

Belfast Health and Social Care Trust



Our aim is to be one of the safest, most effective and compassionate HSC organisations



respect & dignity



openness & trust



leading edge



learning & development



accountability

**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2018-19**

Contact:

- Section 75 of the NI Act 1998 and Equality Scheme
- Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan

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<http://www.belfasttrust.hscni.net/>

Signature:

A handwritten signature in black ink that reads 'Orla Barron'.

This report has been prepared using a template circulated by the Equality Commission. It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2018 and March 2019

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Introduction

This is the 12th Annual Progress Report prepared by Belfast Trust for submission to the Equality Commission of Northern Ireland. The Trust uses the Commission's prescribed template for consistency purposes. The report illustrates how the Trust has complied with its statutory responsibilities under Section 75 of the Northern Ireland Act 1998 (Part A) and Section 49A of the Disability Discrimination Order (DDO) (Part B).

The report also goes to provide assurance to Trust Board and Executive Team members on how the Trust has fulfilled its legislative duties and in many instances, gone beyond compliance to achieve best practice and therein improve outcomes for patients, service users, carers and families and our staff.

Belfast is the largest Trust in the United Kingdom and an employer of more than 20,000 staff, providing integrated health and social care to the population of Belfast and beyond, and we are committed to instilling equality, good relations, human rights and disability at the heart of all that we do – in service provision, employment and procurement.

Part A:

Section 1: highlights the range of corporate work to promote equality of opportunity and good relations. As a Trust aiming to be one of the safest, most effective and compassionate health and social care organisations, equality and human rights are of strategic importance and remain to the fore of our corporate agenda.

Section 2 is based on progress to date in regard to our Equality Action Plan (2018-2023). Full progress update on our Equality Action Plan for 2018-2019 is appended for ease of reference and details achievements on both a regional and local level. (Appendix 1)

It then goes on to illustrate our compliance with the Trust's Equality Scheme including details on Screening and Equality Impact assessments, Consultation, Training, Information Provision, Access, Monitoring and Complaints.

Section 3 of **Part A** "Looking Forward" seeks to lay out what work will be taken forward in regard to compliance with the Equality Scheme in the next reporting period.

Part B is appended (Appendix 2) and relates wholly to compliance with our legislative duties under Section 49A of the Disability Discrimination Order (DDO): to promote positive attitudes towards disabled people and to encourage their full participation in public life. This corresponds to our Disability Action Plan (2018-2023) and what we have achieved in our first year 2018-2019.

Belfast Trust remains committed to fulfilling our statutory duties and working towards best practice in all we do. We fully acknowledge that mainstreaming of our statutory duties and incorporating equality, good relations, human rights and disability considerations is not something that can ever be seen as a destination nor a final achievement but rather we continue on our journey in our overall quest "to improve health and wellbeing and reduce health and social inequalities".

Part A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1 In 2018-19, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved. *Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

This is the twelfth annual progress report to the Equality Commission on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) prepared by the Belfast Health and Social Care Trust (the Trust). This annual reporting period also marks the 20th anniversary of the Good Friday agreement, constituting a major political development in the Northern Ireland peace process of the 1990s. It is notable that the Section 75 legislation was a core outworking of this process and introduced the dual statutory responsibilities for public authorities in Northern Ireland to carry out their work with due regard to the need to promote equality of opportunity and regard to the promotion of good relations. This agreement also saw the enactment of the Human Rights Act 1998.

In spite of the passage of 20 years since the legislation was introduced and 12 years since the establishment of the Belfast HSC Trust, it remains imperative that we, as a public authority, continue to address inequalities in health and social care – both those which persist and those which are evolving.

1. Corporate Management Plan 2018-2021

As outlined in our 2018-2021 [Corporate Management Plan](#), our first priority is to be one of the safest, most effective and compassionate health and social care organisations. Belfast Trust is the largest integrated Health and Social Care Trust in the United Kingdom, delivering care to a population of approximately 340,000 across the City. We provide the majority of regional specialist services across Northern Ireland including the Regional Trauma Centre. We have an annual budget of £1.3 billion and a workforce of over 20,000 staff (full time and part time). Belfast Trust also comprises the major teaching and training hospitals in Northern Ireland.

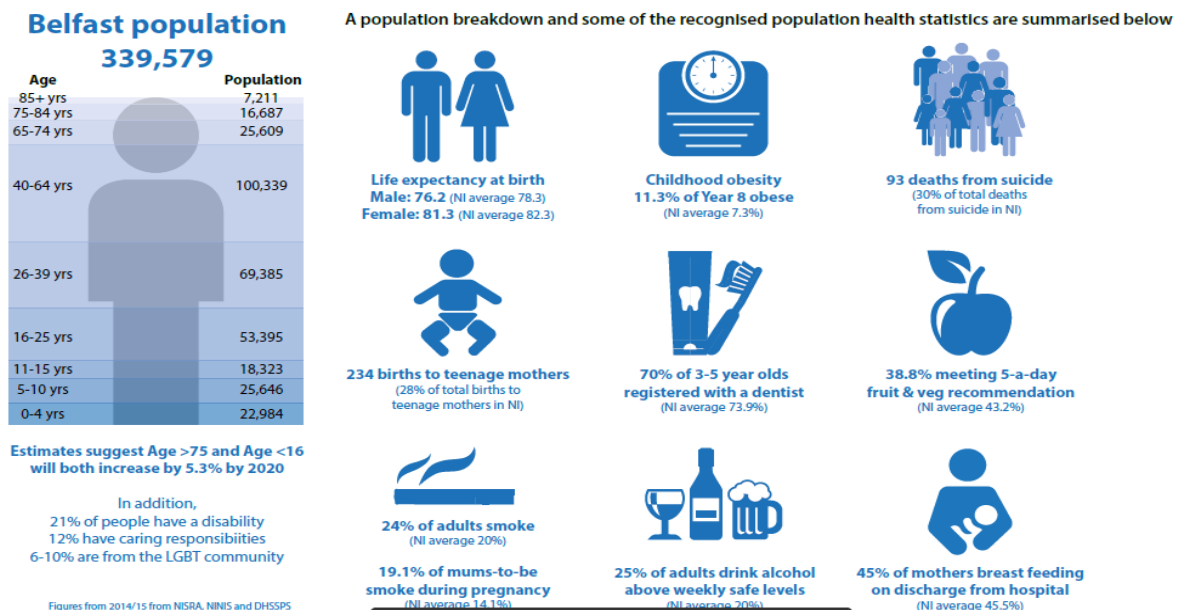
To depict the complexity of our organisation and the services we provide, the following shows a snapshot of Annual Activity:

Figure 1: Annual Activity

- 330,000 District Nurse Visits
- 7,500 people supported in their own homes
- Responsible for 350 children on the Child Protection Register, 750 Looked After Children and over 4,000 children and young people in need
- 160,000 + new attendances at Emergency Departments
- Care for 65,000 day case patients
- Care for 150,000 inpatients
- Care for 600,000 outpatients
- 15,000 critical care bed days
- 140 partnerships + over 1000 contracts with community, voluntary and private sector organisations
- Supported by 400 volunteers
- Our staff are supported in delivering care by over 40,000 family carers
- 7.8 million Laboratory test results processed annually

The following short film outlines some of the work that Belfast Trust undertakes: <https://www.youtube.com/watch?v=8Gv03uuSPjc&feature=youtu.be> Here are some of the key demographic statistics of population whom we serve:

Figure 2: Demographic statistics



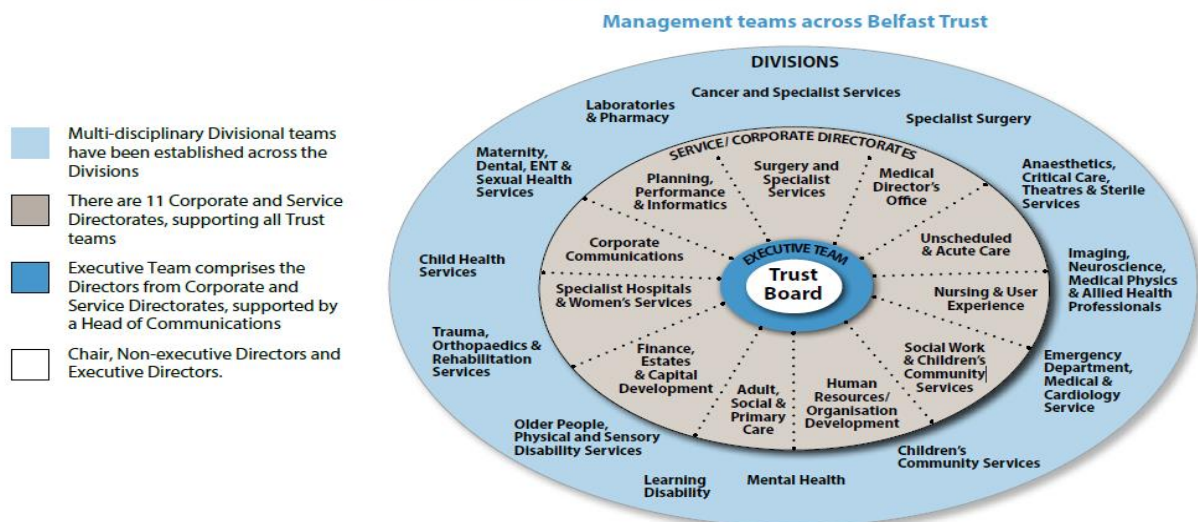
The Corporate Management Plan commits that by 2020/21, Belfast Trust will have made significant improvements in the four regional transformational priorities as identified in recent regional reviews:

1. Improving the health of the population
2. Improving the quality and experience of care
3. Ensuring the sustainability of the services delivered
4. Supporting and empowering our staff delivering health and social care services.

The Trust has recognised that in order to successfully deliver on these priorities that collective leadership is essential. This will mean everyone taking responsibility for the success of the organisation as a whole – not just for his or her own jobs or area. The new collective leadership arrangements have been embedded whereby Directorates are now organised into Divisions – each with divisional leadership teams that report to and are collectively accountable to the Director across all aspects of our corporate objectives in their Division.

Figure 3: Management Teams across Belfast Trust

Trust management teams work in partnership with our users, carers, volunteers, staff, trades unions and colleagues from across statutory, community and voluntary sectors. The teams outlined below make up the collective leadership arrangements in the Trust.



Belfast Trust has 5 corporate themes and objectives, which are:

- ✓ **Safety, Quality & Experience**
- ✓ **Service Delivery**
- ✓ **People & Culture**
- ✓ **Strategy & Partnerships**
- ✓ **Resources**

Statutory compliance and best practice equally underpin all of these objectives but have been explicitly referenced under the pillar of strategy and partnerships and very much in keeping with the ethos of co-production. We will continue to deliver in accordance with the commitments as set out in our Equality Scheme, our Equality Action Plan, our Disability Action Plan and our second generation Good relations strategy.

