

Belfast Health and Social Care Trust
Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2024-25

Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report

Contact details:

Section 75 of the NI Act 1998 and Equality Scheme	Name: Orla Barron: Interim Co-Director: Planning & Equality Telephone: 028 9504 6567 Email: orla.barron@belfasttrust.hscni.net
Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above ☒ Name: Click or tap here to enter text. Telephone: Click or tap here to enter text. Email: Click or tap here to enter text.
Documents published relating to our Equality Scheme can be found at:	Publications Belfast Health & Social Care Trust website (hscni.net) Click or tap here to enter text.
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 2024 and March 2025

Introduction

This is the **18th Annual Progress Report** prepared by Belfast Health and Social Care Trust (BHSCT) for submission to the Equality Commission of Northern Ireland (ECNI).

Who we are and what we do

The report highlights compliance with the Trust's Equality Scheme including details on Screening and Equality Impact Assessments, Consultation, Training, Information Provision, Access, Monitoring and Complaints.

Internally, this 18th Annual Progress Report contributes to Trust accountability arrangements. It is an integral part of the Trust Integrated Governance and Assurance Framework for Trust Board and Executive Team members. The report not only identifies how legislative duties are complied with in relation to public sector equality, good relations and disability duties, but it also indicates how the Trust regularly goes beyond compliance to achieve best practice. Being Belfast, we are committed to delivering safe, effective and compassionate care by mainstreaming equality, good relations and disability considerations in all that we do and across all of our functions – service provision, employment and procurement.

This report was approved by Executive Team and Trust Board members on the 4th September 2025 and will be available on the Trust website.

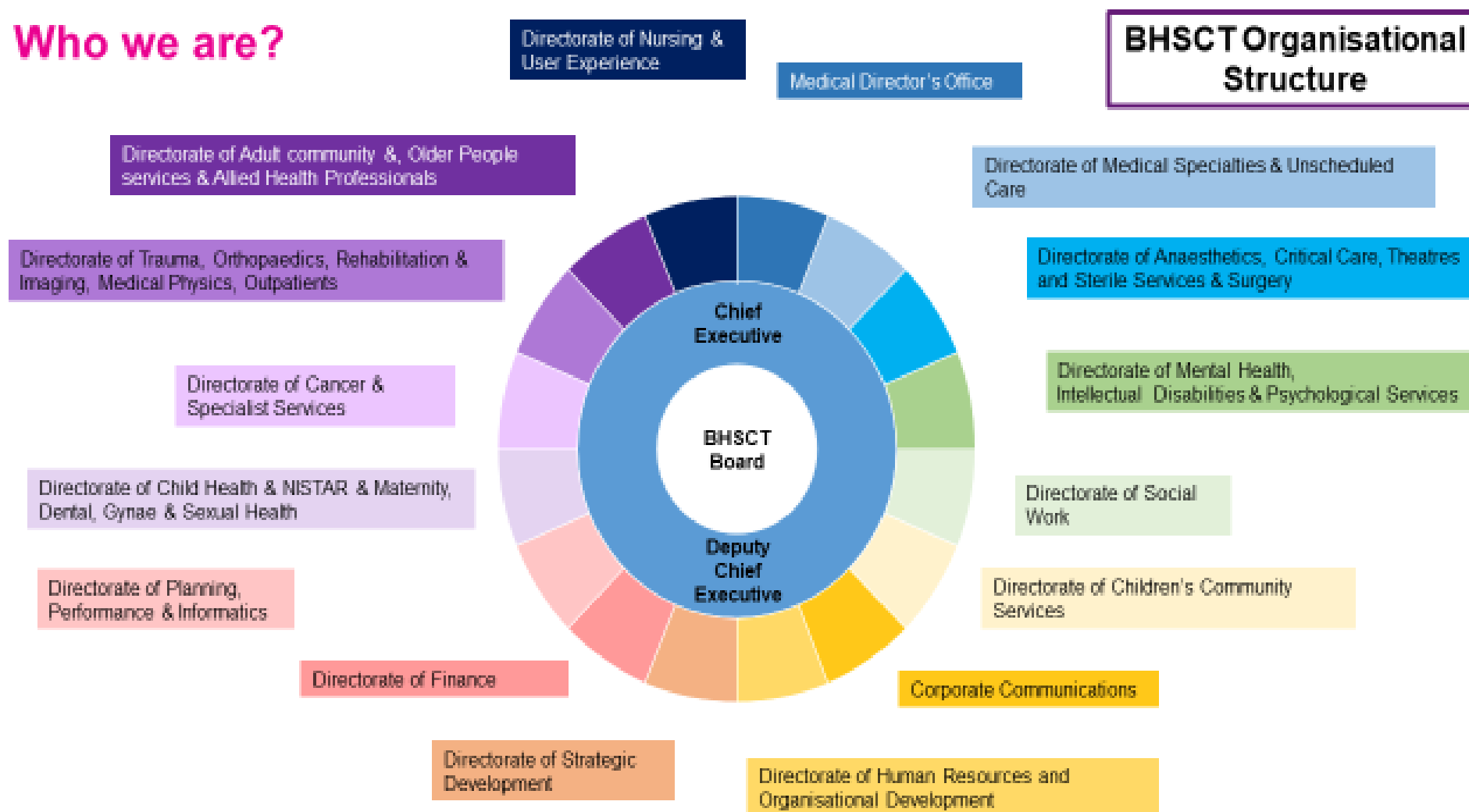
Background

Belfast Health and Social Care Trust is the largest integrated Trust in the United Kingdom. Employing more 20,000 staff it delivers health and social care to the population of Belfast, Castlereagh and across Northern Ireland through its regional service provision.

PART A

Figure 1: BHSCT Organisational Structure

Who we are?



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

- 1 In 2024-25, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.

Programme for Government

Within the priorities laid out within the 2024 Programme for Government [Our Plan: Doing What Matters Most](#) there is a specific objective on reducing Health waiting times. There is also a renewed focus on reforming Public services, and Health and Social Care is not an exception.

Figure 2: Immediate Priorities from Programme for Government 2024



BHSCT is dedicated to ensuring this transformation is rooted in equality and human rights principles. Working towards, all individuals—regardless of background, location, or personal circumstance—being able to access timely and high-quality care. This is fundamental in addressing health inequalities. The

PART A

promotion of preventative approaches will improve health outcomes, enhance quality of life, and help alleviate pressure on our Health and Social Care system.

Northern Ireland continues to experience the longest hospital waiting times in the UK, with many individuals facing significant delays in accessing the care they need. In recent years, this challenge has been intensified by rising demand for both acute and community care, the Health and Social care system is still experiencing ongoing impact of the COVID-19 pandemic, contributing to an unacceptable backlog of patients awaiting treatment.

There is a strong and shared recognition of the urgent need to improve performance, increase productivity, and enhance the quality and consistency of care across the region. Belfast Health and Social Care Trust will continue to work in partnership to deliver transformation and reconfiguration of services which will be essential to delivering these improvements. Positive steps are being taken, such as the establishment of elective care centres, service reviews, out-patient modernisation, development of the Belfast Outpatient Support Hub, and Same Day Emergency Care- all aimed at reducing pressures across the system including waiting lists.

Unsustainability of Public Services

Public services in Northern Ireland are under serious pressure. Costs are rising, more people need support, and many services are struggling to keep up. The agreement with the UK Government in May 2024—called the Interim Fiscal Framework—was an important step towards getting finances in better shape. But money alone won't fix the problems.

To make sure people continue to get the quality services they expect and deserve, we need to think differently about how we deliver them. This means making big changes that improve how services work; focusing on long-term improvements, supporting Health prevention, streamlining pathways and providing better outcomes for people when they are in need of our support.

Transformation in Health and Social Care In alignment with the above priority to reform Public bodies in Northern Ireland,

The Department of Health has recently launched [Hospitals- Creating a Network for Better Outcomes.](#) BHSCT facilitated a public engagement event on 21st January 2025 to provide an opportunity for Department of Health representatives to share information and hear feedback from the local population. The purpose of this, alongside other Trusts events, was to support the regional consultation process led by the Department.

Figure 3 : Key outcomes that reconfiguration should deliver, as per DOH Hospitals-Creating A Network For Better Outcomes

As stated in this framework the key outcomes that reconfiguration must deliver are:

- Safe and better health and social care services for our population, ensuring best practice becomes common practice across the HSC network.
- A reduction in health inequalities. This will mean that some citizens, depending on their clinical needs and the location of the service that meets those needs, will have to travel further to access quality care.
- More effective and efficient services which maximise productivity and make best use of available funding and our workforce.
- More financially sustainable health and social care services.
- A resilient service that leads to a reduction in reactive safety related service changes or collapses.

Health and social care necessitates a comprehensive, system-wide approach, with shared goals across hospital, community organisations and voluntary sector. This approach will support the delivery of patient-centred care, at the right time, in the right place.

Collaborative approach

BHSCT already works in partnership with the other Health and Social Care Trusts to develop services to meet this requirement, with regional speciality services being provided out of various Trust facilities

- Belfast City Hospital including the Cancer Centre.
- Musgrave Park Hospital.
- Royal Belfast Hospital for Sick Children
- Royal Jubilee Maternity hospital
- Royal Victoria Hospital

The Mater Infirmorum Hospital, has established an elective overnight stay centre, providing a service for patients requiring intermediate complex surgery, across a range of specialities.

The Trust has recently began implementation of the shadow Belfast Area Integrated Partnership Board (AIPB), with a move towards an Integrated Care System for Northern Ireland (ICSNI) commissioning framework. ICSNI is a strategic model introduced to transform how health and social care services are planned, managed, and delivered across Northern Ireland. It focuses on locality based collaboration between health and social care providers, local

PART A

communities, and service users to improve health outcomes, reduce inequalities, and deliver more person-centred care. The Belfast AIPB will advise on local commissioning of services, to better reflect needs and priorities of the Belfast population through use of population health data and evidence-based priorities.

Under ICSNI, commissioning will be increasingly focused on outcomes rather than activity, aiming to improve overall population health and wellbeing.

As part of the implementation process to the shadow Belfast AIPB, the Trust welcomed the provision of a Health Profile of the Belfast population, developed by the Public Health Agency (PHA). This measured deprivation using 2017 Northern Ireland Multiple Deprivation Measure (NIMDM). This is the official tool used to assess and rank the relative deprivation of areas across Northern Ireland, published by Northern Ireland Statistics and Research Agency (NISRA), it considers income and employment, health and disability, access to services, education and skills, living environment and crime and disorder.

Belfast population health profile

The PHA's health profile confirmed that health inequalities in Belfast are prevalent and reflect significant disparities in health outcomes, with Belfast being over-represented in both the most and least deprived Super output areas in Northern Ireland. With a more informed understanding of the current health needs of the people in Belfast, as well as the predictions of future demands, the Trust can plan more effectively to face the challenges of keeping people healthy, providing high quality care when needed, and promoting equity of opportunity for the people we serve.

Table 1: Life expectancy: Population of Belfast compared to Northern Ireland

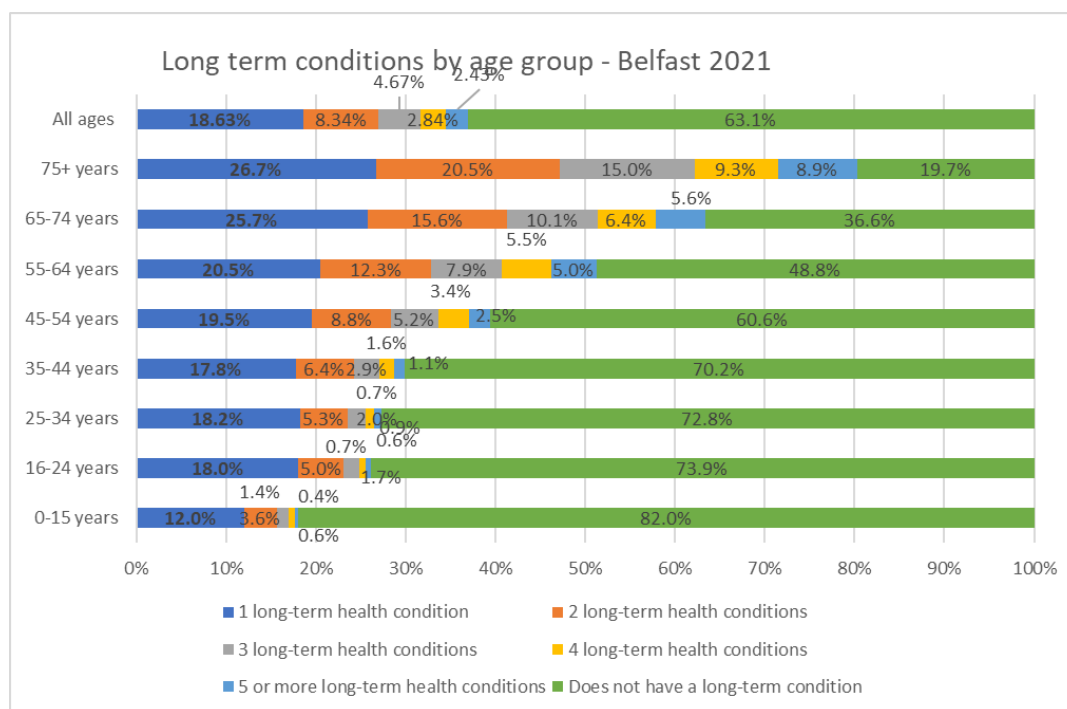
Life Expectancy in years 2020-22	Male	Female
Belfast Trust	76.3	80.8
Most deprived areas BT (SOA based)	70.8	77.0
Lowest in the BT at DEA level	72.5	76.7
Which DEA	Oldpark	Court
NI	78.4	82.3
Most deprived areas in NI (SOA based)	74	79.3
Least deprived in NI	81.2	84.1

PART A

Lowest in NI at DEA level	72.1	76.7
Which DEA	The Moor	Court

Overall 37% of residents have at least one long term condition. This increases to over 80% of those 75+.

Figure 4: Prevalence of long term conditions by age for Belfast population



Living in areas of deprivation and poverty are linked to higher rates of chronic diseases, greater likelihood of mental health conditions and poorer health outcomes overall. This is particularly evident in specific groups.

- **Older Adults:** Older people, particularly in areas of deprivation, often experience isolation, mobility issues, and a lack of adequate care, all of which contribute to poor health outcomes.
- **Ethnic Minorities and Migrants:** Ethnic minorities in Belfast, particularly immigrants, often face health inequalities due to language barriers, cultural differences, and limited access to healthcare. Many ethnic minority groups report poorer health outcomes, including higher rates of chronic diseases.

Efforts to reduce health inequalities in Belfast include public health initiatives targeting smoking cessation, physical activity, and access to healthy food. However, tackling the root causes of these inequalities, will require multi-faceted interventions, and cross agency partnerships. The Shadow Belfast AIPB, is its role to guide a collaborative approach to reduce health inequalities,

recognises this is a mammoth task and aims to set an agreed priority to focus action.

Digital Transformation

encompass is an HSCNI initiative established to deliver sustainable, long-term digital transformation for health and social care services and part of the Digital Health & Care Northern Ireland's (DHCNI) Digital Strategy 2022-2030. [Digital Strategy – DHCNI](#). Central to this transformation is the introduction of a new, comprehensive electronic patient record (EPR) system, supplied by software developers Epic

This new system was implemented in BHSCT on 6th June 2024 and is used by most of the 22,000 plus staff, who deliver care both locally and regionally from BHSCT facilities i.e. 5 hospitals, 7 health and well-being centres and 26 community settings, providing an overarching view of a person's health and social care record in one place.

Any potential equality impact was assessed through an extensive screening process, with screenings being developed for the implementation of encompass as well as the management of proxy access through the MyCare app. This was also supported by a rural needs assessment. BHSCT consider these screenings to very much be live documents which will be reviewed, updated and monitored on an on-going basis every 6 months for a period of 2 years post-implementation. This will enable the Trust to monitor the impact of the proposals to ensure that the impact is not more significant than initially anticipated and that appropriate mitigations are undertaken.

Engagement- example PPI involvement opportunities that occurred in 2023/2024 as in preparation for go-live. This list is not exhaustive.

- **Belfast City Council/International Day of Disability** - attendance to connect and build relationships, especially with providers and supporters of those with vision or hearing or learning needs in regard to My Care inclusivity
- **Contact Families Conference** - attended at Contact Families conference for families and carers of those with rare diseases or conditions to connect and share information on My Care as well as garner insight
- **AbilityNet WCAG Webinar attendance** - attendance at "What's new in WCAG 2.2" webinar. This webinar, from accessibility experts and also those service users who experience accessibility needs provided updates and insights of use around best standards of digital inclusion and accessibility

Simon Community/QUB Homelessness Workshop - attended to connect/network with organisations and individuals of lived homelessness experience - especially those who may struggle to access

PART A

My Care either through issues of digital exclusion or difficulties in accessing the ID elements required for NI Direct Account

- **HSC Disability Forum** - attended to provide a briefing to members on matters of My Care and also updates on accessibility and work of the Engagement Council
- **Care Day 2024** - attendance to build links and connection with those working with and supporting Care experience young people - especially to strive to ensure more representation of younger voices/young patients on our Engagement Council; young people often face barriers of access to their health information or access for those who support them (e.g. - foster parents/kinship carers)
- **Patient Client Council** - Embracing the Public as Assets event - connecting with patients, representatives from the voluntary and community sector
- **Attendance at RNIB Tech for Life Fair** - an opportunity to connect with leading organisation in provision of support for those with sight needs as well as deliver a presentation and workshop on My Care matters to attendees
- **BHSCT Signing Group** - attendance at Signing Group (facilitated by British Deaf Association) to brief on My Care matters and also to discuss how best to ensure representation and involvement of Deaf community on-going in My Care development
- **BSO Interpreting Service**- briefing given to service lead on MyCare to support their 450 independent translators/contractors as they come in to contact with service users using MyCare.
- **Women's Aid**- Presentations given and opportunity for engagement on My Care and Proxy access
- **Belfast Domestic and Sexual Violence Strategic Partnership**- an opportunity to brief on MyCare and proxy access and potential impacts for those living through domestic violence.

Impact

There are 37 expected benefits of encompass, which cannot be fully realised until all Trusts have the system embedded, expected benefits are sub-divided into the following 6 themes; patient safety, cost saving, income generation, productivity & efficiency, quality of care and staff health and wellbeing. When encompass benefits are realised it is expected that differential impact will be positive.

Accessibility mitigations

- Trust staff have access to a suite of training to support effective use of encompass, and this includes automating processes and appropriate guidance on management of MyCare app.
- Mycare is free to use

PART A

- Mycare is optional. My Care is not a replacement for current processes. You can continue interacting with healthcare services via traditional methods – letters, phone calls, etc. and appointment reminders can still be sent out through the post or via text messages, where requested.
- Epic uses a third-party tool, Accessibility Management Platform by Level Access, to identify and address accessibility issues in MyChart. Epic is compatible for use with popular screen readers such as JAWS (version 2021), VoiceOver (mobile and desktop), TalkBack, and NVDA.
- Accessibility testing also includes, but is not limited to, keyboard-only navigation and colour contrast evaluation.
- Carers can be granted various levels of access/ restrictions of a dependent's My Care Record- Based on the persons consent, age and best interests
- A new version of Read&Write (12.0.87) is being uploaded to Trust IT systems- This is a literacy support software tool that assists with reading and writing. It is primarily designed to be used by individuals with dyslexia or those struggling with literacy. Or those who learn best through auditory or visual means. The software offers features like text-to-speech, dictation and grammar/spelling checks.

On-going challenges

Ongoing impact and challenges are being monitored and the Trust is actively engaging with regional meetings and working groups to prioritise and develop action plans. This includes ongoing work to develop a regional policy on proxy access to MyCare and accessibility support.

Belfast Trust Corporate Plan: Belfast Plan 25+

The Trust is currently developing a new corporate plan, outlining our key goals to provide high-quality health and social care to the people of Northern Ireland.

Our focus remains on improving the health and well-being of the communities we serve. This plan is directly linked to Northern Ireland's Programme for Government, particularly in areas like reducing waiting times, reducing health gaps, and creating a sustainable health and care system. This plan will help ensure that our work supports the overall vision of a healthier and more equal society.

We are committed to improving health outcomes, reducing inequalities in care, and ensuring social inclusion. By working closely with individuals, carers, families, staff and trade unions, local communities, and other organisations, we aim to achieve the shared goal of improving the quality of life for everyone.

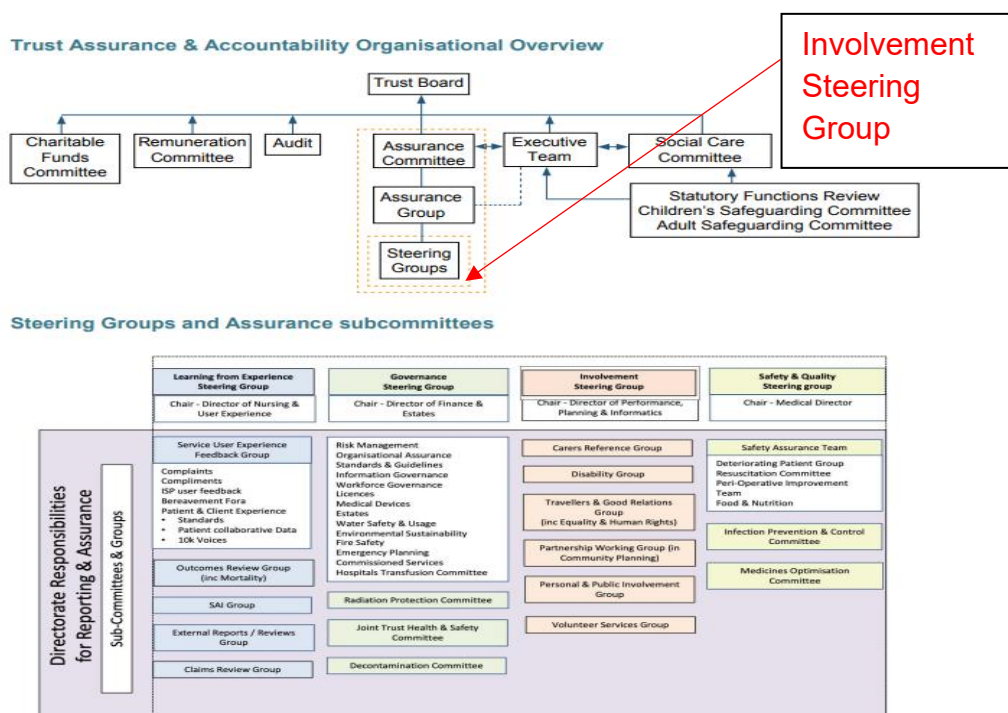
Trust Governance and Assurance Framework: Involvement Steering Group

Robust accountability structures within the Trust ensure that the work relating to the fulfilment of Section 75 duties and commitment and awareness of the duties is known across the Strategic Leadership Team in the Trust.

The Involvement Steering Group is part of the Trust Assurance and Accountability Framework which provides Strategic Leadership, holds to account, unblocks and assists with problem solving, seeks assurance, provides challenge and leadership and escalates risks to appropriate Trust Board Committees.

Quarterly reports from a range of committees including those for **Disability, Carers, Volunteers, Involvement and Healthy Relations** Committees are provided to the Involvement Steering Group chaired by the Director of Planning, Performance and Informatics. The group includes service user and carer representation.

Figure 5: Trust Assurance & Accountability Organisational Overview



This means that the Trust has established an oversight group for committees and work in regard to equality, disability, good relations, carers, community development, work with asylum seekers and refugees, and personal and public involvement activity.

The Involvement Steering Group's role is to provide assurance to the Executive Trust Board around the Trust's activities in relation to engagement,

PART A

partnership and equality of patients, clients, service users, carers and communities.

Trust Governance and Assurance Framework: [Policy Standards & Guidelines](#)

In terms of policy development, Belfast Trust has developed a range of assurances to ensure that leaders, policy makers and decision makers are aware of our Section 75 and wider equality duties. These assurances include:

- Policies considered and approved by Belfast Trust Policy Committee and Policy and External Guidance Assurance Committee (formally known as the Standards and Guidelines Committee) provided they have been subject to an equality screening.
- All equality screening templates require a tripartite signature by the policy lead, an equality manager and an employment equality manager as appropriate.
- All of our completed and approved equality screenings are uploaded quarterly and are available on the Trust website.
- Our Policy template and 'How to Write' a policy guidance are all available on the staff intranet 'The LOOP' contains explicit reference to the need for an equality screening.

Trust Outpatient Modernisation Project Board

The purpose of the board is to modernise outpatient services across the Trust to enable patients and service users to receive the right care in the right place at the right time. With planned outcomes to reduce waiting lists/times for 1st OP appointment and to reduce backlog list/times for patients waiting on review. The group will measure progress against these objectives and impact on staff/ service user experience.

A significant programme of work has been underway across 10 different work streams to modernise how outpatient services are delivered – some of the improvements to date include:

- Enhanced clinical triage development
- Implementation of PIFU
- Reviewing communications (to reduce number of DNAs)
- Admin and enhanced clinical validation ongoing
- Virtual and Video consultations increased

These Outpatient Modernisation priorities are continuing to be driven by Trust wide workshops which have so far focused on sharing learning from good

PART A

practice. Challenges and barriers are discussed at specialty specific meetings to work through issues and to take forward relevant actions.

The Trust is part of the **Regional OP modernisation group**- and its associated task and finish groups for enhanced triage and Patient Initiated Follow Up

Examples of achievements for OP modernisation programme in 23/24:

- Decreased review patient DNA- aim to be below 8%, 7.4% achieved
- Admin validation of new patient waiting lists, 14, 844 patients were validated, with 3, 820 people discharged- a reduction of 25.7%
- Open registration validation, reduction in 93% from April 23- supporting safety and governance.
- Further expansion of Patient Initiated Follow up Pathways for clinically suitable patients, reducing the number of patients scheduled for routine follow-up appointments. 11 services have developed PIFU pathways from 2023/24 with approximately 4,000 on PIFU pathways within the Trust.
- The Trust is aiming to increase phlebotomy activity, and is enhancing the phlebotomy hub model to widen the services provided, and will be called the Belfast Outpatient Support Hub, to reflect these changes.

Mental Health services are fully engaged in the Trust OP modernisation project initiatives to identify opportunities for improvements to support the Ministerial Access targets. Key actions identified include;

- Strengthening triage arrangements across services
- Caseload review to improve flow through the community mental health service
- Increase in group appointments for appropriate patients.

Access to additional elective access funding to assist with reduction of waiting lists

Unscheduled Care Improvement Programme Board

Unscheduled Care pressures continue to be one of the top issues for the Trust, though most visible in the Trust Emergency Departments, the pressures are felt across all operational services.

The purpose of this Programme Board is to provide a clear space in which the actions required to mitigate pressures can be discussed, progress against key indicators can be measured, and issues can be unlocked that require decisions across multiple service areas.

Task and Finish Groups will take forward the necessary actions in regard to:

- Same Day Emergency Care, Ambulatory Pathways and Rapid Access Clinics
- Hospital Discharge Planning

PART A

- Improving Community Capacity
- Support to Care Homes

The overall objective is to deliver alternatives to Emergency Departments when appropriate, either keeping people well at home, or providing alternative pathways for people to reach the care they need. This will also help protect access to emergency care for those people that need it.

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

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans**/ measures in 2024-25 (*or append the plan with progress/examples identified*).

Trust HSC Values & Being Belfast

Everything we do in the Belfast Trust is about people and for people.

Our **Trust Values** of Working Together, Excellence, Openness and Honesty, and Compassion underpin our commitment to provide safe, effective, compassionate and person-centred care.

Image 1: HSC and Trust values logo



The Department of Health's 'Being Open' Framework consultation closed on 28th March 2025. This initiative aims to foster a culture of openness, honesty, and transparency within Health and Social Care services in Northern Ireland. The 'Being Open' Framework aims to ensure that all individuals in contact with Health and Social Care organisations are treated in an open, fair, and compassionate manner. It emphasises the importance of listening to patients and their families, supporting staff through engaged leadership, and creating safe spaces for learning and improvement.

Belfast Trust Disability Committee (previously Steering Group)

Our Disability Committee has been in situ since 2008 and continues to meet on a quarterly each year. The Group is an effective partnership, maximising opportunities for co-production across the Trust and disabled people's representative organisations and disabled people. .

The group is co-chaired by the Trust's Interim Co Director of Planning and Equality and the Chief Executive of Disability Action. Membership includes representatives from across the Trust, community/voluntary organisations that represent disabled people and people with disabilities. Key objectives of the group include:

PART A

- To ensure and promote commitment at a corporate and strategic level working in partnership and collaboratively with disabled people.
- In partnership, to provide leadership, direction and commitment in the development, implementation and evaluation of Trust's Disability Action Plan.
- To provide the necessary support, resources and infrastructure to ensure an integrated and cohesive approach is undertaken in the development, promotion, implementation, monitoring and evaluation of a range of initiatives as set out in the Disability Action Plan.
- To equip staff with the relevant skills and knowledge to identify, remove or reduce barriers faced by people with disabilities in terms of accessing services / employment.
- Promote, support and encourage a human rights based approach to service delivery.

Good Relations

Our 3rd generation Good Relations Strategy [Healthy Relations for a Healthy Future 3](#) maps out a clear strategic direction for the Trust in regard to Good Relations. It is based on the three pillars of the regional co-designed Good Relations Statement of:

- Actively addressing and challenging racism and sectarianism
- Treating each other fairly, with respect and dignity
- Making sure our spaces are shared, welcoming and safe.

Image 2: BHSCT/HSC Good Relations Strategy 23-28



Implementation and monitoring of the strategy is undertaken by members of the Trust **Healthy Relations Committee**, which comprises representatives from Belfast Trust Planning & Equality, Employment Equality, Community Development, Health Improvement and Chaplaincy teams with representatives

PART A

from Trade Unions, BHSCT Ethnic Minority Steering Group and the Community Relations Council. The group meets 4 times per year.

The purpose of the Healthy Relations Steering Committee is to ensure a coordinated and proactive approach to meeting the health and wellbeing needs of BAME and Traveller communities in a culturally sensitive and accessible way and to provide oversight of the Trusts statutory Good Relations duty.

- **20th and 21st editions of the Good Relations Bulletin** produced and proactively disseminated to all staff and to 450+ organisations
- **Regional agreement** from the other HSC Trusts to use BHSCT Good relations strategy as a prototype.

Community Development

The Community Development, Inequalities and Inclusion Co-ordinators, have undertaken an extensive range of work with Ethnic Minority Communities across Belfast Trust.

Small Grants programme

Belfast Trust recognises the vital role that the Community and Voluntary sector contributes to support people to access Health and Social Care. During this period, the Community Development Small Grants Fund awarded 15 organisations up to £1,500 to support work with people seeking international protection (PSIP). This investment will help to improve local access to services, promote social inclusion and access to employment and/or deliver supportive activities to enhance the physical, emotional, mental or physical health and well-being of PSIP.

Feedback from organisations who received a small grant and service users who were engaged during this project work has been extremely positive with one organisation hosting workshops to improve access to services by creating a supportive environment promoting mental health, nutrition, and self-advocacy for PSIP.

Figure 6: Example C&V partners

Include youth IASSIST NI Bomoko NI
Diverse Youth Acacia Path
CANS – Counselling All Nations Flourish NI
Voicing the Void Blackie River Community Group
Forward South Partnership The Rainbow Project
Belfast Exposed Cliftonville Community Centre
Northern Ireland Somali Association

Supporting local communities

Belfast Trust supported the delivery of community safety packages to a number of community and voluntary organisations in North Belfast, which were funded by the North Belfast Policing and Community Safety Partnership.

Cultural Competency Framework

Health and Social Care Trusts in Northern Ireland have collaborated to develop a Cultural Competency Framework to help reduce inequalities in health experienced by ethnic minority populations and patient groups across the region.

This new regional framework will help HSC staff to improve their confidence and competence in engaging with and providing services to people from a range of diverse cultural backgrounds. The framework, which is underpinned by staff training and resources, including the 'Little Book of Cultural Competence', is designed to promote equity and enhance patient care.

The framework was launched at an event on Wednesday 5 February where Health Minister Mike Nesbitt joined members of the Trusts' senior leadership teams and representation from Public Health Agency, The Executive Office, Education Authority and others to hear from the Trusts who presented on areas of best practice and to discuss the importance of this work with staff and service users.

Through this work, Belfast Trust staff are now able to access face to face and e-learning training. During this year 50 staff attended face to face Cultural Competency training.

Image 3: Little book of Cultural Competence



Photo 1 : Launch of Cultural competency framework training and resource





Roma Project

The Belfast Trust Roma Project delivers a holistic approach to family services to enhance the health outcomes of Roma communities. Working in close partnership with Sure Start South Belfast the project works to improve trust in the community, promote inclusion, increase access to literacy and education, raise health awareness, reducing health inequalities, tackle isolation, provide advocacy and signpost to services. Roma Awareness training has been delivered to staff and to the Community and Voluntary sector this year.

Image 4: Roma Health Project



Traveller Early Intervention Project

The Trust commissions 3 organisations to provide early intervention and support for Traveller communities:

- **Barnardos** provide early year's and school transition age support to Traveller families.
- **HEART Project Healthy Living Centre** supports people from the Traveller communities to access health improvement services in healthy living centres. The project provides significant support to Travellers to access other health and social care services including registration with GPs.
- **Community Restorative Justice:** Conflict resolution services were prioritised using a multi-agency approach. Individual personal development programmes have been delivered with particular reference to coping mechanisms, anger management and drugs and alcohol.

PART A

The Trust also provided additional funding to pilot a variety of different initiatives including a Traveller Youth Voice Project, men's engagement in a Traveller Health Hub and provide additional family support for families impacted by drug misuse.

To celebrate Good Relations Week in September 2024, the Trust Traveller Early Intervention Project hosted a Traveller Good Relations Event to share the work of the Early Intervention Project and hear from members of the Traveller communities.

Photo 2: Traveller Good Relations event



People seeking international protection

Refugee Resettlement Scheme - The Trust continues to operate a Refugee Resettlement Scheme for Afghan families which includes GP registration, referral to the Northern Ireland New Entrants Scheme (NINES), advice and signposting. In previous years the Trust has led the Schemes for the resettlement of Syrian and Ukrainian families.

Targeted community interventions – strengthening community supports has been a key area of work during this period and we are working to proactively connect and establish positive relationships with people seeking international protection (PSIP) resettling in Belfast. .

The Trust recruited a Community Inclusion Officer who works to engage with PSIP to help them navigate and access Health and Social Care services. Using a community development approach, people are supported to engage with local communities and navigate voluntary services to support integration into local communities.

Working with the Family Support Hubs, which are led by community and voluntary sector organisations across Belfast, the Trust funded 10 translation devices to support access to early intervention services for families.

Quote from organisation who received a device

“The device was a wonderful support ensuring that there was clear communication, understanding and agreement to service provision. The device also encouraged general chat that enables relationship building. The parent was able to express feeling and concerns rather than just information gathering.”

Targeted intervention work was funded through four hubs in North/south/East/West Belfast to deliver much needed tailored support to women

PART A

and families to support them to access essential services such as healthcare, education, and housing ensuring they can meet their basic needs, maintain a decent quality of life and have the opportunity to thrive.

Supporting local communities

Belfast Trust supported the delivery of community safety packages to a number of community and voluntary organisations in North Belfast, which were funded by the North Belfast Policing and Community Safety Partnership.

Equality and Disability Action Plans (2024-2029)

The 6 HSC Trusts are working collaboratively to implement the plans. The aim of this collaborative approach is to ensure consistency of approach, sharing of best practice/experiences across the region and to avoid duplication of work.

Our 2024 – 2029 Equality Action Plan contains a total of 30 actions whilst there are 22 actions in our Disability Action Plan. Our Equality Action Plan has been structured across four themes namely:

- Improving the data we use to support decision-making
- Addressing barriers to accessing health and social care
- Supporting our staff
- Supporting informal/family carers

The Disability Action Plan is framed around the two Disability Public Sector Duties namely:

- Actions to promote positive attitudes towards disabled people
- Actions to encourage participation by disabled people in public life.

The Equality & Disability Action Plans have been transcribed into easy read format to ensure maximum accessibility and are located on the Trust website and staff intranet.

PART A

Image 5: Front Covers: EAP/DAP plus Consultation Feedback Report including Easy Read Versions



Every Customer Counts Campaign Extends

Belfast Trust is a signatory of the NI Equality Commission's 'Every Customer Counts' campaign. Using this framework, the Trust has undertaken a number of projects aimed at improving the accessibility of services, buildings and facilities for anyone who is disabled whether a visitor, carer, patient or service user.

Services currently engaged with this initiative are,

- Bridgewater Suite - Belfast City Hospital Tower Block. This facility is an outpatient department with a day treatment unit for those undergoing cancer treatment.
- Emergency Department- Royal Victoria Hospital. This team provides immediate and life-saving care for serious injuries and health conditions.
- Genitourinary Medicine (GUM) clinic- Royal Victoria Hospital. This department specialises in sexual health, providing tests and treatment for sexually transmitted diseases.

Introduction of Oliver McGowan Training

The Oliver McGowan Training on Learning Disability and Autism is named after Oliver McGowan, whose death shone a light on the need for health and social care staff to have better training. This training is aiming to save lives by ensuring all health and social care staff have the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability. It is specifically aimed at preventing avoidable deaths and is now a statutory requirement for NHS staff in England. Regulated service providers must ensure their staff receive learning disability and autism training appropriate to their role.

Photo 3: Oliver McGowan



Unaccompanied Asylum Seeking Children (UASC)

Belfast Trust has responsibility for Unaccompanied Asylum Seeking Children (UASC). There are approximately 90 young people aged 15 – 21+ in this cohort.

Once a child is identified as being separated or unaccompanied, an immediate referral is made to ensure that an appropriate assessment of the child's needs is undertaken.

The Trust is mindful of the difficult journey each of the young people have been on, each young person is supported in a person centred way. For example:

- Accommodation needs
- Communication – the need for interpreters
- Legal representation
- Advocacy
- Physical health needs i.e. access to a health assessment, NINES and GP, potentially consideration of a forensic medical examination if the young person has been trafficked
- Emotional/mental health – referral to therapeutic services or potentially sexual assault referral centre, discussions around cultural differences and acceptable behaviours in the UK
- Education – assessment undertaken regarding appropriate education provision

There is a regional forum for Unaccompanied Asylum Seeking Children which ensures sharing of good practice regionally.

Bespoke training has been developed for staff working with these children/young people, it was co-produced with VOYPIC and the young people.

This training is for all staff who work directly or indirectly with unaccompanied and separated children, including Social Care Workers, Social Work Assistants,

PART A

Personal Advisors, Student Social Workers, AYE Social Workers, Social Workers, Senior Practitioners, Managers and Principals.

The aim of the training is to assist in the production of a comprehensive assessment of the story of the young person's life and their journey into their accommodation and beyond. By placing the young person at the centre of the assessment process, the residential team seek to understand how difficult experiences have impacted the young person, as well as recognising the strengths, skills, qualities and positive attributes that every young person has. The ongoing process of assessment is essential to inform the planning and delivery of therapeutic interventions.

Shopmobility & Sighted Guide Services @RVH

Image 6: Shopmobility logo



Image 7: Sighted guide logo



Our Shopmobility and the Sighted Guide services are available to anyone who requires support to access buildings/services on the large RVH site. Both services are now located within the main foyer of the RVH and continue to grow in demand.

In partnership with Shopmobility Belfast electric scooters and manual wheelchairs are provided free of charge to any service user, patient or visitor who requires it. This gives many disabled people independence when getting to an appointment, visiting a loved one or when being admitted or discharged. The contract is reviewed annually to ensure value for money and impact.

The Shopmobility service has been in place in the carpark for some time now. We are now delighted to have a presence **in the foyer of the main RVH hospital building**. This new location will complement the car park service and be more visible, with the intention of many more using the service to access clinics, on discharge from wards, whilst visiting loved ones etc. The sighted guide service can also be booked through Shopmobility@RVH.

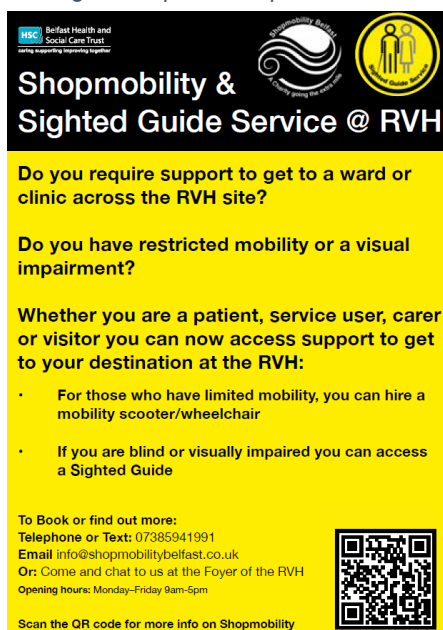
PART A

Photo 4: New location of Shopmobility service, RVH



Since it has moved from the carpark to main foyer in RVH increased activity is reflected in equipment and sighted guide bookings, advice giving, assessments and reassessments, this has had a positive reduction on pressures on portering services.

Image 8: Co-produced poster



A Sighted Guide Service at the RVH is a tangible demonstration of Belfast Trust's continued commitment to deliver accessible services to disabled people.

New posters and flyers were co-produced and used to promote this valuable service. These supported a variety of awareness raising activities including awareness days, pop-up stands and information sharing on the Trust's Intranet.

April 2024 – March 2025: Activity

- Total Equipment Bookings = **490**
- Sighted Guide Bookings = **13**
- Advice Giving/Sign Posting Calls = **2,768**
- Assessments/Reassessments = **139**
- By Clinical Area:

PART A

- Wards: **26%**
- ENT/Eye Clinics: **7%**
- Cardiology: **10%**
- Respiratory: **5%**
- Acute Pain clinic: **5%**
- Diabetic clinic: **8%**
- Other: **38%**

Improved Navigation @ RVH via AccessAble Project

Funding was secured through the Trust Charitable Funds income stream to finance a significant [AccessAble](#) project on the RVH site. Almost £50k was allocated to fund access auditors to visit public facing buildings and services on the RVH site to produce approximately 150 digital access guides in order to improve wayfinding across this busy, complex acute site.

Image 9: AccessAble logo



The guides will be available to members of the public via Belfast Trust website and AccessAble website [Home | AccessAble](#) and will support disabled people to access and navigate the site as a service user, patient or visitor to the RVH. The guides provide factual information and photographs of car parking arrangements, accessible toilet facilities, loop systems etc. and is available in alternative formats such as Easy Read.

In addition to the guides best practice guides and a low cost improvement matrix and RAG status matrix have been produced to assist our Estates and Capital Development Teams in terms of capital projects and AccessAble@RVH went live from June 2024 and was officially launched and celebrated in December 2024 during International Day for Disabled People. Approximately 26,000 people have utilised this valuable resource.

Read&Write Software Support for Staff

Image 10: Read&Write logo



The Trust is the only health Trust in NI to have a license for Read&Write Assistive Technology software. The software is available to all staff, Trust wide without the need for disclosure of a disability.

It is particularly supportive of staff who have difficulties with reading and writing online e.g. neurodiverse staff, staff with a visual impairment, staff whose first language is not English and staff with anxiety. In addition, it is available to families of staff. 500+ staff have accessed the software. It is recommended by Occupational Health colleagues, part of the staff B-Well support hub and promoted by the Social Workers learning and development team particularly for new social workers who use the software in University.

Investment in this software underpins our commitment to provide reasonable adjustments and equity of access for our staff. The software is easily and freely available to all our staff and has proved invaluable in the timely reduction of barriers to online communication. An online [Read&Write Staff Guidance](#) has been designed to help staff access the software and to optimise use of the software.

Trust Domestic & Sexual Abuse/Violence Supports for Staff

Belfast Trust has in place an extensive range of activities (noted below) to directly and indirectly support staff who may be experiencing domestic and/or sexual abuse/violence. Regrettably Northern Ireland has the highest rate of domestic homicides across all of Europe.

The Trust and Trade Unions work together to offer a support service for staff who are experiencing domestic and sexual abuse and/or violence. The confidential support service (accessed via a dedicated email/phone number) involves volunteers (both male and female) from across the Trust completing a training programme involving a range of organisations including Women's Aid, The Rainbow Project and Nexus, to provide emotional support, practical help and to signpost to other sources of help internally (HR) and externally (Women's Aid One Stop Shop & 24 Hour Helpline). During this reporting period, training was provided for new support officers from Nexus and Women's Aid.

PART A

The Trust was also invited to present at the national HPMA conference on 3rd October 2024 during this reporting period on the support service. As a result the support service leads were requested to present to a range of English based hospitals on the policy and support service, who have committed to replicate the measures undertaken by BHSCT.

A Domestic and Sexual Violence and Abuse Support Toolkit

resource has been co-produced by the Planning and Equality team and Employment Equality colleagues in partnership with the Belfast Domestic and Sexual Violence Strategic Partnership providing input.

Image 11: Domestic and sexual violence and abuse support toolkit



Staff are also supported via our **Domestic and Sexual Abuse Policy**.

To promote the Domestic & Sexual Abuse Support Service, the Planning & Equality team produce **15,000 branded Annual Calendars each year**. These are distributed widely across the organisation.

PART A

Image 12: Helpline Calendar 2025



In addition, each year we organise a **Christmas Appeal** for Belfast and Lisburn Women's Aid and the Welcome Organisation.

Photo 5: Christmas 24 Appeal



Working in partnership with Women's Aid and the Welcome Organisation, the Trust has gathered gifts from staff across all its hospitals and sites for women and children who have experienced domestic abuse and are either in a Women's Aid refuge or availing of their outreach services in the community and for those who are homeless and are being supported by the Welcome Organisation. Each year staff continue to show unbelievable generosity with their contributions with a huge volume of toys, clothes, toiletries and vouchers and financial donations collected.

PART A

The Chief Executive and Finance Officer from Belfast and Lisburn Women's Aid, Kelly Andrews and Liz Johnston and Kieran Hughes from the Welcome Organisation came to the Trust to receive the donations

"A big thank you to the staff of Belfast Trust, who donated a huge amount of Christmas gifts and toys to our service. Domestic abuse is not just physical – it can comprise different types of abuse, financial, sexual, psychological and coercive control. Donations can make a big difference to the women and children, affected by domestic abuse and hopefully bring some semblance of Christmas to them."

Kelly Andrews, CEO of Belfast and Lisburn Women's Aid

"A huge thank you from The Welcome Organisation. The support of the Trust has been phenomenal and has a real and positive impact on the people who use our services. The donated items will be distributed directly to people affected by homelessness over the Christmas period."

Kieran Hughes, the Welcome Organisation

Trust of Sanctuary

Belfast Health and Social Care Trust has been awarded the prestigious 'Trust of Sanctuary' Award in recognition of its commitment to providing a safe, welcoming environment for everyone, regardless of background, ethnicity, or origin. No other Health Trust in Northern Ireland or the rest of the UK has received this accreditation.

PART A

Photo 6: Trust of Sanctuary award event



The Sanctuary Awards recognise and celebrate the organisations who go above and beyond to welcome people seeking sanctuary. This award is recognition of our staff's commitment to deliver inclusive treatment and care across both hospital and community sites, all of which are shared spaces where everyone is welcome and treated with dignity and respect. We are working tirelessly to tackle inequalities and make sure that everyone has the best possible opportunity to succeed in life and can feel at home in our society.

Some of examples of this work include International recruitment and support for international staff, introduction of a Cultural Liaison Midwife in maternity services, our Inequalities and Inclusion Team who support refugee and asylum seekers in Belfast and our continued support for unaccompanied asylum-seeking children.

Oliver Jeffers – Seen exhibition

Image 13: Example of Oliver Jeffers's Seen art exhibition



PART A

The Trust was able to accommodate an art exhibition co-created by Oliver Jeffers and a group of asylum-seeking children and young people; with each child encouraged to draw something they love, value or desire.

The *Seen* Exhibition was displayed as part of Good Relations Week celebrations in various Trust hospital and community sites.

Seen shines a light on the stories of society's most vulnerable. Produced by Nerve Centre for Belfast 2024; this collaborative exhibition developed by the Oliver Jeffers Studio, Anaka's Women's Collective, Participation and the Practice of Rights (PPR) and South Belfast MLA Kate Nicholl-gives a powerful impression of what is important to young people who have fled other countries, revealing how they wish to be seen.

Good Relations Week

Image 14: Good relations week awareness poster



Each year the Trust engages with and celebrates Good Relations week. The theme this year is **OpportUNITY** – a call to action to create a brighter, inclusive future for all.

As an employer of more than 20,000 culturally diverse staff, we value Good Relations Week as an annual occurrence to demonstrate the importance of everyone feeling welcome, no matter where they come from, who they are or their religious belief, or ethnicity.

The Trust's dedication to being a place of safety, where everyone feels at home, was reflected in the application to become a Trust of Sanctuary.

The City of Sanctuary who had reviewed our application to become a Trust of

Sanctuary had also visited teams to see at first hand the extra effort our staff and services make to ensure that everyone feels cared for in a compassionate and culturally competent way.

During Good relations week, formal accreditation as Trust of Sanctuary was awarded to BHSCT. At that time no other Health and Social Care Trust in NI or the UK has received this prestigious accreditation.

PART A

We are delighted that the Lord Mayor of Belfast came along to lend his support to the important initiative.

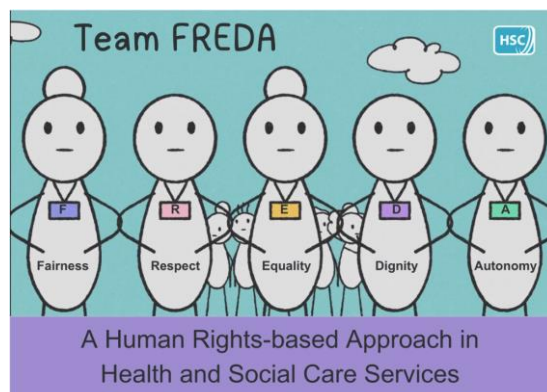
Photo 7: Good Relations event 16th Sept 2024



Team FREDA

To mark World Human Rights day on 10 December 2024 Trusts shared a new training resource for staff. The short animation is about delivering care and treatment using a human rights-based approach, by ensuring all that we do and say is guided by the human rights FREDA values – **F**airness, **R**espect, **E**quality, **D**ignity and **A**utonomy.

Image 15: FREDA values animation



PART A

The approach helps us all to deliver services that are compassionate and patient/service user focused; one of our core values. The Trust is utilising this animation as part of our training programme on Human rights that we deliver to our staff.

The [Team FREDa Animation: A human rights approach to healthcare is accompanied by an advice manual. **Guidance for HSC Staff: A Human Rights Based Approach to Services**](#)

New Interpreting Card Launched

Belfast Trust has developed a Health and Social Care Interpreting Card for people, who need access to an interpreter when engaging with healthcare services. People will be able to present this card at healthcare facilities enabling healthcare providers to organise an interpreter in the correct language as soon as possible.

This is one of the actions within Belfast Trust's Good Relations Strategy. Extensive engagement took place in order to develop the strategy and there was a clear message that language was too often a barrier to healthcare. We listened and through the development of the interpreting card, we are endeavouring to break down this barrier and ensure mutual understanding and informed consent through access to an interpreter.

Image 16: Interpreting Card



The card resembles a business card that can fit in a purse/wallet and will allow staff to write the person's name, spoken language and country on the card. The card contains a QR code allowing easy access to further information in various languages to explain to users how to show the card to staff and what action they should take.

Sign language Support & User Forum

To deliver an accessible and inclusive service to the Deaf Community, all Health and Social Care Trusts in NI avail of Sign Language Interactions, who deliver a full range of communication supports. This includes both Face to Face and Remote Sign Language Interpreting.

A new staff poster giving advice on how to book a sign language interpreter face to face and remotely was designed and distributed to over 500 staff areas across acute and community sites. To help with booking remote sign language interpreters, a new QR code was created with support from Digital Services colleagues.

Image 17: Sign language interactions logo



Our vibrant Sign Language User Forum continues to meet and ensures that the lived experience of the Deaf Community is taken on board when delivering services. Forum members have worked with our Fertility clinic and Care opinion to improve communication access and with the British Deaf Association have produced videos for staff to raise awareness about how to meet the needs of the Deaf Community many of whom have sign Language as a first language not English

Image 18: Poster to help staff book a Sign Language Interpreter

BOOKING A SIGN LANGUAGE INTERPRETER
Staff Notice

A Sign Language Interpreter **must** be organised by Trust staff for any Deaf service user, patient or carer that uses British or Irish Sign Language. This is a legal duty. Using an interpreter assists with informed consent, privacy and reducing missed appointments. Please do not ask family or friends to interpret. Registered Interpreters can be booked to interpret face-to-face or remote/online.

Face-to-Face Interpreter	Online/Remote Interpreter
This means the interpreter attends the appointment to support better communication. Such Interpreters should be used if preferred & for complex/difficult clinical conversations. To Book: ✓ Telephone: 0333 344 7712 (available 24/7) ✓ E-mail: bookingsni@signlanguageinteractions.com ✓ Web: signlanguageinteractions.com/hsoni Remember! ✓ Pre-book an interpreter, as early as possible, as there are a limited numbers available. ✓ Tell the Deaf person that an interpreter has been booked. ✓ To avoid costs always cancel a booking if not needed. ✓ To contact a Deaf person either text, email or phone 0333 344 6012 (BSL user) 0333 305 1143 (ISL user)	This means the interpreter is online or on the telephone and is only used if face-to-face is not possible. To Access: ✓ Log into the 'HSC_Guest' Wi-Fi & accept the T&Cs ✓ Scan the QR Code below & select either British or Irish Sign Language Remember! ✓ Close all other websites /apps on your device. ✓ If connection is poor, turn off & retry! ✓ Limit movement as this can upset connectivity. ✓ Make sure your device has a camera and a microphone Scan here to access a virtual interpreter

A Deaf Community workshop held in November 2024, it was very well attended - 34 people attended of which 18 were sign language users plus staff and C&V sector. The Workshop focused on how the Trust can better support sign language users and the deaf community, as well as highlighting some improvements that have been made: improved access to Care Opinion, booking a sign language interpreter, poster for staff including a QR code, access to compliments and complaints procedure and accessing the Macmillan Centre.

PART A

Photo 8: Deaf Community workshop



TILII Translates: Easy Read Service

The Trust has an annual contract with TILII Translates as part of its range of Day Opportunities for people with a learning disability. TILII Translates is an easy read translation service involving an advocacy group of men and women with a learning disability.

Image 19: TILII Translates logo



Through this translation service, TILII Translates have been translating information for Belfast Trust into easy-to-understand formats so that people with a learning disability understand difficult information, make informed choices and are more independent in terms of health care.

The key to easy reads is the use of simple words, avoiding jargon, using short sentences to explain key messages and pictures to help explain what is being said.

NINES 2nd place success at the Chairman's Awards 2024

PART A

The Northern Ireland New Entrants Service (NINES) came 2nd Place in the category of 'Community Innovation of the Year.' This was in relation to their development of the Family Help Service - one stop multidisciplinary clinic.

Family Help Clinic uses a family centred and holistic approach, joining key services to support families seeking international protection – the MDT includes Specialist Health Visiting, Specialist Midwifery, NINES screening, Sure Start, Barnardos, and the Education Authority.

Newly arrived families are offered an appointment to attend the multi-agency clinic and a professionally trained interpreter is booked to attend with them. They are then seen by each relevant service and they leave the clinic with a wealth of information, resources, contacts, and a plan of ongoing support or care. This has reduced time taken for Asylum Seeker families with a pre-school child or pregnant mother in the family unit to access services which reduce their vulnerabilities and improve their safeguarding from 6 months down to 6 weeks.

West Belfast Adult Learning Disability Team

The British Association of Social Workers, the UK's largest professional association for social work, have highlighted the West Belfast Adult Learning Disability Team (WBALDT) as 'Amazing social workers' and as an 'example of outstanding social work practice'. Their Team Leader, nominated this Multidisciplinary Team for their role in supporting adults with a learning disability to live independently and safely within the community.

This recognition aims to celebrate both individuals and teams in social work and help raise the public profile and understanding' of the social work profession.

Celebrating Pride 2024

As a Health and Social Care provider and employer, the Trust is committed to ensuring that its services, facilities and workplace are inclusive and welcoming to everyone equally regardless of who they are or who they love.

Belfast Trust delighted in marking Belfast Pride and activities included walks, singing, artwork and attending a festival! The theme this year was **Love Your Mind**.

Two lunchtime walks for staff were organised on a number of Trust sites.

Image 20: Belfast Pride- Love your mind



PART A

The Trust shared a recording of QUIRE, a choir with its roots firmly set in the LGBTQ+ community, on the intranet as some of our talented staff are choir members.

In keeping with the theme of 'Love your mind', the Trust reminded staff where to get support for their own well-being:

- Self Help Guides on Bwell site
- Short Guided Meditation Downloads
- Animation about self-compassion as a tool for improving mental health
- Take 5 Steps to Wellbeing Information Session
- Mind Ur Mind Information Sessions



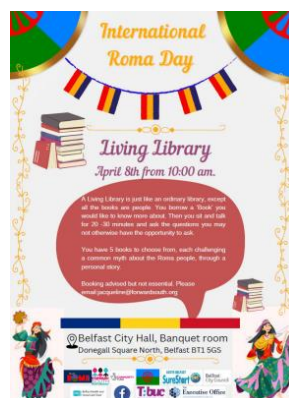
Photo 9: Stride for Pride 2024



Roma Community

On 8th April it was International Roma Day. To mark this event, a number of events were convened to raise awareness and celebrate Roma culture. The events were organised by a partnership consortium including Roma Support Hub Belfast, Belfast Trust and South Belfast Sure Start. Our own team from the Roma Health Project welcomed people to each of the events. The events included an animated short film screening 'People Can Die Twice,' a Community Celebration, a Transylvanian Ceilidh, an Interactive Romani Language and Culture Workshop, Community Dialogue training and a Roma Living Library.

Image 21: International Roma Day flyer



PART A

As part of the Roma Festival, there was a Living Library event in Belfast City Hall. A Living Library is just like an ordinary library, except all the books are people. Five Roma facilitators shared their stories and prepared a short story to challenge a common prejudice about the Roma people, namely: laziness, poverty of aspiration, equality of opportunity, lack of education and early marriages.

The overall event aimed to challenge mainstream perceptions that Roma (marginalised/ vulnerable) people cannot speak for themselves. It facilitated a space where Roma individuals represented themselves, competently and authentically.

Photo 10: Roma Project Women's group



The Trust continues to support the Roma Project Women's group who meet on a weekly basis. In December, the group participated in the Holylands Winter Festival with a demonstration of the whole process of making a fermented veggie salad, inviting visitors to immerse themselves into the old practice of conserving fruits and veggies with a Romanian twist.

The participants were able to assist and learn preparing the dish, exchange ideas, make new contacts and everyone was able to take home a jar of fermented salad. It was a great fun experience, delivered in partnership with Forward South, Roma support hub and South Belfast Sure Start.

Belfast Trust piloting new handheld translator Devices.

Belfast Trust has invested in 33 new devices that will aid communication with people who are not proficient in English. This is a pilot project which will be reviewed in 6 months. The new devices are being made available for unscheduled first contacts or in emergency/crisis situations for individuals who do not speak English or struggle to communicate/understand English as a first or second language.

The new devices will only be used until a professional interpreter is secured. It is important to acknowledge that this is only an interim

*Image 22:
Handheld
translator device*



PART A

measure and this will not and does not replace or dilute people's right to access interpreting services.

The devices translate spoken language between two or more people and can translate calls over speakerphone, photographed text and text typed using the on-screen keyboard. It translates into 108 languages which means you can communicate with over 90% of the world's population. Guidance will be provided to staff who are piloting the devices and this will give clear instructions on how and when to use the device.

Belfast Trust Support for Unpaid Carers

The Belfast Trust Carer Support Service has strengthened its services for support for unpaid carers during 24/25 both through its operational delivery, strategic focus and regional work on improving services to ensure they are carer-focused.

Belfast Trust Carer Strategy – Caring Together in Belfast 2024-2029 and beyond

The new Carers Strategy has been revised to take account of the public consultation held in 2023. The strategy was co-produced with the Carers and Staff from the Carer Network and Carer Strategy Committee. As part a yearly accountability review workshop each year service area reports on their Carer Action Plans designed against the 4 Priorities set out as follows:

- Reach all carers
- Navigate carer support
- Support carer health and well-being
- Actively connect and involve carers

Figure 7: Belfast Trust Involvement Structure for Carers



PART A

The Carer Network will integrate and mainstream the carers' voice within Belfast Trust to shape the corporate priorities through the Carer Strategy. Members will also be represented on the Carer Strategy Committee.

Figure 8: Range of Carer Services



Whilst there is significant work to do here are highlights from the work of the strategy in 24/25 include:

- Exceeding the Trust target of 10 % to 17% of new carers registered on the Belfast Trust Carer Register (5000 Carers)
- An increase in the range of services offered for carers which include carer counselling, listening ear support, 7 Peer Support Groups across Belfast.
- Chairman's Award for the Hello Carer Activity programme which provided and increase in short break hours for carers to 3708.
- Introduction of new Community Navigator roles in Older People and Adult Learning Disability Services to assist Carers to navigate services in Belfast.
- Introduction of a BHSCCT Carer Assessment Standards Working Group & Young Carers Working Group
- Introduction of a Carer Awareness Campaign **# Think Carers**. 375 staff attended training and 100 Carer Support and Information Clinics delivered in Belfast.
- Investment in translators for unpaid carers from ethnically diverse communities to access the Carer Support Service.

Figure 9-11: Outcome Data

Figure 9: Emotional Support

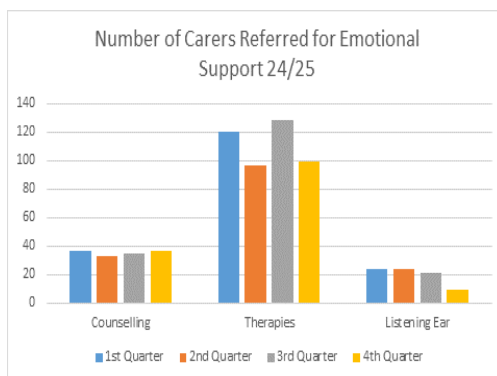


Figure 10: Short Break Activity Delivered by the Carer Support Service - Hours of Support

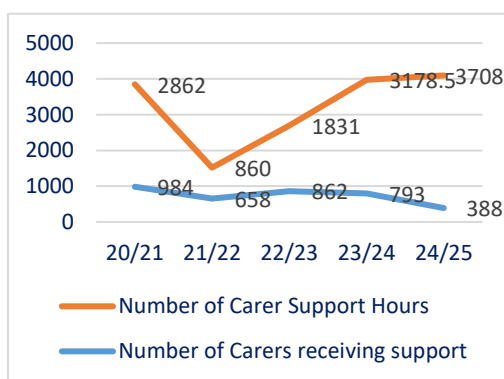
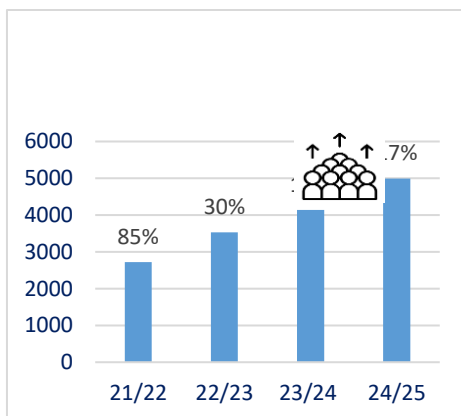


Figure 11: Belfast Trust Carer Register (10% increase Target)



Personal and Public Involvement (PPI)

Belfast Trust has a statutory duty to involve people under the Health and Social Care (Reform) Act (Northern Ireland) 2009. Personal and Public Involvement (PPI) empowers and enables service users, carers and the public to inform and

PART A

influence the commissioning, planning, delivery and evaluation of health and social care services in ways that are relevant and meaningful to them. This work is undertaken in line with the Trust's Involvement Strategy - 'Involving You from "Them and Us" to "We"', which has been extended to 2025.

Involvement Network

Through the Belfast Trust's virtual Involvement Network, service users and carers receive regular communications including Newsletters, opportunities to get involved and attend training to support their involvement journey. Recruitment is on-going with 112 service users and carers currently involved.

The Trust has 24 Service User and Carer Groups who get involved to help shape services and includes the Carers Network, Deaf Sign Language User Forum and Prosthetic User Forum.

Figure 12: Involvement network awareness



Involvement in practice

During this period, some examples of the Involvement activity undertaken by the Trust includes:

Involvefest, November 2024

The Involvement and Partnership Team hosted a range of events over the month with the goal of refreshing involvement. A number of workshops were held with service users and carers to share opportunities to get involved and discuss how to advance involvement in the Trust. The workshop with Deaf sign language users discussed how to make Trust services more accessible. Information sessions during the month included 'My Care' to gain a better understanding of our new single digital care record system and the Patient and Client Council.

Your Cancer Care and Cancer Research, February 2025

This workshop was hosted by the Northern Ireland Cancer Research Consumer Forum with support from the Involvement and Partnership team to engage with individuals from harder to reach groups and their representatives to identify barriers to being involved in Cancer Research. It was attended by 50 people and the feedback will input into the Forum action plan to address the inequalities.

PART A

Photo 11: Cancer Care and Cancer Research workshop



Learning Disability Forum

The Learning Disability Forum is a partnership approach between Belfast Trust, service users who have a learning disability and their carers to help improve services. During this period, two service development workshops were held to engage service users and carers in the future planning of learning disability services. Key areas of work that has been developed in partnership with service users and carers include:

- Communication strategy for Learning Disability
- Pathway for transitioning from Children's to Adults' Learning Disability services
- Healthy Nutrition Resource to support carers to meet the needs of those they are caring for
- Revised resource for swallow assessments in Speech and Language therapy
- Resource for short breaks and respite to support families
- Co-design of a new café space in Muckamore Abbey Hospital, to enable service users to be involved in the service design and delivery while allowing them to develop skills and be included in the community.

Photo 12: Learning Disability Forum



A Young Carers Champion has been appointed to work with the Trust to amplify the voices of young carers and encourage their active participation in shaping the Learning Disability Services.

“Health and Wellbeing information and support for Seniors in the Community” booklet

The Involvement and Partnership team worked in partnership with Age Friendly and Volunteer Now to co-produce the Seniors booklet with a group of service users and carers known as the ‘G6’; the Greater Belfast Seniors’ Forum. The booklet was launched in October 2024 and 20,000 copies have been

PART A

disseminated across Belfast through Older People's Services, via community and voluntary organisations and Community Centres. The booklet is available in alternative formats if required.

Image 23: Health and Well-being support booklet

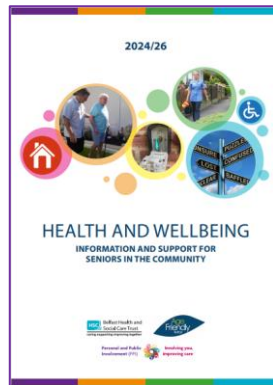


Photo 13: Booklet launch



Trust Reader Panel

Trust Reader Panel reviews Trust documents to ensure they are reader friendly and understood by those receiving it. The Panel has 29 members and received 31 requests during this period to review information including posters and patient information leaflets to booklets and research proposals for service users and carers.

Photo 14: Reader Panel meeting



Joint HSC Forum on Equality, Human Rights and Good Relations

The Joint Forum comprising the Equality Leads from each of the 6 HSC Trusts and the Department of Health continued to meet with representatives from the Equality Commission, the Northern Ireland Human Rights Commission, and the Community Relations Council.

PART A

The purpose of it is to provide a regular forum to enhance communication and collaboration between Health and Social Care and the respective Commissions and Council to our mutual benefit and to better optimise outcomes for people covered by the relevant legislation.

Involvement and Partnership Training and resources

The Involvement and Partnership team offer training to both staff and service users and carers. SCOPE (Service user Carer Opportunity to Participate and Engage) training is delivered to service users and carers to help equip them with the knowledge they would need to be involved in Belfast Trust. From April 2024 to March 2025, the Involvement and Partnership team hosted 7 sessions.

The Trust also engage staff to undertake PPI training which is hosted by the Involvement and Partnership team. Modules include Introduction to PPI, Getting people to Participate in PPI, Facilitation skills for PPI and Plain English.

Image 24: PPI training awareness

Personal and Public Involvement (PPI) Training

The Personal and Public Involvement (PPI) team offers a range of training modules to assist staff building PPI capacity. PPI training will support staff to commence a PPI project, enhance an existing PPI activity or embed PPI within every day practice.

You can now view and register all Personal and Public Involvement (PPI) training via the Learning Management System (LMS). Search for PPI in the Catalogue to view all PPI training modules or click the icon below. If a module is fully booked, please click Register Interest. LearnSCN will notify you when new training dates become available.

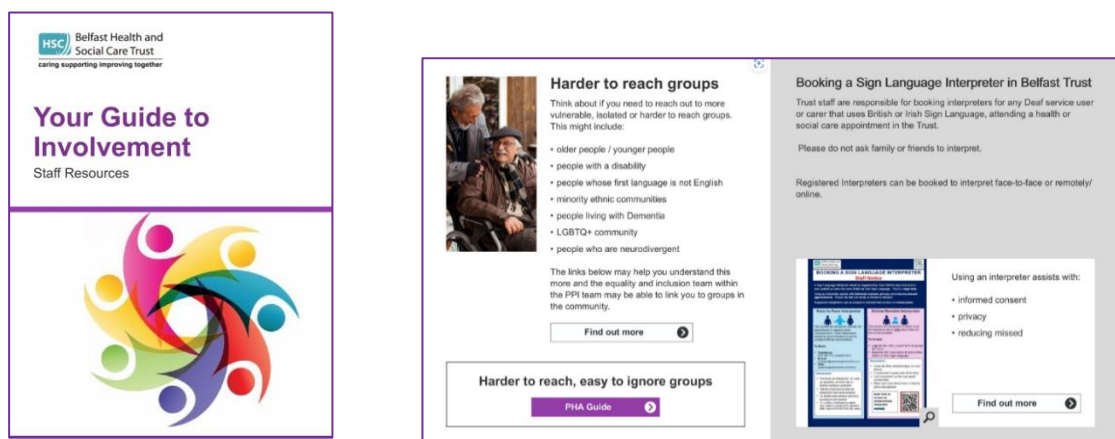
Module 1: Introduction to PPI	Module 2: Getting People to Participate in PPI	Module 3: Facilitation Skills for PPI	Module 4: Plain English for PPI
12 Sept 24 2pm-4pm 4 Feb 25 2pm-4pm	25 Sept 24 2pm-4pm 26 Feb 25 10am-12pm	9 Oct 24 9.30am-1pm	26 Sept 24 3pm-5pm 6 Nov 24 2pm-4pm
Overview: This module will introduce the concept of Personal and Public Involvement (PPI) and its policy context, provide ideas on how to involve people in your service and afford the opportunity to reflect on how PPI can apply in your situation.	Overview: This module will enable you to learn about the key components of effective planning for PPI, explain a variety of methods for participation and will allow you how to choose the most appropriate one. It also looks at including those groups, which may be harder to reach.	Overview: This half-day session will afford participants the opportunity to hear about effective facilitator styles and reflect on their own skills. Participants have reflected on their planning and design skills. Participants have an opportunity to reflect on the principles of conflict management and their own skills.	Overview: This module will enable participants to: Use plain/jargon-free English to ease understanding; Recognise text that is not in plain English; Understand and apply the use of plain English when writing or talking; Organise and structure text in a user-friendly and accessible way.
Relevance: Relevant for staff wanting to develop PPI knowledge and practice.	Relevance: Relevant for staff planning for PPI and considering PPI participation methods.	Relevance: Relevant for staff wanting to enhance their facilitator skills for their respective PPI project/activity.	Relevance: Relevant for staff planning to involve service users and/or carers in PPI activity. This module will be particularly beneficial for staff creating leaflets, flyers, letters or questionnaires.

Personal and Public Involvement (PPI) Involving you, Improving care

The Involvement and Partnership website page for staff was updated to provide further resources for staff including a staff resource guide to Involvement. This guide includes advice for staff in how they can ensure their involvement activity is accessible for all.

PART A

Image 25: Involvement staff resources

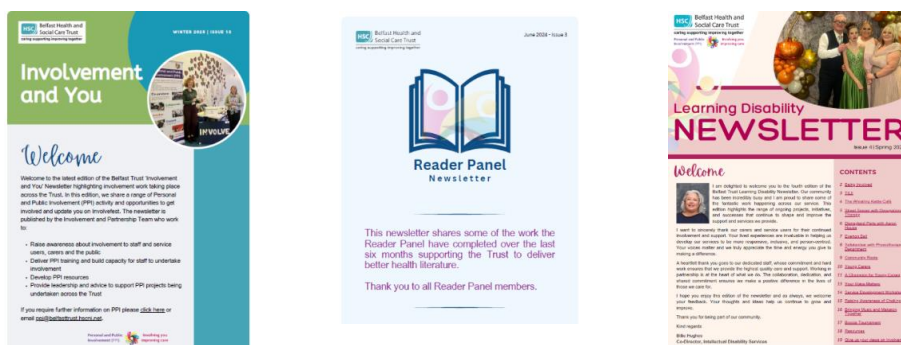


Involvement Newsletters

The Involvement and Partnership team developed the following newsletters to share work being progressed:

- Involvement and You Issue 12, Summer 2024
- Involvement and You Issue 13, Winter 2025
- Reader Panel Newsletter Issue 2, June 2024
- Reader Panel Newsletter Issue 3, February 2025
- Learning Disability Newsletter Issue 4 Spring 2025

Image 26: Involvement newsletters



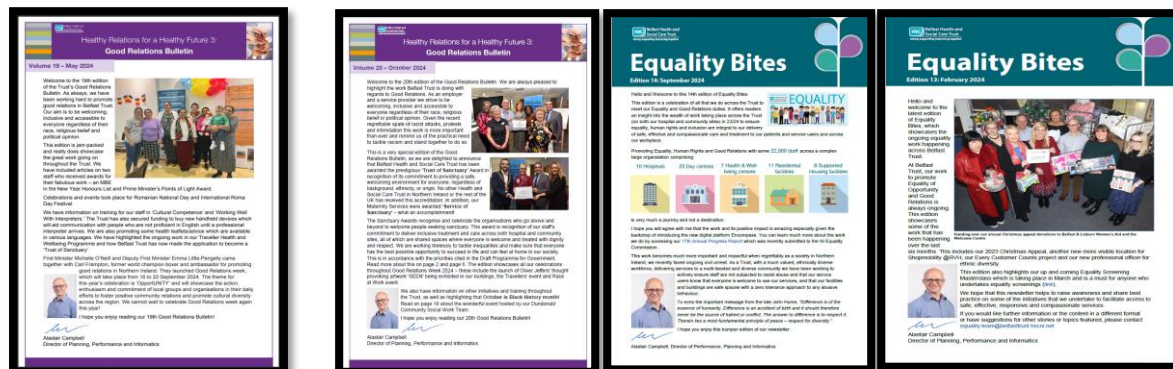
Further awareness raising

As well as The Involvement Newsletters the BHSCT produces 2 important publications, Good Relations bulletin and Equality Bites, these are published bi-annually and disseminated to all staff and to over 600 key stakeholders including community and voluntary sector and MLAs. Each publication is available on the Trust website, with alternative formats are provided on request.

PART A

The publications are available on the Belfast Trust website [Publications | Belfast Health & Social Care Trust website \(hscni.net\)](#) and include: In the reporting period 2024/2025 **4 bulletins** noted below were drafted, promoted and disseminated.

Image 27: Good Relations bulletin and Equality Bites newsletters



Neurodiversity

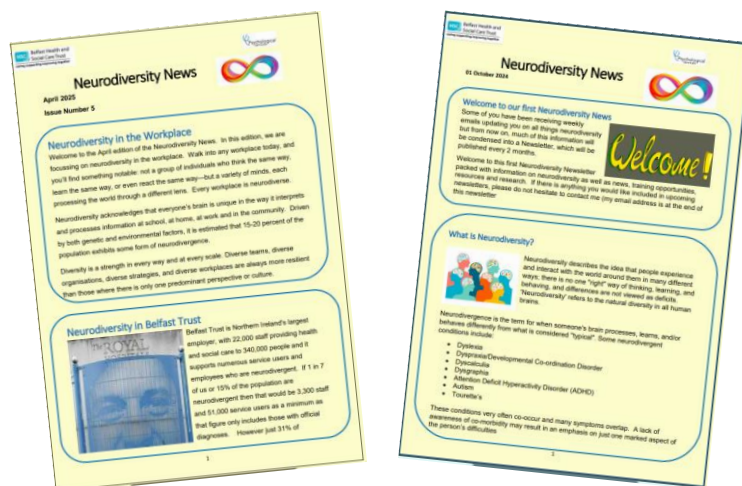
Dr Frances Beagon, Consultant Psychologist, has been appointed as Neurodiversity Lead for Psychological Services. In this new role for the Trust, Frances has been building connections with other services, agencies and service users, with the recognition that lived experience of different neurotypes is beneficial to Belfast Trust as a whole.

In her role, Frances seeks to improve both service user experience and service delivery for patients and families. Frances offers training to staff, provides clinical consultations, consults on neuro-inclusive environments, co-chairs the Belfast Autism Forum, links with services across the Trust, circulates the latest neurodiversity news and research and meets with neurodivergent staff and service users.

Trust's first Neurodiversity Newsletter was launched in October 2024. A useful tool in sharing information on neurodiversity as well as promoting news, training opportunities, resources and research.

PART A

Image 28: Neurodiversity Newsletters



Supporting Staff: The Belfast Way

Staff in the Employment Equality and the Improving Working Lives teams within our Human Resources and Organisational Development Directorate work with staff and managers to promote equality of opportunity and inclusion, to tackle inequalities and prevent discrimination and harassment.

The team achieve this not only by giving advice, signposting and training but also through an extensive range of online and in person resources, initiatives and projects that have been developed with staff, trade unions and colleagues across the Region. An integral part of this work is supporting staff to achieve a balanced work/home life and the promotion of good health and wellbeing. We have developed a comprehensive range of support resources to raise and increase awareness of options available and provide bespoke training to teams.

Image 29: Improving working lives resource pack



As highlighted in the image above, we have an extensive range of virtual, page tiger resources to inform staff about support staff can access to improve their Working Life and to improve their Wellbeing: [Improving Working Lives](#) Staff are

PART A

enabled to make healthier lifestyle choices, including financial wellbeing support and signposting to a range of innovative, accessible resources.

Supporting Staff in Response to Racist Attacks during Summer 2024

During the unprecedented events over the summer months, HR worked in partnership with a range of key stakeholders including staff, managers, Psychology Services, Trade Unions, PSNI and NIPEC to implement immediate support and guidance for ethnically diverse staff and their managers affected by a spate of racist, hate crimes. HR worked with managers to co-ordinate immediate, bespoke and holistic support including counselling, transport to work, localised risk assessments and utilisation of our comprehensive suite of Work Life Balance Policy. We held regular briefing sessions with PSNI and affected services working in front line areas affected by civil unrest whereby we enabled support of our front line staff to care for patients and service users. The series of Trust wide drop in events with PSNI afforded our staff the opportunity to share their concerns, have reassurance from Community Police personnel and obtain confidential advice and signposting to a range of services and guidance about personal safety.

Race Awareness Week

As part of Race Awareness week in September 2024, HR hosted a Race At Work event with the Equality Commission NI and Business in The Community. A range of health care providers including HSCNI colleagues and those in the voluntary and private sector were in attendance.

Reporting a Hate Crime

HR and Equality & Planning colleagues co-developed a support resource for staff and managers. This enables staff to [report a Hate Crime](#) and highlights the range of support available to staff both internally and externally including Victim Support, Staff Care and PSNI. This has been particularly useful to share with staff affected by the racist attacks that occurred across the City in 2024.

Image 30: Reporting a hate crime poster



Supporting Internationally Recruited Staff

As part of our ongoing commitment to staff health and wellbeing and promoting equality, diversity and inclusion we have developed a virtual resource providing an overview of living and working in NI for our [internationally recruited staff](#). This provides practical advice about registering with a GP etc., banking, wellbeing resources and staff networks.

Supporting you;
Teamwork;
Resource signposting;
Information;
Validation;
Empowerment and engagement

PART A

Each month a support network meets for internationally educated staff across the Trust. A range of topics has been covered, including housing, wellbeing, UK visas, qualifications, benefits of joining a trade union etc. designed to support you and signpost you to resources.

Ongoing support for Working Parents

Belfast Trust works in partnership with **Parenting Focus** (formerly Parenting NI) to provide invaluable information for parents and carers on a range of topics from school and education, early year's development, supporting teens, health and childcare. We provide staff with a comprehensive range of information sessions including; parenting your teen, dads' emotional health, digital safety.

Support for our staff as Carers

Image 31: Carer Support Service logo



The Trust recognises the challenges that our staff experience as they combine their employment with caring commitments. We have a wide range of support resources available for carers and this is available on our [bWell Website](#). As part of our Carers Framework, the Trust provides monthly, virtual sessions on a range of topics for staff as carers and these are popular and well attended. Recent sessions included, Supporting Young Carers, Financial Wellbeing, Health Improvement, Caring for a Child or Young Person with Autism, Understanding Dementia.

2024 Summer Childcare Scheme

A successful Summer Scheme ran across four sites from 3 July to 9 August 2024. 405 children attended the Schemes from 287 families. This socially responsible and affordable childcare scheme continues to be rated as excellent value and a great resource for working parents.

Image 32: Childcare Scheme logo



B-Well Belfast / Here 4 U Support Service for Staff

Belfast Trust has a [B Well Belfast](#) programme which delivers popular and free sessions and activities through the Here 4 U support service to improve staff health and well-being.

Image 33: B well logo



Everything from Yoga, Pilates, Circuits, Men's Health sessions, Healthy Eating programmes, Smoking Cessation support and Active Travel Challenges is available.

Promoting employee wellbeing.

The Trust offers sessions on “How to have a Wellbeing Conversation”. The aim of these virtual workshops is to equip managers and staff with the knowledge and skills to hold conversations about wellbeing. These popular sessions continue to be co-delivered with HSC Leadership Centre.

Supporting International Nurses: Recruitment & Integration

Due to a number of nursing vacancies in mental health services, we continue to recruit internationally educated Band 5 Mental Health nurses through our Department of Health sponsored, regional project. HR & Nursing work in partnership to facilitate the safe arrival of nurses, to support them in their orientation to the Trust and to the City of Belfast. We have developed bespoke induction, a New STRIVE support group for international staff to support them on a range of employment matters including health and wellbeing, contractual entitlements etc. and a virtual resource for staff and managers.

NI Professional and Education Council (NIPEC) Project Board

Human Resources, Allied Health Professional and Nursing colleagues work collaboratively with NIPEC as part of a regional ethnic diversity partnership group to support the progression of equal access to education and leadership opportunities for all.

Supporting New Staff via 'On Boarding' Induction and Virtual Marketplace

Image 34: Trust Induction resource



All new staff (with the exception of Doctors in training as these are NIMDTA employees) are invited to complete a **Digital Welcome Pack**. The Welcome Pack is designed to give new staff an insight into our culture, values and how we operate. It also ensures that all new staff have the core awareness necessary to keep them safe and support available before starting their new role.

Every new Trust staff member must complete the introductory pieces of **Statutory Mandatory Training** in the Welcome Pack which includes the mandatory equality, good relations and human rights training. HR have developed single sign-on arrangements that include pre-boarding, on-boarding and completion of statutory mandatory training at in-person marketplace event each month, held in Belfast Castle. At this event, HR highlight the various EDI initiatives, support groups and resources available, e.g. HSC LGBTQ+ Forum, Carers Forum, THRIVE etc.

Supporting our Ageing Workforce

The Trust provides a range of support for our ageing workforce including support for staff as **Carers**. We also work in partnership with external organisations to provide awareness sessions for carers on a range of issues such as dementia, mental health etc.

In December 2024, the Trust launched a new **Flexible Retirement Guidance** to include the option for staff to request Partial Retirement. Information sessions for managers and employees supported the roll out of the new arrangements. This initiative is included in the overall suite of available flexible working options for staff.

Regular **pension awareness sessions** are co-delivered with the Leadership Centre & HSC Pensions throughout the year – the sessions are specifically for our

PART A

ageing workforce and those who are nearing retirement age to increase awareness and signpost to sources of support.

The Trust continues to provide information sessions for staff on **Menopause** that cover a range of topics include menopause and mood, managing hot flushes, sleep hygiene and menopause and diet.

In March 2025, we recommenced the successful Menopause Café events in partnership with Ulster University, offering staff to meet in person and discuss the range of menopause issues that they may experience.

Financial Wellbeing

We developed a virtual resource for staff and managers on how to spot and avoid fraud. [Improving Working Lives - Fraud & Scams](#)

The Trust continues to work in partnership with Money and Pension Services, HSC Pensions, Advice Space and The Consumer Council who provided three, popular on line training and information sessions for staff as follows:

- How employees can protect themselves from scams
- Household budgeting
- Travel rights

Image 35: Fraud and scams resource



Disclosure of Staff Equality Data Promoted

We continue to encourage our staff to ensure their Section 75 Equality Monitoring Information is up to-date. A user friendly guide on why as an employer we need the data, how we use the data and how staff can keep their information up-to-date is available via our intranet platform – The Loop.

Image 36: Promotional image for staff equality data



Disability Confident Employer

The Trust achieved accreditation as a Disability Confident Employer with the UK Government (Department of Work and Pensions) sponsored scheme for employers.

PART A

- 3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2024-25 reporting period? *(tick one box only)*

☒ Yes

☐ No (go to Q.4)

☐ Not applicable (go to Q.4)

Please provide any details and examples:

Arrangements for assessing our compliance with S75 duties

Appropriate structures and reporting mechanisms.

- The Trust has prioritised Section 75 in all aspects of its business agenda and has established a range of governance, management and reporting mechanisms that reflect this.
- The Trust's Involvement Group reports directly to the Trust's
- Assurance and Improvement Group, which reports through the Executive Team to Trust Board.
- All Annual Progress Reports and EQIAs and Equality screening reports are passed through these mechanisms to provide assurance.

S75 duties are mainstreamed within the Trust.

- The Trust's Planning and Equality Team provides staff with the information, training and resources to support staff to have the appropriate level of knowledge, expertise and skill to mainstream S75 duties.
- The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory and compliance is monitored twice each year.

Prepare Section 75 Annual Progress Report (APR) and include section in Trust's own Annual Report.

- Annual Progress Report supported by "Equality Bites" Newsletter to ensure updates available in a more accessible format.

Equality Ongoing media, social media, newsletters etc. conducted by individual Trusts

Belfast Trust produces 2 bi-annual bulletins - Equality Bites Newsletter and Good Relations Bulletin. 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.

PART A

- Articles are drafted for staff and published on the Trust intranet (The LOOP) whilst the Trust external website has a dedicated Equality section where Equality Screenings, Annual Progress Report, DAP/EAP and bi-annual newsletter/bulletin are published, featuring some of the highlights from the Trust's Annual Progress Report.

Action Plan

Development of Action Based Plan to include performance indicators and timescales.

Five-year S75 Equality Action Plan developed in partnership with representative organisations. Actions progressed in year, as per table in **Section 2: Progress on Equality Scheme commitments and action plans/measures, part 7**

[Equality Action Plan 24-29 pdf](#)

[Consultation Feedback report EAP&DAP 24-29 pdf](#)

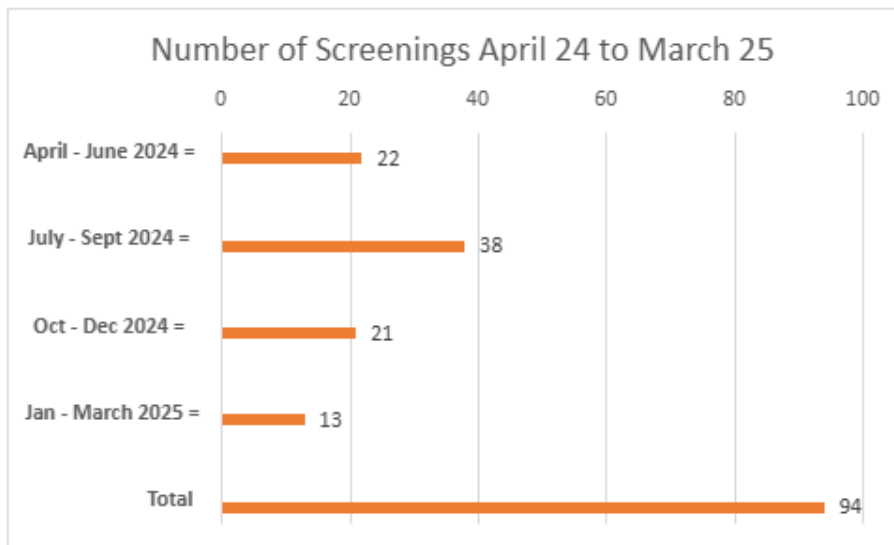
Consulting

- Consultation list reviewed and updated.
- Consultation responsibilities session for Trust Board was held in Sept 24 and led by DLS
- Co-production webinars promoted throughout Divisions to develop capacity in partnership working.
- Working regionally to ensure consistency on when to consult
- In making any decision with respect to a policy adopted or proposed to be adopted, take into account any assessment and consultation carried out in relation to the policy.
- All service users and carers involved in Trust projects received detailed feedback reports. Reports available on Trust website.

Screening

- Trust policy development process ensures all Trust policies are screened. All policies approved during the reporting period were subject to S75 screening and appropriate consultation.
- During the reporting period, the Trust screened 94 policies and proposals including 1 Equality Impact Assessment (EQIA) outcome report completed during reporting period. This related to Belfast Trust Implementation Plan to close Muckamore Abbey Hospital. The associated consultation recognised the importance of engaging and involving people with significant lived experience, and the scope focussed on how to implement the closure of Muckamore Abbey Hospital, through resettlement of the patients and management of staff in the best way for all concerned.

Figure 13: Screenings per quarter



- All quarterly reports for the reporting period are made available on the Trust's website

[Equality and Human Rights Screening - Apr to Jun 24](#)

[Equality and Human Rights Screening - July to Sept 24](#)

[Equality and Human Rights Screening- Oct to Dec 24](#)

[Equality and Human Rights Screening - Jan to Mar 25](#)

Monitoring

- The Trust continues to monitor staff by Section 75 categories. This has been enhanced by HRPTS
- Self-Service functions and by continually asking staff to update / provide this data.
- During the reporting period, this monitoring information was assessed for S75 screenings.
- New staff complete mandatory equality, good relations and human rights training as part of their 'on boarding' journey.

PART A

Image 37: Trust induction resource - Equality, Good Relations and Human Rights



- Planning and Equality Team continued to provide advice and support to Trust staff/project leads
- Introduction of Oliver Magowan training- The Oliver McGowan Training on Learning Disability and Autism is named after Oliver McGowan, whose death shone a light on the need for health and social care staff to have better training. This training is aiming to save lives by ensuring all health and social care staff have the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability. It is specifically aimed at preventing avoidable deaths and is now a statutory requirement in England. Regulated service providers must ensure their staff receive learning disability and autism training appropriate to their role.
- Human rights training resource FREDA – guidance and animation
- Training sessions for Domestic and Sexual abuse support staff, led by NEXUS and Women's aid.
- Access for staff to HSC Progress development programme for global majority staff.

Image 38: Progress development programme for global majority staff-information



- Training has been developed for staff working with Unaccompanied Asylum Seeking Children. It supports a bespoke Signs of Safety model

Arrangements for ensuring and assessing public access to information and services we provide

- Ensure information we disseminate and services we provide are fully accessible to all parts of the Community in NI.
- Information is provided in alternative formats on request
- Ongoing provision of communication support (verbally and in writing) facilitated through contracts with:
 - NIHSC Interpreting Service
 - The Big Word Telephone Service
 - Sign Language Interactions
 - Regional Communication Support Service (RCSS)
 - Flex
 - Sign Language Interactions (contract managed by SPPG)
- The Trust's website has been designed to ensure accessibility.
- The Sighted Guide scheme at the Royal offers people with sight loss or who are blind assistance to get to their appointments.
- Shopmobility allows people with limited mobility to get to their appointments safely and independently on the Royal site.
- Library of translated documents available to Trust staff.
- The Trust has a contract with TILII Translates (TT) as part of our menu of day opportunities. TT is a group of people with learning disabilities who translate documents into easyread with support from speech and language staff and ARC NI.
- Information is provided in Braille on request
- The newly drafted Disability and Equality Action plans have been transcribed into easyread and also signed in British and Irish Sign language.
- Read&write is available to all staff. It is Assistive Technology software that provides supports staff with regard to reading and writing online. It has 14 features which not only beneficial staff who are neuro-diverse, are visually impaired, find concentration difficult due to anxiety etc. The software delivers benefits for service users who require information in audio format, whose first language is not English or who prefer easy read format.

Any other measures proposed in equality scheme

- The Trust participated in the Regional Equality and Human Rights Steering Group and Regional Equality Leads meetings. The forum met twice during this reporting period and meets in partnership with ECNI, HRC and CRC

PART A

- This joint forum has helped to facilitate regular communication with the Equality Commission.
- The Equality Commission is sent any public consultations that we have undertaken
- The Trust has been successfully co-chairing a Trust GP Forum for the last 5 years.
- ICS development, with commencement of Belfast AIPB
- Equality Managers have sought to promote best practice and exchange learning with other public authorities

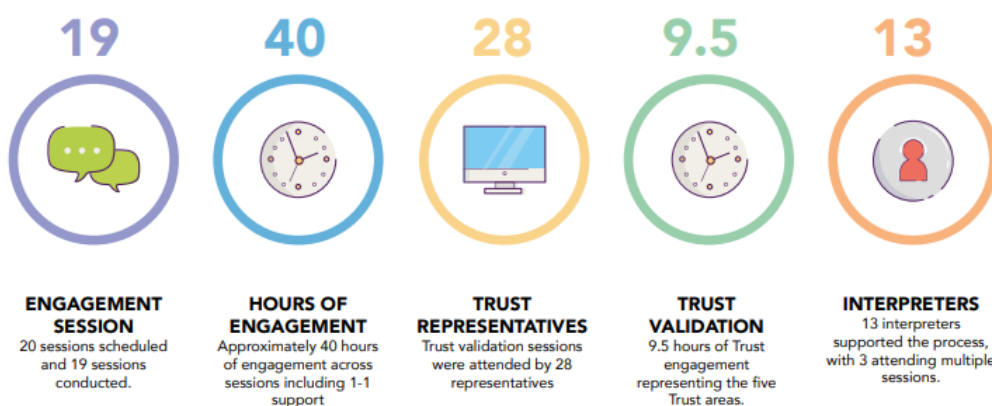
3a With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Make My Voice Heard: Experiences of Women accessing Health and Social Care services in Northern Ireland

["Make My Voice Heard"](#) is a regional project to engage with women seeking international protection to hear about their experiences accessing health and social care services specifically maternity, public health nursing, social services and mental health services.

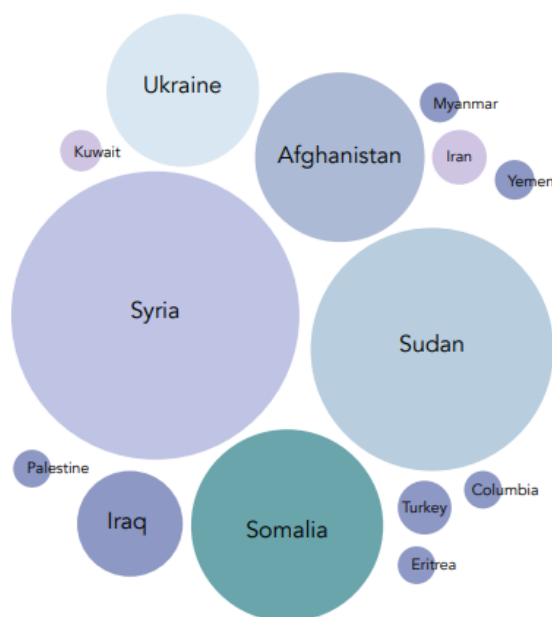
Belfast Trust was commissioned by the Department of Health to lead the regional programme of work and set up a Steering Group to include HSC Trusts, Public Health Agency and the Office of the Mental Health Champion for Northern Ireland.

To engage with women across Northern Ireland, we engaged community and voluntary sector organisations who were working with women and hosted a total of 20 engagement sessions.



PART A

Through these sessions, 167 women were able to share their experience of health and social care services to identify what was good and what could be improved. To support their involvement, a translated information sheet was given in advance to the community and voluntary organisation and individual women to inform them of the work and female interpreters were available at all sessions. The diagrams below outline the cultural diversity of all the participants.



Syria	52
Afghanistan	19
Ukraine	15
Sudan	38
Iraq	9
Yemen	1
Palestine	1
Kuwait	1
Iran	2
Columbia	1
Myanmar	1
Somalia	24
Turkey	2
Eritrea	1
Total	167

The findings of the engagement sessions and validation exercise with Trust staff can be summarised into three key challenges; **cultural, language and navigation**. The six recommendations provided are centred on these challenges and offer a range of proposed interventions which vary in terms of resource requirements. Within each recommendation there are considerations around implementation priorities, although further scoping on the feasibility will be required to ensure that implementation is well resourced and future proofed. It is notable that although the focus of this project has been women and children, the recommendations may be applicable to all individuals seeking international protection.

1. Audit of best practice across Trust areas
2. Co-ordination and consistency of support services across Trusts
3. Promoting best practices in interpreting services and translations
4. Cultural competence framework embedded across Health and Social Care Northern Ireland
5. Provision of a centralised resource to support people seeking international protection in navigating health and social care services across all Trusts.
6. Development of a comprehensive health awareness initiative that empowers women seeking international protection to understand and

PART A

navigate HSC services, as well as education on health conditions and management.

Over the reporting period, the Trust's annual expenditure on telephone interpreting via the Big Word was **£86,207.02**

2024

Table 2: Big Word Expenditure per month

April	£7,886.53
May	£8,376.30
Jun	£9,038.66
July	£7,132.24
Aug	£7,489.70
Sep	£8,603.77
Oct	£10,359.70
Nov	£10,397.53
Dec	£8,549.32

2025

Jan	£10,561.97
Feb	£9,273.89
Mar	£9,376.12
Total	£86,207.02

- **13 people** used the sighted guide service in 24/25 on the RVH site.
- There were **490** people who were provided with a scooter via Shopmobility in the RVH in 24/25.
- **Over 500 staff** have used the Read&write software in 24/25

Any other measures proposed in equality scheme

- More effective use of resources and consistent approach across health and social care
- Regional consistency and better working together with colleagues in Commissions and Council
Sharing best practice
- Trust Equality Lead has sight of any equality related complaints and provides advice on resolution as required. No S75 complaints received.

PART A

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)*:

- Updated wording on accessibility on Trust website for car parking on Belfast City Hospital site. Also supported additional signage on site.
- Trust to review internal communication and structures to support regional working on MyCare app for associated action planning on build and implementation and development of regional policy.

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

- MAH – the feedback received during the consultation provided invaluable for the Trust in terms of the priorities for the future service model
- GPOOH- Trust decided not to proceed with proposal to merge the GP Out of Hours service onto one site, at this time. The Trust may revisit this decision and this would be subject to further consultation. The Trust decided to continue to review the service model and skill mix, to develop a multi-disciplinary out of hours service.
- Locality plan- Trust plans for management of service pressures were supported in keeping with the regionally agreed priorities.

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

Click or tap here to enter text.

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

- Interpreting card: This resembles a business card that can fit in a purse/wallet and will allow staff to write the person's name, spoken language and country on the card. The card contains a QR code allowing easy access to further information in various languages to explain to users how to show the card to staff and what action they should take
- Additional temporary signage to support parking on BCH site during the period of renovation to carpark
- Updated wording and advice provided on Trust website to promote accessibility during the BCH car park renovations
- Enhanced information sharing and engagement to support the safe and effective use of proxy access for MyCare app for individual's clinical records through encompass. This included presentations to Women's Aid and key stakeholders as well as an awareness raising event for Lisburn and Castlereagh City Council, supported in partnership between Belfast Trust and Business Services Organisation (BSO).

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 2024-25 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:

- Employees' job descriptions reflect expected contributions to the discharge of the Section 75 statutory duties and implementation of the Equality Scheme.

- 5** Were the Section 75 statutory duties integrated within performance plans during the 2024-25 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:

- Employees' performance plans reflect their contributions to the discharge of the Section 75 statutory duties and implementation of the Equality Scheme, The personal performance plans are subject to appraisal in the annual performance review and Post Outlines as part of the Trust's KSF (Knowledge & Skills Framework

- 6** In the 2024-25 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

PART A

- ☐ No, these are already mainstreamed through the organisation's corporate plan
- ☐ No, the organisation's planning cycle does not coincide with this 2024-25 report
- ☐ Not applicable

Please provide any details and examples:

The Trust is currently developing a new corporate plan, outlining our key goals to provide high-quality health and social care to the people of Northern Ireland.

Our focus remains on improving the health and well-being of the communities we serve. This plan is directly linked to Northern Ireland's Programme for Government, particularly in areas like reducing waiting times, reducing health gaps, and creating a sustainable health and care system. This plan will help ensure that our work supports the overall vision of a healthier and more equal society.

We are committed to improving health outcomes, reducing inequalities in care, and ensuring social inclusion. By working closely with individuals, carers, families, staff and trade unions, local communities, and other organisations, we aim to achieve the shared goal of improving the quality of life for everyone.

Equality action plans/measures

- 7 Within the 2024-25 reporting period, please indicate the **number** of:

Actions completed: 5

Table 3: EAP actions complete (including RAG status)

Actions	Update
All Trusts will adopt the Good Relations Strategy and work collaboratively, with our partners, to take forward the actions and ensure consistency across Northern Ireland	BHSCT have –shared their 3 rd Good Relations strategy with other Trusts to use as a prototype. Belfast Trust continues to implement its actions within its strategy.
We will develop an interpreting card for patients and service users to present when they are in health and social care facilities. The card will indicate that the service user needs an interpreter and include contact details	10, 000 interpreting cards co-produced by BHSCT and disseminated across Trust and community sector
We will develop a Cultural Competency training and awareness programme for staff	Regional Cultural Competency framework was officially launched on 5 February 25. Online training and booklet developed to run alongside f2f training for staff

PART A

We will develop a human rights based training programme and guidance for staff providing care for people living in residential settings. We will share and actively promote these resources with Independent Sector colleagues, who may also provide this care.	To mark World Human Rights day on 10 December 2024 Trusts shared a new training resource for staff. The short animation is about delivering care and treatment using a human rights-based approach. The approach helps us all to deliver services that are compassionate and patient/service user focused; one of our core values. The video will be accompanied by a manual. <u>Guidance for HSC Staff: A Human Rights Based Approach to Services</u> <u>Team FREDA Animation: A human rights approach to healthcare</u>
We will work in partnership with trade unions to ensure that staff who experience domestic and sexual violence are supported in the workplace.	Domestic and sexual abuse helpline available to all staff. Support line volunteers received training from NEXUS and Woman's Aid eLearning developed and available to for all BHSCT staff on Learn HSCNI portal

Actions ongoing: 24

Table 4: EAP actions ongoing (including RAG status)

Actions	Update
We will take active measures to encourage staff to update their equality monitoring information as part of corporate welcome/staff induction and by developing a regional and local campaign to encourage staff to update their equality profile information.	Progressing within Regional Employment Equality Group. Representatives from Regional Employment Equality Group also involved in regional sub groups of EQUIP and regularly reports updates as required

PART A

We will work collaboratively to influence the <i>encompass</i> programme to ensure that it monitors ethnicity, first language and communication support needs of patients and service users.	Service users can record own ethnicity and language needs in my Care app. System only available in English, function for Arabic is there but not activated. Encompass say they will review this at another stage. Still work in progress Accessibility issues for staff raised by RNIB, solution being implemented to attach software such as Fusion and Dragon for those with sight loss.
We will work with partners to ensure the inclusion and analysis of Section 75 data in the development of population health plans.	Belfast Shadow Area Integrated Partnership Board (AIPB) stood up January 2025. The AIPB are working in partnership with the PHA to identify key priorities based on the available population health data collated by the PHA.
We will co-develop a series of health and social care seminars with representative organisations, communities and individuals to support health and wellbeing and address inequalities.	Regional Cultural Competency framework was launched at event on 5 February 25 Online training and booklet developed to run alongside f2f training for staff. All expected actions completed for this reporting period
We will ensure staff are aware of the Health and Social Care Communication Support Service for People who are d/Deaf, d/Deafblind and Hard of Hearing and the facemasks approved by Infection Prevention Control, that are more accessible for people who have hearing loss, are Deaf/deaf and lip-read.	Regular communications issued regarding sign language interpreting options and booking arrangements. The contract for Sign Language Provision is with SPPG. 10/12/24 Equality Lead reps attended SPPG meeting with Trust IT reps, Sign Language provider to discuss issues and concerns. Various initiatives within Trusts to mark Sign Language Awareness week from 17 March 2025. Trusts to issue British Deaf Association (BDA) videos to help raise staff awareness of

PART A

	the barriers d/Deaf community face when accessing our services and to improve experiences. Deaf Awareness posters to be further highlighted and reissued. Recent meeting with SPPG/Service Provider and Trust IT depts. to discuss issues Possible BDA charter.- BDA-BSL-Charter-2017.pdf <u>Poster re how to book a sign language interpreter both in person and remotely printed and disseminated across Trusts.</u> All expected actions completed for this reporting period.
We will draft and co-produce neurodiversity guidance and a podcast for our staff along with key stakeholders including experts by experience.	BHSCT shared newsletter: Neurodiversity news Access to Oliver Magowan Training achieved Training disseminated proactively across Trusts and available on HSC Learn.
We will work with our partners to ensure that the needs of older and disabled people, who reside in rural communities, are considered in service developments or by promoting and monitoring the use of the Rural Needs Toolkit for Health and Social Care and completing Rural Needs Impact Assessments to identify mitigations put in place.	RNIA toolkit Trust facilitated public consultations on DoH hospital reconfiguration.
We will implement the Rainbow Badge initiative whereby staff will complete online training to gain a HSC Rainbow Badge. This is a voluntary initiative. The badge will be used to symbolise an open, non-judgemental and	We will continue to implement this across the Trust.

PART A

inclusive place for people that identify as LGBTQ+.	
We will support the ongoing work of Trusts' ethnically diverse networks.	Stronger Together conference at QUB: BHSCT presented and had a stall How to report a hate crime resource developed
We will continue to work in partnership with LGBTQ+ representative organisations to ensure that training and awareness raising resources are consistent and up to date.	We will continue to work in partnership with the Regional HSCNI LGBTQ+ staff forum
We will promote the regional HSC LGBTQ+ network for staff across Trusts.	HSC Regional LGBTQ+ Staff Forum have appointed two new co-chairs The Public Health Agency will continue to manage the oversight of the forum.
We will improve awareness of options for flexible working, work-life balance, special leave policies to ensure they are accessible to all our staff.	We are continuing to provide promotion and awareness of flexible working options. This regional data is shared with DOH on a quarterly basis.
We will scope development of Staff Disability Forums and Networks to support regional consistency.	Will be progressed at a regional level with local implementation BHSCT became a Disability Confident employer (Level 1).
We will develop an individual plan in partnership with disabled staff members to ensure they are supported through the provision of reasonable adjustments where appropriate.	Disability passport will be integral with the new regional policy for Supporting Attendance at Work and will be referred to as a Workplace Adjustment Plan.
We will develop a regional policy framework to ensure Equality, Diversity and Inclusion (EDI) policies are reviewed in line with governance requirements.	Regional EDI, Gender Identity & Disability Policies currently under review with regional Employment Equality Group.
We will update the regional HSC 'Making a Difference' e-learning	Programme and accompanying booklet to be updated, Regional Employment Equality Programme and accompanying booklet to be

PART A

programme further to review of best practice in E-learning and EDI training.	updated, Regional Employment Equality Group will also be involved in the review. Cultural Competency Framework/ Human Rights/Oliver McGowan training links to be added to the training.
We will work to improve uptake of equality training, which is mandatory in all Trusts.	Regular review of training compliance and Directorates with lower uptake contacted. Alternative delivery methods explored.
We will engage with external experts and representative organisations to provide specialist training for employees.	In partnership with British Deaf Association: • Deaf awareness Session delivered during March to Safety • 8 sessions being delivered to ED staff as part of a significant QI project to improve access to ED re d/Deaf community All expected actions completed for this reporting period.
We will develop actions in line with legislative provision to improve access to those Section 75 groups, where there is a low representation in our workforce.	Discussions ongoing at Regional Employment Equality Group regarding accessibility of employment in HSC. Trusts continue to submit Article 55 reports annually on workforce. PROGRESS a development course has been developed specifically for HSC Ethnically Diverse staff.
We will address specific health inequalities for staff, for example provide menopause information sessions and celebrate men's health week to promote inclusion and visibility of gender specific issues in the workforce.	Work ongoing to implement the availability of free period products. Menopause advice and support- including a managers guide, and advice on symptom management Throughout March the Trust shared videos to raise awareness of women's health, symptoms and when to seek medical advice, these specifically focused Ovarian Cancer, urinary incontinence and to encourage women to attend for their cervical smear.

PART A

	The Health Improvement Team manage the Belfast Men's Health Group website and chair the Belfast Men's Health Group. Each year, Men's Health Week (in June) and International Men's Day (in November) is celebrated and we work in partnership with other organisations throughout the year to further raise awareness of the key issues.
We will work collaboratively on the forthcoming gender pay gap legislation and determine appropriate methods of monitoring and reporting.	Regional Consultation Response submitted and awaiting outcome report. Regional work is underway to develop the new EQUIP system to enable any future reporting needs.
We will work collectively to ensure that carers across the region are aware that they can have access to a conversation with their named worker in relation to their caring role and needs. The conversation is carer led and encourages both staff and carers to take time to discuss the caring role.	Prep is underway for Carers Week 9-15 June – the theme is 'Caring about Equality'. Alongside general raising of awareness of support and advice there are planned Carers Sessions for staff e.g. 'Let's talk Delirium'
We will hold an annual event on Carers Rights Day to highlight care and caring and help informal/family carers understand their rights and find out about support that may be available.	There was a regionally arranged opportunity for carer to join an online information session on Carers Rights and Support on Carers Rights Day. This was led by WHSCT and facilitated by Carers UK. All expected actions completed for this reporting period.
We will identify an EDI Champion at a senior level in each Trust.	BHSCT Disability committee is co-chaired by the Co-Director of Planning and Equality. And this includes EDI champion responsibilities The Trust is continuing to scope additional champions at a senior Level.

Actions to commence: 1*Table 5: EAP actions yet to commence (including RAG status)*

Actions	Update
We will develop a resource for staff comprising professional body guidance on best practice for inclusion for people who are LGBTQ+.	ON HOLD: DoH / SPPG were taking forward guidance and Trust representatives are involved in the working group. However Trusts have been advised that all such guidance should be stood down until an audit of practice is undertaken across the region.

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2024-25 reporting period (*points not identified in an appended plan*):

- n/a

- 9 In reviewing progress on the equality action plan/action measures during the 2024-25 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 2024-25 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:

PART A

The Trust undertook a Consultation on merger of two GP Out of Hours services to one site, this was undertaken after the Equality screening of the proposal indicated that this was appropriate.

Belfast Trust is responsible for managing and providing the General Practice Out of Hours service for the population of Belfast. The service has been provided from 2 sites – one on the Crumlin Road and the other on Knockbreda Health and Wellbeing Centre – the locations of which originated from when the legacy North and West Belfast Health and Social Services and South and East Belfast Health and Social Services Trusts existed prior to the creation of Belfast Trust in 2007. The service faced certain challenges over a number of years – including populating the rota (notably over holiday periods), not meeting its key performance indicators in terms of response times and also facing a £1million overspend. Difficulties of securing adequate cover have lessened over more recent years and the introduction of a virtual one site GPOOH service improved equity and efficiency as it created one list for all of Belfast, as opposed to site specific lists.

The consultation ran from 3rd October 2024 until 2nd January 2025. The Trust also facilitated a two week extension for 2 different stakeholders to submit their response. The consultation paper launched in October 2024 proposed moving the GP OOH services to one site with a preferred option being on the existing Crumlin Road site. Secondly, it proposed introducing a multi-disciplinary team to work alongside GP colleagues in out of hours to reduce 100% reliance on one single discipline and to ensure that patients got to see the right person at the right time depending on the acuity of their condition.

The engagement and consultation were undertaken in accordance with our statutory responsibilities but also to ask the people who use and deliver the service their opinions on the proposal. The consultation paper and equality screening were hosted online on Citizenspace and the link was posted on the Trust website.

The Trust arranged a series of consultation information sessions for external and internal stakeholders to ensure that people were aware of the ongoing proposal and the correct scope of the proposal. These took place on the afternoon of Thursday 28th November 2024 in Olympia Leisure Centre and during the evening on Thursday 5th December 2024 in Knockbracken Hall. The Trust sought different times and different venues to facilitate a choice of options and to maximise attendance. At the 28th November session in Olympia, 5 people attended. 57 people attended the consultation event in Knockbracken Hall. At both events, stakeholders included the public and elected representatives.

Two staff sessions were convened on the 17th and 18th December - one of which was online and the second took place in the Knockbreda Centre to offer different options to attend. A total of 40 staff attended these staff consultation information sessions.

PART A

At their request, a meeting was also convened with the Alliance Party on 18th November 2024 and a further meeting was held with the Democratic Unionist Party on 21st February 2025.

Whilst the majority of respondents were strongly opposed to the preferred location of the Crumlin Road site, there was a degree of consensus that a one site model could ultimately work – provided that it was in fit for purpose premises, with accessible car parking and security and in a central location for all of the population of Belfast.

On the basis of the feedback received through the consultation process, the Trust made its decision to not to close either GPOOH base at this time; though to proceed with Multi-Disciplinary Team alongside GPs to create Primary Care Out of Hours.

- 12** In the 2024-25 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- ☒ Face to face meetings
- ☒ Focus groups
- ☒ Written documents with the opportunity to comment in writing
- ☒ Questionnaires
- ☐ Information by email with an opportunity to opt in/out of the consultation
- ☒ Internet discussions
- ☐ Telephone consultations
- ☒ Other *(please specify)*: Staff Survey

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

As detailed above

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2024-25 reporting period? *(tick one box only)*

- ☒ Yes
- ☐ No
- ☐ Not applicable

Please provide any details and examples:

BHSCT generates ongoing media, social media, newsletters etc. Articles are drafted for staff and published on the Trust intranet (The LOOP) whilst the Trust external website has a dedicated Equality section where Equality Screenings, Annual Progress Report, DAP/EAP are published.

PART A

As well as these productions 2 bi-annual bulletins are developed which focus on Equality and Good Relations awareness raising and information sharing - Equality Bites Newsletter and Good Relations Bulletin.

Both are proactively disseminated to all staff and approximately 630 on Section 75 consultee list including community and voluntary groups/ Council / Politicians and Ethnic Minority Groups etc. Positive feedback is regularly received on both.

- 14** Was the consultation list reviewed during the 2024-25 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)

[\[Equality and Human Rights Screening - Apr to Jun 24\]](#)

[Equality and Human Rights Screening - July to Sept 24](#)

[Equality and Human Rights Screening- Oct to Dec 24](#)

[Equality and Human Rights Screening - Jan to Mar 25](#)

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

- The Trust screened **94** policies and proposals throughout the reporting period

- 16** Please provide the **number of assessments** that were consulted upon during 2024-25: Policy consultations conducted with **screening** assessment presented.

- **1** on Merger of GP Out of hours teams to one site.

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

- **1** on Implementation of the DOH's decision to close Muckamore Abbey Hospital

Consultations for an **EQIA** alone.

- n/a

PART A

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

As aforementioned the main consultations conducted were:

- Merger of GP Out of hours teams to one site
- Implementation of the DOH's decision to close Muckamore Abbey Hospital
- Engagement on Make My Voice Heard
- Local session on Regional DOH Hospital Network consultation

Plus the Trust held engagement sessions on BHSCT Locality plan. This was a shift from the traditional winter pressures planning undertaken by each Trust, to take into consideration that increasingly, additional pressures are felt across the system throughout the year.

- 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:

- The Consultation on the merger of two GP Out of Hours teams onto one site, received feedback that led to the Trust decision not to progress with the merger of the sites. Also the Equality screening was reviewed and additions were made.

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 2024-25 reporting period? *(tick one box only)*

- ☒ Yes
- ☐ No
- ☐ Not applicable

Please provide any details and examples:

- **1** on Implementation of the DOH's decision to close Muckamore Abbey Hospital

PART A

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 2024-25 reporting period? *(tick one box only)*

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

Please provide any details:

- Encompass system replaced information systems and provided a single digital Health record

- 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:

- Training provided on MyCare and measures taken to address misuse of proxy access in case of domestic abuse

- 22** Please provide any details or examples of where the monitoring of policies, during the 2024-25 reporting period, has shown changes to differential/adverse impacts previously assessed:

- Increased provision on accessible information and reasonable adjustment. Thereby improving communication and accessibility

- 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:

Employers For Disability Northern Ireland (EFDNI) sessions, 2 per year

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 2024-25, and the extent to which they met the training objectives in the Equality Scheme.

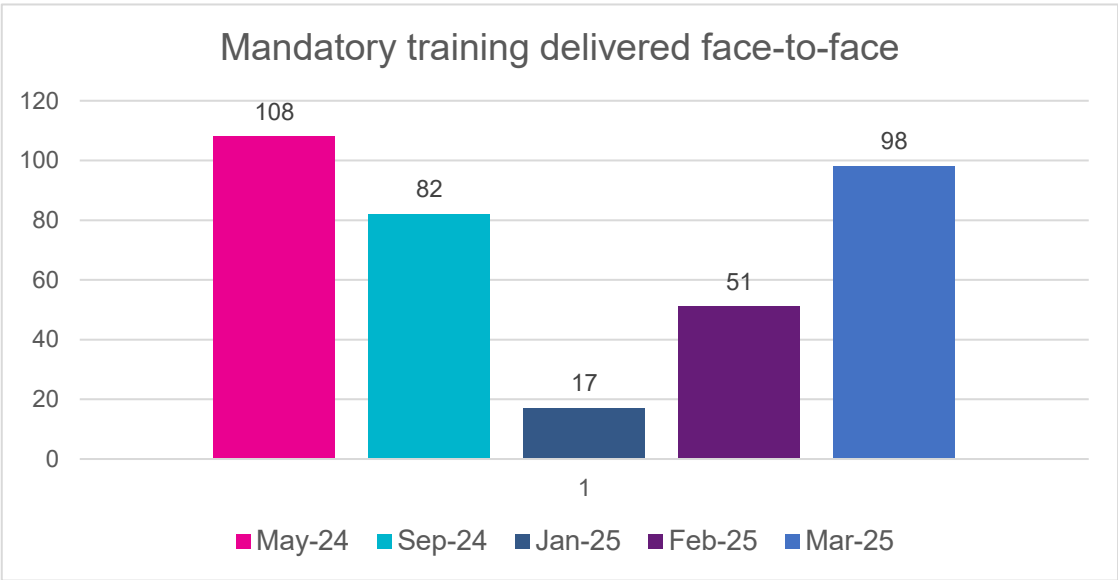
Staff Training

The regional Equality, Good Relations and Human Rights: 'Making a Difference' Programme has been rolled out across the Trust and compliance is monitored. Staff in Belfast Trust must complete this training every five years and is part of the mandatory training matrix.



Image 39: Mandatory Equality Training logo

5170 staff undertook online mandatory equality, good relations and human rights training during the reporting period, and the Planning and Equality team delivered the following face-to-face sessions.



- During the reporting period, Planning & Equality team delivered facilitated online (mandatory equality human rights and good relations, disability awareness, human rights) as part of our HSC Learn portfolio. Bespoke sessions are also delivered when requested.

PART A

Table 6: Staff training

Training	Numbers of staff
Scheduled Mandatory Equality Training	MS Teams- 98
Disability Awareness Training	Face to Face- 127
Human Rights Training	MS Teams- 49 Face to Face- 8

100%, n=101 staff gave feedback that training was '**Good, Very Good or Excellent**'.

"The diverse scenarios covered a wide area of problems. Good to see other people's opinions on what to do"

"As well as delivery the necessary information, it was delivered in a way to make me evaluate and consider different scenarios."

Feedback also indicated how staff intend to use the training, below are some examples

- *I would speak up when seeing someone being treated unfairly and I would be more considerate of how my actions and behaviours can impact on the experiences of others.*
- *be more mindful of potential hidden disabilities mindful of what could be viewed as harassment*
- *Have confidence to call out things when necessary*
Follow the principles of FREDa
- *Put up the FREDa poster in the office to make others aware and think of what I learned in the training and use this as much as possible.*
- *Better awareness particularly of more 'innocent' bias and how to deal with it*
- *Think about my legal responsibility*
find out more regarding interpreting services and how to arrange if the situation ever arose
- *Consider appropriate actions if I witness any discriminatory behaviours*
- *Always involve service user/ patient in decisions re: their care*

Every new Trust staff member must complete the introductory pieces of Statutory Mandatory Training which includes the mandatory equality, good relations and human rights training.

PART A

During the Trust Welcome event HR highlights the various EDI initiatives, support groups and resources available, e.g. HSC LGBTQ+ Forum, Carers Forum, STRIVE etc.

During the reporting period, Planning & Equality team delivered facilitated online (mandatory equality human rights and good relations, disability awareness, human rights) as part of our HSC Learn portfolio. Bespoke sessions are also delivered when requested.

BHSCT secured online access to Oliver Magowan Training for all HSC Trusts.

FREDA – guidance and animation has been added to Human rights training.

PROGRESS a development course has been developed specifically for HSC Ethnically Diverse staff.

Cultural competency training and resources

Trust staff have access to BSO training related to the Regional Interpreting service.

- Working well with Interpreters
- Interpreting online booking system 'How to book'

In partnership with British Deaf Association: Deaf awareness Session delivered during March to Safety; plus 8 sessions being delivered to ED staff as part of a significant QI project to improve access to ED re d/Deaf community

- Carer Awareness Campaign **# Think Carers**. 375 staff attended training
- Availability of supportive resources and toolkits.

Table 7: Use of staff resources and toolkits

Resource / Toolkit	visits in reporting period
Read&Write Support for Trust Staff: Toolkit & Guidance	512
Equality Screening Toolkit	4005
Interpreting, Translation and Easy Read Toolkit	5935
Domestic and Sexual Violence and Abuse Support Toolkit	842
Accessible and Inclusive Communication Toolkit for Staff	845
Faith, Spiritual and Cultural Handbook: Death	692

Staff guidance: Reporting a hate crime incident	78
---	----

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:

- Oliver McGowan Training on Learning Disability and Autism- ensures staff have the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability
- More than 30 Trust staff were trained by the sensory support team to 'meet and greet' anyone with a visual impairment to support them to get around the large complex RVH site.
- Staff that support the domestic and sexual abuse support line trained by NEXUS and Women's aid
- Improved access to equality, good relations and human rights training and diversity training through availability of more condensed training package for staff and managers as well as the availability of a training manual for those who do not have access to computers.

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

26 Please list **any examples** of where monitoring during 2024-25, across all functions, has resulted in action and improvement in relation **to access to information and services**:

- Monitoring of the Implementation of encompass and the management of MyCare App resulted in the development of several encompass resources to enable Deaf service users to access YouTube information guides on using the My Care platform. The British Deaf Association (BDA) has been working closely with encompass over the last year to translate encompass resources to enable Deaf service users to access YouTube information guides on using the My Care platform.

With encompass now launched across all Trusts, Belfast Trust's Planning & Equality team is encouraging staff to be aware of these resources to help inform patients and service users who use British Sign Language and Irish Sign Language to log-in and use My Care

- Welcome to My Care - The Patient Portal BSL Version
- Welcome to My Care - The Patient Portal ISL Version
- How to Log In to The Patient Portal - My Care ISL Version
- How to Log In to The Patient Portal - My Care BSL Version
- My Care - How your data is managed ISL Version
- My Care - How your data is managed BSL Version

PART A

- The Belfast Trust has an annual contract with TILII Translates to translate information into easy-to-understand formats. This promotes overall better communication especially with an improved understanding of difficult information. This format also supports individuals to make informed choices and be more independent in terms of their health care.
Significant documents that have been translated include for example
 - EQIA outcome report on the implementation of the closure of Muckamore Abbey Hospital,
 - Consultation outcome report on the merger of GP Out Of Hours service to one site.
 - Information on Winter Pressures within Children's acute services
- Additional guidance added to Trust website relating to the renovation work within BCH site's car parks, including information and advice for those visitors requiring accessible spaces.

Complaints (Model Equality Scheme Chapter 8)

- 27** How many complaints **in relation to the Equality Scheme** have been received during 2024-25?

Insert number here: none

Please provide any details of each complaint raised and outcome:

- n/a

Section 3: Looking Forward

- 28** Please indicate when the Equality Scheme is due for review:
- 2028
- 29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*
- Screening, Consultation (relating to e.g. Body Worn Cameras and on any reconfiguration of services), training and access to information
- 30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next reporting period? *(please tick any that apply)*

PART A

- ☒ Employment
- ☒ Goods, facilities and services
- ☒ Legislative changes
- ☐ Organisational changes/ new functions
- ☐ Nothing specific, more of the same
- ☐ Other (please state):
 - Transgender access following Supreme Court ruling in 2025
 - Potential for age discrimination to be extended to outside of employment
 - Any potential reconfiguration of services

PART B

PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

1. Number of action measures for this reporting period that have been:

2	20	1
Fully achieved	Partially achieved	Not achieved

2. Please outline below details on all actions that have been fully achieved in the reporting period.

- We will work with disabled people and representative groups to enhance the profile and accessibility of the regional Disability Action Plan to ensure that the legislation and disabled people's rights are easier to understand.**
 Disability Action Plan, including easy-to-understand and signed versions on Trust website and shared with consultees.

2 (a) Please highlight what **public life measures have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:**

Level	Public Life Action Measures	Outputs ⁱ	Outcomes / Impact ⁱⁱ
National ⁱⁱⁱ			
Regional ^{iv}	All consultations are inclusive, targeted and use appropriate methods to ensure participation of a wide range of disabled people.	Checklist developed that includes standards for the accessibility of public meeting areas, the provision of information in accessible formats, and the use of new technologies suitable for disabled people. Trusts use a variety of methods for consultation to ensure they are inclusive and information is available in alternative formats	We will ensure that Improved opportunities for disabled people to engage with and influence policy makers.

PART B

		throughout the process.	
Local ^v	Disability Positive Accreditation	Audit of employment-related good practice Evidence of high standard of commitment to the employment of disabled people Identification of areas where further progress is required	Staff with disabilities experience positive support from service managers and HR

2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1	The regional Equality, Good Relations and Human Rights: 'Making a Difference' Programme has been rolled out across the Trust.	Compliance monitored Every new Trust staff member must complete the introductory pieces of Statutory Mandatory Training which includes the mandatory equality, good relations and human rights training. Staff in Belfast Trust must complete this training every five years and is part of the mandatory training matrix. During the Trust Welcome event HR highlights the various EDI initiatives	During the reporting period, Planning & Equality team delivered facilitated online training "As well as delivery of the necessary information, it was delivered in a way to make me evaluate and consider different scenarios."
2	Staff awareness and understanding of the Regional Interpreting service.	Trust staff have access to BSO training Working well with Interpreters	Improved staff awareness of the barriers people face when English is not their first language, and enable staff to provide the required support.

PART B

		Interpreting online booking system 'How to book'	
3	Development of Deaf awareness sessions In partnership with British Deaf Association	Deaf awareness Session delivered during March to Safety 8 sessions being delivered to ED staff as part of a significant QI project to improve access to ED re d/Deaf community	Improved staff awareness of the barriers d/Deaf community face when accessing our services and to improve experiences.
4	Access to Oliver Magowan Training	BHSCT secured online access to Oliver Magowan Training for all HSC Trusts.	Ensures staff have the right skills and knowledge to provide safe, compassionate and informed care to autistic people and people with a learning disability.
5	Staff awareness and understanding of neurodiversity	Psychological Services has been providing Neurodiversity Awareness Training sessions to staff within Children's Services - this training has been developed in conjunction with neurodivergent individuals and incorporates the lived experiences of neurodivergent parents and children	An opportunity for Trust staff to hear someone else's story to deepen understanding of neurodiversity.

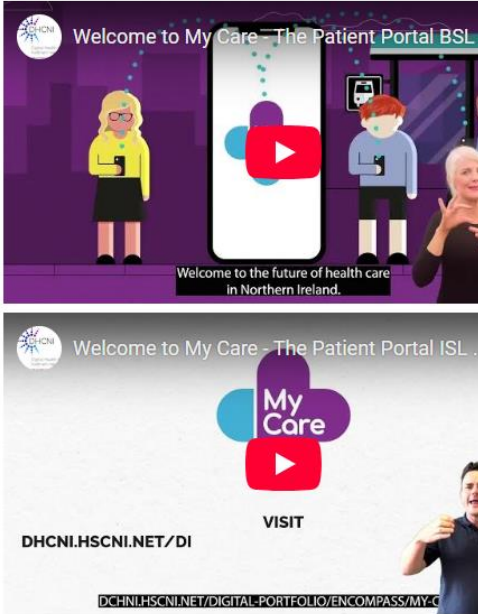
2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

	Communications Action Measures	Outputs	Outcome / Impact
1	Improved communication for difficult information	The Belfast Trust has an annual contract with TILII Translates to translate information into easy-to-understand formats.	This promotes overall better communication especially with an improved understanding of difficult information. This format also supports individuals to

PART B

			make informed choices and be more independent in terms of their health care.
	Communication support for online information	The Trust is the only health Trust in NI to have a license for Read&Write Assistive Technology software. Toolkit & Guidance available for Read&Write It is recommended by Occupational Health colleagues, part of the staff B-Well support hub and promoted by the Social Workers learning and development team particularly for new s	The software is easily and freely available to all our staff and has proved invaluable in the timely reduction of barriers to online communication. It is particularly supportive of staff who have difficulties with reading and writing online e.g. neurodiverse staff, staff with a visual impairment, staff whose first language is not English and staff with anxiety. In addition, it is available to families of staff. 540+ staff have accessed the software. 512 views of toolkit in reporting period
2	Supporting staff to provide more accessible communication	Interpreting, Translation and Easy Read Toolkit Accessible and Inclusive Communication Toolkit for Staff	5935 views of toolkit in reporting period 845 views of toolkit in reporting period
	Video support for Sign Language users to access electronic health care	BDA produced videos are available on Trust website	Enhanced accessibility to individual health care records via the MyCare app.

PART B

	records through MyCare App	<i>Image 40: BDA produced support videos</i> 	
--	----------------------------	--	--

2 (d) What action measures were achieved to ‘**encourage others**’ to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
1	Making a difference Training- Mandatory Equality Training	The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory and compliance is monitored twice each year. New staff complete mandatory equality, good relations and human rights training as part of their ‘on boarding’ journey. Staff in Belfast Trust must complete this training every five years and is part of the mandatory training matrix.	During the reporting period, Planning & Equality team delivered facilitated online training 100%, n=101 staff gave feedback that training was ‘Good, Very Good or Excellent’ Feedback included how staff would use the training e.g. “As well as delivery the necessary information, it was delivered in a way to make me evaluate and consider different scenarios.” “Have confidence to call out things when necessary & Follow the principles of FREDA”

PART B

2	Supportive resources and toolkits available	Resources and toolkits available to promote and support reasonable adjustments and to provide more accessible communication Availability of Read&Write-including a Toolkit & Guidance Video support for Sign Language users to access electronic health care records through MyCare App	Resource / Toolkit	visits in reporting period
			Read&Write Support for Trust Staff: Toolkit & Guidance	512
			Equality Screening Toolkit	4005
			Interpreting, Translation and Easy Read Toolkit	5935
			Domestic and Sexual Violence and Abuse Support Toolkit	842
			Accessible and Inclusive Communication Toolkit for Staff	845
			Faith, Spiritual and Cultural Handbook: Death	692
			Staff guidance: Reporting a hate crime incident	78

PART B

	Availability of Involvement opportunities	Trust's Involvement Strategy - 'Involving You from "Them and Us" to "We", which has been extended to 2025. The Involvement Steering Group is part of the Trust Assurance and Accountability Framework which provides Strategic Leadership. Through the Belfast Trust's virtual Involvement Network, service users and carers receive regular communications including Newsletters, opportunities to get involved and attend training to support their involvement journey SCOPE (Service user Carer Opportunity to Participate and Engage) training is delivered to service users and carers to help equip them with the knowledge they would need to be involved in Belfast Trust. Good Relations bulletin and Equality Bites.	Involvement Network: Recruitment is on-going with 112 service users and carers currently involved The Trust has 24 Service User and Carer Groups who get involved to help shape services and includes the Carers Network, Deaf Sign Language User Forum and Prosthetic User Forum. SCOPE training: From April 2024 to March 2025, the Involvement and Partnership team hosted 7 sessions. Good Relations bulletin and Equality Bites published bi-annually and disseminated to all staff and to over 600 key stakeholders including community and voluntary sector and MLAs.
	Disability Positive Accreditation	Audit of employment-related good practice Evidence of high standard of commitment to the employment of disabled people Identification of areas where further progress is required	Staff with disabilities experience positive support from service managers and HR

PART B

2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
1	Support to those with neurodiversity at Christmas time	Belfast Trust has compiled a list of supportive strategies <i>Image 41: Autism at Christmas support resource</i>  The image shows a green and white poster titled 'Autism at Christmas' with the subtitle 'Supportive Strategies'. It features a colorful illustration of a person with a large, multi-colored brain and a small figure of a person. Text on the poster includes 'Child & Adolescent Autism Service' and 'Autism at Christmas Supportive Strategies'.	To help people with neurodiversity and their families find Christmas a little easier

3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
	We will continue to promote disability equality and the social model of disability through an inclusive approach to the use of images, which reinforce a positive towards disabled people and disabled staff members.	New social model co-produced with disabled people in a Task & Finish Group and approved by Disability Committee. To be included in training and promoted across Trust.	Increased visibility of disabled people and disabled staff, including those with hidden disability	Action on-going through the lifetime of the plan
	We will mark and celebrate allocated disability – related days to raise awareness at a local and regional level.	Co-produced calendar of events organised and publicised on Trust intranet, Jan 25. Training arranged around significant dates e.g. International Day of	Increased staff awareness of disability equality	Action on-going through the lifetime of the plan

PART B

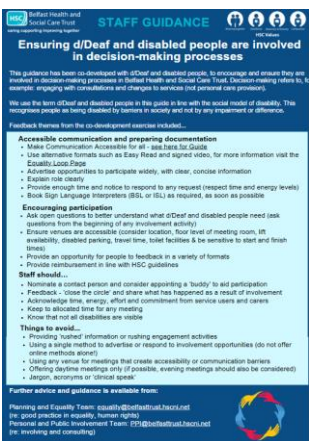
		Disabled Persons 3 Dec each year		
	We will review our staff training programmes and ensure that training is co-produced, reflects lived experience and includes information on disability equality and the disability duties and promotes the Oliver McGowan Mandatory Training.	Training now available for Equality staff on HSC Learn	Increased awareness of disability duties.	Work in progress: Training being reviewed regionally e.g. Regional MaD programme being reviewed.
	We will share opportunities for involvement to ensure the voice of disabled people is heard in developments and changes to services at an early stage.	Consultee database reviewed and updated annually Increased use of alt text in our social media and Website. Information from Trusts is available in alternative formats.	Increased awareness of Trust Involvement Teams and involvement opportunities with disabled people and representative groups.	Development of a specific database of disabled people and organisations and determine the best way for them to be involved Increased usage of involvement section on Trust website and the Public Health Agency (PHA) "Engage" website and sharing of links with disabled people and representative organisations.
	We will work in partnership with relevant key organisations and individuals to identify advocacy services.	Directory for support for carers on Trust website. Where else to get support Belfast	Increase awareness of support available	Work in progress. