Belfast Health & Social Care Trust

Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2017-18

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Documents published relating to our Equality Scheme can be found at:
www.belfasttrust.hscni.net

Signature:

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 2017 and March 2018

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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 2017-18, 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..

1. Executive Summary

This is the eleventh Annual Progress Report 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). As with previous reports, the Trust has used the template provided by the Equality Commission for Northern Ireland. The Trust will also produce a more accessible and user-friendly publication in the form of "Equality Bites" to highlight some of the innovative work that the Trust advances to promote equality of opportunity and good relations and in addition the work to promote the disability duties.

The Trust has compiled Part A of this report to provide an overview of the work undertaken to progress statutory implementation of its Equality Scheme and furthermore, implementation of its Good Relations Strategy: Healthy Relations for a Healthy Future. It is important to note that the content within this annual report does not comprise an exhaustive list of all the work that the Trust undertakes to address inequalities – the Trust has, as part of its core business to improve health and wellbeing and to address inequalities and as such, not of all the activities which address inequalities will be detailed in this report. For illustrative purposes, the Trust has Programmes of Care dedicated to persons with mental health issues, with physical and sensory disabilities, with learning disabilities, with dementia and the majority of these are regarded as part of our everyday business – nonetheless they significantly contribute to the proactive approach to reducing inequalities.

This year, the Trust has not appended an update as the Trust along with regional counterparts has spent this reporting period in engagement and due formulation of its new five year action-based plan (2018-2023) to address Section 75 inequalities. This action plan was developed in accordance with the Equality Commission's recommendation that Equality Schemes ought to be accompanied by an action plan to address the residual Section 75 inequalities and has been informed by an inequalities audit. The Trust described in detail in its last annual progress report on how it had fulfilled actions in its previous action based plan from 2014-2017.

Part B of the report generally annotates the Trust's progress concerning the Disability Duties action plan: to promote positive attitudes towards disabled people and to encourage their full participation in public life. As discussed with colleagues from the

Equality Commission, HSC Trusts are in the unprecedented position of having completed their actions and associated updates pertaining to their 2014-2017 Disability Action Plan in last year's report, with the new action based plan not commencing until 2018. During this reporting period Health and Social Care Trusts have focused on the pre-consultation, the drafting and formal consultation of their regional Disability Action Plan for the forthcoming 5 year period. (2018-2023). As such, this year the HSC Trusts will not complete Part B: the Disability Action Plan template but will provide a comprehensive update in next year's plan in regard to actions undertaken in year 1 (i.e. 2018).

The Executive Summary provides an overview of some of the Trust's work to promote equality of opportunity and good relations and details the many partnership arrangements that the Trust has internally and externally to maximise resources and share best practice. The Equality and Planning Team (formerly known as the Health and Social Inequalities Team) continue to align their work and projects with the Employment Equality Team and this Executive Summary outlines these initiatives.

2. Context

Belfast Health and Social Care Trust is a large and complex organisation which provides care to the population of Belfast, and to the wider population of Northern Ireland. We are the largest integrated health and social care Trust in the United Kingdom. We deliver integrated health and social care to approximately 340,000 people in Belfast and provide the majority of regional specialist services to all of Northern Ireland. We have an annual budget of £1.3bn and a workforce over 20,000 (full time and part time). Belfast Trust also comprises the major teaching and training hospitals in Northern Ireland. We have responsibilities to improve health and well-being, reducing inequalities in health and inequalities in access to care.

We deliver a range of both community and hospital based care including cardiology, anaesthetics and theatre services, medicine and neurosciences, cancer services, nephrology and transplant services, rheumatology, dermatology and neuro rehabilitation services, adult social and primary care incorporating learning disability, mental health services, services for older people, physical and sensory disability services and psychological services, maternity and women's services, dentistry and child health, trauma and orthopaedics, children's community services, and social services.

As a snapshot, our 2017 Annual Report highlights that our annual activity includes:

- We care for over **150,000** inpatients and over **670,000** outpatients;
- We provided **330,000 visits** by district nurses and **7,500** community care packages.
- There were over **160,000** new attendances at our 3 Emergency Departments
- We have cared for **65,000** non elective patients.

- We are supported by **400** volunteers
- We are responsible for **400** children on the Child Protection Register and **750** Looked After Children.

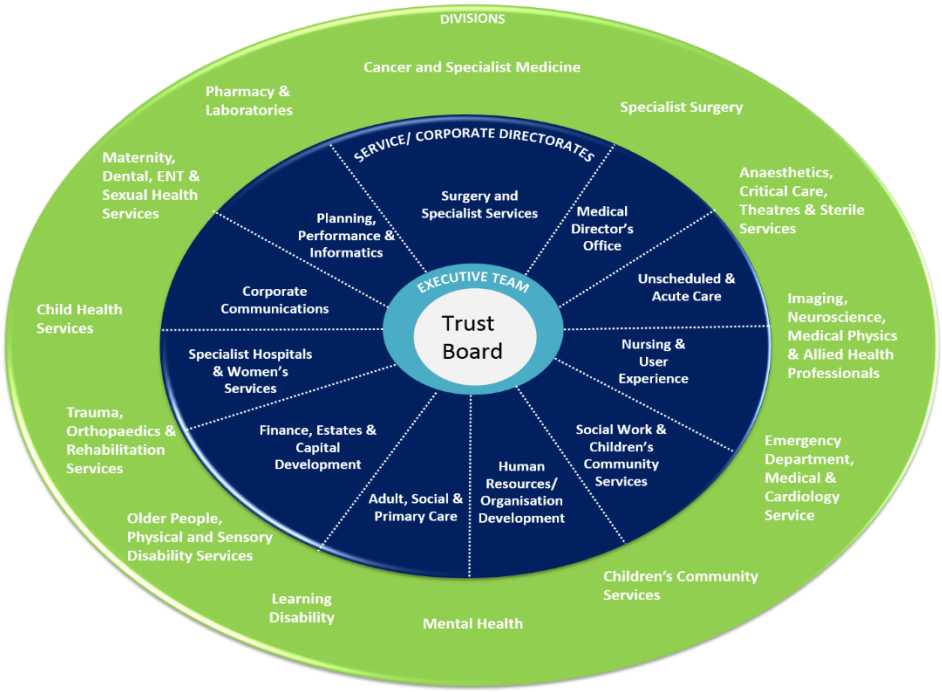
3. Corporate Management Plan

The Trust developed a new Corporate Management Plan for 2018/19 – 2020/21. The Corporate Management Plan references how the Trust will "work in partnership to deliver the actions contained within our Equality Action Plan, our Disability Action Plan and our Good Relations Strategy."

4. Collective Leadership Arrangements

The Trust established a Collective Leadership Model during 2017/18, meaning there are multi-disciplinary leadership teams in place across the organisation. The Trust aims to grow a culture of collective leadership where everyone at every level has the capability to deliver improvements for our Trust as a whole and not just in their own roles or work areas.

Figure 1: Trust Structure



5. Equality Team move

In April 2017, the Trust's Equality team moved into the Planning, Performance and Informatics (PPI) directorate, from Human Resources and Organisational Development, where it had sat since the inception of the Belfast Trust. Whilst the team maintains strong links with HR colleagues, particularly those in Employment Equality, the PPI directorate affords the equality team opportunities to be more strategic in its work; to work with new partners and to have an influence over projects at an early stage. The team is also co-located with other teams such as Community Development and Health Improvement whose fundamental purpose is to address health inequalities and to improve health and social care for everyone.

6. Transformation Implementation Group

In October 2016, a 10 year approach to transforming health and social care was launched, "Health and Wellbeing 2026: Delivering Together". This ambitious plan was the response to the report produced by an Expert Panel led by Professor Bengoa tasked with considering the best configuration of Health and Social Care Services in Northern Ireland. A programme of work is underway to deliver the ambition set out in Delivering Together. This work places a strong emphasis on ensuring the user's voice is heard, as they will play a key role in developing and implementing new services and care pathways.

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Two key groups are in place to provide strategic oversight to this work – the Transformation Advisory Board and the Transformation Implementation Group.

- The **Transformation Advisory Board (TAB**) acts in an advisory capacity to oversee the direction of reform. Members of the Board have been drawn from the field of independent experts, unions and user representatives.

- The **Transformation Implementation Group** (TIG Terms of Reference) leads the design, development and implementation of the Transformation Programme. The Transformation Implementation Group is chaired by the Department of Health Permanent Secretary, and includes leaders and clinicians from across the Department and the Health and Social Care system. The Chief Executive of Belfast Trust is a member of the Transformation Implementation Group.

Transformation of health and social care services is a long term goal. Delivering Together provides with a clear roadmap to take forward the work of transformation.

7. Launch of new Good Relations Strategy

In September 2017, the BHSCT chose to launch its second generation Good Relations Strategy 'Healthy Relations For a Healthy Future 2' as part of its celebrations to mark International Day of Peace and Community Relations and Cultural Awareness Week.

The Strategy highlights the Trust's commitment to promote good relations amongst people of different religions, beliefs, racial groups and political opinions and challenge sectarianism and racism. The Strategy and its actions are aimed at improving equality of access to services by ensuring that the Trusts services and locations are provided in safe, welcoming shared spaces.

One of the Trust's corporate values is to uphold and promote respect and diversity and as an employer of more than 20,000 people, serving a population of some 340,000, it was therefore important to the Trust that its new Good Relations Strategy built upon the programme of work undertaken in Healthy Relations for a Healthy Future 1 (the Trust's Good Relations strategy 2012-2016).

The Strategy incorporates themes linked to a range of actions. Themes include:

- Ensuring cohesion and consistency with National, Regional and local strategies

- Developing initiatives with staff and the community which foster respect, mutual understanding, cultural awareness, embrace diversity and improved access to services
- Continue to work with and improve partnership working with Belfast City Council to explore joint initiatives as well as more involvement/communication with local communities.

As with the previous Strategy, one of the key aspects of ensuring that the Strategy was fit for purpose and meaningful, was the comprehensive programme of engagement and consultation that took place. A variety of engagement and consultation methods were employed to allow service users, staff, the local community and a range of other stakeholders the opportunity to tell us what they wanted to see in the Strategy and its actions.

The consultation programme started with an evaluation of the previous Strategy. The Trust secured the services of a 3rd year Psychology student from Queen's University Belfast through the Insight Programme to independently evaluate the Strategy. The purpose of this evaluation was to help the Trust understand if the previous Strategy has

made a difference or impact for staff and service users in the promotion of good relations over the last 4 years and to help inform the development of a new strategy/action plan for 2017–2022.

7.1 Methodology - A range of methods were used in the evaluation

7.1.1 Good Relations Workshop

A Good Relations Workshop with the Good Relations Steering was held to obtain feedback about:

- National and regional issues the Trust Good Relations Strategy/Action Plan may need to take on board
- Impact to date of Good Relations work to date?
- Which of the 3 categories (Race, Religious Belief, Political Opinion) have seen most impact?
- New initiatives or areas which should be included in the new Action Plan?
- Who is needed on the Trust Good Relations Strategic Group to implement these initiatives.

7.1.2 Interviews

A range of interviews were conducted with key persons in the Trust regarding good relations issues. Individuals were asked a number of questions similar to those asked in the workshop.

7.1.3 Questionnaire deployment

Staff and service users were asked to complete a voluntary questionnaire in each of the acute Hospitals and all seven Wellbeing and Treatment Centres across Belfast. Staff had the opportunity to either complete the questionnaire face-to-face or online via Survey Monkey.

In January 2017 the Trust took the opportunity at its consultation workshop on its Section 75 Inequalities Action Plan and Disability Action Plan to include questions on the new Good Relations Strategy. It was attended by 88 representatives from each of the Section 75 groups, community and voluntary groups, Trade Unions as well as representatives from other Trusts.

An evaluation and outcome report was produced on the basis of the quantitative and qualitative data that had been yielded. The outcome report was used as the foundation for the development of the new Strategy and Action Plan by the Trust Good Relations Strategic Group. Once developed, the Strategy went to the Trust's Executive Team and Trust Board for approval and was then issued for a 12 week formal public consultation.

8. Launch of BHSCT Good Relations Strategy 'Healthy Relations for a Healthy Future 2' 2017-2022

The Trust, in partnership with Belfast City Council, launched the Trust's Good Relations Strategy at Belfast City Council's shared space Community Hub facility at Girdwood during the celebrations to mark International Day of Peace and Community Relations and Cultural Awareness Week; the theme of which was 'Safe Space, Shared Place.'

The event at Girdwood Community Hub marked the importance of partnership working to promote good relations amongst four of Belfast's key strategic partners: the Trust, Belfast City Council and the Northern Ireland Housing Executive and the Community Relations Council. Each of the respective organisations' Chief Executives spoke at the launch.

The Trust's Chief Executive, Martin Dillion, highlighted that the Strategy would: "enable" the Trust to be a world leader in Health and Social Care. Mr Diillion also pointed out that the Trust fundamentally believed that the promotion of good relations is key to the provision of "high quality, accessible and inclusive public services." He stated that the "Safe Space, Shared Place" theme correlated directly with Belfast Trust's corporate objectives - Safety, Partnerships and People and that the Trust needed to ensure that everyone - service users, patients, staff and the general public "feel welcome and safe in our facilities and accessing our services".
Clark Bailie, Chief Executive of the Northern Ireland Housing Executive, welcomed the Strategy and commended the Trust on its commitment to "improving community relations in Belfast." He said the NIHE would "stand shoulder to shoulder" with the Trust and other statutory partners as "it is only by working together, that we can truly make a difference."

The Strategy was further endorsed by Councillor Tim Attwood, Deputy Chair of the Belfast City Council Shared City Partnership, of which the Trust is a member. Mr Attwood pointed out that the Trust was "leading the way" in the promotion of good relations for patients and staff.

Jacqueline Irwin, Chief Executive of the Community Relations Council (CRC) acted as Master of Ceremonies for the day. She endorsed the Strategy and commended the Trust for being the first Health and Social Care Trust in Northern Ireland to develop a Good Relations Strategy in 2012. She highlighted that the CRC had supported the Trust since the inception of its Good Relations Strategic Group, of which it is a member.

