements and is designed to ensure there is an appropriate understanding of any impacts before any change is made. In order to do this it is appropriate to:

- Prepare an Equality Impact Assessment (EIA)
- Complete a Quality Impact Assessment (QIA)
- Undertake a sufficient level of engagement and consultation consummate with the decision being taken.

PACT

PACT is an agreement between Tameside's Voluntary, Community, Faith and Social Enterprise Sector (VCFSE) and Tameside's public sector agencies. It commits to improving the life chances of people living in the area and provides residents of Tameside and Glossop with the opportunity to become more involved in the decision making.

It is based upon the principles of involving community groups and charities in advising and delivering services; better communication to build genuine partnership working and working together to secure investment. It was instigated by Tameside Health and Wellbeing Board and contains signatories from a number of different bodies including Tameside Council, Tameside & Glossop CCG, Pennine Care, Greater Manchester Police, Active Tameside, Tameside Hospital, Jigsaw Homes, Action Together and Greater Manchester Fire and Rescue Service.



EDS2

The Equality Delivery System 2 helps NHS organisations improve the services they provide for their local communities and encourages a better working environment, free of discrimination for those who work in the NHS, while meeting the requirements of the Equality Act 2010. The main purpose of EDS2 is to aid discussion with local partners and residents. By using the EDS2, NHS organisations can also be helped to deliver on the Public Sector Equality Duty.

EDS2 is based on four goals – better health outcomes; improved patient access and experience; a representative; and supportive workforce and inclusive leadership. NHS Tameside & Glossop CCG undertake EDS2 each year to help review and improve our performance for people with characteristics protected by the Equality Act 2010. The event delivered in November 2018 focused on goal 1 – better health outcomes and how we can use information and intelligence when planning and commissioning services to improve health and wellbeing. A copy of the report can be found [here](#).

Pride in Practice

Pride in Practice – which is endorsed by The Royal College of GPs – includes training with all staff on how to deliver better care and support in accessing appropriate services for the LGBT+ community. Staveleigh Medical Centre in Stalybridge is the most recent local provider to achieve a Gold award for excellence. The Pride in Practice award demonstrates commitment and dedication to ensuring a fully inclusive patient-centred service for LGBT+ patients. In Tameside & Glossop we now have 11 out of 37 GP practices having achieved this prestigious award – Albion; Ashton; Awburn; Denton; Dukinfield; Grosvenor; Guide Bridge; Lambgates; Market Street; Pike and Staveleigh.

Time to Talk Day

Time to Talk Day is an annual day of awareness-raising designed to encourage more people to come forward if they are struggling with mental health issues. Though established by the Time to Change initiative, staff from NHS Tameside and Glossop CCG and Tameside Council used the day to promote the help available to those living in the area and registered to a GP. Healthy Minds is the local mental health service provided by Pennine Care, giving confidential treatment and support to anyone with low mood, depression, anxiety and many more conditions, including those requiring specialist treatment.

Sex and Relationships Curriculum

In Tameside a new Sex and Relationships Education Curriculum was launched in July 2018, having been developed locally and published two years in advance of the national statutory introduction of SRE in all primary and secondary schools. The curriculum was developed to ensure that all children receive quality and equal SRE. We can be sure that this is the case as the curriculum was developed with the input of young people. The new curriculum ensures that we do everything we can to empower young people to make informed choices and take responsibility for their sexual health and wellbeing. This has been well received, with the majority of schools actively using the resource and attending free training sessions. The content of the curriculum is LGBT inclusive and represents people from different race backgrounds.

Engage and consult with communities using a variety of methods to shape our services to meet customer need in the most efficient and service user friendly way. Develop engagement and consultation activity where appropriate and when required for specific equality groups and disadvantaged / vulnerable people across Tameside and Glossop.