2. Relentless Focus on Quality Improvement

The Francis Report regarding Mid-Staffordshire called for a “promise to learn and a commitment to act whist Berwick said *“The most important change the NHS can make is it to become more than ever before, a system devoted to continual learning from top to bottom and end to end.”* Locally Donaldson found that in Northern Ireland that the Health and Social Care was *“no more or less safe than any other part of the UK or elsewhere but that we could be a beacon for patient safety”*. In response, Belfast Trust consolidated its approach to Quality Improvement and in 2017 we launched a Quality Improvement Strategy (2017 –2020) which outlines how we will create the conditions for the Belfast Trust to become a leader in providing safe, effective and compassionate care. The Trust also set up an multi-professional group called ImpACT (improving patient experience accessing care through teamwork) which was medically led, clinically collaborative and managerially supported. This different approach led to different conversations based on data and working together to effect improvements. The Trust recognised that 5 strategic conditions were required to become one of the most safe, effective and compassionate HSC Organisations as illustrated below:

Figure 4: Five Strategic Conditions



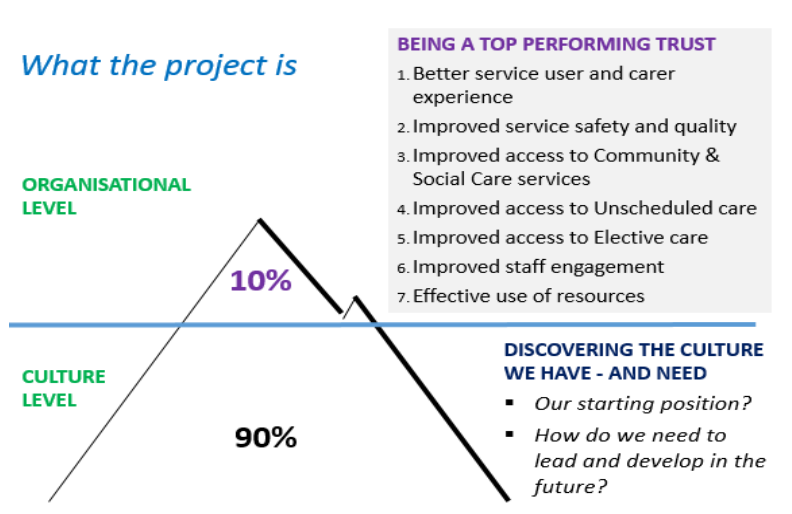
The Trust has agreed a focused programme of improvement work up to 2021 which will enable us to achieve our aim of being one of the safest, most effective and compassionate care delivery organisations. These are based around 3 priorities:

- (1) Right Care, Right Time, Right Place, Right Team
- (2) Real Time patient and service user feedback
- (3) Staff engagement and empowerment (Joy in Work).

3. Cultural Assessment across the Trust

Martin Dillon, Chief Executive of the Trust made the following commitment that *'Together we will transform our culture; a culture where everyone, regardless of role or function, is responsible for and accountable for improving safety. We'll create a community of authentic, humble, caring, compassionate and listening leaders at every level who engage, empower and enable staff to give of their best'*. The Trust acknowledged that to be in a stronger position to be a top performing Trust, that we would need to first establish what our cultural baseline was and what needs to be done to further develop, improve and transform it.

Figure 5: Cultural Baseline



A core cultural change team was established, comprising people from different directorates and specialities and from different levels of the organisation to examine and assess the elements that make up culture across the Trust.

These culture elements are:

- 1) Vision and values – *do we have a culture where everyone takes responsibility for work, has a shared vision, and lives our values*
- 2) Goals and performance – *do we all know what we are doing, and do we have the right information to do it*
- 3) Support and compassion – *do we treat each other and our patients, carers and service users in the right ways*

- 4) Learning and innovation – *do we have a culture where everyone takes responsibility for improving quality and sharing learning*
- 5) Teamwork – *do we work well within and across our teams, and with others outside our Trust.*

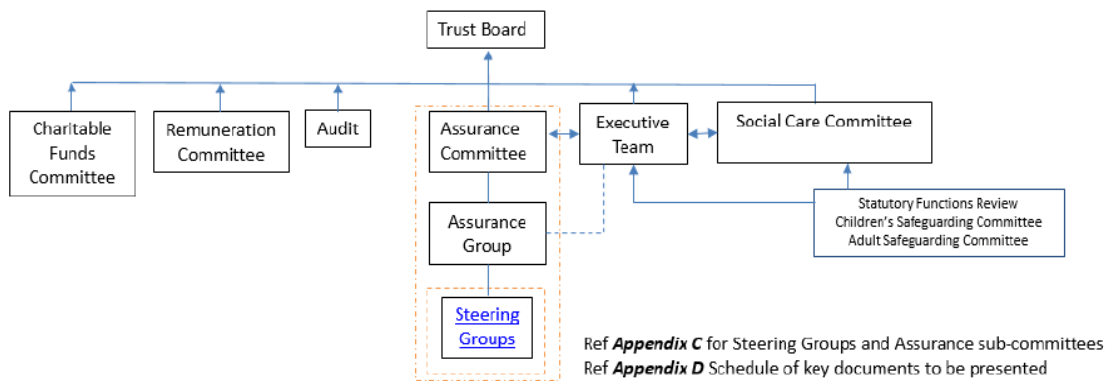
A myriad of tools was used to establish the cultural baseline including focus groups, online surveys, data analysis, benchmarking and face to face interviews with Non-Executive and Executive Team members. Within the process, the aspect of equality featured significantly in both the Vision and Values and Support and Compassion elements. At Executive team level, it was remarked that “***in terms of diversity and inclusivity, the significant work was identified as being on ‘the vanguard’***”. Both Trust Board and Executive Team members indicated that they felt assured by the reports in regard to progress with the equality agenda. In terms of suggested improvements in terms of support and compassion, there was a recommendation that the Trust do more to make the Section 75 assurance more outcome focused. One Board member welcomed that the Assurance Framework was refreshed, as it did not consider culture and diversity as much as it should. It was also suggested that more needs to be done to focus on workforce diversity. Results have been collated and are being analysed with a view to the cultural core team drawing up recommendations to help improve and transform the culture, where required.

4. Assurance and Accountability

Within this reporting period, the Trust has made changes within our assurance structures. A new steering group regarding Engagement, Partnership and Equality has been established. The role of the EPE Steering Group is to provide assurance to the Trust Board around the Trust’s activities in relation to engagement, partnership and equality of patients, clients, service users, carers and communities. Involvement of patients, clients, service users, carers and communities is a statutory requirement and makes an important contribution to the Trust’s overarching purpose, to improve health and wellbeing and reduce health inequalities. The Steering Group will ensure a strategically consistent approach to collaborative working to support the delivery of Belfast Trust corporate objectives.

Below depicts the Trust assurance and accountability organisational arrangements:

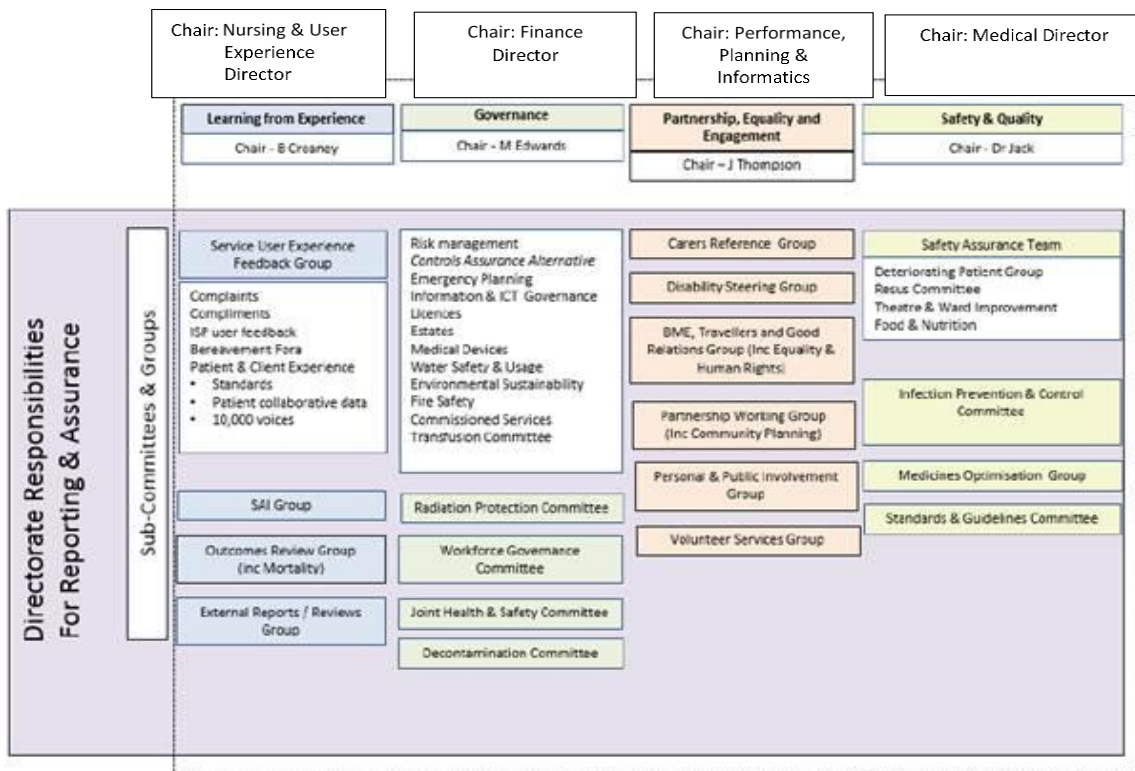
Figure 6: Trust assurance and accountability organisational arrangements



Five Corporate Themes				
Safety, Quality & Experience	Service Delivery	Strategy	People & Culture	Resources
Key Objectives				
Deliver Quality Improvement Plan 2017-2020, linked to Experience	Drive Improvement across elective care, unscheduled and community services	Develop and deliver strategic change with partners	Implement Collective Leadership and Culture Strategy	Build Infrastructure fit for purpose

The diagram below shows the steering groups and sub-committees within the framework – the Partnership, Equality and Engagement Steering Group receiving quarterly and annual reports in regard to Disability Steering Group, the newly formed Healthy Relations group (Comprising BME, Travellers and Good Relations) and information in regard to equality and human rights.

Figure 7: Directorate responsibilities for Reporting & Assurance



5. Disability Steering Group

The purpose of the Disability Steering Group is to oversee implementation of the Disability Action Plan and to work in partnership with representative organisations and individuals with disabilities to ensure that we fulfil and achieve best practice in our dual disability duties. Our disability duties are to promote positive attitudes towards disabled people and to ensure their full participation in public life. The [Disability Action Plan](#) represents an ambitious programme of work. We have successfully delivered on our actions within the Disability Action Plan for Year one (as detailed in Part B of this template) and hope to consolidate this work by further involving everyone in the steering group. We want to ensure that they all fully participate so that we can reinvigorate the work that we do and gather momentum to really improve outcomes and experience for people who are disabled. We have reviewed our Disability Action Plan and configured 4 new working groups to progress on the key disability-related priorities within the plan and across the Trust and to report into the Disability Steering Group. In keeping with [the Health and Wellbeing Delivering Together strategy](#), each sub-group would comprise 5-6 members who are internal and external to the Trust to maximise the co-production approach. Members who are external to the Trust will help to shape the work and lend their expertise and experience to the programme of work whilst internal members will be responsible for implementation of the work within the Trust.

Those working groups are Accessible Communication, Every Customer Counts, Supporting our Staff and Positive Action.

5.1 Accessible Communication

The concept of **Accessible Communication** has been a recurrent theme in terms of tackling inequalities and promoting inclusivity in all forms of our communication. The sub-group will focus on achieving:

- Disability equality training for Trust Board members (co-delivered)
- Securing a Trust Board named Disability Champion
- Development of an online portal with disability resources and best practice
- Work to scope the Accessible Information Standard that already exists in NHS England for adoption in NI
- Review how the Trust communicates and consults with people with disabilities
- Develop a 'How To' guidance regarding the production of Easy to Read formats
- More proactive provision of need to consider reasonable adjustments for service users
- Read and Write Software

5.2 Every Customer Counts

This is an initiative developed by the Equality Commission to help organisations to make their services more accessible and inclusive to all our service users, patients, visitors and carers. This is closely linked to our Trust vision where we aim to be one of the safest, most effective and compassionate HSC organisations by 2020. It is also in keeping with our values of respect and dignity.

The Equality Commission have developed a [self audit tool](#) which the sub-group could use to evaluate how accessible our services are. The sub- group has had its initial meeting and are in consensus that it would be more feasible to undertake this audit in a number of areas in the first instance and then mainstream and roll out good practice across the sites.

5.3 Supporting our Staff

This sub group focuses on ensuring that staff with disabilities feel empowered and supported to do their job. It will also raise awareness of the need to consider reasonable adjustments for staff with a disability. The Trust has been awarded an Employer of Excellence by Employers Forum for Disability and is keen to maintain this accreditation and to promote best practice. The Trust is mindful of the significant under-declaration of staff that they have a disability and will work to encourage people to be open about a disability so that they can be feel supported, valued and able to achieve their maximum potential.