The highlight of the day was undoubtedly a performance by the choir from the First School of Sanctuary in Northern Ireland, Blythefield Primary School.

The school were chosen to perform at the launch as the ethos of the school befits the principles of the Strategy and the Trust values of treating people with respect and dignity.

A School of Sanctuary is a school that helps its students, staff and wider community understand what it means to be seeking sanctuary and to extend a welcome to everyone as equal, valued members of the school community. The School of Sanctuary initiative presents an opportunity to celebrate not only the cultures of the children who join the school as newcomers but also to celebrate and learn about the cultures of children who live in this community.

9. New Equality Action Plan and Disability Action Plan

In this reporting period, we consulted on, created and developed and the Trust's new Equality Action Plans and Disability Action Plans for 2018-2023.

The six Health & Social Care Trusts in Northern Ireland worked together, along with other groups and individuals, to jointly produce **draft regional Equality and Disability Action Plans** for 2018 – 2023. Each Trust also developed its own **local draft Equality and Disability Action Plans.**

People shared their views and experiences at a Consultation event, held in January 2017. This helped us to make our plans meaningful and relevant. Click here to download the report from the consultation event. A video from this event can also be viewed using Page Tiger, an accessible online platform, accessed here.

As noted in last year's Annual Progress report, Belfast Trust has acquired a license to use Citizen Space, a cloud-based software consultation tool. Citizen Space facilitates managing all consultations in one place. Citizen Space includes a wealth of easy-to-use tools to make your consultations more interesting and informative – this will allow

rich media embeds, PDF document viewers and on-demand fact banks. The purpose of the software is to try to simplify consultations.

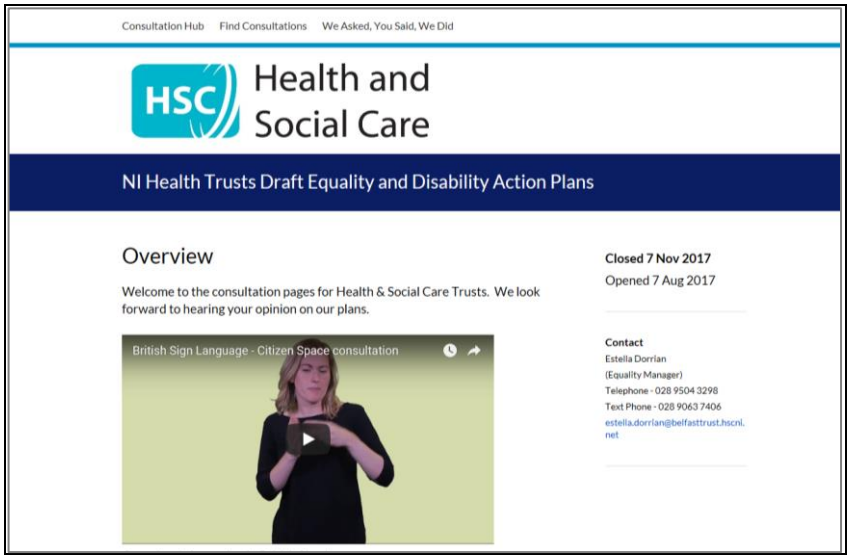
The Trust took its use of Citizen Space to the next level in this reporting period, using it to consult on the new Equality Action Plans and Disability Action Plans, not just for Belfast Trust, but the Plans for the region as a whole. This involved consulting on:

1. Belfast Health & Social Care Trust Equality Action Plan
2. Belfast Health & Social Care Trust Disability Action Plan
3. Northern Health and Social Care Trust Equality Action Plan
4. Northern Health and Social Care Trust Disability Action Plan
5. South Eastern Health and Social Care Trust Equality Action Plan
6. South Eastern Health and Social Care Trust Disability Action Plan
7. Southern Health and Social Care Trust Equality Action Plan
8. Southern Health and Social Care Trust Disability Action Plan
9. Western Health and Social Care Trust Equality Action Plan
10. Western Health and Social Care Trust Disability Action Plan
11. Northern Ireland Ambulance Service Trust Equality Action Plan
12. Northern Ireland Ambulance Service Trust Disability Action Plan
13. Regional Equality Action Plan
14. Regional Disability Action Plan

Figure 2: Health & Social Care Trusts:

All of these documents were hosted on the NI direct Citizen space and links embedded in Trusts' individual websites. Questions were created for each document, and consultees had the flexibility to respond to as many documents as they wished. Accessibility and confidentiality were key. To that end, the Trust Commissioned two short explanatory videos to be hosted on the consultation home page – one in British Sign Language and one in Irish Sign Language, as well as an MP4 audio file. All three videos/media files contained the information written on the consultation home page. The aim of this was to ensure accessibility of information. In addition, the language used throughout the document was kept plain and simple and the questions framed in such a way as to encourage responses, ranging from yes/no, to multiple choice and open-ended text boxes.

A total of 15 responses were received and helped shape the final documents.



10. Savings Proposals 2017/18

The Trust's Equality teams were among those involved in the significant programme of work involved in assessing the impact of the Trust's 2017 Proposed Savings Plans. The Health and Social Care (HSC) system had been working collaboratively to address the significant financial pressures facing health and social care services in 2017/18 to meet the statutory requirement of achieving a balanced financial plan across the HSC. This was in line with other statutory responsibilities to provide high quality HSC services. HSC Trusts were tasked by the Department of Health with developing draft savings plans to deliver their share of a total £70 million savings in 2017/18. Belfast Trust share of this total was £26.3 million and this saving was to be achieved between November 2017 and March 2018.

The Trust responded to this complex task by prioritising those no or low impact actions that, if taken, would not impact on front line services. These focused on those routine areas where the Trust could save money as part of normal business and included Administration & Management Costs, Procurement & Discretionary Expenditure, Estates, Energy Efficiency & Car Parking contract and Slippage & Accounting Adjustments.

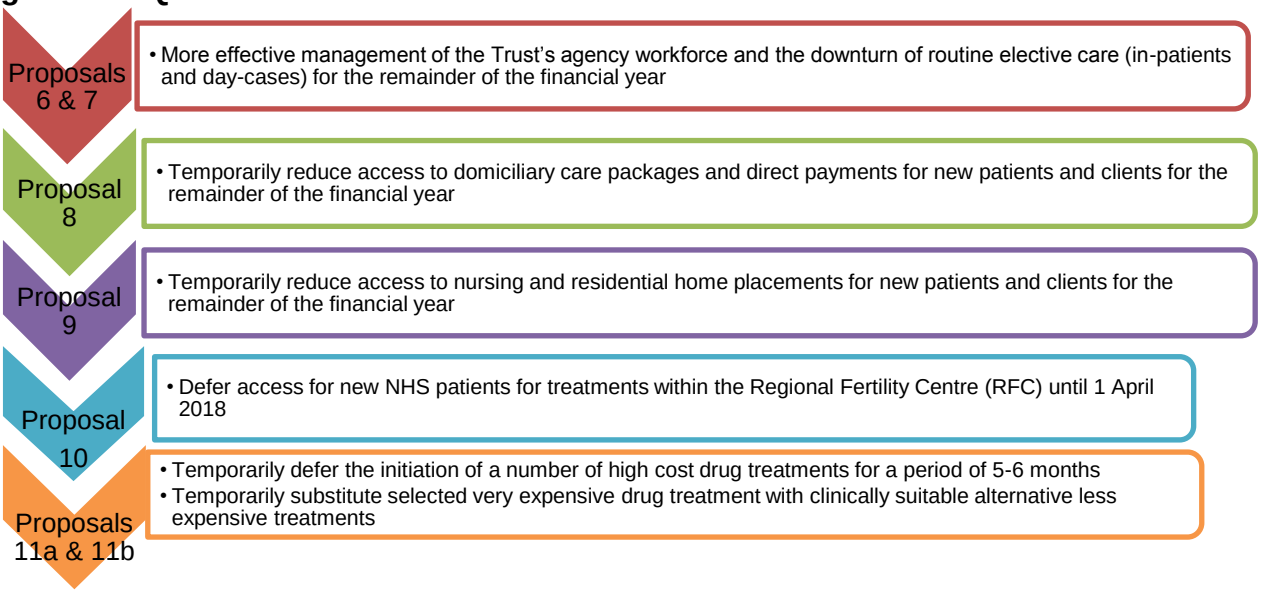
The ability to reduce spend in-year is limited because the Trust employs the majority of its staff on permanent employment contracts. Approximately 65% of expenditure is on salaries and wages.

Consequently, and given the scale of the in-year savings required, the Trust had to identify proposals, which would be considered major and/or controversial (in accordance with the DOH guidance).

These proposals, if implemented, would have been for a temporary change or withdrawal of service in 2017/18. The Trust committed that there would be a further public consultation, if it was considered necessary to extend any of the proposals, beyond 2017/18 or in the event it is considered necessary that specific proposals be made permanent.

The Trust's Equality teams therefore undertook to draft five Equality Impact Assessments the major or controversial proposals to present all of the relevant information in terms of equality, human rights, good relations and disability considerations. These are available to view in full here. The EQIAs were as follows:

Figure 3: EQIAs



This was both time-intensive and resource-intensive and became the core work of the teams over a 3-month period. As well as producing the EQIAs, Equality staff were responsible for arranging the consultation process with members of the public, Trust staff, representative organisations, trade unions, political parties and others. Full details of the comprehensive consultation process are outlined in Section 11 of this report.

10.1 Feedback received:

A total of 12,735 written responses were received by the Trust. This included completed questionnaires, letters, two petitions, social media, SMS messages and telephone calls. All of the feedback received is covered in detail in the Consultation Outcome Report.

10.2 Consideration of information:

The Trust Board considered all of the feedback it received. A public Trust board meeting held on 13 October 2017 concluded that:

1) The Trust Board would approve the implementation of all of the No/Low Impact Proposals, totalling £13.3m.

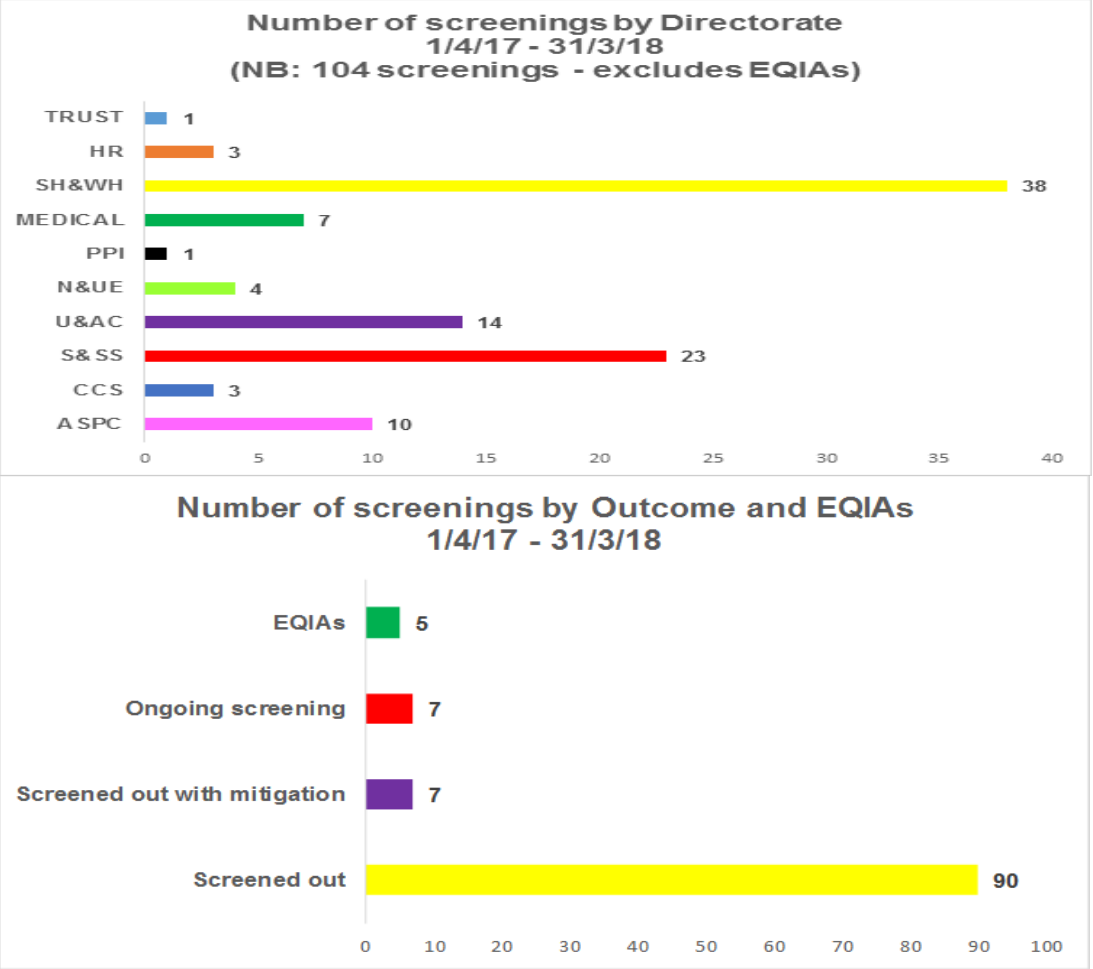
2) That the Trust Board would formally stand down the Major and/or Controversial Proposals, which totalled £10m

3) That the Trust Board would approve Proposal 11b to substitute very expensive drug treatments for clinically suitable alternative less expensive treatments, totalling £3m, subject to the caveats noted.