Engagement and Consultation in 2018/19

- Delivered the first joint Budget Conversation exercise for Tameside and Glossop Strategic Commission.
- Facilitated over 30 thematic Tameside and/or Glossop engagement projects.
- Received over 5,000 engagement contacts during 2018/19 (excluding attendance at events / drop-ins).
- Delivered 3 Partnership Engagement Network (PEN) conferences during the year 2018/19.
- Supported over 20 engagement projects at the Greater Manchester level.
- Promoted over 30 national consultations where the topic was of relevance to and/or could have an impact on Tameside and/or Glossop.
- Agreed and implemented a Tameside and Glossop Engagement Strategy (which was co-designed with the Partnership Engagement Network).
- Established the Partnership Engagement Network (PEN) family, a database of residents, patients and stakeholders who receive a monthly digest of all live engagement and consultation for them to access from one place.
- Tameside & Glossop CCG achieved Green Star (including four of five domains as outstanding) in the public and patient participation Improvement and Assessment Framework (IAF).

When the decisions we make have the potential to affect people living in Tameside and Glossop, we may hold a public consultation. This can be a statutory requirement or a matter of best practice, according to proposed changes taking place. A consultation allows people to have their say on a matter that they are affected by or interested in, and we must have due regard to how the public feel about the services which affect them.

Examples of local consultations undertaken by the Strategic Commission in 2018/19 include:

- Shared Lives Scheme
- Over the Counter Medicines
- Homelessness Prevention
- Infant Feeding
- Maternity Services
- Digital Skills
- Housing Assistance Policy
- Budget Conversation (First of the Strategic Commission)
- Single Handed Care

We actively promote public consultation and encourage members of the public to have their say through the **Big Conversation**, our online 'portal' of current and past surveys which is updated regularly. Public and patients are invited to sign up to the Big Conversation to be added to the mailing list to be notified of new public consultations that are taking place.

Budget Conversation 2019/20

In February 2019, Tameside & Glossop Strategic Commission agreed its first budget as a joint organisation made up of both the Council and CCG. It was decided that the objective of this year's budget would be to pave the way to making the required £70m of savings over the next five years.

Before the budget could be agreed, we wanted to find out the public's views on how the organisation should spend the money available. The Budget Conversation was held over the period from December 2018 to January 2019, consisting of an online survey and dedicated engagement and drop-in sessions.

Responses to the consultation were gathered and analysed, to be used as evidence in formulating the proposed budget for 2019/20.

Five dedicated engagement sessions were held with community groups – Age UK, Tameside Youth Council, Tameside College, Ashton Sixth Form, and People First Tameside discussed what their priorities for spending were and ideas on how to save money. A further six drop-in sessions were held at different community locations, including the Grafton Centre, Action Together and the Together Centre where members of the public and community groups attending could speak to Council staff about the Budget Conversation.





Partnership Engagement Network

The Partnership Engagement Network (PEN) is a platform where professionals, patients and members of the public can come together to discuss issues relating to the development of public services and have their voice heard. The network was created by the Council, CCG and Tameside Hospital, with the support from individuals across a variety of backgrounds including the voluntary sector, patient participation groups, and anyone with an interest in having their say on services that affect them are actively encouraged to take part.

Three PEN Conferences were delivered in the year 2018/19, with a total of six taking place since inception. Engagement topics from this year include:

- Improving Access to Primary Care
- Working together to prevent and tackle homelessness
- Identifying and supporting ex-services personnel
- Patient-centred diagnosis discussion
- Collaborative practice in primary care
- Loneliness
- Building a social movement around community wellbeing

Maternity Voices Partnership

The Tameside & Glossop Maternity Voices Partnership was established in October 2018. The partnership brings together service users, health professionals, commissioners and third sector organisations to review and identify areas of improvement in our maternity services. The partnership ensures all relevant parties have an input into the development of services and that their voices are heard by service providers.

The partnership has already identified several areas for improvement that have been placed within a comprehensive action plan. These include the need for more information specifically for LGBT parents, access to complementary services and design layout.



Gathering information and intelligence enables us to have a greater understanding of local need. To use a variety of communication methods to increase the accessibility and understanding of council and CCG services.