5.4 Positive Action

The positive action group is to continue on the success of the employability programme within Patient and Client Support Services for young adults with learning disabilities.

The purpose of this group is:

- To promote development of Positive Action programmes
- To oversee and coordinate Positive Action programmes across Trust
- To provide expertise and advice
- To establish a baseline of employability measures and to monitor activity across Trust
- To develop good practice guidance



5.4.1 Success of Positive Action initiatives

The Trust has developed a number of Positive Action initiatives in line with various legislative requirements over the past number of years. Initially within Mental Health services six staff were recruited through Positive Action initiatives under the Exemplar Employer scheme – these posts included Occupational Therapy Assistant posts, Administrative posts, Residential Support Worker and Community Support Worker roles. The staff employed within these roles had no requirement to share their lived

experience of Mental Health services to other staff or service users. A number of the staff originally employed in these roles have successfully completed social work training and nurse training.

5.4.2 Peer Support Worker in Mental Health

The Peer Support Worker (PSW) role was borne from this initiative, where people with lived experience of MH services are employed within MH services and use their personal experience to support services users on their journey of recovery. There are currently PSW posts in each of the four community mental health teams and one in the self-harm team. The Trust is currently recruiting to six more posts, four of which will be based in the new Acute Mental Health Inpatient unit opening later this year and two as part of the MH Home Treatment Team.

5.4.3 Recovery College

The Recovery College delivers a wide range of free courses that are available for anyone with an interest in mental health and wellbeing including: service users, family members and staff. It has also developed a Positive Action initiative through the recruitment of both B5 Senior Peer Educators and a Project Lead and some Peer Educators at B4 level. Funding for some of these posts has been through CAWT money (Co-operation & Working Together). Creating and delivering courses together using the combined expertise of mental health professionals and peer educators with real life experience, breaks down traditional barriers and allows people to learn together to inspire hope, opportunity and control in an individual's personal recovery journey.

5.4.4 Employability Programme for adults with learning disabilities

More recently within Learning Disability, the Positive Action Employability Programme offers adults with learning disabilities the opportunity to secure paid, permanent jobs within PCSS across the Trust. The programme was run in partnership with a number of Trust Departments, Adult Learning Disability Day Services, PCSS, Trade Unions and Human Resources. The 14 week training programme commenced which in September 2018 was based at Elliot Dynes PCSS Training department.

Belfast Metropolitan College was pivotal in the delivery of the programme with the support of PCSS staff. Throughout the programme the trainees underwent continual assessment and feedback supported by their Tutor, PCSS staff and their Employment Support Officers.

9 trainees graduated from the Programme and are now in paid employment in posts within Patient & Client Support services across the Trust. The graduation took place in Riddell Hall on 10th December and family, friends and their new workplace colleagues joined the graduates. The Chief Commissioner of the Equality Commission, Dr Michael Wardlow and the Trust's Chair Peter McNaney were there to extend their congratulations, present the certificates, and talk about the importance of this work.

This brief video clip shows the impact that this programme had for these individuals and their families and how they are making such a valuable contribution within the Belfast Trust.

<https://vimeo.com/escbelfast/review/305966566/f9a3a864cd>



Showcasing Best Practice

The programme has recently been reviewed and the Trust will participate in the International Job Shadow Day for People with Disabilities on 16 May 2019.

This innovative programme has already been successful in obtaining two awards, firstly the HPMA NI 'Innovation in HR' Award and secondly, Legal Island Equality and Diversity, 'Best Disability Initiative in Northern Ireland' Award. Overall, the awards gave a wonderful opportunity for sharing best practice in mainstreaming employment equality and diversity and they acknowledge the efforts of the Trust to be one of the safest, most effective and compassionate health and social care organisations.



6. Regional Gender Identity and Expression Policy

The Trust continues to collaborate with our regional Trust colleagues in delivering best practice. The Regional Gender Identity and Expression Policy has been approved by HR Directors and is progressing for adoption by HSC organisations. To aid with the effective application of this new policy the Task and Finish Group brought the following supplementary guidance to fruition during the current reporting period 2018/19:

- Gender Identity HR staff Guidance
- Gender Identity Individual Guidance

- Gender Identity Line Manager Guidance
- Gender Identity Recruitment and Selection Guidance

The task and finish group will continue to review the outworking of the Policy and Guidance drawing on operational experience.

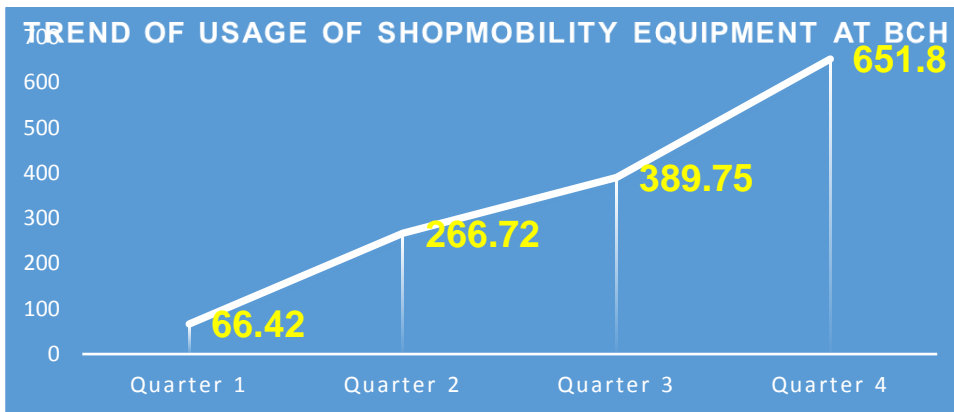
7. Shopmobility

The Trust is committed to the provision of safe, effective and compassionate services and this includes the core principle that our services and facilities should be accessible to everyone. An additional Shopmobility Service has been provided at the Belfast City Hospital from May 2019 – to complement provision at the Royal Group of hospitals. Monica Wilson, member of the Disability Steering Group said at the launch of the service on the City site said the development of the service recognised the right of people with restricted mobility to be able to visit the hospital and attend appointments comfortably and independently. The Chief Commissioner at the Equality Commission NI, Michael Wardlow, welcomed the new service saying that it was ‘an illustration of the Trust’s commitment to ensuring that people with disabilities had equality of access to services’. A highlight of the launch was the energetic harmonies provided by ‘Equal Notes’. Equal Notes is a community choir for adults with learning disabilities in Belfast. The choir is one of many day opportunities supported by Belfast Trust. Shopmobility offers a ‘Meet and Greet’ service with staff and volunteers trained also as ‘Sighted Guides’ (to accompany patients and visitors, who are blind or have partial sight loss, to their destination).



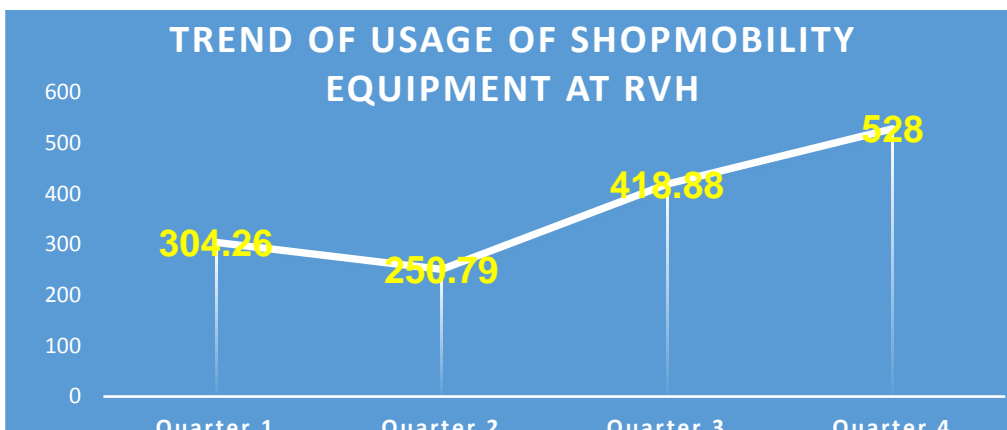
The diagram below shows the annual uptake of the service in hours at the BCH site between May 2018- March 2019. It should be noted that quarter 1 only equated to 2 months as the service was not fully operational until May 2018. The cumulative total was **1374.69**.

Figure 8: Annual uptake of Shopmobility Service at BCH



The diagram below shows the annual uptake of the service at the Royal Group of Hospitals in hours. Usage of the service has grown over the reporting period with a predictable dip in quarter 2 over the summer months. The cumulative total of hours is **1501.93**.

Figure 9: Annual uptake of Shopmobility Service at RVH



The hours of usage show that despite being a newly provided service at BCH, that service users, visitors and carers are making use of the service almost as much as the one at the Royal which has been there for 11 years. The Trust and Shopmobility work in partnership to oversee operation and promotion of the service and have developed a film clip to explain what the service is and how to access it at BCH and the RVH. This will be featured on Youtube and on the Trust's website.

The Trust's Non Executive and Executive Team members undertake regular visits to different services and wards to see work on the ground and to thank staff for providing safe, effective and compassionate care to service users, patients and one another. Pictured below is the Trust CE meeting John at Shopmobility in the Royal Group of Hospitals.



8. Regional Physical and Sensory Disability Strategy (2012-2018)

The strategy purpose was to improve outcomes, services and support for people in Northern Ireland who have a physical, communication or sensory disability. The end of the Regional and Physical and Sensory Disability Strategy was marked by a celebration on 3rd December 2018, on International Day of Persons with a Disability. The [Making Communication Accessible](#) guidance was featured as one of the positive outworkings of the strategy. Another commitment is to establish a Regional HSC Disability Forum to ensure that there is a strategic focus on the health and social care needs of people with a disability.



9. New Acute Mental Health Inpatient Centre will open in Summer 2019

The new Acute Mental Health Inpatient Centre at the Belfast City Hospital site has been under development in a spacious, modern single storey building. This unit will replace provision of acute mental health inpatients from wards on Knockbracken, the Mater Hospital and former Windsor House. The five main wards will have rooms around a garden with bedrooms on three sides of the garden and social facilities on the other. This arrangement of wards focuses patients on the generous garden space at the heart of each ward and this itself becomes a major facility for the patients to use.

Individual rooms also benefit from having their own inclined roofs and the entire building is serviced by a first floor services zone. The wards currently consist of male, female, mixed, psychiatry of old age and a psychiatric intensive care unit.



This is a significant service improvement and is in accordance with the Bamford vision that Mental Health services should be provided on a District General Hospital site with a clear move away from distinct and remote facilities. The modern facility will allow practical working with service users and their families towards recovery in a specially designed therapeutic environment. A lot of work has been put into the design of the new building to achieve the best experience for patients, their families, carers and staff. Bedrooms have been co-designed by staff and over 300 patients, the extensive gardens, water features and courtyards will ensure outdoor spaces will be ‘a positive space for healing’ and It is hoped there will be training and development opportunities for service users within the everyday running of the café.

10. Sign Language Interpreting

A Regional Communication Support Service (RCSS) Steering Group continues to take forward the recommendations of the Health and Social Care Board (HSCB) review of communication support services for people who are deaf or hard of hearing. Communication Support Services include:

1. British Sign Language (BSL)/Irish Sign Language (ISL) interpreting for those who use BSL/ISL as their first language
2. Lip Speaking/Electronic note taking for People who are Hard of Hearing
3. Specialist interpreting services for deafblind people.

Much engagement and consultation has taken place during this reporting period with Sign Language users, interpreters and the relevant voluntary and community organisations in preparation for a change to the service.

As recommended a regional (throughout NI) service will be provided by the HSCB’s Business Service Organisation (BSO). It is anticipated the regional service will be operational during 2019/20.



11. Read and Write Software

Committed to investing in our people, Belfast Trust renewed its license for all staff to access the literacy software Read & Write.

As the only Trust in NI to invest in the software we are leading the way in recognising that we have a diverse workforce which can require support with reading or writing either because of a disability such as dyslexia, visual impairment or mental health or because English is not a person's first language.

In addition, we now have developed an infrastructure that permits staff to access the software without having to disclose their support needs which means that support (reasonable adjustments) is more timely and disclosure anxieties no longer are a barrier to accessing support.