11. Screening Activity

During this reporting period, Belfast Trust carried out a total of 104 equality screenings and conducted 5 EQIAs. All 5 EQIAs related to the savings Proposals, as mentioned in the previous section. The screenings and EQIAS are classified below in figure 4 in terms of which Directorate undertook the equality screening or impact assessment with the help and support of the Equality Teams. The largest number of policies presented for screening emanated from the following Directorates: Specialist Hospitals and Women's Health and Surgery and Specialist Services and then Unscheduled and Acute Care and Adult Social and Primary Care. Whilst many of the policies were screened out, it is important to note that the majority of these would be clinical or technical policies which would have no bearing on equality of opportunity or good relations. Those policies necessitating a more thorough analysis by virtue of their potential impact would have been subject to a much more detailed and intricate assessment. This process would allow the teams to draw out any issues and to introduce robust and appropriate mitigation to lessen any potential negative impact and to introduce measures to improve equality of opportunity.

Figure 4: Number of screenings by Directorate, by outcome and EQIAs 1/4/17 – 31/3/18



12. Shopmobility

From April 2018, patients, service users and visitors who have restricted mobility will find it much easier getting to their appointments and destinations at Belfast City Hospital (BCH) thanks to the successful outcome of a business case for a Shopmobility service at BCH. The business case, which was initially endorsed by the Belfast Trust Board was successful in obtaining funding for the Shopmobility Scheme which included a Shopmobility Unit, its installation, equipment and staffing.

The new service now means that service users can hire wheelchairs and electric scooters free of charge, enabling them equality of access to services to reach their destination safely, independently and with dignity. The Shopmobility unit is strategically located adjacent to the accessible car parking at the BCH public carpark opposite the Tower Block and the Cancer Centre. It will also offer a 'Meet and Greet' service and Sighted Guides and will be opened 9am - 5pm Monday - Friday.

When developing the business case for a Shopmobility Service, the Trust was cognisant of a number of factors which supported the initiative, including legislative obligations to ensure equality of access to services for people With disabilities and the Trust's overall purpose to be one of the safest, most effective and compassionate health and social care organisations.

As a Health and Social Care provider, the Trust is tasked with improving health and well-being and reducing inequalities. A joint report Transport issues in accessing health and social care services produced by the Patient Client Council and the Consumer Council in 2013 highlighted the volume of missed or cancelled appointments due to travel problems. It noted that this would have a negative impact on the health and well-being of people who are often already frail and vulnerable and also would come at a significant financial cost to health and social care services. The Trust is also aware that the Belfast City Hospital, with its service provision focussed on older people and services for people with chronic conditions, would benefit from mobility equipment access.

The new service will replicate the successful Shopmobility service, which has been provided at the Royal Victoria Hospital since 2007 in partnership with Shopmobility Belfast.

13. Investors in People (IiP)

The Trust is a 3-times accredited IIP organisation, having first achieved IIP accreditation in 2010 and retaining accreditation in 2013 and 2016 (Bronze level accreditation) – All against Generation 5 of the IIP Standard.
The Trust's next assessment will be in 2019 and will be against the 6th Generation of the IIP Standard.

The 6th Generation IIP Standard has 3 principles, 9 indicators, 27 themes and 108 criteria.

Figure 5: 6th Generation IIP Standard

Many of the indicators are related to Equality for example:

Leading: People and leaders act in line with the organisation's values at all times. They have the courage and support to challenge inconsistent behaviours.

Supporting: Recognition and reward is clear and appropriate, creating a culture of appreciation where people are motivated to perform at their best.

The 6th Generation IIP Standard builds on the feature of the 5th Generation successes with greater emphasis on leadership and people management.

Figure 6: 6th Generation IIP Standard

What is staying

- A focus on leadership, engagement, people development and sustainable improvement
- Continuous improvement remains both as an indicator and part of the customer journey
- A substantial number of requirements have been mapped across

What is changing

- Replacing 'Plan, Do, Review' with 'Leading', 'Supporting and 'Improving' as core principles of high performance in people management
- Simplified by reducing duplication throughout indicators
- 'Top Manager' 'Manager' 'People' have been replaced by 'leaders' and 'people'.

What is new

- Based on principles of high performance in people management
- Two new Indicators: '**Structuring Work**' and '**Creating Sustainable Success'**
- Introduced 'performance levels' which underpin indicators

After a series of workshops and awareness sessions about the New Standard, staff in each Directorate completed an online survey, which created a heat map. This identified a baseline of where it stood in terms of the 6th Generation Standard's principles, indicators, themes and criteria and informed action plans to enhance performance. Mock staff interviews will be held in May 2018 to allow a review of the action plans. Formal assessment will be completed in March 2019.

14. Regional Physical and Sensory Disability Strategy

The Regional Physical and Sensory Disability Strategy and Action Plan was launched in February 2012. It was developed to help achieve improved outcomes, services and support for people in the north who have a physical, communication or sensory disability and was intended to provide the strategic direction for the further development of services for disabled people from 2012 to 2015.

Developed through a multi-agency approach, involving the Department, the Health and Social Care Board (HSCB), HSC Trusts, other government departments, and the voluntary and community sector, the Strategy has adopted a life cycle approach to service provision and support, recognising that people living with disabilities will have changing needs throughout their lives.

It also recognises that people with a disability have a range of needs - physical, emotional, psychological and social. Therefore, the strategy addresses need within the context of a person-centred planning and a life-cycle approach to health and social care services.

The Strategy has been extended on a number of occasions but will reach completion in September 2018. The Trust has been involved throughout the lifetime of the project and most recently the Trust Equality Lead chaired the a task and finish group to seek to achieve the outstanding actions within the action plan. A scoping exercise was conducted across all the HSC Trusts to establish a position in regard to the training recommendations contained in the Strategy's action plan:

- Ensure that information and advice about services is accessible and staff are trained to communicate appropriately with people with disabilities - this could include, for example, establishing a regional best practice model for communicating HSC appointments to people who are blind or partially sighted.
- All health and social care staff should be given disability awareness training which includes equality and human rights training inclusive of PPI agenda.
- All health and social care staff in regular direct contact with clients or patients with a disability will be given disability equality and PPI training relevant to their level of involvement.
- All health and social care staff in regular direct contact with clients or patients with a disability should be given human rights training on legislation, on a human rights approach and on incorporating the convention rights of people with disabilities.

This paper has been tabled at the Strategy Steering Group for their consideration. Belfast Trust led on the development of the regional resource Making Communication Accessible – which is guidance for HSC staff. This was developed in conjunction with disability representative organisations and individuals with a disability to ensure that the

guidance was well informed and based on best practice. The guide was formally launched in June 2016 and sponsored by the Regional Physical and Sensory Disability Strategy Group .

Additionally, HSC Equality representatives worked collaboratively on a regional e-learning resource for HSC staff and this was entitled Making a Difference. This was launched on Monday 4 December 2017. Two modules have been developed – one for core staff and additional resources for managers. It is intended that both modules will be accessible by desktop, tablet and smartphone, thus encouraging greater uptake of this alternative to face-to-face training. The Trust is also seeking to furnish new staff with mandatory training in advance of their start date (on-boarding) so that when they begin, they will have already benefitted from the learning and to help facilitate delivery of compassionate and accessible services. The training will primarily be scenario-based. The core module, entitled 'Making a Difference' focuses on recognising and respecting the different needs of colleagues and service users. The key themes on which the scenarios are based include disability, dignity, ethnicity and good relations. The training will also cover human rights.

15. Virtual Dementia Training

Trusts provided Virtual Dementia training sessions for staff. Virtual Dementia Training is a scientifically proven method of helping staff method of to understand what people with dementia experience every day and is a "window into their world."

16. Appreciative Inquiry

In accordance with Section 19 and 20 of the Social Reform Act 2009 (NI) Belfast Trust actively engages with service users, carers and members of the public on the planning and delivery decisions that affect their health and social care.

However, in accordance with Standard 3 of this PPI duty (Personal and Public Involvement) to seek out clear and accessible opportunities for engagement the Trust has embraced a new method of consultation entitled "Appreciative Inquiry".

Using this methodology the Trust aims to modernise Learning Disability and Dementia Services within the Adult, Social and Primary Care Directorate. The new approach also underlines the 'What Matters To You?" initiative which allowed staff and service users to positively outline what is important to them and what makes a service good.

This method of consultation involves an organisational culture change and is very much in line with the Trust's value of being leading edge and commitment to delivering safe, effective and compassionate care.

Appreciative Inquiry accentuates the successes of the past and evokes images of the possible. It is a strengths based approach designed to create solutions based on conversations on the premise that people using the service are the experts. Appreciative Inquiry moves away from simply problem solving to a 4 D cycle – Discovery, Dream, Design, Destiny – where everyone is asked to appreciate the best of what is, what might be, what should be and how to move forward.

17. Equality Bites

A third Edition of Equality Bites was produced and disseminated to all Staff and to over 1500 groups, organisations and individuals listed on the Trust consultee database.

The Newsletter provides bite size information about how Equality and Diversity (incorporating Good Relations and Human Rights) in the Trust is being mainstreamed every day through the planning, procurement and delivery of services and through the employment of staff. The Newsletter is an opportunity to celebrate those actions, projects, initiatives that help make equality a reality for all staff and services users. It also acts as a reminder to staff of the Trust's legal obligations by highlighting aspects of the legal duties in plain English and in small chunks. Equality Bites also signposts staff to additional resources both internally and externally.

Belfast Health and Social Care Trust

Equality Bites

Edition 3: 2017

Welcome to the third edition of our annual Equality Bites newsletter. The Newsletter provides bite-size highlights of what we, in Belfast Trust, are doing to promote equality, diversity and inclusion every day both as an employer and a service provider.

I am delighted to present to you a vast array of initiatives which certainly highlight that core to all our work is the promotion of Health and Well Being and the reduction of Health and Social Inequalities.

I believe it is important to tell you each year about how equality, diversity and inclusion is promoted in the Trust - not only to celebrate what we do and how we do it, but also as a gentle reminder to us all that equality and quality are intrinsically linked since by striving for equality and upholding human rights, we will always improve the quality of our services and patient outcomes.

The Equality, Health Improvement and Community Development teams have all been welcomed into the Performance Planning and Informatics Directorate to collectively tackle Section 75 and broader inequalities. A move that clearly signifies our belief that equality and respect for diversity must be at the heart of all that we think, do and say and in our plans to be a world class, continuously improving leader in health and social care. It is a positive and welcome step to ensuring that our services continue to be planned and managed around people rather than structures and buildings. We will still of course continue to work closely with our Employment Equality colleagues in Human Resources.

We look forward and plan to truly make a positive difference to our service user's health and wellbeing and to providing a truely integrated service user experience. Promoting equality and respecting diversity in our workplace and in service delivery together with co-design and partnership working is key to achieving the Trust vision to be known as one of the safest, most effective and compassionate health and social care organisations.

Jennifer Thompson
Interim Director Performance, Planning and Informatics

Reaction to Equality Bites has been extremely positive including:

"Excellent and interesting newsletter – gives a great flavour of the breadth of work and support that is available. Well done!"

"I just wanted to say to you and your team that this is a wonderful newsletter."

"Challenging the myths and giving robust information is inspiring."

18. Carers

Following an extensive consultation with over 1,200 carers the Trust's Carers' Strategy for 2017 – 2020 "Caring Together in Belfast" was launched in March 2017. The Carers' Strategy development won third prize in the Chairman's awards ceremony. The Strategy outlined 4 priorities including:

- Reaching Carers of all ages
- Developing Carer Support Pathways
- Supporting Carer Health and Well Being
- Communicating with and involving Carers.

Leading the implementation of the Strategy is two Carer's Co-ordinators, Service Manager Physical Disability and Sensory Support tougher with a Trust wide steering group, a carer's reference group and a Non-Executive Director carer's champion.

In the reporting year, there has been a range of initiatives to support the strategy including “CATHOS” (Carers at the heart of our Service) in physical and Sensory disability services, Think Family for younger carers and new CREST service relating to carer assessments. A range of awareness sessions were held with over 50 staff regarding carer’s assessments across Physical Disability and Learning Disability services.

Carers have benefitted from a range of support programmes including life coaching, mindfulness classes, relaxation day at Drumalis and a trip to the theatre.
A number of leaflets have been produced for targeted groups to raise awareness of the support available e.g. leaflet for staff carers and a young people as carers leaflet. Partnership working with the Syrian and Traveller community and Carers NI has taken place to support carers from black and minority ethnic groups in Belfast. A range of activities have been arranged throughout the year including sports events, art workshops and a seasonal meal. The Trust also sits on the regional BME Carers Group.

19. Read & Write

Belfast Trust was delighted to announce that for a trial period of one year, it is deploying Read&Write literacy software to ***all*** staff. Such investment demonstrates the Trust’s commitment to support all staff to be the best they can be, whatever their abilities or challenges, roles or responsibilities.

The Trust acknowledges that effective communication - between colleagues, service users and any stakeholder - is the lifeblood of the organisation and written communication lies at the heart of this.

In line with Trust values, Equality legal obligations, Investors in People plans and Patient Client Experience Standards the Trust wants ***all*** staff to feel valued at work and able to do their jobs to the best of their abilities.

19.1 Who benefits?

The software will support:

- Staff with reading, writing and memory difficulties such as dyslexia
- Staff who are not proficient in English as a first language
- Staff with concentration difficulties due to mental ill health
- Staff with visual impairments
- The Trust to produce accessible information such as audio and easy read formats.

Whilst it is difficult to estimate how many staff will benefit from the software (as disclosure of such literacy difficulties is not common) certain national and regional statistics indicate that a significant proportion of the 22,000 + staff will be better supported. For example it is estimated that 10% of the population has dyslexia with the nursing union RCN noting recently that the prevalence amongst nursing staff is higher at 14%. In addition, 4% of Trust staff are BME - this is likely to rise with international nursing recruitment. Finally, of note is the low literacy levels in NI where 24% of the population are at Reading Level 1 and below (2nd highest figure in Europe).

