

Disability Action Plan  
Regional Actions  
2018 – 2023

Progress Report  
Year 3: 2020 - 21

**Please note: This reporting period coincided with the Covid-19 pandemic and therefore some of the actions within have had to be carried over to year 4 as resources have had to be focussed on statutory compliance and essential service provision. Where the previously anticipated level of progress has not been achieved, the Trust has marked these actions in orange to illustrate that some progress but not all had been completed during the reporting period. Progress was not complete in regard to Age Discrimination extending to Goods, Facilities Services as the legislation has not yet been enacted.**

## **Section 1 – Promoting positive actions and increased participation through training, awareness and resources**

Disabled people have told us that promoting well-informed social attitudes to disability is central to securing the right to equality for all disabled people. We are committed to providing training and resources to support our staff in the implementation of our disability duties.

### **Actions to promote positive attitudes towards disabled people:**

<b>Action Measure</b>	<b>Description</b>
<p>We will co-design and deliver bespoke disability equality training for frontline staff in partnership with disabled people.</p>	<ul style="list-style-type: none"> <li>• Consistent staff training and awareness raising, co-designed and delivered, where appropriate, across health and social care.</li> <li>• Co-designed training programme in each Trust that includes specific guidance on communication on disability and autism.</li> <li>• Increased staff awareness on disability equality and how to promote positive attitudes and participation in public life.</li> <li>• Disability equality training that will reflect all disabilities (including hidden, autism, sensory) and will challenge negative stereotypes / attitudes about disabled people.</li> </ul>
<p><b>Progress Year 3: Completed for this year but further work will continue in year 4</b></p> <p>Work has been ongoing to coproduce training with disabled people. Progress is not as far advanced as originally intended due to Covid-19 pandemic and other priorities. A regional programme will be finalised incorporating input and involvement from people with disabilities and it is planned that this will be rolled out in Year 4. This will complement existing resources such as Making Communication Accessible and the Regional HSC Disability Toolkit.</p> <p>Guidance on reasonable adjustments is an essential component of Management of Attendance Training delivered within BHSCT for Managers and also, a range of Employment Law sessions for managers in terms of making timely, reasonable adjustments at local level whereby the staff member with the disability is involved and this person centred approach ensures meaningful adaptations and reduced opportunity for grievances.</p>	

Action Measure	Description
<p>We will work with the consortium of mental health organisations and the ECNI to ensure health and social care is signed up to the Mental Health Charter.</p>	<ul style="list-style-type: none"> <li>• Workplace that welcomes and supports staff with a mental health issue.</li> <li>• Development of best practice models that ensure services are accessible to people with a mental health issue.</li> <li>• Availability of long-term sustainable information and training support that will help managers to identify and offer help and support to staff with a mental health issue.</li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period</b></p> <p>Since March 2020, BHSCT have developed a suite of virtual and physical resource for staff mental, emotional and psychological wellbeing including;</p> <ul style="list-style-type: none"> <li>• TEAM Time feedback support for clinical staff working in front line,</li> <li>• Page tiger resources on psychological wellbeing and developing maintaining same,</li> <li>• Occupational Health helpline,</li> <li>• Increased numbers of psychology colleagues within Occ Health who can offer a range of talking and support therapies,</li> <li>• Lifeline counselling service</li> <li>• Staff Care counselling service</li> <li>• Belfast Recovery College</li> <li>• B Well Website</li> <li>• Fit for The Fight Wellness App and website</li> <li>• Here4U activities</li> <li>• Chaplaincy Service</li> <li>• Belfast Recovery College offers a range of free courses that are available for anyone with an interest in mental health and wellbeing including: service users, family members and staff.</li> <li>• Creating and delivering courses together using the combined expertise of mental health professionals and peer trainers with real life experience, breaks down traditional barriers and allows people to learn together to inspire hope, opportunity and control in an individual's personal recovery journey.</li> <li>• We follow three key principles: <ul style="list-style-type: none"> <li>• <b>HOPE</b> – continuing presence of hope that it is possible to pursue one's goals and ambitions.</li> <li>• <b>CONTROL</b> – the need to maintain a sense of control over one's life and one's symptoms.</li> </ul> </li> </ul>	

- **OPPORTUNITY** – the importance of having the opportunity to build a life beyond illness.
- **Courses offered include** cover four main areas:
  - Living and learning about me: Addictions, What is trauma? Living with Psychosis, Exploring attitudes to mental health.
  - Building skills, resilience and me: Getting a good night's sleep, Be active for wellbeing, Mindfulness, Compassion fatigue, Developing friendships and social networks.
  - The 'know how' series: Self-directed support, Understanding psychological therapies.
  - Giving and getting involved: Value of volunteering, Finding and keeping a job, Co-Facilitators course for Peer Trainers.

Action Measure	Description
We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy.	<ul style="list-style-type: none"> <li>• Promotion of regional sensory awareness e-learning programme.</li> <li>• Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports.</li> </ul>

**Progress Year 3: Completed for this reporting period**

The Physical and Sensory Disability Strategy is led by HSCB and it has been agreed that the work on the Regional Accessible Information Standard should also be led by a regional organisation rather than a Trust. The HSCB has engaged with DoH and PHA on how this can be taken forward. The Trusts will of course continue to be involved in this work given the commitment made in their respective Disability Action Plans. It is important to note that this will continue to be a priority piece of work, particularly highlighted by the importance of providing clear accessible information as we continue to deal with the pandemic, rebuild HSC services and roll out the Encompass project.

**Actions to encourage participation by disabled people in public life:**

Action Measure	Description
We will develop for staff a welcome pack with information about accessibility such as: <ul style="list-style-type: none"> <li>• Arrangements for sign language interpreting.</li> <li>• Provision of auxiliary aids.</li> <li>• Disability etiquette.</li> <li>• Alternative formats.</li> </ul>	<ul style="list-style-type: none"> <li>• Accessibility welcome pack available for all disabled service users to improve access to services.</li> <li>• Improved service user and carer experience.</li> <li>• Resource available for staff to support them to meet the needs of disabled service users and carers.</li> </ul>

### **Year 3: Progress Completed for this year: Welcome Pack will be developed in Year 4**

Due to Covid-19, the majority of interpreting moved to remote provision and the Health and Social Care Board set in place a contact with Interpreter Now on behalf of the region to facilitate sign language communication. Similarly, staff sought guidance on facilitating accessible communication when having to wear facemasks. The Health and Social Care Board were sourcing a viable solution for transparent facemasks from across the world on behalf of health and social care NI. These were short in supply given the worldwide demand and there was a further delay in acquiring them due to concerns about how effectively they would meet Infection Prevention Control standards. When these finally passed rigorous IPC standards, the Trusts received a supply of the Clear Mask.

The Planning and Equality Team provide advice and support on disability etiquette, how to access interpreters and share the Making Communication Accessible resource. During this reporting period, the team used the staff daily bulletin and Equality Bites to feature the availability and recommended use of clear facemasks when communicating for people with sensory support needs, people living with dementia, people with learning disabilities and people with autism.

<b>Action Measure</b>	<b>Description</b>
We will work with relevant organisations to adopt a communication standard in line with the Accessible Communication Standard in England to ensure information is accessible for all disabled people including those with autism and those with communication disability.	<ul style="list-style-type: none"><li>• Establishment of a consistent communication standard across all Trusts.</li><li>• Improved communication with service users and carers.</li><li>• Improved experience for people using our services.</li><li>• Improved accessibility to information and services.</li></ul>

### **Progress Year 3 and rollover to year 4**

Work had progressed during Year 3 with HSC Trusts, RNIB, RNID and Speech and Language Therapists to look at development of an accessible communication standard. Since then it has been agreed that the Health and Social Care Board would take on responsibility for leading on this work given their regional remit with input from DoH and Trust colleagues in partnership with the disability representative organisations.