To date, approximately 100 staff from across the Trust have used the software including staff from Community and Acute sites, Administrators, Social Workers, Technicians and Nurses. One staff member stated that ***“his working life has been transformed by the software”***. The software functionality also supports some staff to make reasonable adjustments for service users in terms of more inclusive communication as it can make mp3, audio files and easy read formats.

For 19/20 the Equality & Planning team aims to deliver a focused dissemination and awareness strategy including focus groups, briefings etc in order that there is increased awareness and use of the software by staff.

12. Underexposed: LGBT awareness week 2018



Monday 14th May marked the beginning of LGBT Awareness Week 2018 – the theme of which was Visibility. The purpose of the week was to bring visibility and awareness to LGBT people and their families in Northern Ireland. To mark the occasion, Belfast Trust hosted a photographic exhibition entitled Underexposed in the foyer of the main

hospital within the Royal Victoria. The exhibition included images that reflect the unseen aspect of Lesbian, Gay, Bisexual and Trans life and has been compiled BY Belfast Exposed and the Queerspace Collective. The aim of this exhibition is to challenge perceptions and celebrate the diversity of our community.

The following excerpt was featured on the Trust intranet site for all staff to learn about the artwork and the inequalities that members of the LGBT community can face.

The Trust, as a service provider and employer, is committed to promoting visibility and accessibility for everyone – regardless of their gender or sexual orientation. Unwittingly it can be easy to err on the side of heterosexism – wherein we assume that being heterosexual is the norm. Yet between 6-10% of our population are estimated to be LGBT so that means that there are around 2,000 members of staff who identify as being LGBT and 34,000 of the population that we serve.

Research shows that people who are LGBT can experience this invisibility through heterosexism- they can experience violence, discrimination and prejudice throughout their lives. These experiences of intolerance can impact negatively on their emotional health and wellbeing. As a Trust tasked with improving health and care and with a vision of being one of the safest, most effective and compassionate health and social care organisations, could each and every one of us take time this week to reflect:

Do we do enough to be inclusive, to make our services responsive?

Or to make all our functions accessible and sensitive to the needs of members of the LGBT community within the population that we serve or who work alongside us?

Or simply could I do more to make a difference and improve the experience of potentially up to 1/10th of the people that I meet?

13. Promotion of Good Relations

The Trust continues to work collaboratively with strategic partners to help to make Belfast a place that is compassionate, safe and welcoming to everyone. The Together Building a United Community Strategy, Making Life Better Strategy and the Community Planning arrangements consolidate the strategic platform for us to work collectively to deal with inequalities, which may arise from division and segregation and impact on people and our ability to deliver effective public services. The Trust continues to be a member of the Shared City Partnership and shares many key priorities in terms of the promotion of good relations. The Trust will continue to implement the 5 year action plan from its Healthy Relations for a Healthy Future strategy. 20 years have passed since the signing of the Good Friday Agreement and it remains incumbent upon us as a sizeable employer and largest Trust in the UK to be exemplar in our efforts to promote good relations. Details of progress during this reporting period are provided below:

13.1 Good Relations intrinsic to safety and quality agenda

The Trust is mindful of the need to mainstream equality, good relations, disability and good relations considerations into its everyday business – in all facets of its work from service provision to its procurement to recruitment and employment of its staff. The Trust has a significant focus on Safety and Quality and the months of March and September are used to specifically shine a light on Safety and Quality Improvement initiatives with **March to Safety** and **Safetember**.

Within its second generation [Good Relations strategy](#), the Trust highlights the importance of provision of accessible services in shared spaces in an environment where everyone is valued, respected and treated with dignity and feel safe and comfortable accessing all Trust services irrespective of race, religion, belief or political opinion

Therefore, during this reporting period and to coincide with **Safetember**, the Trust celebrated Good Relations week and organised various activities to mark Good Relations week in September.

The Trust's Artscare team encouraged staff and service users to participate in an initiative to create a 'River of Hope'.



The theme for this year's Good Relations Week was 'Then, Now... Next? - a reflection on how far we have come and our ideas about what we should do next, 20 years after the Belfast/Good Friday Agreement'.

The River of Hope Initiative gave staff, patients and service users the opportunity to reflect on their aspirations and hopes for the future by writing it down on a boat that will sail on the 'River of Hope'. Patients in the newly built Acute Mental health Inpatient Unit at BCH will also get the opportunity to illustrate their hope for the future on the 'River of Hope'. When this work of art is finished, it will be displayed in the new Acute Mental Health inpatient unit.



Patients, carers and staff also welcomed joyful singing by kids from Blythefield School of Sanctuary who performed as part of the Trust celebrations for the week. Blythefield Primary was the first School of Sanctuary in Northern Ireland and welcomes children from a range of diverse backgrounds.

Photographs from the Belonging exhibition were also displayed in the foyer of the Royal Victoria Hospital featuring different people, who had migrated to Northern Ireland. Each held an object, which illustrated their journey. The artwork proved a great source of interest and pleasure for passers-by who came to view the photographic exhibition and remarked on the beauty of the diversity therein. Everyone's story is different and it prompts people to talk about our increasing cultural diversity.



14. Equality Screening Masterclass during March to Safety

In March 2019, the Trust used the March to Safety event to convene a masterclass in equality screening – supporting the premise that equality screening tools are key to informed, inclusive and quality decision making.

To Be One Of The Safest Most Effective & Compassionate HSC Organisations

EQUALITY SCREENING MASTERCLASS

Master class will cover:

- How to practically assess your policy or change in service and therein improve quality of your decision making.
- PLUS Screening Clinic!!!**
Practical examples of good practice screening. Please bring along any screenings you wish to complete on the day.

Book your space
By contacting:
deirdre.donaghy@belfasttrust.hscni.net

Belfast Trust has a legislative duty to consider the equality impact of new & revised strategies, plans and policies. This is not simply a legal Requirement but helps to improve decision making and ensure inclusivity from the outset. This masterclass is designed for Divisional Representatives & Policymakers to consider the likely equality impacts of their proposed decisions on service users, staff & visitors.

Are you accountable for screening New or Existing Services / Proposals / Service Changes / Relocations??

This masterclass is essential for you to demystify the process & build it in to your every day work.

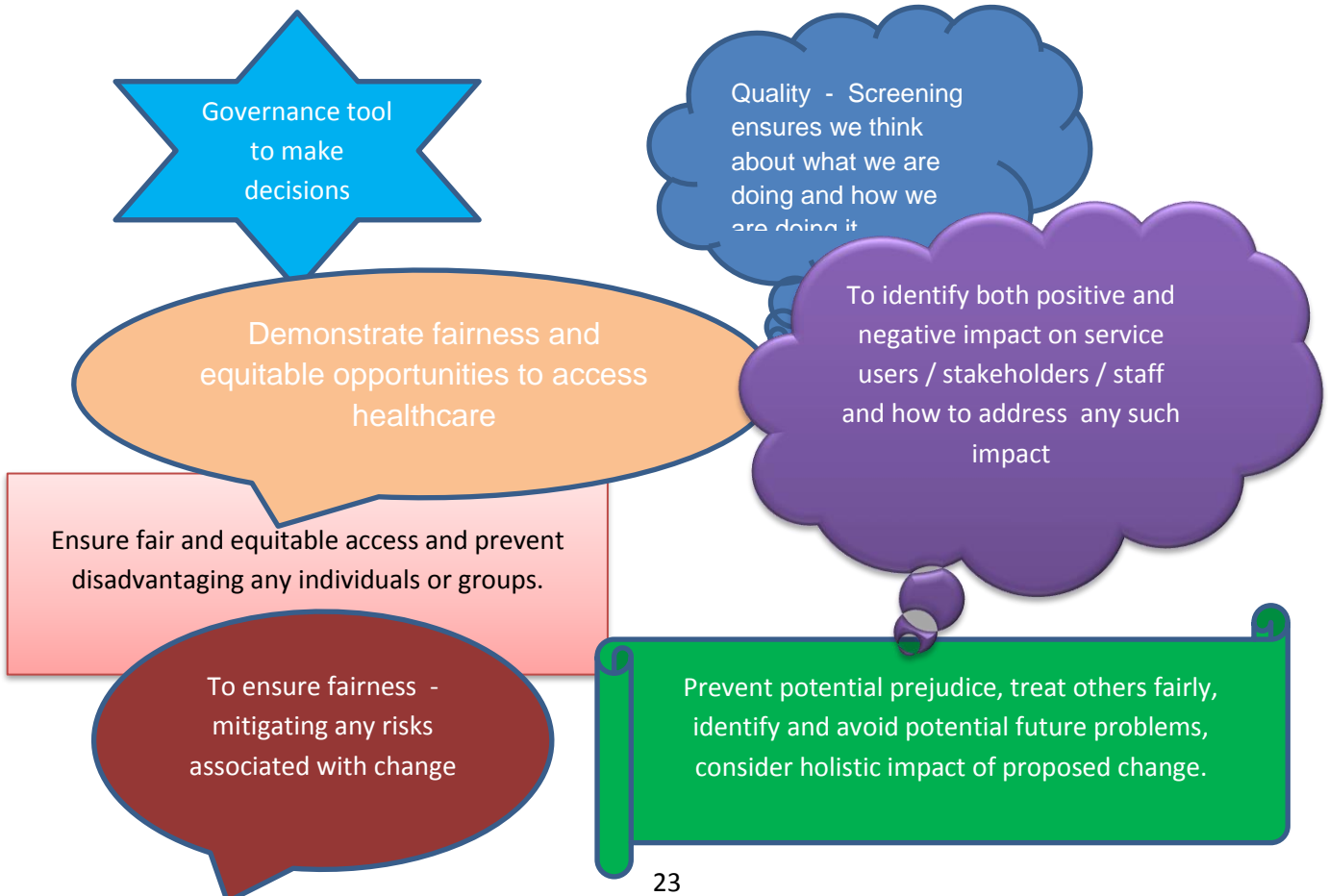
Thursday 21st March 9.30am—12.00pm Boardroom, A Floor, BCH

safety & quality **HSC** Belfast Health and Social Care Trust



This masterclass was extremely well attended and 35 senior managers and policymakers from a range of specialities and backgrounds came along to learn more about screening and how to build it into their everyday business. The aim of the workshop was to debunk any myths about screening being problematic, laborious or additional work. The Equality and Planning team also used the workshop to test out the concept of a screening toolkit to act as an aide memoire and reference guide for people undertaking screening. People were genuinely engaged in the process and helped to shape the contents and format of such a screening. Feedback from the event was favourable – the following provides a snapshot of what people understood the application of effective screening could yield:

Figure 10: Feedback from event



15. Services for BME, Asylum Seekers and Refugees.

Trust staff were invited to a Belfast City of Sanctuary seminar to outline the services and initiatives provided by the Trust aimed and improving access to health and social care for BME communities, asylum seekers and refugees. Staff from Human Resources, Community Development and Equality took the opportunity to describe initiatives that the Trust undertake to ensure its services are inclusive and accessible to BME communities as well as asylum seekers and



refugees. Human resources personnel outlined the Trust International Recruitment Scheme; an ongoing initiative in which the Trust outreaches world-wide to countries such as India, Italy, Greece and the

Philippines to recruit staff. Last year the Trust, UNISON and Department of Health collaborated to support Refugee and Asylum Seeker Health Professionals to identify asylum and refugee qualified professionals in Northern Ireland who are qualified in medical, nursing and other allied health professions. They looked at the barriers regarding registering and being able to practice in Northern Ireland. UNISON, Belfast HSC Trust and the Department of Health worked as a partnership to support them to contribute in Northern Ireland as health professionals.

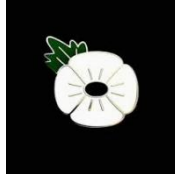


Trust staff also highlighted other projects such as the BME Cultural Competence in Mental Health Tool Kit, BME Older Peoples Project, Trust Mandatory Equality, Good relations and Human Rights training, the Trust Syrian Project and the Inpatient Welcome Pack developed in 18 languages.