Evidence and Intelligence Based Services

When we are planning and commissioning services we require a strong evidence base. We use various dashboards and scorecards to display relevant data and to ensure any challenges or inequalities are addressed, and to create profiles for each ward within Tameside & Glossop. Using these profiles allows us to better commission services by focussing on needs identified within a specific area, examples of which include:

- Domestic Abuse
- Early Help
- SEND
- Dementia
- Veterans
- Alcohol
- Pharmacy needs

These examples can be viewed on the [Life in Tameside & Glossop website](#).

Patient and public feedback is also an important element of the commissioning process. Feedback is gathered in a number of ways including; PEN conferences, public consultation and our Engagement Strategy for Tameside & Glossop. Equality Impact Assessments also form part of our decision making process when making changes to services.

Purple Wi-Fi

Purple Wi-Fi is a free on-the-go platform that is available to anyone with a device in each of Tameside's nine towns to get online. Users need only sign up and opt in or out to receiving news and updates from the Council.

The platform provides us with the ability to communicate with customers and service users, to share new campaigns, events and consultations. On average there are 200-300 users each day. The Wi-Fi has been used to promote the recent Budget Conversation in our efforts to boost the number of people encouraged to have their say on the Strategic Commission's spending. We were able to email around 15,000 users on two occasions, all of which had agreed to receive news and information on Council and CCG projects.

Communication Campaigns

In order to communicate with the residents of Tameside & Glossop, we adopt traditional methods of communication through to more innovative methods, which include:

- Tameside Citizen, a quarterly publication with all relevant news, events and information and advice delivered to every household in the borough.
- Local newspapers – the Strategic Commission uses local press such as the Tameside Reporter and Glossop Chronicle to make residents aware of appropriate news and updates relating to council and health services.
- Social media – the Council and CCG operate a number of social media platforms, with a combined 43k followers (April 2019). Social media is used as an information sharing platform, as well as a single point where residents can get in touch with general enquiries and receive advice and support.
- Digital advertising – in order to reach a wider audience, we use digital advertising on campaigns such as recruitment of social workers or foster carers on external sites as well as our own.
- Campaigning through special initiatives – in support of campaigning for cleaner air and safety around schools, Russell Scott Primary held a day of action asking drivers to turn off their engines and park safely away from schools when dropping off and picking up their children. The campaign was very successful and was attended by local press, which boosted awareness among parents and the wider community.

Shine a Light on Suicide

Every year in Tameside, 25 people take their own life. Suicide is the biggest killer of men aged between 20 and 34 in the region, and three quarters of all suicides are suffered by men. Mental health is high on the Strategic Commission's agenda, and as part of addressing this, the Strategic Commission has supported a Greater Manchester-wide campaign, 'Shining a Light on Suicide'. It follows research and evidence from people who have considered suicide and have said that talking openly about it helped to save their lives. The campaign has been commissioned by the Greater Manchester Health and Social Care Partnership (GMHSCP) but in Tameside & Glossop it will support the Living Life Well programme and the introduction of the new suicide prevention strategy mentioned above.

Health Campaigns Targeting Protected Groups

When running public health campaigns we have recognised that people among the protected characteristics defined in the Equality Act may be at a disproportionate risk of illness or be less likely to seek help. The following are some examples of campaigns we have lead on or support, which are aimed at different equality groups:

- GM You Can Stop Smoking Campaign – materials from this campaign were shared with the Council LGBT youth group.
- Cervical Cancer Campaign – while not targeted at any specific group, materials were also shared with the LGBT youth group with the intent to dispel the myth that lesbian women cannot contract the disease.
- Lung Health Checks: this programme targets those aged 55-74 as well as people with long term health conditions such as COPD.
- Stay Well This Winter – the winter flu campaign is aimed at those who are most at risk of getting flu: those expecting children, children aged 2-4, those with long term health conditions and those aged 65 and over.