## Section 2 – Supporting full participation of disabled people by improving accessibility

We have done much work over the years in enhancing the accessibility of health and social care services but disabled people continue to tell us that barriers to full accessibility remain. We are committed to working with disabled people on the initiatives listed below to improve accessibility for and participation of disabled people when accessing our buildings, information and services.

### Actions to promote positive attitudes towards disabled people:

Action Measure	Description
<p>We will work with disabled people to make sure we are ready for the introduction of new legislation including:</p> <ul style="list-style-type: none"> <li>• Mental Capacity.</li> <li>• Age Discrimination (Goods/Facilities/Services).</li> </ul>	<ul style="list-style-type: none"> <li>• Actions plans available to ensure readiness for forthcoming legislation.</li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period for MCA – progress on Age Discrimination for GFS will be determined by introduction of legislation 4</b></p> <p>The Mental Capacity Act (NI) 2016, when fully implemented, will bring together mental capacity and mental health law for those aged 16 years and over within a single piece of legislation. The Deprivation of Liberty Safeguards as set out in the Mental Capacity Act (Northern Ireland) 2016 (MCA) became law on 2 December 2019.</p> <p>The Act provides a statutory framework for people who lack capacity to make a decision and people who now have capacity but wish to make preparations for a time in the future when they lack capacity. Where a person who lacks capacity is being deprived of their liberty, the Deprivation of Liberty Safeguards must be applied.</p> <p>This new law requires that Trusts' must make sure that everyone who is currently deprived of their liberty has been reviewed and safeguards have been put in place by a special Trust Panel known as a Trust Authorisation Panel which can authorise a deprivation of liberty. There are different levels of training – according to people's role within the Trust and under the legislation – much of this is mandatory. Much work has been led regionally to coordinate implementation and ensure consistency of approach. Regular regional meetings are convened with the Department of Health and other Trusts. Regular newsletters are produced to ensure there is a sound level of awareness.</p> <p>Age Discrimination legislation has not progressed.</p>	

Action Measure	Description
<p>We will review how we communicate with and seek feedback from disabled people (staff and service users) about health and social care and develop guidance to ensure effective engagement in the future.</p>	<p>Introduction of new methods of seeking feedback and communication identified such as Citizen Space.</p> <ul style="list-style-type: none"> <li>• Use of all available media (including social media) considered.</li> <li>• Guidance available for staff to ensure effective engagement with disabled people.</li> <li>• Improved development of policy and practice by drawing on wide range of views and experiences.</li> </ul>

**Progress Year 3: Completed for this reporting period**

Belfast Trust signed up to Care Opinion in August 2020 so that service users, families and carers have the opportunity to share their experience of Belfast Trust through an online user feedback platform Care Opinion is an independent non-profit feedback platform for Health and Social Care, supported by Department of Health and implemented by the Public Health Agency (PHA), which will enable users, and their families, to give feedback on their care and share their stories with others. Care Opinion has a number of accessibility features which make it easier to you – this includes the option to change Text size or use the built-in features of a browser. Using a keyboard, usually Ctrl + will make text large and Ctrl - will make text smaller. Colour and contrast: the site is available in three colour/contrast themes apart from the default colours.

The site also has Signed videos (BSL and ISL) about Care Opinion. The organisation has also developed picture stories in partnership with Talking Mats supported by funding from Life Changes Trust (people affected by dementia programme) with the hope that offering people the opportunity to share their stories in pictures and, or words will help more people to have a voice.

**Actions to encourage participation by disabled people in public life:**

Action Measure	Description
<p>We will work with representative groups to develop an accessibility checklist to ensure that health and social care facilities are considered accessible spaces for all.</p>	<ul style="list-style-type: none"> <li>• Accessibility checklist for health and social care facilities developed in partnership with ECNI and voluntary and community sector.</li> <li>• Health and social care facilities accessible for service users and carers.</li> <li>• Information from checklist to support prioritisation of programme of accessibility works.</li> </ul>

- Resource developed to promote best practice in the built environment including autism friendly spaces.
- Promotion of best practice when working with colleagues on modernisation projects or new builds.
- Guidance available on autism friendly spaces. Promote principles of autism friendly spaces and services.

**Progress Year 3: Completed for this reporting period**

The Every Customer Counts programme has been successful in the Trust working in partnership with individuals with disabilities to look at accessibility in the Eye Outpatient Diagnostic Unit in the Royal Victoria Hospital. (For further information please see body of Annual Progress Report and information below).

The Trust has also had initial discussions with AccessAble, following their successful work with the Northern Trust in developing access audits and improving wayfinding.

Action Measure	Description
We will work to ensure access to all forms of communication support including support for BSL/ISL users, Makaton users and people who have Autism Spectrum Disorder.	<ul style="list-style-type: none"> <li>• Regional services established for the provision of communication support for people who are deaf or hard of hearing.</li> <li>• Health and social care communication accessible to all service users and carers.</li> <li>• Improved access to services.</li> <li>• Improved communication with service users and carers.</li> <li>• Improved experience for people using our services.</li> </ul>

**Progress Year 3: Completed for this reporting period and further progress will be made in Year 4**

In 2013, the Health and Social Care Board (HSCB) initiated a regional review of the provision of Communication Support Services in Northern Ireland to determine the most appropriate arrangements for providing the service in the future. The review concluded in January 2016 and proposed that communication support services should be supplied in future on the basis of a regional shared service provided by the Business Services Organisation. In June 2016, a consultation on the recommendations from the regional review of communication support services for people who are deaf or hard of hearing across Northern Ireland was launched. The public consultation supported the recommendation that the Business Services Organisation would be commissioned to supply Regional Communication Support Services (RCSS) for deaf and hard of hearing people who need to access to health and social care across Northern Ireland. The RCSS service development has been driven by the need to improve the accessibility, quality and safety



of current communication support to service users as intended by RQIA in its Recommendation in 2011. The RCSS Service Delivery Model has been developed based on the recommendations from the review of communication support in 2016. Over the reporting period, a number of meetings have been held with sign language service users and a range of organisations and individuals across all HSC Trust areas, providing an opportunity to discuss the service model. Work on developing the model continues. Current sign language interpreting arrangements have been extended until 2022 with the different providers.

Interpreter Now was set up as a free remote interpreting service for British Sign Language (BSL) and Irish Sign Language (ISL) users to access NHS111 and health and social care services during the COVID-19 pandemic. This service, which is funded by the Department of Health and Department for Communities, has been established in partnership with the Health and Social Care Board. It provides the Deaf community with access to all health and social care services and NHS111 during the COVID-19 pandemic, 24 hours a day, 7 days a week.

Action Measure	Description
We will join the Equality Commission's 'Every Customer Counts' initiative to try and ensure that services and the physical environment are accessible.	<ul style="list-style-type: none"> <li>Public commitment to 'Every Customer Counts' and formal sign up by all Trusts being a campaign signatory.</li> <li>Health and social care services accessible and open to all potential service users and carers. Raised awareness of three good practice guides to illustrate reasonable adjustments which have been made by various service providers in a range of sectors.</li> </ul>

### Progress Year 3: Completed for this reporting period

**Every Customer Counts Sub-Group:** Every Customer Counts is an initiative created and developed by the Equality Commission for Northern Ireland, with the aim of increasing access to services for people with a disability. The Commission provides the tools for organisations to undertake a self-audit of their premises and service delivery, and an action plan template to outline activities to be undertaken in order to improve access.

Belfast Trust signed up to Every Customer Counts through its Disability Steering Group. A Working Group, comprised of a range of staff and service users, was established and Eye Outpatient Diagnostic Unit (EODU) in the Royal Victoria Hospital was selected as the location for the pilot to be carried out, given that it is located at a distance from the main entrance and can be difficult to locate for patients.