Importantly, because it is a Trust wide license all staff whether working in the acute or community setting or at home will have immediate access to the software without declaring they are having problems and without waiting for an Occupational Health referral and assessment or Managerial approval and purchase. Anyone who wants the software will be able to discreetly access it. They do not need to disclose their disability to get support unless they want to

19.2 What does Read and Write do?

The software will be available for everyone to use, on PC's, laptops and tablets across the organisation. It is produced, managed and supported by a local company TextHelp based in Antrim

Read & Write offers these key features, and many more:

Table 1: Read & Write Key Features

Text-to-speech	It reads aloud emails and on screen documents.
MP3 generator	It convert emails and on-screen documents into MP3 audio files which allows staff to listen to them on the go. Print-based documents can be scanned and converted to MP3 files too.
Word prediction	Read & Write's intuitive word prediction helps staff to construct sentences easily and quickly.
Advanced spellchecker, dictionary & homophone checker	Errors become a thing of the past with these advanced features which will alert staff to mistakes and suggest alternatives.
Screen masking Widgets	This helps staff focus their attention on a particular section of the document, blocking out peripheral distractions. Easy Read documents can be produced

20. Access to Healthcare for Overseas Visitors and Paying Patients

Belfast Trust Handbook, *Access to Healthcare for Overseas Visitors and Paying Patients*, was revised in the reporting period to include updated legislation pertaining to persons who do not normally reside in Northern Ireland and in relation to new procedures and documentation to be used for paying patients (private). This resource was made available to all staff via the Trust intranet.

The Access to Healthcare Team are a specialist team that have extensive knowledge of the relevant legislation and regulations that apply to a person visiting or moving to Northern Ireland and who may need to access healthcare. The team work collaboratively across all disciplines within the Trust and with a number of external organisations to ensure the Trust's statutory obligations are fulfilled and that patients are not deterred from accessing services.

21. Assistance Dogs Policy updated and re-published

Belfast Trust was the first health and social care organisation in Northern Ireland to introduce an Assistance Dogs Policy in 2012. The Trust undertook to update the policy in this reporting period. In late 2016, the Trust publicly consulted on the policy and received feedback from a range of expert stakeholders. The scope of the policy was extended to ensure that it covered all Trust premises, and specific guidance was incorporated from an infection control perspective.

The objectives of the new policy are as follows:

1. To ensure that the Trust provides a safe environment for patients, staff and visitors whilst allowing appropriate and sensitive access for Assistance Dogs.
2. To provide guidance to staff to ensure a consistent approach regarding Assistance Dogs.
3. To permit Assistance Dogs in all non-patient areas e.g. administration offices, nurses stations, corridors, clerical areas, waiting rooms, shops and cafes.
4. To permit Assistance Dogs in clinical areas, unless there is a justifiable reason and cannot be overcome by a reasonable adjustment i.e. if there is a threat of endangering the disabled person or others e.g. infection control or if other patients have an allergy or phobia of dogs; where a cases service user is critically ill or when a service user is required to stay overnight. In such the best possible alternative will be sought.

The amended policy was approved and adopted by the Trust in June 2017 and it is hoped the policy will strengthen the rights of service users who use an assistance dog.

22. Belfast Pride Week

To mark Belfast Pride Week in August 2017, Trust staff, patients and the Equality Team took the opportunity to visit one of the Inclusive Work Place Information stands provided by UNISON and the Public Health Agency various Trust locations. The theme for the week was 'Demand Change.' The Trust is committed to providing inclusive workplaces for everyone including staff that identify as Lesbian, Gay, Bisexual and Transgender and was delighted to host the information stands across the organisation.

Belfast Pride Week 2017 incorporates over 100 events to celebrate LGB&T for everyone including music, comedy, debate, drama health and wellbeing. As in previous years, the HSC LGB&T Staff Forum took part in the Belfast Pride parade, held on Saturday 5 August 2017. The event offers an opportunity for staff to stand alongside LGB&T colleagues to continue to promote an inclusive society.

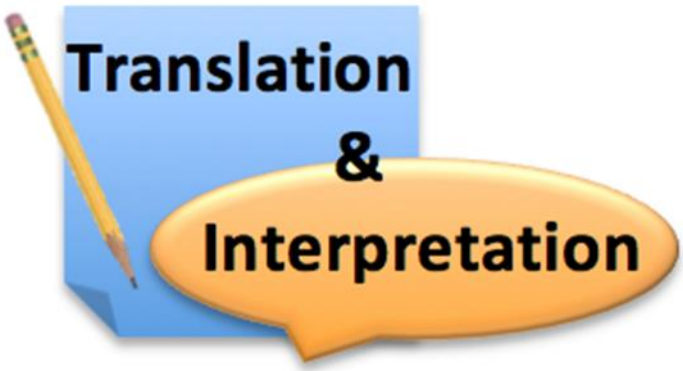
During Pride Week, the HSC LGB&T Staff Forum also created an online photo gallery of staff who are out at work.

Where people are already visible, it helps others to come out and create more inclusive workplaces. The photos are hosted at www.lgbtstaff.hscni.net

The HSC LGB&T Staff Forum was established in September 2011 following representation from Trade Unions about increasing support for the health and wellbeing of LGB&T staff in health and social care and encouraging more open and diverse workplaces.

The Forum is open to any member of staff working within a HSC Trust or regional HSC organisation, including agency staff and interns. It is also open to full time students who are on placement in HSC environments. It is facilitated by the Public Health Agency on behalf of the wider health and social care service. In 2014 a website was developed, to enable information sharing, promote good practice and to reduce the isolation of LGB&T staff.

23. Coordination of interpreting and translation services and training



The Equality team takes the lead for co-coordinating interpreting and translating services for any staff member who requires in it, and arranges associated training sessions for staff. The team frequently receives calls of this nature and can provide the following service:

23.1 Written Translation: The Trust secured a contract with three translation companies for the period 6th October 2017 - 5th October 2019. Guidance on the procedure for translating a written document is provided to staff on request via email. It is highlighted within the guidance that if the translation is non-patient specific the final translation of the document should also be forwarded to the Equality team for inclusion within its database of translations, so that the trust has an up-to-date bank of translated materials for future use.

thebigword

23.2 Telephone Interpreting: The Trust secured a contract with the Big Word Telephone Interpreting for the period 6th October 2017 - 5th October 2019. Guidance on the procedure for securing a telephone interpreter via access and pin codes is provided to staff on request via email.

23.3 Face to face interpreting: Trust staff are aware that their first port of call in securing a face-to-face interpreter is through using the online booking system with the NI Regional Interpreting Service. If an interpreter cannot be secured from this Service, staff contact the Equality Department for details of another company that may be able to assist.

23.4 Working Well With Interpreters training: Training sessions are provided to Trust staff annually and the Trust's Equality Team liaises with the NI Regional Interpreting Service in securing several dates. The Equality team ensures when dates and venues throughout the Trust have been secured these are advertised on HRPTS for staff to book a place and also advertised on the Trust's intranet.

Northern Ireland Health & Social Care Interpreting Service

In the reporting period, the Trust's use of the regional Northern Ireland Health & Social Care Interpreting Service as follows:

2017-18 Belfast HSC Trust Face to Face Interpreting Stats:

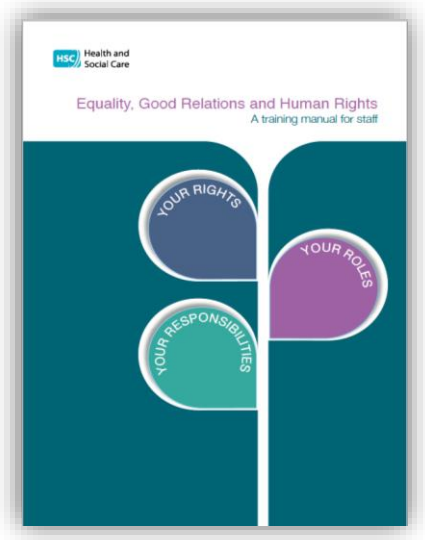
- Number of Requests – 33,605
- Provision rate – 98.68%
- Out of Hours Appointments – 590

Table 2: Top 20 BHSCT Languages

1. Polish	6155	11. Chinese - Hakka	610
2. Arabic	6109	12. Russian	535
3. Romanian	4702	13. Spanish	432
4. Chinese - Mandarin	3592	14. Farsi	408
5. Slovak	2799	15. Bulgarian	290
6. Chinese - Cantonese	1845	16. Czech	256
7. Somali	1194	17. Tetum	231
8. Lithuanian	1178	18. Bengali	221
9. Hungarian	1042	19. French	155
10. Portuguese	973	20.Latvian	149

24. Dissemination of regional Equality, Good Relations and Human Rights Manual

Belfast Trust led on the development of a regional Equality, Good Relations and Human Rights training manual in 2016/2017. In this reporting period, we arranged the dissemination of this high-quality training resource across Northern Ireland. A total of 8,000 hard copies were printed and distributed across each of the Health & Social Care Trusts. The online version was then uploaded onto Trusts' intranets, to be accessed by staff members at their convenience.



Feedback received has indicated that this is a valuable training aid and has proved to be a popular resource for health and social care staff across Northern Ireland. The document is based on a Belfast Trust-specific version of the guidance which the organisation had developed in the past and which continues to be used as a reference point for training today.

25. Regional launch of new HSC Passport

In May 2017, a new Regional Hospital Passport has been launched to help improve the experience of hospital visits for people with a learning disability. Belfast Trust staff were involved in this exciting piece of work.

The Public Health Agency (PHA), in partnership with the Regional General Hospital Forum for Learning Disabilities, health and social care trusts, and people with a learning disability and their carers, developed the passport folder which holds details about the patient's likes, dislikes, how best to communicate with them and other helpful information.

The information in the passport will help all staff in general hospital settings make reasonable adjustments to support safe and effective care for people with a learning disability while also improving the patient experience.

People with a learning disability can bring a copy of the Hospital Passport with them when they attend hospital. If they do not bring one with them, hospital staff will provide a blank copy and encourage them, with support from a relevant individual, to complete one on arrival.

The passport has been developed in line with Guidelines and Audit Implementation Network (GAIN) recommendations for caring for people with a learning disability in general hospital settings.

Belfast Trust has made the passport and accompany guidance available through its staff intranet and has promoted the use of this new resource.

26. Learning Disability Services launch new Hub resource

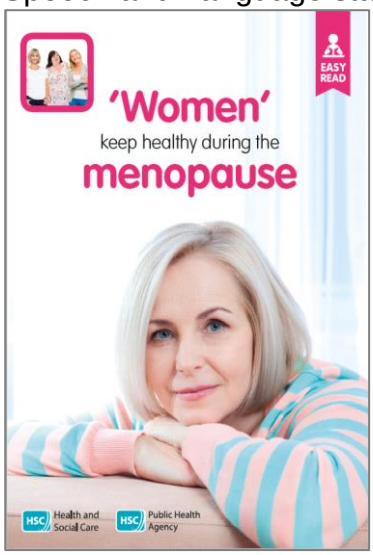
In November 2017, the Trust's Learning Disability service launched a new Hub section on the intranet with resources and information for Trust staff who come into contact with person with a Learning Disability (LD).

This is a new resource page, containing the latest information to assist staff to care for someone who has a learning disability. The new information has been designed following consultation with nurses in a general hospital.
The resource page houses information such as:

- Contact numbers for hospital and community staff who work in LD
- Assessment tools
- Guidelines
- Information on choking considerations when caring for someone with a LD
- Regional Hospital passport with guidance note and easy read

The page also includes numerous easy-read publications including
''Men know about your prostate'
'Women keep healthy during Menopause'
'Choking Awareness'
'Dentist Appointment Guidelines'

In addition, a full list of easy read documents that have been produced by the trust's Speech and Language staff is included as part of the resource.

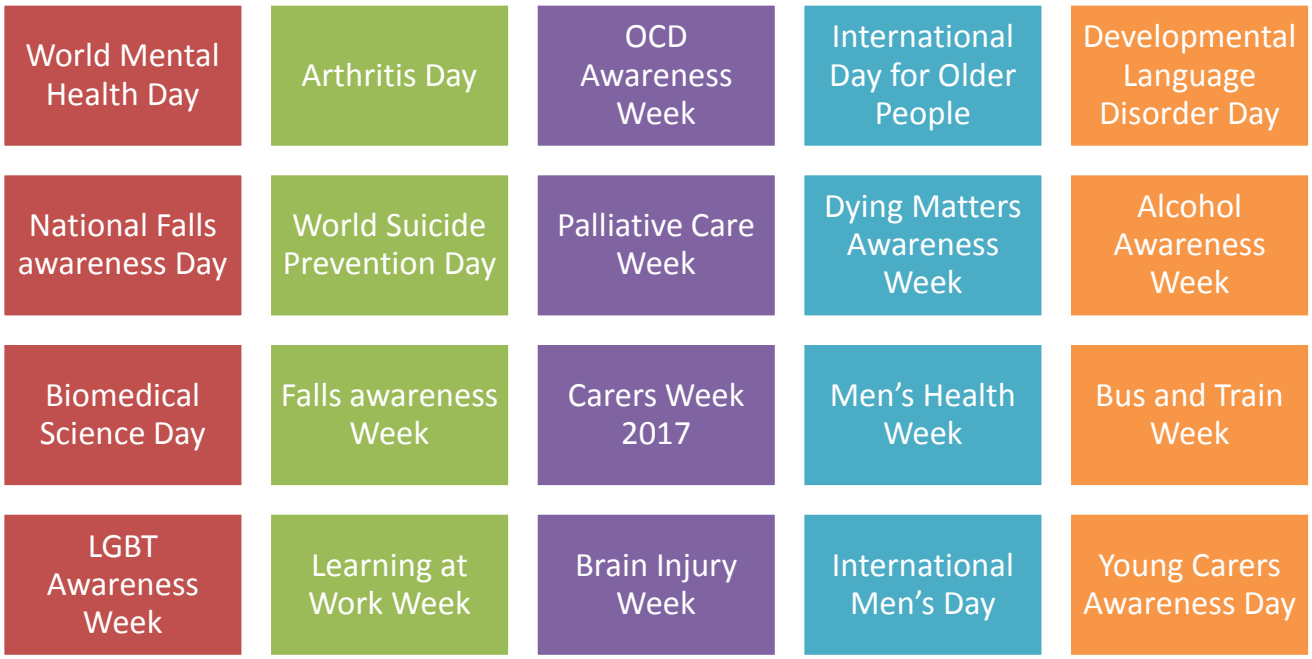


27. Marking of International Days

Belfast Trust raises awareness of a number of 'international days' throughout the calendar year via articles on the staff intranet ("the Hub") and occasional events. Many of these relate to the area of equality and disability, and provide an opportunity to provide key information and updates to staff in these areas.