16. Workplace policy on wearing poppies

During this reporting period, the Regional Employment Equality Network has revised the current regional policy to extend current guidance to permit the display of all 3 poppies in the workplace, subject to the general caveat as set out in the Equality Commission for Northern Ireland's (ECNI) guidance. that '*when these and other marks of identity are displayed with decorum (and, if appropriate, during the designated time) and with a sense of due proportion then they are unlikely to create or sustain a hostile environment*'.

HSC Trusts, NI Ambulance Service (NIAS) and Business Services Organisation (BSO) are in support of the recommendation to permit the display of all 3 poppies.



This policy provides clarity for staff and management on the appropriate display of either a red, white or shamrock poppy or all three. It sets out how marks of remembrance in the workplace can be respectfully undertaken to promote and maintain a good and harmonious working environment for all staff. Before deciding to develop the policy, the network consulted with staff, Trade Unions and the Equality Commission for Northern Ireland. It is believed that this policy will help to promote equality of opportunity and good relations. The outworkings of the policy will be closely monitored and kept under review in the interests of maintain a good harmonious working environment.

17. Domestic & Sexual Abuse or Violence workplace policy and support service

The Trust introduced a domestic abuse in the workplace policy and support service for staff in December 2008. Since then, the [regional strategy](#) has been changed to encompass both domestic and sexual violence and abuse. A regional group was established in 2018 to develop best practice in developing a domestic and sexual violence policy in the workplace. This group comprised representatives from the Department of Health, Department of Justice, Belfast HSC Trust, NIPSA, ICTU, Unison, Women's Aid, Nexus, NICRE and Victim Support. [The guidance](#) was developed in partnership with key stakeholders to provide advice on how employers across the public, private, voluntary and community sectors can develop increased awareness and more effective responses to domestic and sexual violence and abuse, for the benefit of all staff.



Belfast Trust has amended its workplace policy and the scope of its support service to reflect the regional strategy and guidance to incorporate both domestic and sexual violence and abuse. The Trust and Trade Union colleagues formally launched the policy and support service on International Human Rights day on 10th December 2018, which also marked a decade of having the policy and support service in situ.

The Trust was delighted to welcome Professor Monica McWilliams and Kelly Andrews, CEO of Women’s Aid, and Helena Bracken of Nexus as guests and keynote speakers at the 10th anniversary. The Trust Chief Executive presented Support officers with certificates to acknowledge the voluntary but vital nature of their role. The Trust hopes to work with other HSC Trusts to adopt a regionally consistent workplace policy in regard to domestic and sexual violence.



CARING TOGETHER IN BELFAST



18. Carers Scoping work

Belfast Trust has its own [Carers Strategy](#) and has undertaken a scoping exercise during this reporting period, with the following aims:

- To scope the infrastructure of carer support and carer involvement current in the programmes of care across the Belfast Health and Social Care Trust. It is hoped that this will provide an umbrella view of how BHSC is working with carers.

- From the review of the carers scoping work, we will be able to make recommendations on how the current infrastructure, culture and approach to carer support can be further developed to enable the delivery of the 2017 – 2020 Caring Together in Belfast Carers Strategy.
- Based on the findings of the review, programmes of care will be able to identify actions to raise the carer agenda within across services.

This is being co-ordinated by an external, independent consultant and working under each of the 4 priorities of the current BHSCT carers strategy:

1. Reaching carers of all ages
2. Developing carer support pathways
3. Supporting carer health and well-being
4. Communicating and Involving Carers

We will connect with service relevant leads under each Programme of Care (POC) to scope information provision and accessibility, carer pathway and support, respite, support and other community and voluntary organisations and engagement.

19. Improving Health and Wellbeing of our staff

Belfast Trust were invited to present on their support for staff in regard to Mental Health in Unison on 17th May 2018. The Trust has taken proactive measures to promote the mental wellbeing of their staff in recognition of the fact that between 1st April 2017 – 31st March 2018: 29% of all sickness absence hours lost were owing to Mental Health issues. The Trust fully acknowledges that our people are our greatest asset and we would be unable to deliver without their engagement, professionalism, care and commitment. As a large employer, we see the clear business benefits of valuing and investing in our staff by developing an overarching b well, health & wellbeing strategy aligned to our People & Quality Improvement Strategies, aimed at actively promoting health and wellbeing. Healthy, engaged staff directly improve patient outcomes. In terms of attraction and recruiting new talent, we compete against a range of other private employers and also, HSC Trusts in NI and we seek to become the employer of choice for new recruits and to be the primary choice for attracting high calibre talent. We are also committed to retaining those long serving staff whose skills and experience are key to our success. Here is a selection of what we offer to our staff:

Figure 11: What we offer to our staff



Our [b well](#) Health and Wellbeing Strategy & Action Plan supports the Trust’s People Strategy of “caring, supporting, improving, together”, where our people are at the core of everything we do for the benefit of the communities we serve.

While absenteeism and presenteeism are important elements of our case for action in an employee health and wellbeing strategy, they are not and cannot be the main drivers. The focus of the BHSCT Health and Wellbeing Strategy is to inspire staff to become champions of their own wellbeing, via awareness raising, behaviour modelling and availability of resources. Over time, it is anticipated that this will deliver positive results on the overall health of the workforce, as well as the benefits derived from greater engagement with staff as a result of our health and wellbeing agenda, which will contribute to a more productive, engaged and happier workforce.

As part of bwell and the Here 4 U learning series the following sessions were held:

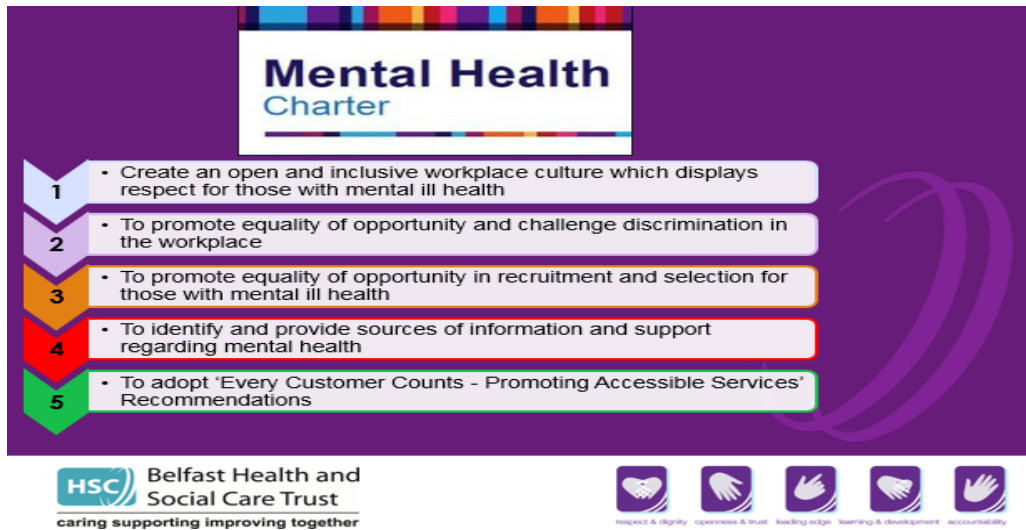
- Two sessions on Chronic Pain held on 5 October 2018 attended by 22 staff.
- Type 2 diabetes awareness session on 29 October 2018 attended by 30 staff
- Financial wellbeing on 8 November 2018 attended by 18 staff
- Getting a good night’s sleep on 23 January 2019
- Three sessions facilitated by Advice Space (formerly Citizen’s Advice) attended by 26 staff

20. Health fairs

7 Health fairs have been attended by over 400 staff during this reporting period.

The Trust had already signed up the Mental Health Charter for staff in November 2017, which other HSC Trusts signed on 31st January 2019.

Figure 12: Mental Health Charter



21. Regional Disability Toolkit

A Regional Tool kit has been developed 2018/9 for Managers and Employees to increase understanding of the DDA 1995 and to further promote the effective application of the Disability Discrimination Act in the workplace. The Tool Kit aims to promote greater understanding and staff awareness of the Disability Duties.

These draft resources draw upon the Equality Commission for NI's Disability Code of Practice – 'Disability and Occupation', case law, best practice together with practical working experience.

In addition to the interactive Tool Kit for staff and managers other resources developed include:

- Regional Disability Equality Policy
- Regional Staff Disability Etiquette Booklet
- Regional Staff information leaflet 'Should I Disclose to My Employer that I Have a Disability'

This resource will be disseminated widely across the region in the interest of extending and promoting best practice.

22. Investors in People



The Belfast HSC Trust has been accredited three times by IIP (2010, 2013 and 2016). The Trust has embarked on an assessment process under the new IIP Generation VI Standard which has the three principles of Leading, Supporting & Improving. The Belfast Trust aims to attain at least 'established' across all nine indicators which would be an overall Silver accreditation. At the centre of the Standard is the Organisation's Ambition – this includes the Trust's vision (safe, compassionate and high quality) and aim (top 20%) but also the ambition for leading, supporting and improving its staff.

In May, a mock assessment took place in which 294 staff were interviewed (1.4% of the Trust's headcount) by a total of 52 Mock Assessors comprised of trained Trust staff. This informed the People & Culture plans across the organisation in the lead-into for the Online Assessment and Face-to-Face meetings with external assessors in the latter half of the year.



In November, 4,150 responses were received for the IIP Online Assessment (20% of the organisation), the results of which are due to be released with the overall outcome report in May 2019. In February, the external Assessors met with Executive Team for a full day and received the IIP Storyboard of evidence as to how the Trust meets the Generation VI Standard. The assessors also were invited to presentations from each directorate as to the key people and culture issues in their areas. In March, the Assessors are due to meet with 440 staff across the organisation. The final outcome report is due in early May 2019.

The Assessment in numbers:

4,150 Online survey responses

440 Meetings with staff

11 Directorates

6 weeks on-site



23. Belfast Trust Childcare Scheme

Now in their 11th year, the Improving Working Lives team, supported the running of summer schemes over 4 sites. During the 7 week period care was provided for 472 children / 287 families. 97% of participating families rated the scheme highly and 91% indicated that they could work their normal hours throughout the summer period.

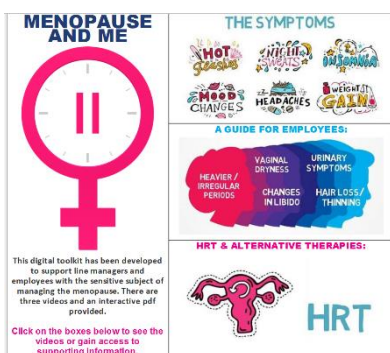
A further Childcare Scheme was provided during the Halloween period. In total 49 children attended the scheme from 29 October – 2 November 2018 and 27 families were accommodated. 100% of parents who used the scheme rated it highly and 100% of Parents confirmed that providing a Halloween Childcare Scheme enabled them to balance their work and family more effectively.

24. Café Menopause

Café menopause was an innovative approach to create an environment whereby all colleagues can discuss menopause openly and share their experiences. Two events were held for staff on 14 January 2019 in BCH and 02 April 2019 in RVH.

25. Menopause Toolkit

We have developed in partnership with Business in the Community NI, a new and innovative Menopause Toolkit which is a useful on-line resource for both Managers and Staff in understanding all matters related to the menopause and managing symptoms during work. The Toolkit is also a great resource for signposting individuals to additional sources of support and guidance.



26. Framework for staff with a caring role

At some time in our lives, any one of us may be a carer or need someone close to us to support us with our everyday living. This often happens unexpectedly, for example as the result of an accident or sudden illness. It is also important to remember that carers come from all walks of life and are a very diverse group. We have developed this Carers' Framework to support us in building on our progress to date and develop a more integrated approach to supporting and enabling our staff with caring commitments to remain in work whilst simultaneously safeguarding their health and wellbeing. The launch of the Carers' Framework was on 31 January 2019.



The Trust continues to promote work life balance options to all staff. During 2018-19 1491 applications were received with an 74% approval rate. Managing WLB requests is a key theme in our mandatory equality training and is incorporated into our new e-learning programme. The Trust has developed a series of podcasts showcasing WLB practically enhancing employees' lives.