The access audit took the form of a number of 'mystery shop' type exercises, undertaken by a number of volunteers who have a disability. The participants then answered a series of pre-defined questions regarding how easy or difficult it was to find EODU. This

feedback proved invaluable in terms of revealing barriers to access from a patient perspective. A benchmarking survey, carried out among patients in EODU over a 2-week period, also highlighted issues with way-finding.

A list of actions was then drawn up, including the creation of a walk-through video and a map with printed directions, a dedicated EODU section on the Trust website and the training of volunteers and others as 'Sighted Guides' to assist patients/visitors with a visual impairment. Signage will also be reviewed as part of this project, and work will be undertaken to enhance accessible toilet facilities at EODU.

It is intended that the learning and outcomes from this exciting project will be shared across the organisation, so that other service areas may also use the Every Customer Counts model to ensure equality of access for disabled people.

### Section 3 – Supporting full participation of disabled people in our workforce

We know that there continues to be gaps between the proportion of disabled people employed in health and social care compared with non-disabled people. We are committed to ensuring that disabled people are afforded equality of opportunity in respect of entering and continuing employment in health and social care. We will work in partnership with disabled people to make sure our employment policies and practices and working environments are as inclusive and accessible as possible. Please note the nature of the actions detailed below will relate directly to participation by disabled people in public life.

Action Measure	Description
<p>We will work in partnership with Recruitment Shared Services to promote a review of recruitment and selection processes to promote equality and ensure any barriers that may discourage a disabled person from applying are identified and mitigated action as appropriate.</p>	<ul style="list-style-type: none"> <li>• Barriers to recruitment and selection process improved.</li> <li>• Best practice model developed in relation to online recruitment.</li> <li>• Increased applications from people with a disability.</li> <li>• Opportunity for persons with a disability to have HR support in completing application form.</li> </ul>
<p><b>Progress Year 3: Completed for this reporting period</b></p>	
<p>HSC Trusts continue to work with the Disability Sector to promote itself as an Equal Opportunity Employer.</p> <p>All Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements, job shadowing, the Workable Programme leading to substantive employment, largely within Support Services within Trusts after undergoing a training programme. Trusts' intend to extend this programme to other areas of work and other areas of disability in the future, following assessment of the success of this initial programme. A Supported Employment Steering Group has been established drawing on appropriate stakeholders from within and outside the Trust to oversee this programme of work.</p>	
Action Measure	Description
<p>We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.</p>	<ul style="list-style-type: none"> <li>• Development of our work placements and employability programmes.</li> <li>• Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions.</li> </ul>

### Progress Year 3: Completed for this reporting period

HSC Trusts continue to work with the Disability Sector to promote itself as an Equal Opportunity Employer. The Trust works with partners in its Disability Steering Group including RNIB, RNID, Disability Action, Northern Ireland Rare Diseases partnership and Mencap to collaborate on initiatives to enhance employment opportunities for people with disabilities.

All Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements, job shadowing, the Workable Programme leading to substantive employment, largely within Support Services within Trusts after undergoing a training programme. Trusts' intend to extend this programme to other areas of work and other areas of disability in the future, following assessment of the success of this initial programme. A Supported Employment Steering Group has been established drawing on appropriate stakeholders from within and outside the Trust to oversee this programme of work.

Action Measure	Description
We will review opportunities for staff to disclose their disability.	<ul style="list-style-type: none"><li>• Staff encouraged to declare that they have a disability.</li><li>• Promotion of the benefits of disclosure and importance of monitoring.</li><li>• Increased awareness of the importance of staff keeping personal equality monitoring records up to date (via HRPTS).</li><li>• Increased staff disclosure and staff supported.</li><li>• Robust equality monitoring statistics to ensure meaningful analysis to support decision-making and benchmark workforce profile.</li></ul>

### Progress Year 3: Completed for this reporting period

A staff information booklet entitled 'Should I Disclose to My Employer that I have a Disability' has been produced, setting out the benefits of disclosure. Whilst disclosure is voluntary there are clear benefits for an employee in being open about their disability status. Firstly, it enables an employer, in this instance HSC Trusts, to provide for timely and practical implementation of reasonable adjustment in the workplace for new or existing employees with a disability. This is particularly important where there are health and safety considerations.

This staff information booklet draws on best practice advice provided by Disability Action-

Action Measure		Description			
We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.		<ul style="list-style-type: none"> <li>• Promotion of revised best practice guidance on employing persons with a disability.</li> <li>• Development and delivery of bespoke equality and human rights training to Occupational Health staff.</li> <li>• Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers.</li> <li>• Improved support for disabled staff.</li> <li>• More robust reasonable adjustment process.</li> </ul>			
<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The new Disability Tool Kit includes a complete section on Reasonable Adjustments in the Workplace to ensure managers fully understand their legal responsibilities under the Disability Discrimination Act 1995.</p> <p>The deployment of the tool kit will be underpinned by bespoke training for managers to ensure compliance and importantly the provision of timely reasonable adjustment for new and existing employees with a disability.</p>					
Action Measure		Description			
We will develop guidance on supporting people with autism in employment in partnership with representative organisations.		<ul style="list-style-type: none"> <li>• Co-designed guidance produced which will raise awareness among staff of reasonable adjustments for people with autism.</li> <li>• Promotion of guidance across health and social care.</li> <li>• Provision of virtual training from Employers for Disability on Neuro-Diversity in The Workplace September 2020.</li> </ul>			
<p><b>Progress Year 3: Ongoing Rollover Year 4</b></p> <p>A first draft of guidance for staff in relation to best practice both in terms of neuro-diversity in the workplace and service delivery has been drafted. Engagement with staff in autism services and the community and voluntary sector was paused due to ongoing Covid priorities. A working group with key stakeholders is planned in order to progress this piece of work. Further work will be taken forward to engage on this draft and finalise the guidance during the next reporting period.</p>					
<b>Total Actions in Year 3</b>	15	<b>Total Actions Completed in Year 3</b>	11	<b>Actions ongoing into Year 4</b>	4

# Disability Action Plan 2018 – 2023

## Local Actions

### Progress Report Year 3

2020-21

Actions	Performance Measures	Update for 2020-21
<p>Through our work placements and employability programmes we will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.</p>	<ul style="list-style-type: none"> <li>• Extend targeted employability programmes.</li> <li>• Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions.</li> </ul>	<p><b>Progress Year 3: Rollover to year 4</b></p> <p>Progress on the employability project has been halted due to the pandemic. It is envisaged that this will be up and running again in Year 4 dependant on levels of Covid.</p>
<p>We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.</p>	<ul style="list-style-type: none"> <li>• Promotion of revised best practice guidance on employing persons with a disability.</li> <li>• Development and delivery of bespoke equality and human rights training to Occupational Health staff.</li> <li>• Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers.</li> <li>• Improved support for disabled staff.</li> <li>• More robust reasonable adjustment process.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The need to shield and work from home meant that there was a significant increase in work in regard to supporting people with disabilities in the workplace. Individual risk assessments were undertaken to ascertain levels of risk and appropriate arrangements for each individual according to their needs.</p> <p>Mental Health and Psychological support interventions were significantly increased as a result of the impact that the pandemic had on individuals as staff and the unprecedented pressures.</p> <p>The regional Disability Tool Kit incorporates information on the Reasonable Adjustment duty and the importance of timely adjustments in the workplace. Good practice is covered and along with examples of case law. The reasonable adjustment duty is mainstreamed in absence management training. Bespoke advice and support for managers is provided on each case by the HR Professionals. Further advice is also provided by Employment Equality Managers.</p>