In this reporting period, the Trust marked and or celebrated the following days:

Figure 7: Days Marked or Celebrated by the Trust



28. Equality input at Standards & Guidelines Committee

The Trust's Standards and Guidelines Committee meets bi-monthly to discuss, note and approve any Trust-wide policy or guideline that is either new, or has been revised. In the reporting period, an Equality Manager has attended these meetings to ensure that all policies are equality screened at the optimum stage in the policy development process. This has proved to be both effective and efficient and ensures that only policies which are accompanied by a signed-off equality screening document can be forwarded to the Trust's overall Policy Committee. The Equality team has committed to ensuring its presence at these meetings moving forward.

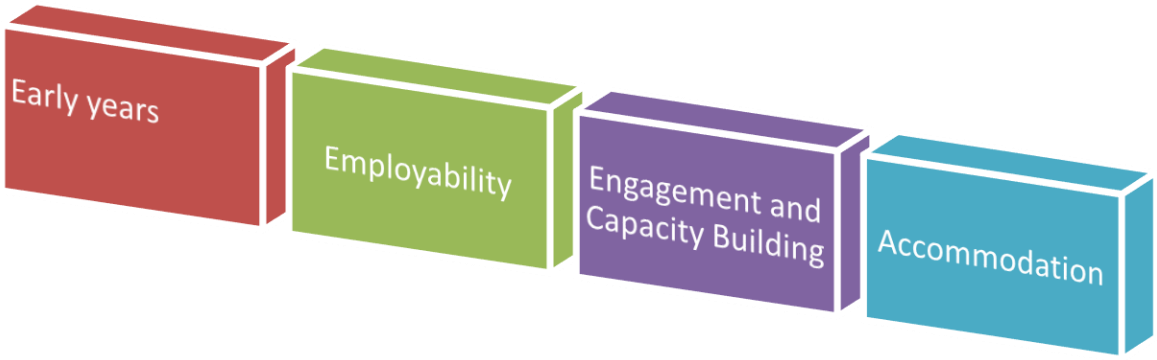
29. Traveller Health Project

For several years, Belfast Trust has had a very proactive approach to working with members of the Traveller community in identifying and helping to overcome barriers to accessing services and improving health outcomes.

Building on successful work undertaken in recent years, the Trust carried out an in-depth review of interactions between the Trust and Traveller community, exploring demographics and emerging issues within the community. In parallel, the Trust, in partnership with Belfast City Council, established an inter-agency working group on Travellers in Belfast. This group has superseded the Trust's Operational Group Several very successful workshops were held in 2017 to develop a multi- agency response to supporting Travellers in Belfast. The PHA has replicated this approached and are currently reviewing all Traveller support programmes they fund regionally. The Trust, in partnership with the PHA and the interagency forum, transformed the Traveller Health project for 17/18, creating the Traveller Support Network.

The four overarching areas for prioritisation are:

Figure 8: The Four Overarching areas for prioritisation



Detailed proposals were developed by Belfast Trust and approval was given by the PHA to fund organisations to adopt a new approach to working with Travellers. Bryson An Munia Tober's contract was significantly changed to reflect the new priorities. Funding was provided to Extern to provide specialist support to the increasing number of homeless Travellers and Travellers in hostels to find permanent accommodation solutions. The Heart Project was funded (on behalf of all Healthy Living Centres in Belfast) to provide an intervention project to support Travellers in accessing mainstream services, particularly early years services like Surestart. Funding was provided to Community Restorative Justice to provide mediation within the Traveller community and between the Traveller and settled communities and to ensure that barriers to accessing mainstream services were addressed.

Additional resources were made available to Barnardos to allow them to provide a bridging/support service for Traveller children transitioning from Primary to post-Primary School. Resources were also released to Extern to compile a Traveller experience narrative in Belfast to identify issues of concern and Traveller views on the way forward. Central to this is the establishment of a Traveller Forum for Belfast.
Quarter 1 evaluation has shown a substantial uptake of all these services and a far greater engagement with the Traveller community and, more importantly, improved outcomes for Traveller families.

At the launch of the Traveller Support Network, December 2017

30. Belfast Trust Domestic Abuse Support Service

The Trust continues to provide a dedicated in-house support service for any staff member who experiences domestic violence, offering free, confidential emotional and practical support for any member of staff who is experiencing domestic abuse.
This year, the Trust created and distributed 15,000 calendars to promote the Domestic Abuse Support service. These were distributed across every area of the organisation in time for the New Year. These calendars are proving to be a popular resource for organisational purposes but also serve to have the domestic abuse support service and its contact details as a constant presence around offices. This helps to reduce stigma and also allows staff who may need support ready access to the service.

31. Silent Night, Violent Night

As in previous years Belfast trust staff pledged their support to Women's Aid in advance of Christmas 2017. The Trust established a central collection point at the reception of McKinney House, Musgrave Park Hospital where donations of money, gift vouchers, new toys or gifts can be made for families who avail of Women's aid refuges and other services, to help make their Christmas a little easier.

Damian McAlister, Director of Human Resources and Organisational Development and Ray Rafferty Chair of Trade Union side welcomed the Chief Executive of Belfast and Lisburn Women's Aid, Kelly Andrews and her colleague Liz Johnston to formally receive some of the donations in McKinney House.

32. Belfast Trust HIV Awareness Project

The Belfast Trust's Sexual Health Training Team continues to co-ordinate and manage the HIV Awareness Project, an initiative that provides a mandatory training opportunity for all Trust staff with direct patient or client contact. Its aims are:

- To improve knowledge and raise personal awareness of HIV and sexually transmitted infections (STIs)
- To provide information on the main ways HIV and STIs can be transmitted and prevented

- To raise awareness of the impact of prejudice and stigma for people living with or affected by HIV
- To encourage participants to share the learning with work colleagues, family and friends
- To have fully informed staff to ensure that the quality of care given to people with HIV is of a high standard.

These awareness sessions are delivered by a team of approximately 20 HSC staff from a wide range of professional backgrounds, including: Social Work; Social Care; Nursing; Midwifery; Health Improvement and Administration. In addition to the co-ordination and delivery of the mandatory, planned and tailored HIV Awareness Training sessions, the project also has a range of annual tasks, which include the following:

- HIV T4T recruitment, selection, 3 day training for trainers programme;
- Ongoing support and mentoring of new HIV Awareness Trainers;
- Learning and development for existing trainers;
- Annual HIV Trainers' Update Day (Mid May);
- 2 HIV Update Newsletters each year;
- World AIDS Day Activities and fundraising

To date the project has directly engaged on a face-to-face basis with in excess of 40,000 H&SC Trust staff. In 2014 the initiative was recognised for its impact, making its way through to the finals of the prestigious UK Sexual Health Awards.

Sexual Health Training Team, Belfast HSC Trust

HIV Awareness Training in the Belfast HSC Trust Health Care Assistant Induction Programme

33. DVD Launch: A Guide to Sensory Support Team Services

In October 2017, the Sensory Support Service recently launched an educational DVD highlighting the exceptional services provided by the team. Speaking at the event, Martin Dillon, the Trust's Chief Executive, paid tribute to all of those involved in the production of 'DVD Sensory Disability: A Guide to Sensory Support Team Services.' He highlighted the contribution of the Service Users involved in its production, of the Sensory Support team and of the Health and Social Care Board, all of whom supported the project.

The DVD is an educational resource for people experiencing sensory loss, for their carers and for any professionals who may encounter those affected. It includes testimonials from people who have availed of the service, emphasising how the help and support has impacted both upon their own lives and upon their family. Information is presented in three accessible formats, to meet everyone's needs: Subtitled, British Sign Language and Irish Sign Language.

34. The Sensory Support Service

The Sensory Support Service is comprised of a team of Social Workers, Rehabilitation Workers and Rehabilitation Assistants, who work to reduce the impact of sensory loss on people's daily lives by supporting their independence and by focusing on their individual needs, as well as raising awareness in the community. They do this through specialist assessment and care planning, with the aim of limiting the impact that sensory impairment has on daily life.

Currently there are 10,879 people registered with the Trust who have a sensory disability.

35. Car-parking Services Group

In this reporting period, Belfast Trust established a high-level Car-Parking Services group, comprising a number of Directors and representatives from Disability, Estates, Trade Unions and others. The work is in its formative stages.

36. Employment Equality

36.1 Employment Equality and Diversity Plan

Following completion of the 2014-17 Employment Equality and Diversity Plan the Trust are developing a new five-year plan to complement the S75 Equality Action Plan and Disability Action Plan 2018-23 which, following a period of public consultation, were approved by Trust Board in March 2018.

Our aim is to ensure that the new 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. We wish to ensure that equality and diversity are embedded across our organisation and that our employment practices are fair, flexible and enabling so that each member of staff can reach their full potential.

Key areas of progress during the year include;

36.2 Fair Employment Article 55 Review and Affirmative Action Programme

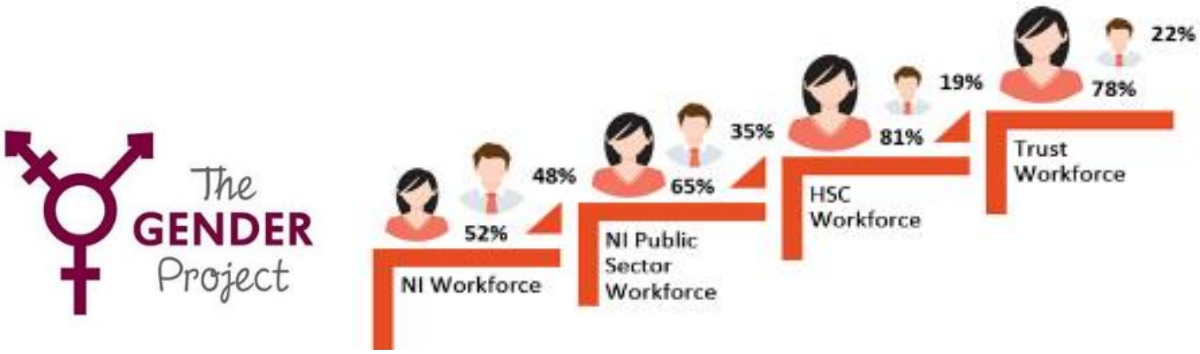
The Trust's third Article 55 Review, covering the period January 2013 to January 2016, was approved by Trust Board and submitted to the Equality Commission in June 2017. The Trust has reviewed the Affirmative Action Programme in light of the Review and outreach affirmative action is ongoing.

In September 2017, the 12 month work placement programme for those in long term unemployment concluded. Feedback from the participants and from the Service Areas of PCSS and Medical Records has been very positive. The Trust are currently scoping further citywide opportunities to further develop the affirmative action programme.

36.3 Gender Project (In partnership with BITC and PWC)

The Trust has extended the Fair Employment Article 55 Review to encompass a full gender analysis of the workforce composition and flows and has completed the Price Waterhouse Coopers (PWC) baseline audit tool.

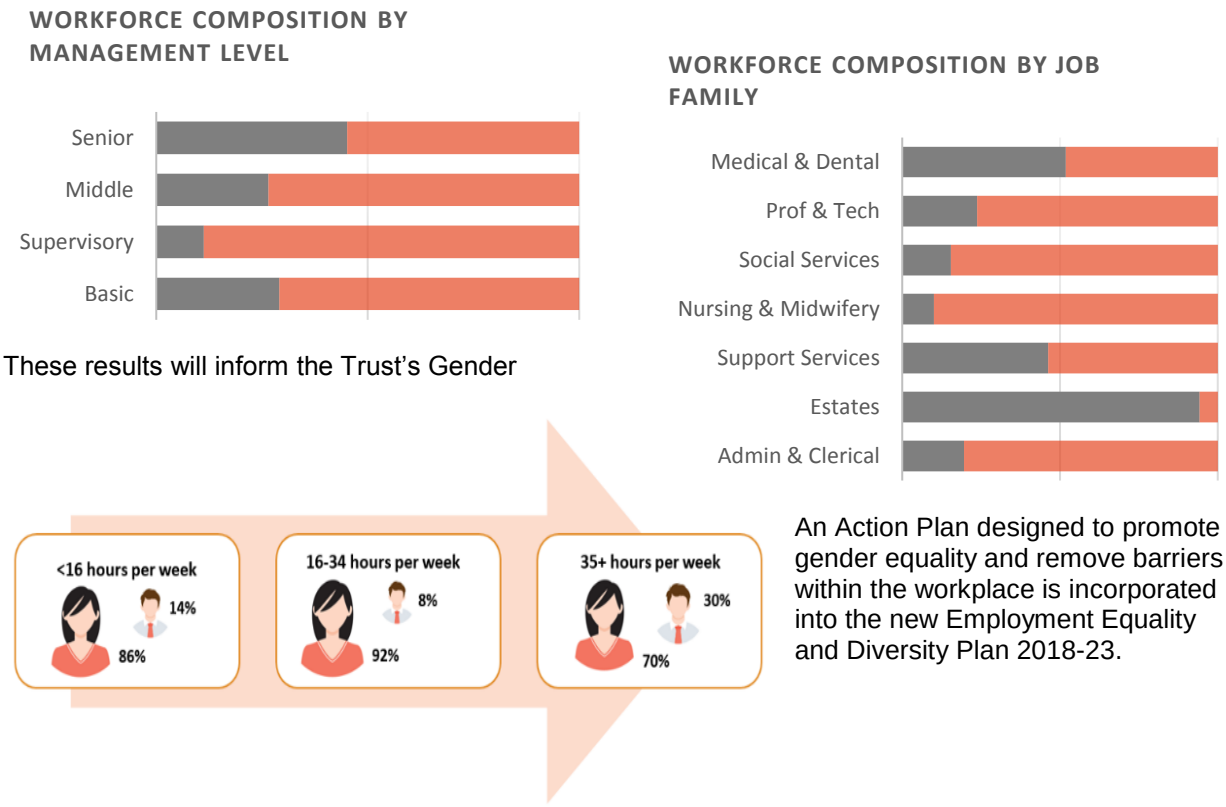
Figure 9: Gender Project



Source: ECNI Fair Employment Monitoring Report 2016

Some overarching findings are provided below:

Figure 10: Overarching findings:

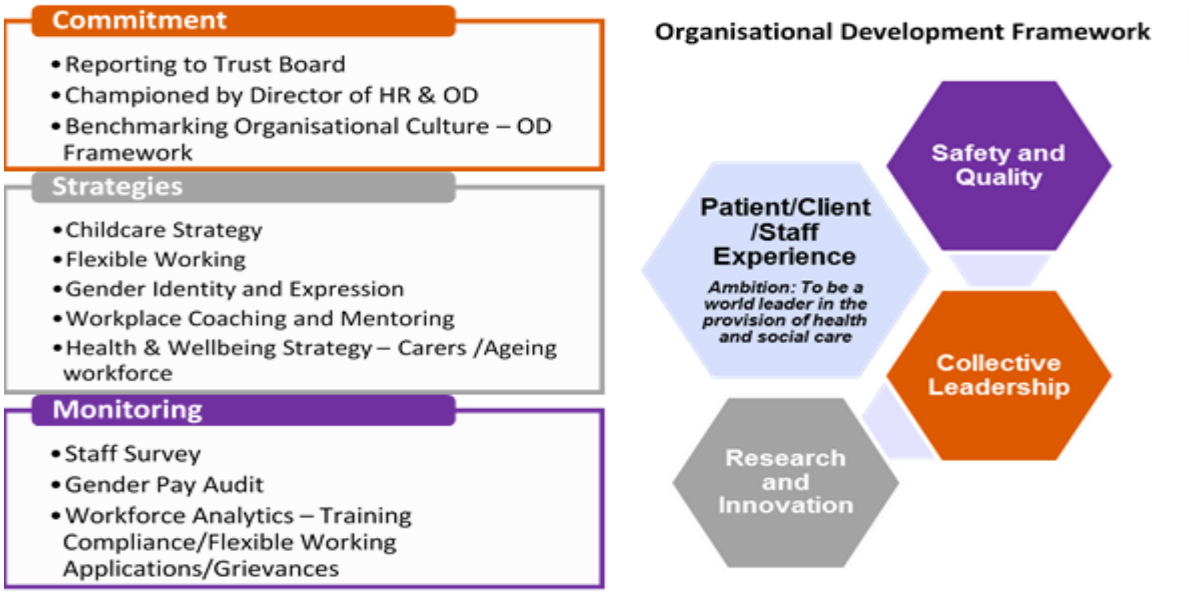


These results will inform the Trust's Gender

An Action Plan designed to promote gender equality and remove barriers within the workplace is incorporated into the new Employment Equality and Diversity Plan 2018-23.

The Trust identified 3 key areas on which to focus improvements and the importance of linking the Plan to the Organisational Development Framework.

Figure 11: Three key areas to focus improvement

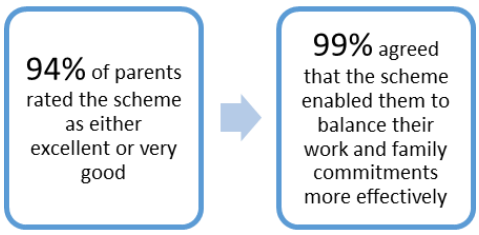


Within this, there are a number of key strategies including;

36.4 Childcare Strategy

The Trust recognises that many staff have a range of caring responsibilities and we have a suite of policies and arrangements in place to support them. A specific priority within the broader context of supporting our staff's caring responsibilities is to develop a range of initiatives to support childcare.

Figure 12: Trust's Annual Summer Scheme



The Trust's annual summer scheme was extended from 3 to 4 locations across Belfast accommodating 492 children of Trust staff. The Trust also piloted a Halloween scheme operating during half-term which proved hugely successful.

The Trust are undertaking a feasibility study on the development of additional childcare options including further on-site childcare and discounted childcare places with private nursery providers.

36.5 Employees who are carers

Being a Carer can be a very positive experience, but can be physically exhausting and emotionally stressful at times. For Trust employees who have a significant caring role at home, balancing the demands of work and caring responsibilities can be difficult. The Trust has developed information guides to provide an overview of the initiatives and support mechanisms in place to support carers in the workplace.

36.6 Work Life Balance

The Trust continues to promote work life balance options to all staff. During 2017-18 1519 applications were received with an 80% 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 is developing a series of podcasts showcasing WLB practically enhancing employees' lives. This will include a focus on staff at senior levels.

Over 1000 Trust staff currently avail of childcare vouchers.

Our family friendly practices and innovative approach to supporting our staff were recognised by Employers For Childcare and we were highly commended at their annual awards in September 2017.

36.7 Gender Identity and Expression Policy

The Trust has worked with partners to introduce a Gender Identity and Expression Policy aimed at creating a workplace where the dignity and respect for Trans people is protected and promoted. The policy, which was subjected to a formal 12-week public

consultation, was approved by the Trust's Workforce Governance and Policy Committee in February 2018. A regional Task and Finish Group has been established to ensure a consistent approach to the practical application of the policy.

36.8 Mandatory Equality, Good Relations and Human Rights Training Programme

A comprehensive programme of training continues to be provided in partnership with Health & Social Inequalities and Employment Law teams. The training is now complemented by a training manual providing additional advice and signposting.

The new regional Equality, Good Relations and Human Rights e-learning programme was launched in November 2017 and is now available for all staff. A number of HSC Trust Chief Executives came along to launch the e-learning resource at the Long Gallery in Stormont and the Trusts were delighted that the Chief Executive of the Equality Commission of Northern Ireland was able to join us. Dr Evelyn Collins CBE, , praised the programme for being meaningful and practical while addressing equality stereotypes. Dr Collins noted that a scenario for managers around equality screening was particularly welcome.

Facilitated sessions are provided for staff whose working environment does not support this type of learning and complements the Annual Programme of classroom-based training.

2473 staff completed this training during the course of the year.

36.9 Regional Employment Equality Network

The Trust continues to work collaboratively across the sector on employment equality issues. The purpose and role of the network is to share employment equality good practice, to provide employment equality advice and support to other regional groups / partners and to work collectively to promote good practice. Over this past year the network has continued to work together to address equality reporting issues associated with the new HRPTS and E-Rec computer systems.

36.10 Equality Networks & Support Services

The Trust provides a confidential bullying and harassment support service for staff. The Trust also promotes the regional LGBT Network whose feedback has played an important role in the development of the Gender Identity Policy.

36.11 S75 Duties in relation to Employment Equality

The Trust's HR teams have continued to work collaboratively across the Trust to ensure employment equality considerations are reflected within policy and decision making processes including equality screening and impact assessments.

36.12 Employability Programmes for Disabled People

The Trust promotes equality for disabled persons in the workplace in a variety of ways including training and support for staff and managers on reasonable adjustments. The HSC wide Disability Policy is currently under review. The new policy and procedure will incorporate best practice recommendations and provide a user friendly toolkit for staff and managers.

The Trust continue to provide work placement opportunities for disabled persons across Service Groups. The programme has been recently been reviewed and the Trust participated in the International Job Shadow Day for People with Disabilities on 25 April 2018.

The HR Team are currently working in partnership with the Trust's Learning Disability Service and PCSS to develop an employability initiative for people with learning disabilities using the positive action provisions of the DDA. The Trust will launch the initiative, involving a 12 week accredited training programme leading to permanent employment opportunities, in April 2018. This initiative was launched by Michael Wardlow at a celebratory event held by the Trust to support International Disability Job Shadow Day on 25 April 2018.

36.13 Age

The Trust is a member of the Age at Work Collaborative Network supported by Business in the Community and has worked during the period with other public and private sector employers to share best practice and take forward initiatives. The Trust has signed up to Age Friendly Belfast Charter and the working group is progressing a range of objectives for both service users and staff, many of which complement the work of the Disability Steering Group. Our Putting People First training has been reviewed to guide staff in supporting our older service users. The NHS Working Longer Group age readiness checklist is being reviewed by HR teams and the health and wellbeing objectives overseen by the B-well Steering Group.

36.14 Mental Health Charter

Mental Health Charter

Cognisant of the fact that approximately 1 in 4 adults will be affected by mental health in their lifetime, the Trust as an employer and health care provider has signed up to the Mental Health Charter with the Equality Commission for NI. This demonstrates our commitment to promoting good mental health for our service users and staff.

36.15 "Mind Ur Mind Toolkit".

This innovative resource is designed to be a single reference tool for anyone affected by a mental health issue, to be able to gain an understanding of signs, symptoms and information on the wide range of support and assistance available both internal and external to the Trust. The toolkit will also be useful for managers in terms of holistically supporting staff with a mental health issue. The Toolkit can be accessed from the HUB and or the bwell website and is designed to be used by Trust staff, their families and friends.

b well ... u matter

B ACTIVE

MIND UR MIND

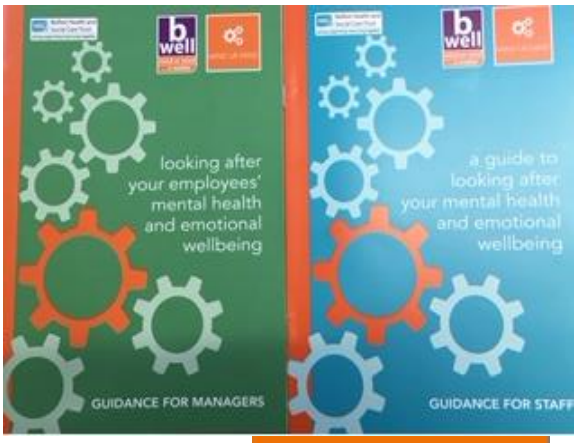
POSITIVE

EAT WELL

HERE 4 U

36.16 Mental Health Leaflets

Looking after staff's mental health and emotional wellbeing is central to the b well Strategy and Action Plan. As part of its ongoing commitment to supporting staff who experience stress or a deterioration in their emotional wellbeing and mental health, the Trust has updated and redesigned our information guides for staff and managers. Our easy read leaflets are a useful resource in providing self-help tips, recognising the signs and sources of support.



36.17 Staff Health & Wellbeing

As part of the bwell strategy and action plan, we continue to deliver a range of initiatives to promote good health and

MIND UR MIND

wellbeing including our b well health fairs and our lunch and learn sessions for staff on;

- Managing the menopause
- Diabetes awareness
- Money matters
- Parenting NI
- Drink Work & Me
- Mindfulness
- Getting a good night's sleep

We also continue to deliver a wide range of free Here4U activities and events which continue to be popular among staff and include a diverse range of options from spin classes to Choir, Boxing to Pilates.

Highlights of our various b well health improvement initiatives for staff this year:

- Couch 2 5K programmes from the Musgrave Park, Belfast City and Knockbracken Healthcare Park sites, all culminating with participants celebrating by completion of a 5Km Park Run locally.
- Physical Activity Training.
- Mental and Emotional Health and Well Being Training.
- ACE Resilience Awareness training.
- Belfast Bikes now have Docking Stations on the Royal, City and Mater hospital sites.
- Smoking cessation support for staff.
- Choose to Lose weight management programmes.
- Spoons Restaurant & Knockbracken Healthcare Dining room offer calorie count labelling with all foods.
- All vending Machines within the Trust have been updated and provide a larger range of non-sugary drink options.
- The Health Improvement team and bwell initiative jointly continue to raise awareness of public health matters through the HUB, bwell website and social media platforms on such varied issues as Mental Health, Eating Disorders, Ovarian Cancer and Oral Health.

36.18 HSC Healthier Workplaces Network

This recognises our work in partnership with Occupational Health and Health Improvement colleagues in our b well Strategy and Action Plans. To ensure a consistent approach to improving workplace health, with a focus on the health and wellbeing needs of our workforce in the context of change, the Trust participates in the HSC Healthier Workplaces Review.

Through this shared approach to learning and networking, best practice is shared with other organisations to ensure our b well strategy and action plan is continually updated and reviewed to meet the needs of our staff.

36.19 Awards & Recognition

The Trust won the Legal Island 'Northern Ireland Equality and Diversity Awards in March 2018' for 'Best Gender Initiative' and were highly commended for 'Best Disability Initiative'.

Barry Phillips, Legal Island Chairman said in congratulating the Trust that we are, *"pioneering new standards of equality and diversity practices and driving the diversity agenda in Northern Ireland. Valuing diversity and recognising the multi-faceted benefits that it brings will help businesses and organisations to thrive. Driving diversity in the workplace will help drive it into the community outside too."*

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.

Family Friendly Employer Awards 2017 Highly Commended

The Trust's Workforce Equality & Governance team are the only Health & Social Care Trust involved in the Gender Project in partnership with Price Waterhouse Coopers and Business in The Community which is the largest ever UK study of women at work. Belfast Trust was also highly commended for the Employability programme developed using the positive action provisions of the Disability Discrimination Act.

As a result of partnership and collaborative working between the Trusts' Employment Equality and Mental Health Teams, we co-developed an innovative pathway for the recruitment of mental health service users into the workplace. The successful Mental Health model resulted in fourteen staff being appointed into ring-fenced positions overcoming attitudinal, procedural and systems barriers.

Our family friendly practices and innovative approach to supporting our staff were recognised by Employers For Childcare and we were highly commended at their annual awards in September 2017.

Vitality Health and The Financial Times identified the Trust as one of UK's healthiest workplaces in recognition of our b well initiatives that improve staff health and wellbeing.

FINANCIAL TIMES HEALTHIEST WORKPLACE

2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2017-18 (*or append the plan with progress/examples identified*).

During this reporting period, HSC Trusts collectively focused on the development of their 5 year equality action plans. As aforementioned, this constituted a significant programme of work to ensure that key stakeholders were involved from the outset and that Trusts came to the process with a blank canvas and open mind in terms of what our actions would be to tackle Section 75 inequalities over the forthcoming 5 years. Some actions from the previous plan have rolled over into the new plan to ensure that the maximum outcome is realised – e.g. development of a Regional Gender Identity and Expression Policy or where legislation has not been introduced e.g. work with the Department of Health and other relevant stakeholders to make sure we are prepared for the introduction of Age Discrimination Regulations.

Both the regional and local equality and disability action plans were shaped and developed with input from a range of stakeholders during a pre-consultation event on 19 January 2017. The purpose of this Delivering Together Workshop was to engage with a wide range of key stakeholders regarding development of their new 5-year Section 75 Inequalities Action Plan and Disability Action Plan

The draft plans were co- produced with a range of stakeholders and then issued for formal consultation from 7th August to 7th November 2017. The draft plans were then reviewed and amended as appropriate. Equality Leads met with Trade Union colleagues and the Equality Commission to discuss their plans and their process.

The plans are designed to be ambitious, meaningful and impactful – all of which will be enhanced through partnership working. The plans are living documents and it is recognised that new priorities or legislation may come to fruition in the 5 year period and the Trusts are committed to reviewing their plans accordingly. While the majority of our actions are identified as beginning in year one and two it is important to note that realising the actions may take the full lifetime of the Plan. Our Plan will be reviewed on an on-going basis and when the Equality Commission publishes their statement on key inequalities in health.

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2017-18 reporting period? *(tick one box only)*

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

Please provide any details and examples:

The Trust produces quarterly screening outcome reports, which are available via the following links:

April – June 2017
July – 8 November 2017
9 November – 31 December 2017
January 2018 – March 2018

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:

There have been many tangible differences resulting from the equality screening of policies, procedures and ways of working. There has been better engagement with service users and those affected by the relevant policies – ensuring people's opinions are included and central to decisions made. There has been more explicit consideration of reasonable adjustments in regard to each policy and a greater emphasis placed on ensuring communication, in all its forms, is accessible.

The screening of policies often results in service leads thinking differently about their service, considering new perspectives.


Appendix 2

Patient Information Leaflet

Will my discharge from hospital be delayed because I am isolated?

No, not usually. If you are you being discharged to your own home this should not make any difference. If you are being discharged to another hospital, to a nursing or residential home there may be a slight delay as you may need to be placed in a single room.

What happens when I get home?

When you go home you should live your life as normal. It is very unusual but any special precautions would be required in your own home however if any are necessary the staff will discuss this with you before you are discharged.

You can speak with the nursing or medical team on your ward at anytime about isolation.

If you would like to speak to a member of the specialist Infection Prevention and Control team please ask your nurse to contact them and they will visit you on your ward.

This leaflet can be made available in alternative formats such as large print size/easy read and can be translated if required. Please contact the Infection Prevention and Control Team to arrange.

Belfast Health and Social Care Trust

Isolation Information

Leaflet for Patients and Visitors

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):*

Yes : When the Trust recently screened a policy entitled 'Isolation policy for patients/clients with suspected or proven transmissible infections microorganisms', the service lead, under advice from an Equality

Manager, created a short leaflet which will be given to patients who have to be isolated due to the presence of infectious diseases. The leaflet can also be made available in Easy Read format when necessary.

✓ As a result of what was identified through the EQIA and consultation exercise *(please give details):*
During a consultation on our draft corporate management plan, the plan was changed in format and content due to feedback through written responses from key stakeholders and engagement with our Disability Steering Group and Carers Reference Group

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

✓ As a result of changes to access to information and services *(please specify and give details)*:
Working well with Interpreters training is convened in specific areas to build awareness of the legislative and ethical reasons why BME interpreters need to be provided

☐ 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 2017-18 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 2017-18 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:

In the 2017-18 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
- ☐ Yes, through organisation wide annual business planning
- ✓ Yes, in some departments/jobs
- ☐ No, these are already mainstreamed through the organisation's ongoing corporate plan
- ☐ No, the organisation's planning cycle does not coincide with this 2017-18 report
- ☐ Not applicable

Please provide any details and examples:
The new 2018/19 – 2020/21 Corporate Management Plan explicitly references the Trust's new Equality Action Plan and Disability Action Plan and the updated Good Relations Strategy.

Equality action plans/measures – See Section 2

7

8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period *(points not identified in an appended plan)*:
The Trust developed, consulted on and formally launched its new Equality Action Plan and Disability Action Plan for 2018-2023 and Good Relations Strategy in this reporting period. The plans were co-designed with service users and representative organisations, and were each subject to a full public consultation. Feedback form the consultation helped to shape and inform the final documents, all of which are available on the Trust website.

9 In reviewing progress on the equality action plan/action measures during the 2017-18 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)*

☐ All the time ✓ Sometimes ☐ Never

11 Please provide any **details and examples of good practice** in consultation during the 2017-18 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 carried out a significant volume of consultation work in relation to the savings proposals in mid-2017 – this is detailed below.

11.1 Consultation Process:

The Trust sought to be proactive to optimise opportunities for stakeholders – both internally and externally- to be engaged in and to experience an accessible, transparent and informative consultation period, particularly given the condensed time-period of 6 weeks.

The Trust committed to make every effort over the six-week consultation period to engage as widely as possible with those who use our services. In so doing, the Trust sought to consult with as many stakeholders including families, carers and staff and special interest groups as possible and encouraged people to respond and have their voice heard in this public consultation process.

The Trust, mindful of its obligations under its Equality Scheme, considered the accessibility and format of each method of consultation to remove barriers to the consultation process, for instance, what it could do to best communicate with older people and people with disabilities. The Trust also wanted to ensure that people

with learning disabilities and minority ethnic communities were able to fully participate in the process.

The Trust was also cognisant of its responsibilities under:

- The Disability Discrimination Act 1995 (as amended) i.e. to promote positive attitudes toward disabled people and to encourage participation of disabled people in public life.
- Personal and Public Involvement - the statutory duty placed on Health and Social Care services in relation to effective consultation and involvement (Health & Social Care (Reform) Act (NI) 2009 sections 19 & 20).

11.2 Alternative formats:

In accordance with its statutory commitments as outlined in its Equality Scheme, the Trust offered to produce the information in alternative formats on request.

The Trust had the consultation document and the initial screening transcribed into Easy Read versions, which proved to be very popular with members of the public and was critical to our engagement with people with a learning disability.

The Trust disseminated the document in hard copy.

The Trust produced the report in CD format and large print.

11.3 Awareness raising and encouraging participation:

Given the consultation timeframe of 6 weeks, as required by DoH, in addition to notifying 1,240 stakeholders about the consultation, the Trust convened over 40 meetings including a series of 6 public workshops across Belfast and hosted 16 staff engagement sessions to facilitate maximum participation. These were convened across Belfast and Trust facilities at different times and locations to further maximise engagement mechanisms. Sign language interpreters were present at every meeting and a loop system was available. Everyone invited was asked to indicate if they had specific communication or access requirements in advance.

11.4 Public Engagement:

Meetings were publicised through advertising in the Belfast Telegraph, Irish News and the Newsletter, through Trust consultation database, website, social media and invitations were sent to local special interest groups – those representing older people, people with a disability, carers and local MLAs, MPs and Councillors. Requests for speaking rights were facilitated at the public Trust Board meeting on 24th August 2017 and at a subsequent September 2017 Trust Board meeting. Specific stakeholder meetings were also held with Independent Domiciliary Care Providers and Residential and Nursing Home Owners. The Trust also presented the proposals at the Local Commissioning Group meeting in the Skainos Centre on Thursday 21 September 2017. A meeting was convened with representatives from

the NI General Practitioner Committee on 29th September 2017 to discuss the proposals and the potential implications for them if the proposals are implemented. Furthermore, the draft proposals were tabled and discussed at pre-existing stakeholder forums to encourage as many people as possible to be informed and have their voices heard about the proposals and what the potential impact would be, if the proposals were to be implemented. This included a number of existing Section 75 forums, such as the Trust Disability Steering Group, the Carer's Reference Group and our Good Relations Strategic Group.

The Trust was also in attendance at the Mater Community Forum on Friday 29th September 2017 to discuss the proposals.

The Trust and Mencap worked together to facilitate a targeted engagement session with adults with a learning disability and their families and carers on 2 October 2017 in the Mencap Centre in Belfast. Easy Read and visual materials were used at the session to maximise opportunities for engagement. Within Trust day centres for adults with learning disability, people also engaged regarding the plans and provided feedback.

On 14th September 2017, the Trust engaged with the Greater Belfast Senior's Forum –G6, which comprises representatives from older people forums. The Trust also presented at the Castlereagh Lifestyle Forum for Older People on 5th October 2017.

The Trust also worked with BME groups through their existing channels to ensure that people from black and minority ethnic groups were informed and encouraged to respond to the consultation.

11.5 Staff Engagement:

Staff were kept up to date with savings proposals through articles on the intranet and an email to all staff members. In addition, a total of 16 staff engagement events were held where staff could hear from and direct queries/concerns to Directors. Event details were as follows:

Table 3: Staff Engagement

Staff meetings	Date	Number of participants
Chief Executive Briefing	Tuesday 12 September	100
KHCP	Wednesday 13 September	29
BCH	Thursday 14 September	30
Beech Hall Wellbeing and Treatment Centre	Monday 18 September	13
RVH	Monday 18 September	6
BCH	Tuesday 19 September	2
Musgrave Park Hospital	Tuesday 19 September	50

Musgrave Park Hospital	Wednesday 20 September	75
Knockbreda Wellbeing and Treatment Centre	Wednesday 20 September	16
Musgrave Park Hospital	Wednesday 20 September	25
Grove Wellbeing Centre	Friday 22 September	7
RVH	Friday 22 September	15
Mater Hospital	Monday 25 September	30
Muckamore Abbey Hospital	Monday 25 September	7
Shankill Wellbeing and Treatment Centre	Friday 29 September	4
Arches Wellbeing and Treatment Centre	Friday 29 September	17

11.6 Trade Union engagement:

The plan was discussed at the Trust Joint Negotiating Consultative Forum on 4 September and there was a meeting with the Chair of the BMA/LNC on 25 September. Trade Unions were also represented during both public and staff engagement sessions.

11.7 Political engagement:

As well as representation at public consultation events, specific meetings were convened with political parties.

Whilst the Trust followed best practice throughout, its consultation with Mencap, a learning disability charity organisation is an example of how the organisation excelled at consulting with a particular group of service users and their families/carers and representatives.

The Trust arranged for all necessary papers to be translated into Easy Read format in order to ensure that the information was as accessible and as easily understood as possible. The Trust and Mencap worked together to facilitate a targeted engagement session with adults with a learning disability and their families and carers on 2 October 2017 in the Mencap Centre in Belfast. Alongside the Easy Read information, visual materials were used at the session to maximise opportunities for engagement.

The Trust took time to continuously review and consider all the responses and feedback received from the wide range of stakeholders throughout the 6 week consultation period. The quality of engagement at all the meetings and the detailed feedback informed the Trust Board in their decision making process.

12 In the 2017-18 reporting period, given the consultation methods offered, which consultation methods were **most frequently <u>used</u> 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)*: Citizen Space online consultation software

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:

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 reporting period? *(tick one box only)*

✓ Yes ☐ No ☐ Not applicable

Please provide any details and examples:
In relation to the Savings Plans in 2017, the Trust raised awareness of the consultation process by taking out paid advertisements in regional newspapers, updating social media on a regular basis, arranging staff engagement events and arranging for all staff members to receive an email about the savings plans. Regular updates were featured on the staff intranet and the trust organised and promoted a significant number of public events where any member of the public could attend and contribute to the consultation.

14 Was the consultation list reviewed during the 2017-18 reporting period? *(tick one box only)*

✓ Yes ☐ No ☐ Not applicable – no commitment to review

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

The Trust's quarterly Screening Outcome reports are published here.

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

104

16 Please provide the **number of assessments** that were consulted upon during 2016-17:

1 Policy consultations conducted with **screening** assessment presented.

5	Policy consultations conducted **with an equality impact assessment** (EQIA) presented.
0	Consultations for an **EQIA** alone.

17 Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:
The 2017 Savings Proposals constituted a significant amount of the Equality Teams' work in the reporting period. This involved consulting on 5 separate EQIAs.

The new Equality Action Plan, Disability Action Plan and Good Relations Strategy are also key documents for the organisation which were publicly consulted on in the reporting period.

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

✓ Yes ☐ No concerns were raised ☐ No ☐ Not applicable

Please provide any details and examples:
There was one case in the reporting period where a service user queried a decision made by the trust and the screening process undertaken to reach that decision. In this case, the relevant policy is currently being amended as a result.

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 2017-18 reporting period? *(tick one box only)*

✓ Yes ☐ No ☐ Not applicable

Please provide any details and examples:
In the reporting period, the trust published 5 separate EQIAs, all related to the proposed savings plans. The EQIAs were:
Proposals 6 & 7 - More effective management of the Trust's agency workforce and the downturn of routine elective care (in-patients and day-cases) for the remainder of the financial year
Proposal 8 - Temporarily reduce access to domiciliary care packages and direct payments for new patients and clients for the remainder of the financial year
Proposal 9 - Temporarily reduce access to nursing and residential home placements for new patients and clients for the remainder of the financial year
Proposal 10 - Defer access for new NHS patients for treatments within the Regional Fertility Centre (RFC) until 1 April 2018
Proposals 11a & 11b - Temporarily defer the initiation of a number of high cost drug treatments for a period of 5-6 months and temporarily substitute selected very expensive drug treatment with clinically suitable alternative less expensive treatments

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 2017-18 reporting period? *(tick one box only)*

☐ Yes ☐ No, already taken place

X☐ No, scheduled to take place at a later date ☐ Not applicable

Please provide any details:

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

✓ Yes ☐ No ☐ Not applicable

Please provide any details and examples:

In the reporting period, the Trust received a complaint from a service user about being discharged from a service, in contradiction to the Trust's 'Did Not Attend / Cannot Attend policy.' Following the complaint, and as part of the learning for the organisation, the Trust committed to ensuring all Community Mental health services staff receive mandatory Disability Awareness training staff in relation to their obligations and responsibilities under the Disability Discrimination Act and best practice and that all such staff are aware of the importance of all relevant policies. The Trust also committed to ensuring relevant policies contain provisions on reasonable adjustments and to issue learning letters from the complaint.

22 Please provide any details or examples of where the monitoring of policies, during the 2017-18 reporting period, has shown changes to differential/adverse impacts previously assessed:

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:

Belfast Trust constantly strives to improve the effectiveness of our equality processes. To that end, the organisation identified a need to better evidence how we monitor the impact of equality screenings which have been assessed as being 'ongoing.' In developing a tool to monitor ongoing screenings, it was important to ensure that this would not be viewed as being an onerous task for service leads and that it would be something which would be useful to both service areas and the Equality teams in determining the future pathway of the equality screening and the policy itself.

The Trust created a 2-sided form which asks specific questions of the service lead. It includes information on why monitoring is important on examples of how to monitor the effectiveness of a policy. It also asks questions such as how the policy has been monitored and whether there has been a greater impact than anticipated and what mitigation.

The form will be used on a trial basis initially and can be amended or updated in response to feedback from service leads.

Figure 13: Monitoring Template for Ongoing Screenings

Equality, Good Relations and Human Rights

MONITORING TEMPLATE FOR ONGOING SCREENINGS

Belfast Health and Social Care Trust
caring supporting improving together

Why monitor?

In the case of an **ongoing screening** i.e. where there is the potential for adverse impact or where the exact impact is not fully known, the policy lead/service manager must monitor the impact of any proposal or policy and the effectiveness of any measures taken to mitigate over a period of time, considering equality, good relations and human rights. This is both in terms of impact for patients/service users and staff.

How to monitor

Monitoring consists of the collection of relevant information and evaluation of policies. It can take the form of:

- Regular meetings and reporting of research undertaken
- Considering data relating to the 9 section 75 groups
- Patient/user satisfaction surveys
- Complaints and compliments
- Clinical activity
- Attendance and DNA rates
- Incident reporting
- Risk management reporting data
- Additional staffing data, including turnover, absence
- Staff survey information
- Information on grievances and where applicable
- Effectiveness of reasonable adjustments, where applicable

1

Figure 14: Monitoring Template for Completion by Service Manager

Monitoring Template for Completion by Service Manager

Name of Policy/Proposal		**Service Group**	
Date of Review		**Date Screened**	
Details of monitoring methods undertaken since date of implementation – Service Users/Patients and Staff			
Key issues identified through monitoring			
Has there been a greater adverse impact than predicted, or any unforeseen adverse impacts? Detail what they are and any specific actions required as a result			
Are there any opportunities to better promote equality of opportunity?			
Please provide details of plans for ongoing monitoring and review of policy/proposal			
Does a revised screening need to be conducted?			
Please sign and date below and return to Equality Manager			
Approved Lead Policy Officer			
Position			
Date			
Countersigned by Equality Manager			

2

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 2016-17, and the extent to which they met the training objectives in the Equality Scheme.
The following training statistics relate to the reporting period:

Table 4: Training statistics

Training course	No of staff attended
Mandatory Equality Training E-learning	1582
Mandatory Equality Training Staff	756
Mandatory Equality Training Managers	138
Corporate Welcome *9 March 2017*	149
Corporate Welcome *4 July 2017*	112
Disability Awareness Training *26/4/17 – 23/3/18*	69
Human Rights Awareness Training	44
Equality Training for Trust Volunteers	83

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 is proactive in reviewing evaluations of its training to ensure that it is meaningful, impactful and meets the stated objectives. Below is a snapshot of some of the feedback that has been received in relation to training delivered by the equality and Employment Equality teams in the reporting period:

Figure 15: Feedback

Public Access to Information and Services (Model Equality Scheme Chapter 6)

26 Please list **any examples** of where monitoring during 2016-17, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Belfast Trust Equality staff worked in partnership with Rainbow to deliver LGB & T and Equality awareness training to staff working in the sexual health clinics on the Royal site in March 2017. The clinics, sometimes called GUM clinics (Genito-Urinary Medicine) offer a wide range of services including testing for sexually transmitted infections & pregnancy testing, Hepatitis A and B vaccinations, safer sex education, support and counselling and a HIV service. The interactive training looked at language, health and sexual health issues facing members of the LGB&T community, myths and equality obligations and was attended by both administrative and clinical staff. Practical ways to ensure the service is welcoming and inclusive to all service users regardless of their sexual orientation or identity were discussed.

26.1 Wellbeing and Treatment Centre Welcome Packs

Arriving new to a country and/or not speaking English fluently can be an obstacle to accessing health and social care and can result in health and social inequalities. Belfast Trust Wellbeing and Treatment Centres (WTC's) offer an increasing diverse range of HSC services available in a community setting and for some service users it is their first experience of health and social care. In an effort to improve access to services for Black and Minority Ethnic service users and ensure they experience welcoming, effective and compassionate health and social care, the Trust has developed a Wellbeing and Treatment Centre Welcome Pack
The pack, which was developed in partnership with BME representative groups, service users and Trust staff will be available in each of the 7 Wellbeing and Treatment Centres.

Staff in the WTC's have the same Welcome pack but with additional information on interpreting to assist staff communicate with and ensure services users have access to services.

26.1.1 The Service User Welcome Pack includes:

Table 5: Welcome Pack Contents

Welcome Information Booklet Contains:	• **Information relevant to the specific services in each Wellbeing and Treatment Centre** • **Location maps for each Centre** • **Information on the NI New Entrants Service (NINES)** • **Information on eligibility to HSC in NI**

	• **Information on Relevant Helplines and Networks in Northern Ireland**
Regional HSC Guidance booklet:	• **GP Practices** • **Medical Cards** • **Childhood immunisations Programme** • **Hospitals** • **Emergency Services** • **Health Visitors** • **Family Planning services** • **Mental health Services** • **Services for people with a Disability** • **Dentists** • **Opticians**
Point to your language if you require any of the information translated card:	**This card has been translated into the most requested languages for interpreting:** **Polish, Lithuanian, Portuguese, Somali, Bulgarian, Czech, Romanian, Slovak Arabic and Chinese Traditional and simplified**

26.1.2 Staff Pack

The staff pack includes the same information that is in the service user Welcome pack, but also includes the following information to assist staff communicate with and ensure service users have access to services.

Table 6: Staff Pack Contents

Guidelines:	• **Information for staff on how to use the Welcome Pack to improve equality of access to HSC for BME service users.**
Point to Your Language Card:	• **This card provides national flags and "point to your language" in 36 languages. This card is aimed at assisting staff communicate with service users by accessing interpreting services quickly and efficiently.**
World Map	• **To assist service users that may not be literate to point to their country to assist access to an interpreter**
Interpreting Flow Chart:	• **To assist staff access either face-to-face interpreting or telephone interpreting quickly and efficiently**
How to use Telephone Interpreting	• **Step- by-Step guidance and top tips on using Telephone Interpreting. It also includes language codes**

26.2 Good Relations Bulletin

The Trust's Good Relations Bulletin provides a platform for the Belfast Trust to highlight initiatives and projects which demonstrate best practice and the Trust's commitment to ensuring that its services and locations are shared spaces accessible to everyone irrespective of race religion and political opinion

The bulletin is produced on a Bi-annual basis and is sent to 450 individuals, community and voluntary groups, libraries, political parties, councils and Section 75 groups to showcase the type of work the Trust is doing and is involved with in terms of promoting good relations. The bulletin is also available online via the Trust intranet and internet sites.

In the November 2017 edition, the bulletin highlighted Community Relations and Cultural week in September by doing an 4 page spread on the launch of the Trust's good relation strategy "Healthy Relations for a Healthy Future 2, 2017- 2022." Other celebrations to mark the week such as: the availability of International Cuisine in Trust restaurants; Asylum Seeker and Refugee Awareness training for staff; a feature on LGBT and Inclusive Work Place and information on the Trust consultation on the Trust Equality and Disability Action Plans.


Belfast Trust - Good Relations Bulletin

Belfast Health and Social Care Trust

caring supporting improving together

Volume 8 – November 2017

Launch of Healthy Relations for a Healthy Future 2

I have great pleasure in welcoming you to the eighth edition of the Belfast HSC Trust's good relations bulletin. The purpose of this bulletin is essentially to highlight the work the Trust does to promote good relations and access to services for all service users and to employment for all our staff irrespective of background. This is a particularly packed edition as we were delighted to mark Community Relations and Cultural Awareness week. The theme of this year's week was Safe Space, Shared Place. We marked this important week with a number of events organised throughout the Trust including Asylum Seekers and Refugees awareness training. The rich diversity of our staff was celebrated with the provision of international cuisine in Trust restaurants decorated with international flags. Colourful information stands were also on display highlighting initiatives that the Trust is involved in to promote good relations.

The bulletin evolved from responses received during consultation on the Trust good relations strategy when there was strong feedback from stakeholders on the need for the Trust to communicate more with stakeholders and inform them of the work that the Trust is involved with in term of promoting good relations.

To date the Trust has received positive feedback on the bulletins from a range of sources including, MLA's, Councillors and voluntary and community groups.

I think this is excellent. Great to read a recap on what is going on in this area, and also very professionally produced

I just wanted to ask you to pass on my congratulations re the very informative Good Relations bulletin. … it has given me very valuable information about the work BHSCT and diversity.

During this period, the Trust accessed Minority Ethnic Language support through the Northern Ireland Health and Social Care Interpreting Service. Below is a table to depict the range of 48 languages and frequency with which were requested by services across the Trust. This linguistic diversity perhaps underpins the need for public authorities to be aware of their duty to promote good relations and to provide culturally competent services.

Table 7: Language requests

Language	Requests
1. Polish	6155
2. Arabic	6109
3. Romanian	4702
4. Chinese - Mandarin	3592
5. Slovak	2799
6. Chinese - Cantonese	1845
7. Somali	1194
8. Lithuanian	1178
9. Hungarian	1042
10. Portuguese	973
11. Chinese - Hakka	610
12. Russian	535
13. Spanish	432
14. Farsi	408
15. Bulgarian	290
16. Czech	256
17. Tetum	231
18. Bengali	221
19. French	155
20. Latvian	149
21. Turkish	133
22. Urdu	128
23. Italian	100
24. Hindi	51
25. Kurdish	43
26. Albanian	40
27. Punjabi	35
28. Thai	32
29. Pashto Central	29
30. Nepali	16
31. Tagalog	14
32. Vietnamese	13
33. Amharic	11

34. Swahili	11
35. Greek	10
36. Slovenian	10
37. Malayalam	8
38. Ukranian	8
39. Korean	7
40. Japanese	6
41. Estonian	5
42. Yoruba	5
43. Malay	4
44. German	3
45. Tamil	3
46. Tigrignia	2
47. Moldovian	1
48. Pashto Southern	1
Total	**33605**

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2016-17?

Insert number here: 1

Please provide any details of each complaint raised and outcome:
This complain was in regard to the exceptional circumstances whereby the Trust was required to consult on cost savings over a 6 week period.

The Trust produces a Complaints Annual Report.
This year's report can be accessed here. In the last year, the Trust received a total of **1,747 formal complaints, 590 general enquiries** and **8,193 formally reported compliments.**

27.1 Complaints

The most frequent reasons for complaints about Trust services this year were:

Figure 16: Reasons for complaints

27.2 Compliments

The Complaints Team were formally notified of 8,193 compliments by wards and departments during 2016-17.

Compliments are always appreciated as they allow patients' positive experiences to be shared with our staff members, as well as identifying good working practices that can potentially be shared and expanded into other services.

27.3 How we improve

Information is produced by the Trust's Complaints Team throughout the year to inform others about issues identified in patient feedback:

- Trust Governance Managers receive regular reports for sharing and discussing with managers and staff in their local service areas.
- Our Complaints Review Group (whose membership includes Non-Executive Directors, Medical Director, patient / carer representative, and representatives from service areas) meets 4 times a year to review and monitor complaints and identify lessons / learning for sharing across the Trust and beyond.
- Complaints case studies are provided to the Trust's Learning from Experience Steering Group and provide assurance to the Trust Board that concerns and criticisms raised by patients are leading to changes in the way we deliver treatment and care.
- Internal Performance Reports are provided to our Trust Board 4 times a year. These reports include details of key themes in reasons for complaints; distribution of complaints across service areas and clinical specialties; and statistics about the timeframes within which our responses are provided.

- Monthly reports containing (anonymised) details of all Formal Complaints received by the Trust are shared with the Health and Social Care Board for reviewing and monitoring.

- "Complaint Subject and Programme of Care" data reports are provided 4 times a year to the Department of Health, Social Services and Public Safety also for reviewing and monitoring.

The Trust continues to investigate complaints in an open and transparent way, and we consider complaints to be an important source of learning. Discussing and sharing the outcome of complaints investigations is one of the ways we improve the experience of people using our services, and ultimately the safety and quality of the treatment and care we provide.

Section 3: Looking Forward

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

2018

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)*

Given the size and scale of the Trust, it is anticipated that the area of training is a recurring focus for the organisation. Similarly, our screening outcome reports reflect the level of screening that is taken on an annual basis and the Trust would anticipate that this will continue. The Trust will consult as and when required in accordance with our Equality and Personal and Public Involvement legislative requirements.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2016-17) 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):

n.b. Please note as previously referenced, Part B on progress against actions within the Disability Action Plan has not been appended because actions from the 2014-2017 DAP have been completed and comprehensively detailed in last year's annual progress report. The Trust will report on progress against Year 1 actions of its 2018-2023 Disability Action Plan in next year's annual progress report.

PART B