Over 1000 Trust staff currently avail of childcare vouchers.

27. Pathway for Supporting Staff with a Mental Health Condition



The Pathway for Supporting Staff with a Mental Health Condition was developed as a guide to support staff who are experiencing mental health difficulties. This is a useful resource for Managers on how they can support their staff and signpost them to the range of assistance available both internally and externally.

Section 2:

Progress on Equality Scheme commitments and action plans/measures:

Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2018-19 (or append the plan with progress/examples identified).

Full detail in regard to progress on the Trust Equality Action Plan is appended for ease of reference (Appendix 1)

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 reporting period? (*tick one box only*)

Yes No (go to Q.4) Not applicable (go to Q.4)

Please provide any details and examples:

3.1 Provision of reasonable adjustment: the corporate policy template has been amended to include a checklist detailing equality screening, rural impact assessment, and the need to explicitly cite reasonable adjustment – this was in response to a case where a reasonable adjustment had been not been considered in service provision. The Trust met with the Equality Commission and arranged a series of actions to avoid a recurrence – 800 staff trained in disability awareness in addition to their mandatory equality training. A change to the policy template to include reasonable adjustment in all Trust policies, The production and dissemination of learning letters.

3.2 Management of patients treated with clozapine who smoke and are admitted to inpatient units following the implementation of the hospital smoke-free policy: accessible information via introduction of an Easy Read booklet :

3.3 Financial Support Policy : Changes to policy wording to ensure clarity for staff to make every effort to ensure that respect for equality of opportunity, good relations and human rights, is part of their day to day work and is incorporated and reflected as an integral part of actions and decision making processes.

3.4 Proposal to temporarily transfer regional provision of perinatal paediatric pathology service from Belfast HSC Trust to Alder Hey Children's NHS Foundation Trust : Translation of relevant Consent to Post Mortem information into the top 10 most popular languages in Northern Ireland. The screening was also a useful process in drawing out the explicit consideration of religious and cultural norms by staff

3.5 Procurement Tier 3 Children Services: More engagement with key stakeholders / more explicit reference to equality duties in procurement documentation

3.6 Nurse Led service for patients with testicular cancer : Wording in policy added such that there is explicit is a commitment to inclusive communication with patients.

3.7 Human Rights training to Nephrology staff: The Equality and Planning Team delivered team delivered bespoke human rights training to approximately 25 senior clinical Nephrology and Transplant staff in BCH on 7th February 2019. The session focused on the principles of human rights with particular reference to the issue of consent and adopting a human rights based approach to service delivery.

3a With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

- Accessible information via easyread booklet
- More equity and inclusivity in decision making
- Inclusive communication
- Explicit reference in the corporate policy template to consideration of reasonable adjustments – better access to services for service users with a disability and mainstreaming of provision of reasonable adjustments

3b What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

As a result of the organisation's screening of a policy (please give details):

Temporary relocation of Perinatal pathology: Translation of consent to post mortem information into top 10 languages

As a result of what was identified through the EQIA and consultation exercise *(please give details)*:

N/A no formal consultation or EQIA during this reporting period

As a result of analysis from monitoring the impact (please give details):

In terms of the impact of the failure to make a reasonable adjustment in service provision and learning and development, the Trust has taken steps to ensure that this is an opportunity to improve by amending the policy template, providing tailored training and sharing of relevant learning letters.

As a result of changes to access to information and services (please specify and give details):

Production of guidance re: Pathway for Supporting Staff with a Mental Health Condition – recognition of the prevalence of mental health conditions that our staff experience, it is vitally important to equip managers, colleagues and staff with advice on how to sensitively support the individual

Other *(please specify and give details)*:

Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2018-19 reporting period? *(tick one box only)*
- Yes, organisation wide
 - Yes, some departments/jobs
 - No, this is not an Equality Scheme commitment
 - No, this is scheduled for later in the Equality Scheme, or has already been done
 - Not applicable

Please provide any details and examples:

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2018-19 reporting period? *(tick one box only)*
- Yes, organisation wide**
 - Yes, some departments/jobs
 - No, this is not an Equality Scheme commitment
 - No, this is scheduled for later in the Equality Scheme, or has already been done
 - Not applicable

Please provide any details and examples:

- 6 In the 2018-19 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*
- Yes, through the work to prepare or develop the new corporate plan**

As referenced earlier the Trust included statutory compliance in regard to the Equality Action Plan, the Disability Action Plan and the Good Relations strategy in its 3 year Corporate Management Plan. Directorates and Divisions then in turn produce their management plan to show they will contribute to and help fulfil the commitments within the overall corporate management plan. Local teams then produce more detailed plans and set out their objectives to help achieve the corporate commitments and then managers and staff sit down together to formulate their Staff Development Review to identify their individual contribution to fulfilling the overall objectives.



Equality action plans/measures

7 Within the 2018-19 reporting period, please indicate the **number** of:

Total Regional Actions in Year 1	16				
Regional Actions completed:	12	Actions ongoing:	4	Actions to commence:	2
Total Local Actions in Year 1	11				
Local Actions completed:	11	Actions ongoing:	0	Actions to commence:	0

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

Notably the local action in regard to promotion of domestic abuse app and service, this action has been significantly consolidated with regional work to develop best practice guidance on developing a workplace policy on domestic and sexual violence.

Furthermore, the Trust and Trade Unions have revised their workplace policy to include sexual violence in accordance with strategic direction from DOH and DOJ. New support officers have been appointed to continue to offer support and practical help in the workplace for anyone experiencing domestic abuse.

Any other amendment detailed in appended equality action plan update.

- 9 In reviewing progress on the equality action plan/action measures during the 2018-19 reporting period, the following have been identified: (*tick all that apply*)

- √ Continuing action(s), to progress the next stage addressing the known inequality
- √ Action(s) to address the known inequality in a different way
- √ Action(s) to address newly identified inequalities/recently prioritised inequalities
- √ Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

- 10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: (*tick one box only*)

As aforementioned the Trust did not formally consult on any proposals during this reporting period. However in accordance with our Equality Scheme obligations, screening outcome reports were uploaded onto the Trust website on a quarterly basis. In accordance with the Trust's Personal and Public Involvement statutory duties there was considerable informal and ongoing engagement and involvement with individuals and representative organisations. The Department of Health [CoProduction Guidance](#) was also disseminated widely across the Trust and provides an easy reference guide on best practice and merits of co-production. The Delivering Together Transformation Implementation Group (TIG) had asked for the development of a practical guide to support the application of co-production across our health and social care (HSC) system. This guide was developed using the principles of co-production in partnership with people who have experience in

using health and social care services, Carers, HSC staff, Managers, Personal Public Involvement (PPI) leads, the Health and Social Care Board (HSCB), the Public Health Agency (PHA) and the Patient Client Council (PCC). The Trust will alter its approach in terms of targeted or widespread consultation in accordance with the relevance and strategic importance of the matter in hand.

All the time

Sometimes

Never

- 11** Please provide any **details and examples of good practice** in consultation during the 2018-19 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

The Trust engaged with SANDs and Bereaved parents group of Belfast Trust in regard of the temporary relocation of Paediatric Pathology to Alder Hey. This was a sensitive and emotive subject and not a proposal that the Trust, Board or Public Health Agency would have chosen. Having explored all other avenues and with no alternative in the interim, members of the representative groups with whom the Trust engaged agreed to co-produce the materials for people who may have to decide if they would proceed with a post-mortem. The Trust also engaged with undertakers, freight companies and the City Airport to be assured that the process was handled with the utmost dignity and respect. Through partnership working with Alder Hey the Trust has arranged that all families will have a dedicated contact to ensure that they are informed and reassured.

- 12** In the 2018-19 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: (*tick all that apply*)

Face to face meetings

Focus groups

Written documents with the opportunity to comment in writing

Questionnaires

Information/notification by email with an opportunity to opt in/out of the consultation

Internet discussions

Telephone consultations

Other (*please specify*):

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

As previously indicated, the Trust will tailor the format or content of its consultation and its method of engagement accordance with the subject matter. The Trust tends to offer a range of materials and means of engagement or consultation to meet the needs of all relevant consultees. No formal consultation was undertaken during this period but there was a significant volume of engagement, involvement and co-production. A Carer Consultant has recently been appointed within Learning Disability Services and a Mental Health User consultant has been a member of the Senior Management Team within Mental Health Services for many years. Very often this approach of having an individual acting as a conduit between the Trust and external parties is most effective at “levelling the playing field” and fostering mutual respect. The use of Appreciative Inquiry methodology has played dividends in informing service improvement in both Learning Disability and Dementia day centres and the future provision of residential services. This involved training of service users, carers and staff in the appreciative inquiry process and then engaging with others to explore and design best practice.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? (*tick one box only*)

Yes No Not applicable



Please provide any details and examples:

The Trust produces a bi-annual bulletin entitled [Equality Bites](#). As the name suggests, the publication comprises nuggets of useful and interesting information in regard to equality, human rights and good relations. It is written to raise awareness and highlight some of the good practice initiatives that promote equality of opportunity and to celebrate the many examples of how our everyday work impacts Equality, Good Relations and Human Rights. The newsletter acts as a reminder that when we improve the quality of our services we not only ensure better patient outcomes, improve our working lives but also fulfil our legal obligations of respecting and embracing diversity. The newsletter is shared widely amongst staff, other statutory organisations and the community and voluntary sector and is available on the Trust website and alternative formats on request.



The Trust also engaged with stakeholders during the development of its first generation Good Relations strategy and were told that people were not aware of much of the good practice in service provision, employment or in regard to access to information. As such the Trust made a commitment to publish on a biannual basis a newsletter dedicated to the promotion of good relations. This is also shared with some 450 stakeholders and is available on our [website](#) and in alternative formats on request.

14 Was the consultation list reviewed during the 2018-19 reporting period? *(tick one box only)*

Yes No Not applicable – no commitment to review

This was done on both a regional and local level in collaboration with other HSC Trusts to facilitate effective regional consultation.

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

<http://www.belfasttrust.hscni.net/pdf/Outcome%20Report%20April%20to%20June%202018%202.pdf>

<http://www.belfasttrust.hscni.net/pdf/Outcome%20Report%20July%20to%20Sept%202018%205.pdf>

<http://www.belfasttrust.hscni.net/pdf/Outcome%20Report%20Oct%20to%20Dec%202018%203.pdf>

<http://www.belfasttrust.hscni.net/pdf/Outcome%20Report%20Jan%20to%20March%202019.pdf>

15 Please provide the **number** of policies screened during the year (as recorded in screening reports): **130 screenings**

Figure 13: Screenings by Directorate

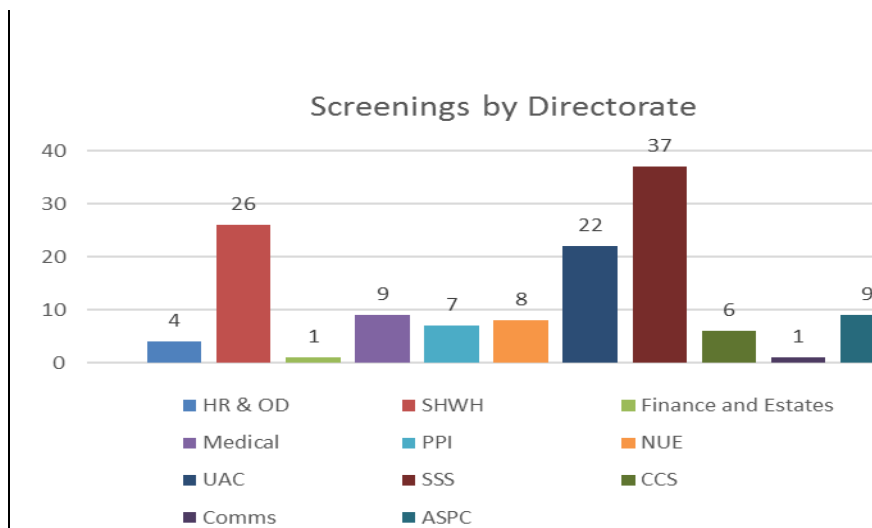
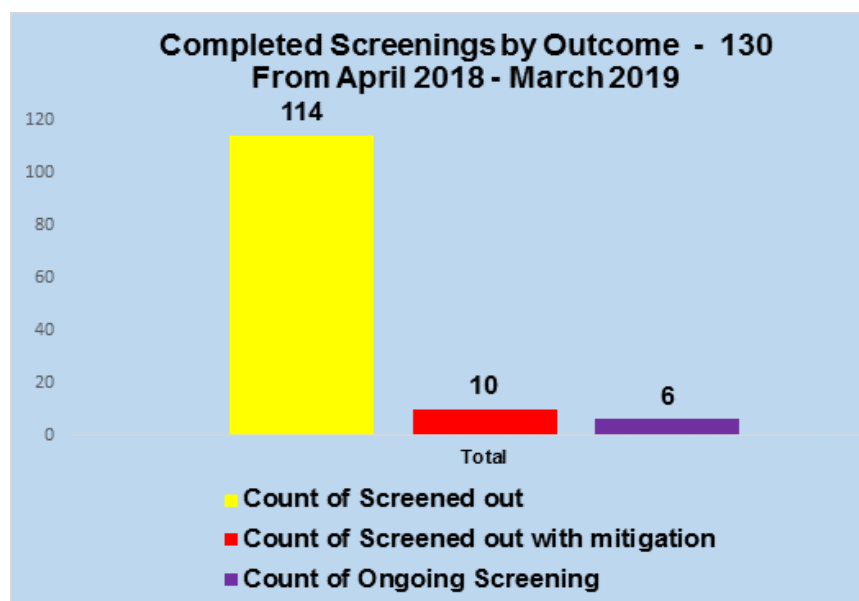


Figure 14: Completed Screenings by Outcome



16 Please provide the **number of assessments** that were consulted upon during 2018-18:

130	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with screening assessment presented.
0	Consultations for an EQIA alone.

0

Policy consultations conducted **with an equality impact assessment** (EQIA) presented.

17 Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

Consultations for an **EQIA** alone.

Not applicable

18 Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (*tick one box only*)

<input type="checkbox"/>	Yes	<input checked="" type="checkbox"/>	No concerns were raised	<input type="checkbox"/>	No	Not applicable
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Please provide any details and examples:

Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

19 Following decisions on a policy, were the results of any EQIAs published during the 2018-19 reporting period? (*tick one box only*)

- Yes No Not applicable

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2018-19 reporting period? (*tick one box only*)

- Yes No, already taken place
 No, scheduled to take place at a later date Not applicable

Please provide any details:



It is envisaged that encompass will greatly enhance and streamline HSC records and systems, which will in turn help us capture better quality and consistent section 75 information for our service users. The encompass programme is a HSC-wide initiative that will introduce a digital integrated care record to Northern Ireland. This will support the HSCNI vision to transform health and social care in order to improve health outcomes and create better experiences for those receiving, using and delivering services.

HSCNI currently uses lots of different systems which cannot easily, or simply can't, communicate with each other. Many of them are outdated and need to be replaced.....most predate the Section 75 legislation and so cannot readily nor routinely Section 75 information. It is the vision of the HSC that, rather than continuing to rely on paper records and replacing outdated technology system by system, we can better use the investment needed in ICT to transform the way we care for people in Northern Ireland. This means that everyone involved in a person's care will have access to their health and care information from one record.

The health and care information will be securely available to the health and care professionals at the right time and right place. These will include care plans, test results, medication records, communication and mobility needs and appointments – all needed to ensure the individual gets the best care.

It means that people can also access their own information and use the system to communicate with their health and social care team, view test results and manage appointments. Also health and care staff will not have to enter the same data on different systems and in paper records and forms and can make better use of their

time. It means that guidance and support can be provided for decision making at the point of care, helping to ensure that we can provide people with the highest standards of care, equitably, across Northern Ireland. The system is due to go 'live' in summer 2021, starting in the South Eastern Trust before rolling out to the remaining Trusts by the end of 2023.

- 21 In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

Yes

Yes

No

Not applicable

Changes would ordinarily take place during the screening process. Managers who are responsible for monitoring the impact of their proposal would contact their Equality manager in the case of identifying a more adverse impact than initially identified to seek advice as to how best to mitigate. As referenced in last year's annual progress report the Trust has devised a monitoring template to help service managers and policy makers to assess the impact of their change or policy on the Section 75 groups.

- 22 Please provide any details or examples of where the monitoring of policies, during the 2018-19 reporting period, has shown changes to differential/adverse impacts previously assessed:

Not applicable.

- 23 Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

Staff Training (Model Equality Scheme Chapter 5)

- 24 Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

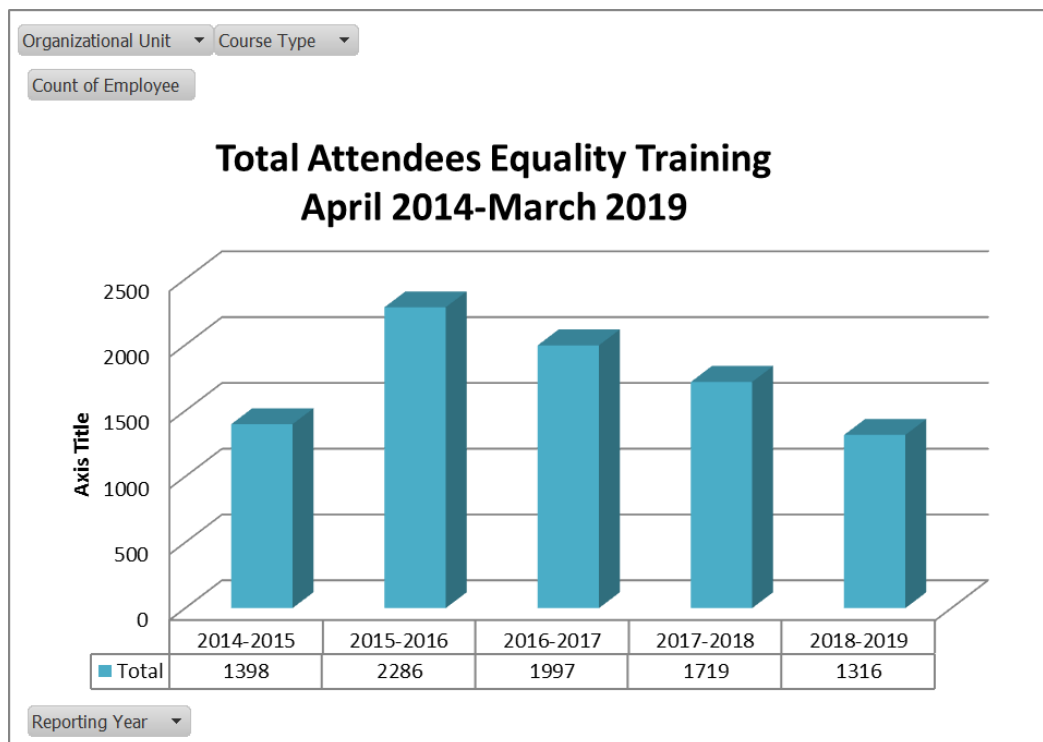
Belfast Trust continues to require all staff and managers to attend mandatory equality and good relations and human rights training. This is available online or face to face to try to accommodate all individuals working in the Trust.

The following diagrams give an uptake and trends for availing of online or face to face training over the last 5 years:

Table 1: 5 Year Review of Mandatory Equality Training

Reporting Year	Mandatory Equality Training (eLearning)	Mandatory Equality Training for Managers	Mandatory Equality Training for Staff	Grand Total
2014-2015	9	140	1249	1398
2015-2016	503	162	1621	2286
2016-2017	1137	200	660	1997
2017-2018	1070	88	561	1719
2018-2019	938	70	308	1316
Grand Total	3657	660	4399	8716

Figure 15: Total Attendees at Equality Training



Each session of every training course is evaluated and feedback analysed to see how the learning and development has impacted on attendees and if it needs to be amended to better meet the needs of participants.

Figure 16: Training Feedback

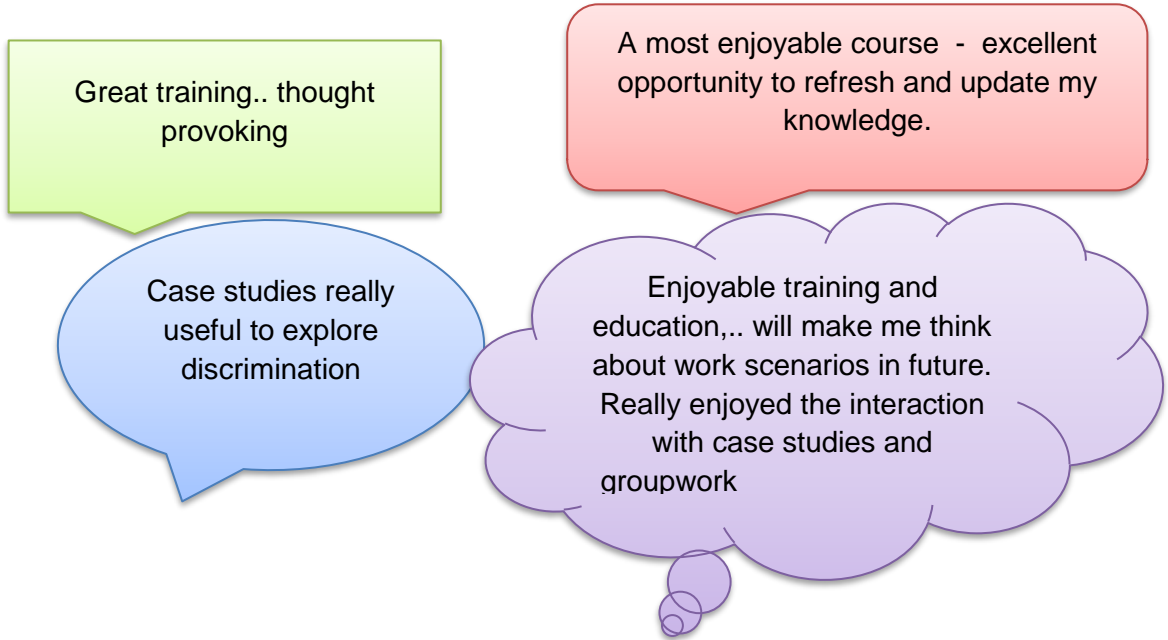
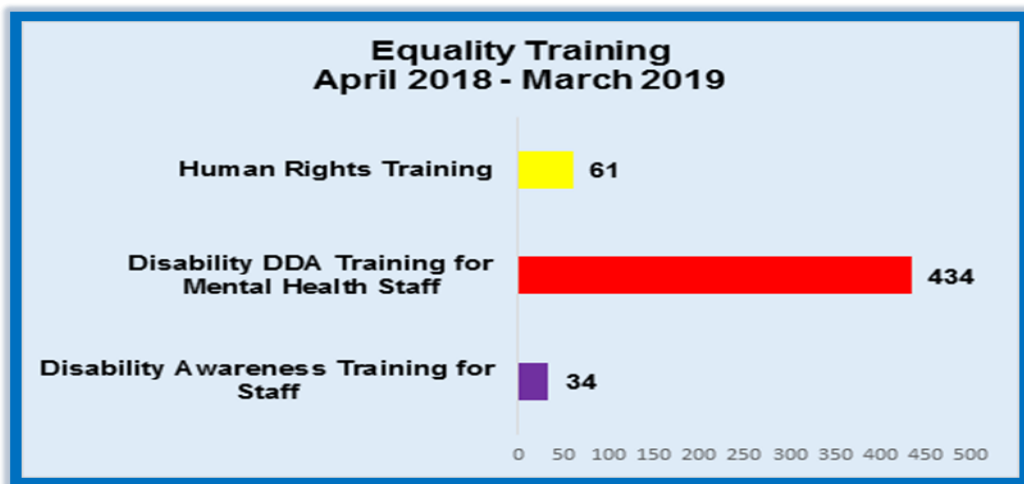


Figure 17: Equality Training April 2018 – March 2019



In addition to the mandatory training, the Equality and Planning team provide bespoke training sessions on request. It is evident that there has been an upsurge in recent requests for human rights training, which the team will tailor according to

the needs of the group. A snapshot of the additional training is provided in the figure above.

- 25 Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The Trust liaised with the Equality Commission about a case, whereby there had been a failure to make a reasonable adjustment in service provision. The Trust proposed that the Equality and Planning Team would deliver a bespoke disability training session to some 800 Community Mental Health staff. This training would focus on the duty to consider reasonable adjustments for service users. At the time of writing this report, the team had successfully delivered two thirds of this training programme with a further 3 sessions in the calendar.

Has made me see things in a different way

Informative and well presented

Found visual impairment slides really beneficial

Relevant and useful to assist me in my role.

Launch of Trust New Embracing Diversity Training

Belfast Trust recognise that everyone is different and unique. This difference includes difference in our gender, our background, if we have a disability, if we have caring responsibilities, culture, religion, sexual orientation, ethnicity and political opinion. Our difference, however, can sometimes result in us being treated unfairly or even experiencing discrimination. It is important that our patients and staff do not experience discrimination or barriers to health and social care, due to any such difference. Belfast Trust is committed to providing safe, effective and compassionate health and social care in welcoming shared spaces for service users, patients and staff and we hope that the development of the Trust Embracing Diversity training for staff will help to achieve this. The response and interaction from staff who attended the Trust's first 'Embracing Diversity' training in February was certainly testament that staff had enjoyed the session and felt that it was worthwhile.



The training encourages staff to explore and understand their own and others attitudes, prejudices assumptions and stereotyping and how they can impact on health and social care. It also enables staff to fulfill their roles and responsibilities as employees and service providers in compliance with equality legislation and Trust policies and procedures. The importance of staff and service users being treated with respect and dignity, part of the Trust values, is discussed through a range of scenarios. We then cover the ramifications if people are not treated with dignity and respect. Staff are encouraged to familiarise themselves with the Trust good relations strategy ‘Healthy Relations for a Healthy Future 2’ which illustrates the work how the promotion of good relations help to achieve our aim to be one of safest, most effective and compassionate HSC organisations.



Chaplaincy Multi-faith Training Session

On Wed 23rd Jan 2019, 20 Trust staff gathered for a multi-faith / belief training session in the Cancer Centre with representatives from Chaplaincy along with Jewish & Muslim faiths. Evaluation comments included – Staff’s appreciative comments included:



Figure 18: Multi-faith Training Evaluation Comments

Four evaluation comments are presented in speech bubbles of different colors:

- Green bubble:** "Very valuable training indeed, considering NI has so many different faiths & becoming more multicultural in every way."
- Orange bubble:** "It's good to let the patient know you have an interest in them and their beliefs & how this impacts on their daily lifestyle." "
- Blue bubble:** "I really enjoyed this session." "Would love to attend more when they are on."
- Dark blue thought bubble:** Great personal & professional acknowledgement of culture & faith."

In accordance with the commitment in our local Disability Action Plan, the Trust invited Employers for Disability to facilitate two learning sessions :

Working with Neurodiversity which provided important information for managers on supporting staff with a range of conditions including, Dyslexia, ADHD & Autistic Spectrum.

Working with mental health to provide important information for Managers on supporting staff with mental health conditions and/or who are experiencing high levels of stress.

26 Please list **any examples** of where monitoring during 2018-18, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Belfast Trust launched the certification ID card, designed by service users for service users to make people aware of the challenges facing those effected by sight loss. The certification ID card will help ensure people, businesses and services in Northern Ireland are aware that the card holder is sight impaired and to have an understanding that they may need extra assistance or help when accessing their services. The Trust recognises that all our service users come from different social backgrounds, age groups and abilities, and the introduction of the certification ID card is a successful model of partnership, cooperation and responsiveness between the Trust, the people who use our services and the local community and businesses.

The project will complement the regional strategy, Developing Eyecare Partnership (DEP) which has restructured the certification process in Northern Ireland.

All service users across the region, who are eligible for certification, will be offered the certification ID card which is the first card of its type and it is anticipated that this will become widely recognised and used within Northern Ireland.

Aidan Best, Sensory Impairment Service in Belfast Trust said “I am absolutely delighted to be able to launch this card for our service users. The Sight Loss Forum have had given us some great ideas over the years to improve our service and this card is another example.”

The card is available in three languages because the Forum had recommended that it would be useful them if they travel so it is available in French, Spanish and German. Alternative languages will be available on request

A service user who received a CVI Card said “This card came about as a group of service users such as myself got together with the Trust and came up with this idea. This card means freedom for me, it means I can show the card and someone will be there to look after me.”

Communication Support Pack



JAM Card



A communication support pack was developed by the Equality and Planning team in response to a query from the Outpatients Manager on how to ensure that their frontline staff provided a responsive service to people who may have communication support needs.

This included details and information on a range of different communication support resources, including:

- JAM Card
- Hospital Passport
- Making Communication Accessible
- Inclusive Language guidance
- How to book an interpreter flowchart and contact details
- World map and flags
- Disability Etiquette
- Shopmobility information (RVH/BCH)

After the recent launch of the Certification ID Card, this will now be added to the resource. The resource was disseminated to 24 different outpatient areas to help maximise a responsive and inclusive welcome for all service users, patients and carers.

Provision of BME interpreting for service users

Below shows a breakdown of usage of the Northern Ireland Health and Social Care Interpreting service. Belfast Trust area continues to be the second highest user, after Southern Trust, accounting for some 30% of all requests.

Figure 19: Key Performance Indicators & % of requests per HSC Trust

Key Performance Indicators - 1 April 2018 to 31 March 2019

HSC Trust Area	Total Number of Requests Received	Cancellations	Non provisions	Out of Hours
Southern HSC Trust	57289	6613	827	697
Belfast HSC Trust	39072	4771	743	609
Northern HSC Trust	17888	2392	294	231
South Eastern HSC Trust	8761	1071	176	135
Western HSC Trust	6914	937	168	79
Other	101	39	1	0
TOTAL	130025	15823	2209	1751

% of Requests per HSC Trust

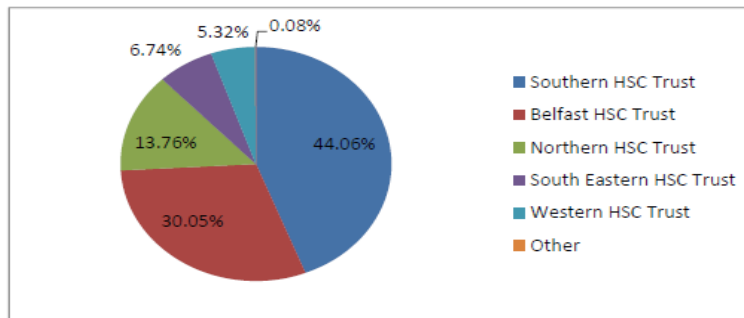


Table 2: Belfast HSC Trust Top 20 languages

Belfast HSC Trust Top 20 Languages 1 April 2018 - 31 March 2019

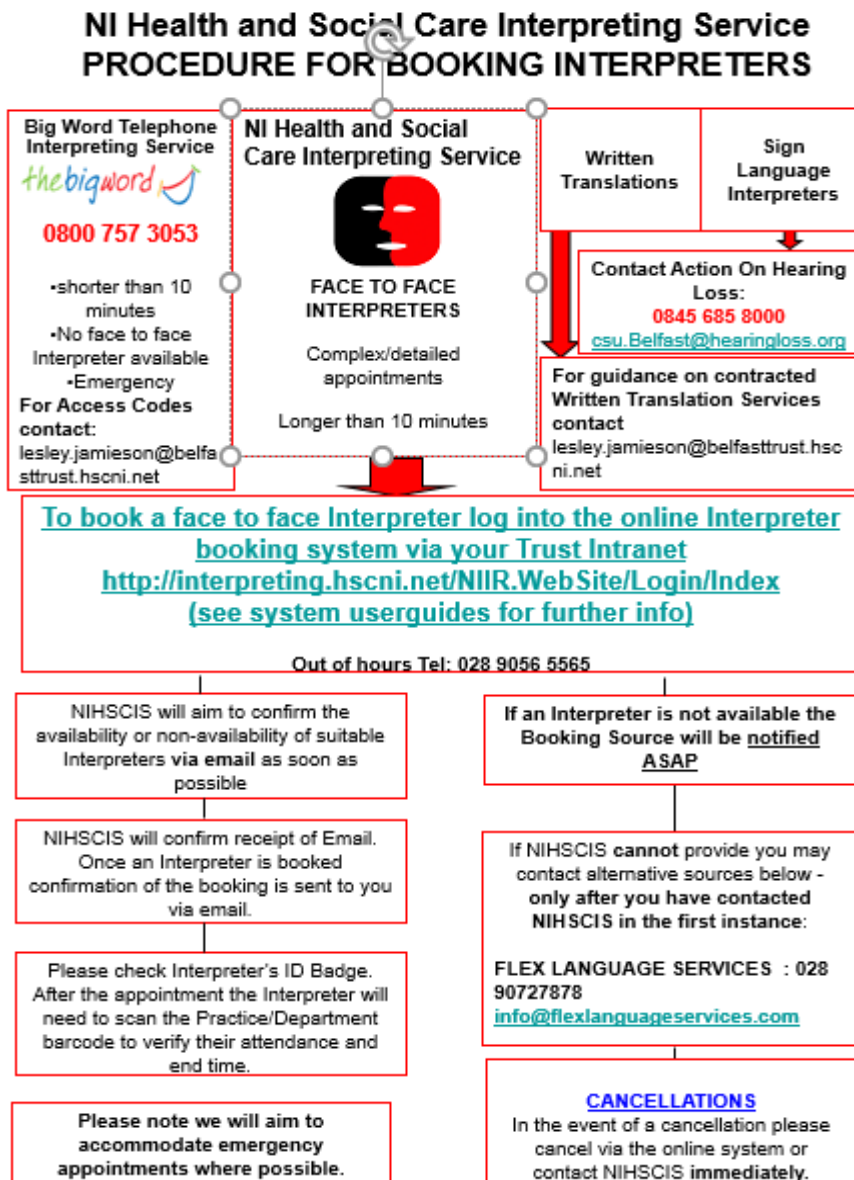
Arabic	8101
Polish	6497
Romanian	5325
Chinese - Mandarin	3653
Slovak	3124
Chinese - Cantonese	2021
Somali	1791
Lithuanian	1326
Hungarian	1273
Portuguese	1203
Farsi	667
Chinese - Hakka	514
Spanish	473
Russian	423
Bulgarian	364
Tetum	326
Bengali	300
Czech	296
Latvian	226
Turkish	173

Arabic is by far the most popular language requested within the Belfast Trust area and accounts for almost 20% of the BHSC Trust area minority language provision from the Northern Ireland HSC Interpreting Service. This could perhaps reflect the

newcomer arrivals under the VPRS Scheme (Vulnerable persons relocation scheme for Syrian nationals) in which Belfast Trust has played a significant role in the provision of health and social care.

The Big Word continues to provide telephone interpreting for less complex appointments and in the event that no face to face interpreter is available. The following flowchart acts as a quick reference guide for staff who may need to arrange alternative communication support arrangements.

Figure 20: Flowchart of Procedure for booking Interpreters



Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2018-19?

Insert number here:

Please provide any details of each complaint raised and outcome:

No complaints were raised in regard to the Equality Scheme. The Equality and Planning Team have forged a strong working relationship with the Complaints and Compliments Team and their advice is sought in regard to issues where any of the 9 Section 75 protected groups, human rights, good relations or discrimination are cited.

Section 3: Looking Forward

28 Please indicate when the Equality Scheme is due for review:

As and when required

29 Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

Screening and training will remain part of core business for the Trust- formal consultation will be undertaken in accordance with statutory responsibilities and best practice as and when services are reconfigured or are of strategic importance or involve significant finance.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) reporting period? *(please tick any that apply)*

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):