<p>We will proactively engage with the Employers Forum on Disability to access resources.</p> <p>We will organise 2 briefings per year for staff on relevant and topical disability related issues</p>	<ul style="list-style-type: none"> <li>• Membership renewed.</li> <li>• 2 Briefings per year delivered by the Employers Forum on Disability.</li> <li>• Attendance at events as appropriate.</li> <li>• Increased staff awareness of the needs and experiences of disabled service users.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Relevant information <b>briefings</b> and <b>updates</b> from EFDNI are circulated to key members of staff and members of the Trust's Disability Steering Group.</p>
<p>We will use our internal methods of communicating with staff e.g. The Hub, Chief Executive's Briefings, Team meetings etc. to raise awareness of national awareness days / weeks particularly in terms of hidden disabilities.</p>	<ul style="list-style-type: none"> <li>• Increased staff awareness and understanding of the needs of disabled people and how to better support disabled people.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Ongoing media, social media, newsletters etc. conducted by individual Trusts</p> <p>Belfast Trust produces 2 bi-annual bulletins - <b>Equality Bites Newsletter</b> and <b>Good Relations Bulletin</b>. Both proactively disseminated to all staff and approximately 600 on Section 75 consultee list including community and voluntary groups/ Council / Politicians and Ethnic Minority Groups etc. Positive feedback is regularly received on both.</p> <p><b>Articles</b> are drafted for staff and published on the Trust <b>intranet</b> (The Hub) whilst the Trust <b>external website</b> has a dedicated Equality section where Equality Screenings, Annual Progress Report, DAP/EAP and bi-annual newsletter/bulletin are published.</p>
<p>We will continue to engage with representative groups through our Disability Steering Group</p>	<ul style="list-style-type: none"> <li>• Disability Steering Group.</li> <li>• Membership reviewed.</li> <li>• Quarterly Meetings.</li> <li>• Actions as appropriate.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The Trust's <b>Disability Steering Group</b> continues to gather momentum, and comprises of an enthusiastic and engaged range of staff members and representatives from disability organisations and service users. Meetings took place virtually during Covid and a workshop to review our progress will take place during next reporting period.</p>



<p>Work strategically to promote best practice in the New Children’s Hospital build.</p>	<ul style="list-style-type: none"> <li>• Work collaboratively with the design team to promote best practice:</li> <li>• Sensory friendly waiting areas.</li> <li>• Scope Changing places changing area.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The Planners who are working on the development of the Children’s Hospital came to present to the Trust <b>Disability Steering Group</b> during this reporting period. Feedback from the group was that children with disabilities had been at the heart of the planning and colleagues were heartened to hear about the sensory areas and the availability of changing places. It provided a good opportunity for people with disabilities and those organisations representing them to share any examples of good practice that would further enhance the design. The planners have committed to come back to the group to present on future progress.</p>
<p>We will continue to deliver and promote Disability Equality Training and Disability and Reasonable Adjustment training for managers.</p>	<ul style="list-style-type: none"> <li>• Staff awareness of disability equality issues increased so that they are better able to deliver a service to disabled users that meets their needs and to manage disabled staff.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Disability Awareness training continues to be a popular training course for Trust staff. Tailored sessions are also delivered for particular service areas upon request. The Planning and Equality Team have developed and delivered a facilitated disability training session via MS Teams as detailed in the Annual Progress Report.</p> <p>The training considers types of disability, the medial and social models of disability, legislative requirements, reasonable adjustments and relevant case studies. Feedback from training sessions is consistently positive and plans are afoot to consider how to deliver this training in new ways and in new platforms in the forthcoming reporting period.</p>
<p>We will promote our staff’s health and well-being particularly in terms of mental ill health. We will link and align our Health and Wellbeing at Work Strategy and Action Plan to the Mental Health Charter</p>	<ul style="list-style-type: none"> <li>• Enhanced understanding of how to maintain good mental health.</li> <li>• Enhanced awareness of mental health issues.</li> <li>• Supportive work environment for staff with mental ill.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The Trust’s Pathway for Supporting Staff with a Mental Health Condition was developed as a guide to support staff and signpost them to the range of assistance available both internally and externally.</p> <p>This has been all the more important during Covid-19 and there has been an augmented approach in sharing resources, podcasts and reminders about support for staff about their mental health and wellbeing.</p> <p>The Recovery College has changed to virtual online seminars and engagement for anyone who wishes to avail of it.</p>

<p>Together with disabled people and advocates, we will develop a training resource to feature in our training recounting personal experiences of accessing and using health and social care services in Northern Ireland.</p>	<ul style="list-style-type: none"> <li>• Resource produced that will increase staff awareness on disability equality and how to promote positive attitudes and participation in public life.</li> </ul>	<p>This has not progressed during the pandemic and will be rolled over to Year 4.</p>
<p>We will work collaboratively with members of our Trust Board to:</p> <ul style="list-style-type: none"> <li>• Deliver disability equality training.</li> <li>• Consider a disability champion.</li> <li>• Create work shadowing opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>• Increased awareness of disability equality issues.</li> <li>• Promotion of disability equality issues.</li> <li>• Offering experiences and improving opportunities.</li> </ul>	<p>This has not progressed during the pandemic and will be rolled over to year 4.</p>
<p>We will work with colleagues in Speech and Language and Learning Disability Services to review and update the protocol for the production of Easy to Read formats for service users</p>	<ul style="list-style-type: none"> <li>• Robust protocol developed.</li> <li>• Consider Social Enterprise opportunities.</li> <li>• Staff awareness improved in terms of how to produce easy to read formats.</li> </ul>	<p><b>Progress year 3: Completed for this reporting period</b></p> <p>Recognising the need for accessible information and committed to developing day opportunities and meaningful lives for people with learning disabilities Belfast Trust Learning Disabilities Services commissioned <b>TILII Translates</b> in 2019 in partnership with Association for Real Change (ARC) NI.</p> <p>'TILII Translates' is an Easy Read service delivered by a group of people with learning disabilities (experts by experience) who have been trained by BHSCT Speech and Language Therapists.</p>

	<ul style="list-style-type: none"> <li>• Improved communication to service users.</li> <li>• Improved service user experiences.</li> </ul>	<p>TILII Translates can translate posters, appointment letters, reports, consultation documents and leaflets into Easy Read so that it is accessible for people with learning disabilities. The group have been responsible for transcribing Covid materials into Easyread for sharing across the regional HSC</p> <p>In addition, Easy Read also means information is accessible for those with an acquired brain injury, dyslexia, dementia, those who find reading difficult and anyone who does not speak English as their first language.</p>
<p>We will work with colleagues in ICT and patients records to seek options to improve the communication of reasonable adjustments in patient journey.</p>	<ul style="list-style-type: none"> <li>• Enhanced service user experience.</li> </ul>	<p><b>Progress year 3: Completed for this reporting period</b></p> <p>A pilot project <b>called ‘Every Customer Counts’</b> was taken forward by the Trust in this reporting period. The project saw a group of service users with a disability undertake a ‘mystery shop’ exercise, involving way-finding to a particular clinic in the Royal Hospital.</p> <p>The feedback received has enabled an action list of reasonable adjustments to be drawn up to improve patient experience. It is anticipated that the learning from this project will be shared with other service areas who are keen to promote access to their service.</p> <p>The AccessAble work, once underway, will also bring significant improvements in terms of increasing accessibility of patient journeys.</p> <p>Representatives from Patient Records attend the Trust’s Disability Steering group, meaning they can respond to queries pertaining to appointment letters and patient records in this forum.</p>

Total Actions in Year 3	12	Total Actions Completed in Year 3	9	Actions ongoing into year 4	3
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**Progress Update Equality and Disability Action Plans – Year 3 Action Measures  
(Section 2 - S75 Annual Progress Report refers)**

**Equality Action Plan  
Regional Actions  
2018 – 2023**

**Progress Report  
Year 3: 2020-2021**

**Please note: This reporting period coincided with the Covid-19 pandemic and therefore some of the actions within have had to be carried over to year 4 as resources have had to be focussed on statutory compliance and essential service provision. There have also been instances where our actions were dependant on the relevant legislation being enacted and could not proceed in the absence of the legislation**

## Section 1 – Ensuring the effective discharge of our Section 75 Equality Duties

We want to ensure that the focus is on outcomes for people within the nine Section 75 equality categories and to make a positive difference for them. The following actions are therefore aimed at simplifying the process.

Action Measure	Description
We will develop a Screening and Equality Impact Assessment (EQIA) Tool Kit to guide staff through the process.	<ul style="list-style-type: none"> <li>• A regional toolkit will be available for policy and decision makers.</li> <li>• More robust and regionally consistent screening/EQIAs.</li> </ul>
<p><b>Progress Year 3 Completed for this reporting period:</b></p> <p>The Trusts and ECNI colleagues have had ongoing engagement regarding the template. The template also incorporates a human rights flowchart and consideration of disability statutory duties. The Trust is now considering the screening template vis a vis the accessibility requirements emanating from the European Union Directive on the Accessibility of Public Sector Websites and Mobile Applications. This requires all Member States to take necessary steps to ensure that public sector bodies’ websites and mobile applications meet common accessibility requirements, in particular for people with disabilities.</p> <p>The Directive requires the UK set up an “adequate and effective enforcement procedure in relation to Articles 4, 5 and 7(i)”.</p> <ul style="list-style-type: none"> <li>• Article 4 requires that public sector bodies take the necessary steps to make their websites and mobile applications more accessible, making them perceivable, operable and robust.</li> <li>• Article 5 ensures that the Article 4 requirements are applied only to the extent that those requirements do not represent a disproportionate burden.</li> <li>• Article 7(1) requires public sector bodies to provide and regularly update accessibility statements, in accordance with the model accessibility statement, which will be published by the European Commission.</li> </ul> <p>Trust representatives have attended training evenings.</p> <p>Given these requirements, the Trust will review its screening template and then amend the screening toolkit accordingly. This had been previously completed but will be reviewed alongside any changes to the screening template.</p>	

Action Measure	Description
<p>We will develop a checklist to make sure Equality, Disability and Human Rights are at the heart of procurement.</p>	<ul style="list-style-type: none"> <li>• Checklist developed and adhered to by staff with responsibility for buying goods and services.</li> <li>• Raised awareness among staff of equality and human rights obligations in procurement process.</li> <li>• S75 and human rights issues identified at an early stage of procurement process.</li> </ul>
<p><b>Progress Year 3 – Ongoing Rollover Year 4</b></p> <p>A Flowchart has been drafted and shared with Finance in NIAS initially for comments. This will then be shared more widely for agreement across the region. Discussion has taken place in terms of integrating an agreed flowchart into procurement training. This action has not fully been achieved as a result of Covid 19 pressures and will be picked up in year 4.</p>	
Action Measure	Description
<p>We will review our staff training to ensure best practice is followed when screening and conducting EQIAs.</p>	<ul style="list-style-type: none"> <li>• Up to date training programme for all policy makers across health and social care will be made available to ensure best practice.</li> <li>• Skilled staff, policy leads and decision makers.</li> <li>• Consistent and effective approach in the training programme across all Trusts (targets to be set).</li> <li>• Effective compliance with the S75 Equality Duties.</li> </ul>
<p><b>Progress Year 3 – Completed for this reporting period but will be ongoing Rollover Year 4</b></p> <p>A regional training sub-group has been set up to develop a revised staff training programme which will be rolled out to ensure consistency across Trusts and adherence to best practice. The regional Screening Toolkit and amended screening template will form the basis for this new staff training programme. The Equality Commission for NI have been involved in discussions around the new screening toolkit and their input to the content of the new revised staff training programme will also be sought.</p> <p>HSC Trust Equality Units continue to provide policy leaders and decision makers across HSC with specific advice and support on best practice in screening and EQIAs.</p> <p>The roles of Trust Boards and Executive Management Teams are essential in ensuring that a meaningful and effective approach to implementing the Section 75 duties. The regional Trust Board Guidelines have been reviewed and updated to ensure leaders, senior managers and decision makers in HSC Trusts demonstrate good governance and best practice in equality screening and equality impact assessments.</p>	

HSC Trust Equality Leads are currently considering how staff training can be delivered remotely or through resources available online. Belfast Trust Planning and Equality Team have devised a programme of facilitated equality training and one for disability training.

Given the current pandemic much of the HSC face to face training has moved to online platforms.

In addition to the online Making a Difference sessions, facilitated online mandatory equality sessions have been made available for managers and staff. Whilst there has been a shift in how training is delivered, all HSC Trust Equality Units have provided even more one to one support in terms of equality screening on the raft of change proposals in HSC NI.

Trusts continue to engage with ECNI regarding screening formats.

Action Measure	Description
We will develop and implement a communication strategy to ensure that stakeholders are aware of Trust Equality Units, their functions and how they can be engaged on equality and human rights issues.	<ul style="list-style-type: none"> <li>• Strategy in place to improve communication.</li> <li>• Raised awareness among S75 groups of Trust Equality Units and how they can be involved in and influence Trust equality agenda.</li> </ul>

**Progress Year 3: Completed for this reporting period**

HSC Trusts continue to communicate through a range of methods. Belfast Trusts has 2 biannual newsletters that it shares with its workforce of over 20,000 staff and 400 other stakeholders. One is Equality Bites and the other is Healthy Relations for a Healthy Future. HSC Trusts are also part of a Joint Forum with the Equality Commission, the Northern Ireland Human Rights Commission and the Community Relations Council to further develop working relationships and joint working. Celebrating Good Relations week and Pride also help raise awareness of the Trust's Planning and Equality team. The Team provides regular written and verbal updates to the Involvement Group (a sub-assurance group) which reports directly into the Assurance Committee and Trust Board. The Annual Progress Report is also tabled at the Executive Team and Trust Board as another means of raising awareness and highlighting initiatives throughout the previous year. The external Trust website contains quarterly screening outcome reports and the annual progress report to ensure openness and transparency. The Trust works closely with Section 75 representative groups.

Action Measure	Description
We will work with the Department of Health and other relevant stakeholders to make sure we are prepared for the introduction of Age Discrimination Regulations.	<ul style="list-style-type: none"> <li>• One regional event to raise awareness of potential implications of the new legislation on health and social care provision.</li> <li>• Better understanding amongst staff on the implications of the legislation.</li> </ul>

Rollover to Year 4 as Legislation is not in place

## Section 2 – Promoting Equality in our Services

The following actions have been developed in response to what we have heard and are aimed at providing welcoming, person-centred and accessible services for everyone.

Action Measure	Description
<p>We will review our equality training programme in collaboration with service users, carers and their advocates.</p>	<ul style="list-style-type: none"> <li>• Consistent staff training and awareness raising, co-produced and delivered, where appropriate, across health and social care.</li> <li>• Raised awareness among staff of the best way to promote equality of opportunity for service users.</li> <li>• Each Trust to identify a process to monitor e-learning.</li> </ul>
<p><b>Progress Update Year 3: Completed for this reporting period</b></p> <p>HSC Trusts co-designed the Making a Difference training and have reviewed it during this reporting period to ensure that content is still accurate. The change in legislation to legalise same sex marriage in January 2020 required amendments to be made to the content. The e-learning programme allows each Trust to regularly monitor compliance as equality, good relations and human rights training is mandatory for all staff. The Equality, Good Relations and Human Rights training manual is shared online as a resource to complement the training and to act as an aide memoire for staff. The Guidance for Trust Board Non Executive Directors and Trust Directors was also issued with all Co-Directors and has been very well received</p> <p>During Good Relations week 2020, HSC Trusts engaged in an online event with representatives from Community Relations Council, Equality Commission for Northern Ireland and staff and stakeholders from ethnic minority communities, to co-design a regional HSC Good Relations statement that was unequivocal and easily understood in our joint commitment to actively address and challenge racism and sectarianism in all its forms. This has been developed into a poster and 4000 posters have been printed and disseminated for display across the 6 HSC Trusts.</p> <p>Partnership working is ongoing with the Rainbow Project, Transgender NI and the Regional HSC LGBT staff network. A lunchtime online engagement was held for interested Trust staff and included the personal stories delivered by two staff members – one of whom is a transgender female and the other who is non-binary and this was followed by a question and answer session. This worthwhile online event will help inform the guidance for HSC staff on providing responsive and inclusive services to people who are LGBT.</p> <p>Assistance Dogs posters co-produced with a Northern Trust service user with an assistance dog on general etiquette in regard to dogs has been shared regionally across the Trusts for display.</p>	



Action Measure	Description
We will work with service users, carers and representative organisations to ensure Trust websites are accessible, user friendly and easy to navigate.	<ul style="list-style-type: none"> <li>• User friendly HSC websites containing up to date information.</li> <li>• Better communication with service users, carers and the public on access to our websites information.</li> </ul>
<p><b>Year 3 Progress: Completed for this reporting period</b></p> <p>Belfast Trust has engaged with older people's groups across Belfast to look at their website and ensure that it is deemed accessible. The Trust will also work to ensure that the website meets the new accessible standards.</p>	
Action Measure	Description
We will work in partnership with LGBT representative organisations to develop guidance for health and social care staff to ensure LGBT service users have access to services.	<ul style="list-style-type: none"> <li>• Consistent up to date staff guidance developed in partnership with LGBT organisations.</li> <li>• Enhanced awareness of access barriers for LGBT service users and carers.</li> <li>• Improved satisfaction with health and social care services for LGBT service users and carers.</li> </ul>
<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Work is underway with the Belfast Trust, Rainbow Project and Transgender NI and Trade Union colleagues to co-develop guidance for health and social care staff to ensure LGBT service users have access to services. This will be informed by a webinar/lunchtime engagement session facilitated by Fidelma Carolan, Chair of Regional HSC LGBT Network with a presentation from Alexa Moore, Transgender NI and Belfast Trust staff from the Trans community to discuss their experience in the workplace. This guidance will cover good practice, etiquette, use of pronouns, and responsive service provision and employment and will be shared as a regional resource. It is anticipated that a consultation on this will be formally launched during Pride Week 2021.</p>	
Action Measure	Description
We will work in partnership with Black and Minority Ethnic (BME) groups and groups representing BME older people to develop guidance for health and social care staff on meeting the needs of older people in BME communities and ensure access to services.	<ul style="list-style-type: none"> <li>• Staff guidance co-produced with BME communities and representative organisations.</li> <li>• Raised profile of needs of BME older people.</li> <li>• Increased awareness among staff of the needs of BME older people.</li> <li>• Improved access to services for BME older people.</li> </ul>
<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Given the disproportionate impact of Covid on people from Minority Ethnic communities, HSC Trusts and the Public Health Agency directed a focused and accessible promotional campaign about Covid 19, the restrictions and the importance of the vaccine.</p>	

This included interviews with people who spoke different European languages in their native tongue and the production of translated public health materials.

During this reporting period, HSC Trusts established Ethnic Minority staff networks. The Belfast Trust Ethnic Minority staff forum is co-chaired by a Senior Human Resources Manager and two members of staff from ethnic minority community backgrounds. (For further detail, please see main body of report).

Action Measure	Description
We will work in partnership with older people’s groups, including the Pensioner’s Parliament, to develop guidance for HSC staff on meeting the needs of older people.	<ul style="list-style-type: none"> <li>• Staff guidance co-produced with groups representing older people.</li> <li>• Raised profile of needs of older people in the delivery of services.</li> <li>• Increased awareness among staff of the needs of older people.</li> <li>• Improved communication and access to services for older people.</li> </ul>

**Progress Year 3: Completed for this reporting period**

Much work has been done across HSC Trusts to enhance care at home for older people and to try to avoid unnecessary hospital attendances and admissions. This is in accordance with the Enhanced Care at Home Framework, an initiative being led by the Chief Nursing Officer and also with the No More Silos work.

Northern HSC Trust Dementia Leads have developed the CLEAR Dementia Care© App, which will help transform how people understand behaviour in dementia. The app provides advice to help carers find effective ways to interact and respond to the person with dementia to enable them to meet their needs. It also provides carers with a tool to record behaviours and identify patterns to address the associated need. The App has been designed for carers of people living with dementia at home and in care homes, but will also be of interest to anyone who is likely to meet a person with dementia.

During this reporting period, Belfast Trust vaccinated all residents and staff in the 85 care homes across Belfast to protect them from Covid-19.

Action Measure	Description
We will work with the Northern Ireland Human Rights Commission to develop a training programme on a human rights approach to dealing with complaints – building on work done by the Ombudsman’s Office.	<ul style="list-style-type: none"> <li>• Training on a human rights based approach to complaints management delivered to all staff who deal with complaints.</li> <li>• Complaints resolution process that embeds human rights values and principles.</li> <li>• Improved satisfaction with health and social care complaints management process.</li> </ul>

### Progress Year 3 - Completed for this reporting period

As a result of reviews HSC have decided to re-prioritise this training with a focus instead on residential care for vulnerable people. HSC Trusts have engaged with the NIHRC to commission this training and they have committed the following in their business plan:

- Design and deliver a regional human rights training session in partnership with NI Health and Social Trusts on residential care for vulnerable adults. (2 sessions to be designed & delivered by March 2022). The training will be based on case studies provided by the Trusts, to ensure that it is meaningful, realistic and impactful to participants.

Action Measure	Description
We will hold an annual event to showcase best practice in equality and diversity within the health and social care.	<ul style="list-style-type: none"><li>• An annual Equality and Diversity event delivered.</li><li>• Health and social care viewed as a sector that promotes equality and diversity.</li><li>• Improved awareness of equality and diversity best practice models and shared across health and social care and beyond.</li></ul>

### Progress Year 3 - Completed for this reporting period

During Good Relations week 2020, Health and Social Care (HSC) Trusts and organisations hosted and participated in a regional online engagement event with the aim of developing a regionally consistent good relations statement for HSC organisations across Northern Ireland. Our overarching aim is to have a visible, accessible and unequivocal statement to be displayed in health and social care facilities promoting positive relations between persons of different religious belief, political opinion or racial group. We know that our statement needs to be clear that this commitment is equally applicable to our service users, patients, carers, visitors and our staff.

Participants included equality representatives from all HSC Trusts, a Community Relations Council Board member, Local Council representatives, Patient and Client Council, Business Services Organisation, Equality Commission NI, Public Health Agency and interested employees from HSC organisations. The outcome was consensus on wording for a poster and 4000 posters were printed and disseminated across the 6 HSC Trusts.

### Section 3 – Supporting our Staff

The following actions help to promote equality of opportunity for our staff and support them to understand their responsibilities in valuing differences and advancing equality of opportunity to ensure an inclusive and welcoming environment.

Action Measure	Description
We will ensure compliance with any new legislation governing gender pay reporting and address any inequalities identified.	<ul style="list-style-type: none"> <li>Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation.</li> </ul>
<p><b>Progress Year: Rollover to next year as legislation not yet enacted.</b></p> <p>Legislation has yet to be enacted by the NI Assembly.</p> <p>A <b>Position Paper</b> setting out the key requirements of this new legislation has been shared with the Human Resources Directors Forum. Further developments in this area have been halted due to the pandemic and we await information on the enactment of legislation within NI.</p>	
Action Measure	Description
We will work in collaboration with relevant stakeholders to extend the remit of our Employability Schemes to enhance employment opportunities for marginalised S75 groups.	<ul style="list-style-type: none"> <li>Scope in year 1 opportunities and availability for our employability schemes.</li> <li>Employability scheme available to other marginalised S75 groups.</li> <li>Improved employment opportunities for marginalised S75 groups.</li> <li>Access to employment is improved for marginalised S75 groups.</li> </ul>
<p><b>Progress year 3: Rollover to Year 4</b></p> <p>Due to Covid-19 pressures and the need to observe social distancing combined with the priority to maintain essential service, provision progress has been affected. The group planned to drive forward this work stream as soon as business activities resume and Trust working groups are given the go ahead to reconvene. There are now plans to recommence this work on a pan-disability basis in Autumn 2021. Candidates will be undertaking work experience one day per week from October 2021 within the Trust and at present, work is underway to identify suitable placement areas with service managers</p>	
Action Measure	Description
We will revise Equality, Human Rights and Disability guidelines for our Non-Executive Trust Board members.	<ul style="list-style-type: none"> <li>Up to date guidelines in place for Non-Executive Directors.</li> <li>Increased awareness among Non-Executive Directors of statutory compliance and responsibilities.</li> </ul>

### Progress Year 3 - Completed

Belfast Trust circulated this guidance to its Non Executive Board Members and Executive Team members and to its Co Directors to provide an aide memoire to all parties.

Action Measure	Description
We will review our harmonious working environment advice in light of any new findings and recommendations from the work conducted by the Commission on Flags, Identity, Culture and Traditions.	<ul style="list-style-type: none"><li>• Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.</li></ul>

### Progress Year 3: Rollover to Year 4

The Commission's report has not yet been published and so this work will be rolled over to the next reporting period. The Trust has published its HSC Good Relations statement on a poster and shared it across its facilities for display.

Action Measure	Description
We will launch our new E-Learning Module and Equality and Diversity Staff Training Manual.	<ul style="list-style-type: none"><li>• 20 minute E-Learning Training Programme for staff and managers and Equality and Diversity Staff Training Manual launched and available for all health and social care staff.</li><li>• Marketing strategy to increase uptake of training across all Trusts.</li><li>• Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual.</li><li>• Improved uptake of equality training, each Trust to set targets.</li></ul>

### Progress Year 3 Completed for this reporting period

HSC Trusts continue with the deployment of the Regional Making a Difference, Equality, Good Relations and Human Rights eLearning training. Please refer to the main body of this year's report for the latest uptake figures. This programme is mandatory for all HSC staff.

A review of this programme was undertaken, during the current reporting report, and a number of amendments have been recommended to keep abreast of legislative developments e.g. legalisation of same sex marriage as well as the inclusion of HSC Trust values on the landing page of the programme etc.

As previously reported face to face training stopped during the pandemic and the Planning and Equality Team have devised a facilitated programme of the online Making a Difference session to ensure maximum engagement and staff experience.

Action Measure	Description
We will work with relevant organisations and Trade Unions to develop best practice in supporting our staff who are victims of Domestic Violence/Abuse.	<ul style="list-style-type: none"> <li>• Best practice model established in each Trust with support mechanisms for staff experiencing Domestic Violence/Abuse.</li> <li>• Improved support for staff who are victims of Domestic Violence/Abuse.</li> <li>• Raised awareness among staff of the best way to support colleagues who are victims of Domestic Violence/Abuse.</li> </ul>

**Progress Year 3 - Completed for this reporting period**

Belfast Trust conducted a comprehensive programme of training for its support officers to act as a refresher for more established officers and as an induction for new support officers. This included input from Women’s Aid, Nexus, Rainbow Project, Social Work and Clinical Psychology. A presentation from Men’s Advisory Project was also shared. Regional meetings have been conducted with all Trusts with a view to adopting a similar policy and approach to ensure consistency and equality of opportunity for all HSC staff, who may be experiencing domestic and/or sexual abuse or violence. The Trust leads for the support service for staff also shared their learning and experience in a roundtable discussion with stakeholders across England, Scotland, Wales and Northern Ireland, which was convened by the Home Office. During this reporting period, there have been higher numbers of staff contacting the Trust support service for emotional support and practical advice. Practical support was provided in the form of safety measures, liaison with the PSNI and Trust security, relocation, redeployment and salary advances as well as liaison with management where agreed with the individual. It is envisaged that next year, HSC Trusts will convene a regional event specifically in regard to domestic and sexual abuse and raising awareness and promoting good practice. Other HSC Trusts will work to adopt the Belfast Trust policy to ensure consistency and equality across the HSCNI.

Action Measure	Description
We will make sure that our staff who are carers are supported in the workplace so that they can continue with their caring role.	<ul style="list-style-type: none"> <li>• Consistent regional approach established to support carers in our workforce.</li> <li>• Improved support for staff who are carers.</li> <li>• Raised awareness among staff of the best way to support staff who are carers.</li> <li>• To pilot digital resources for carers and ‘jointly app’ carers app in Northern Trust area with learning disseminated regionally Year 3.</li> </ul>

**Progress Year 3 - Completed for this reporting period**

Across BHSCT, there are over 43,000 people of all ages who provide care to a family member or a friend who is ill, disabled or frail. The Carer Support Team work with carers to provide support and information to help them undertake their caring role. This includes raising awareness of the right to ask for a carers assessment, alongside providing information and access to support and activities.

The current Carers Strategy, 'Caring Together in Belfast', was co-developed with carers and this sets the direction for the Carer Support Team. The Team will be expanding to provide increased support and information to carers both on an individual basis and through the Carers Groups in place across the Trust. The Trust provides a summer scheme for children of staff members and also offers a range of flexible working options for staff. To enable childcare providers to open in March 2020 owing to national shortages, it was necessary to acquire donations of PPE for these providers within private and community settings.

<b>Total Actions in Year 3</b>	19	<b>Total Actions Completed in Year 3</b>	14	<b>Actions ongoing into Year 4</b>	5
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**Equality Action Plan  
Local Actions  
2018 – 2023**

**Progress Report  
Year 3 – 2020-21**



Actions	Performance Measures	Update for 2020-21									
<p>We will continue to contribute to the development and implementation of the Trust Carer's strategy.</p>	<ul style="list-style-type: none"> <li>• Outreach to carers of all ages.</li> <li>• Developing Carer Support Pathways.</li> <li>• Development of Carer support plans.</li> <li>• Enhanced communication and involvement with carers.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The Trust continues to provide a variety of support mechanisms for carers and a monthly activity programme is in place. An on-line booking system is now in place to streamline registration for carer activities.</p> <p>Grants continue to be awarded as a support for carers The number of carer grants awarded is increasing. This can be partially attributed to increased awareness of supports available by carers and the continued social distancing guidance in place, which has resulted in limited access to services such as Day Centres, which has severely impacted on carers.</p> <p>The Trust continues to pilot a <b>Carers Counselling service</b> in partnership with SEHSCT and Lifeline. During the period Jan – March 2021, 41 carers were referred which resulted in 175 counselling sessions.</p> <p>The Trust has a Duty to offer carers a Carer Assessment/ Carer Support Plan. This is currently developed using the NISAT. The table below shows activity in this area.</p> <table border="1" data-bbox="1050 855 1843 1088"> <thead> <tr> <th>Period</th> <th>Assessments offered</th> <th>Assessments completed</th> </tr> </thead> <tbody> <tr> <td>2019-2020</td> <td>3022</td> <td>2037</td> </tr> <tr> <td>2020-2021</td> <td>2603</td> <td>2235</td> </tr> </tbody> </table> <p>A Carers Assessment Task and Finish Group has been established, which will review the current tools available to undertake a Carer Assessment and identify action required to support Service Areas in undertaking this Duty.</p> <p>The Carers Mailing List provides a range of information to support carers in their role. At end March 2021, there were 1993 Carers on the mailing list. At end June 2021, this has increased by 14% to 2,278 carers.</p>	Period	Assessments offered	Assessments completed	2019-2020	3022	2037	2020-2021	2603	2235
Period	Assessments offered	Assessments completed									
2019-2020	3022	2037									
2020-2021	2603	2235									

Actions	Performance Measures	Update for 2020-21
<p>We will ensure new projects such as the New Children’s Hospital have equality and diversity considerations to the fore.</p>	<ul style="list-style-type: none"> <li>Facilities and services which incorporate best practice in terms of Section 75 groups.</li> <li>More responsive, inclusive and accessible services.</li> </ul>	<p><b>Progress Year 3 : Rollover to year 4</b></p> <p>Initial discussions are underway for the Trust to engage with AccessAble, an organisation at the cutting edge of improving and enhancing physical access, in order to ensure improved access to and wayfinding within our buildings. Pre-planning work was undertaken in this reporting period and it is anticipated that work will initially commence in one of the larger hospital sites. AccessAble has presented at the Trust Disability Steering Group and at regional Accessible Group. This work will restart in year 4</p>
<p>We will assess our readiness as an Employer to cater for an older workforce and take forward key findings.</p>	<ul style="list-style-type: none"> <li>Focus groups facilitated across organisation and feedback used to inform action plan.</li> <li>Implementation and monitoring of readiness checklist.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Belfast Trust <b>continues to assess our readiness as an employer that caters for an older workforce.</b> The Trust’s HR department hosts regular half-day sessions for members of staff who are preparing for retirement. These talks involve discussions around Pensions, Pay and Conditions, looking after mental health after retirement, being prepared for retirement, looking at volunteering opportunities post-retirement etc.</p> <p>The Trust has developed a <b>Flexible Retirement Policy</b>, as part of its suite of Work Life Balance Policies, to facilitate staff with the opportunity to apply for a number of options to assist them in planning and managing their retirement from the Trust in the period leading up to their actual intended retirement date. This Policy is in line with the Employment Equality (Age) Regulations as amended (NI) 2006.</p>

Actions	Performance Measures	Update for 2020-21
We will take forward a Gender Project and action plan.	<ul style="list-style-type: none"> <li>• Ensure gender equality in recruitment, training, promotion.</li> <li>• Develop a gender action plan following a workplace audit and benchmarking exercise</li> <li>• Implement a Gender Identity and Expression Policy.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The Gender Identity and Expression Policy was launched during the last reporting period. The purpose of this policy is to provide guidance and advice to staff and managers on the recruitment and retention of transgender and non-binary staff. The policy ensures there must be no discrimination, victimisation or harassment against any applicant, potential applicant or employee on grounds of their gender including gender identity and expression.</p> <p>As detailed in the annual progress report there has been significant work with the LGB and T sectors to coproduce guidance – It is envisaged this will be launched for consultation during the next reporting period.</p>
We will progress our Affirmative Action Plan.	<ul style="list-style-type: none"> <li>• Ensure our work places provide for fair participation and promotes good and harmonious environments for all staff.</li> <li>• Work with stakeholders to redress under-representations identified through the Fair Employment Article 55 Review process.</li> </ul>	<p><b>Progress Year 3: Rollover to year 4</b></p> <p>The pandemic stalled progress on the positive action programme but it anticipated that work will recommence in year 4.</p>

Actions	Performance Measures	Update for 2020-21
We will continue to implement our Health and Wellbeing at Work Strategy and Action Plan.	<ul style="list-style-type: none"> <li>• Accessible information available for HSC staff on flexible working arrangements.</li> <li>• Promotion of B Well online and app resource for staff.</li> <li>• Uptake of B-Well initiatives.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The Health &amp; Wellbeing at Work Strategy and Action Plan work continues and had required different specific interventions as a result of the pandemic.</p> <p>Further detail in the main body of the Annual Progress Report.</p>
We will develop an Action Plan in response to the staff survey to promote equality/work life balance/ and address fully any potential instances of harassment.	<ul style="list-style-type: none"> <li>• Implementation and monitoring of staff survey action plan.</li> <li>• Conduct further staff survey in 2020.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>In this reporting period, the Trust has <b>continued to monitor</b> the effectiveness of its Equality Policies and Work Life Balance Flexible Working Policies and Practices. Bullying &amp; Harassment Support Service: The Trust continues with this support service for staff.</p>

Actions	Performance Measures	Update for 2020-21
We will proactively and overtly promote our corporate commitment to equality and diversity through roadshows and resources to support LGBT, Carers, Anti-racism and anti-sectarianism and the other Section 75 protected groups.	<ul style="list-style-type: none"> <li>Public expression of corporate commitment to equality and diversity.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Pride, Good  Relations week and other events have all moved online due to Covid but the celebrations continue. Further detail in Annual Progress Report.</p>
We will continue to support our staff who have caring responsibilities.	<ul style="list-style-type: none"> <li>Promote and monitor uptake of range of initiatives including flexible working, summer scheme provision, childcare vouchers.</li> </ul>	<p><b>Progress year 3: Completed for this reporting period</b></p> <p>The Trust continues to offer a wide range of initiatives for staff members who are carers, including flexible working, summer scheme provision and childcare vouchers.</p>
We will consult and implement Healthy Relations for a Healthy Future 2 strategy (the Trust's Good Relations strategy).	<ul style="list-style-type: none"> <li>2nd generation Good Relations strategy for Belfast Trust.</li> <li>Initiatives to promote good relations for people of different racial groups, religious beliefs and political opinions.</li> </ul>	<p><b>Progress Year 3 Completed for this reporting period</b></p> <p>Implementation of Healthy Relations for a Healthy Future 2 strategy (the Trust's Good Relations strategy) continued in the reporting period.</p> <p>The Good Relations poster has been co-designed and printed and disseminated.</p>

Actions	Performance Measures	Update for 2020-21
<p>We will develop a communications strategy to best promote awareness amongst staff and managers of domestic abuse support service in the workplace.</p>	<ul style="list-style-type: none"> <li>• New technology to facilitate enhanced multi-disciplinary working to tackle domestic violence and support victims and their families.</li> <li>• Enhanced knowledge of support mechanisms available in the workplace to help people who they are experiencing domestic abuse.</li> <li>• Increased confidence and volume of staff accessing the support.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>The Trust regularly proactively communicates the existence of the various support mechanisms for staff who are experiencing domestic abuse. This includes the production of the popular annual calendar, updates on the hub, use of social media and the annual collection which benefits Women’s Aid, among other charities.</p> <p>There has been a significant increase in the uptake of the support service.</p> <p>Training sessions are held regularly for our Domestic Abuse Support Officers and kept informed of important updates and information by regular email contact.</p>
<p>We will continue to work with the Northern Ireland Human Rights Commission in the development of a human rights based approach.</p>	<ul style="list-style-type: none"> <li>• Increased application of human rights at the core of decision making and service provision.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Training has been commissioned by the HSC Trusts from the Northern Ireland Human Rights Commission to deliver sessions in regard to provision of compassionate care for vulnerable adults in residential settings. These will be delivered in the next reporting period.</p>

Actions	Performance Measures	Update for 2020-21
We will co-design and deliver new Embracing Diversity training to include good relations, migrant awareness and cultural competence elements.	<ul style="list-style-type: none"> <li>Enhanced awareness amongst staff of good relations and diversity.</li> <li>Responsive and culturally competent service provision.</li> </ul>	<p><b>Progress Year 3: Completed for this reporting period</b></p> <p>Planning and Equality worked with Community Develop to develop and deliver a session on cultural awareness and good practice in terms of ethnic monitoring amongst patients and service users. This was delivered to the Community Mental Health and Psychiatry of Old Age. Two distinct service groups have asked for this training to be delivered on the basis of feedback from the session.</p>

<b>Total Actions in Year 3</b>	14	<b>Total Actions Completed in Year 3</b>	11	<b>Actions ongoing into Year 4</b>	3
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11 actions completed during this reporting period 3 to be rolled over to year 4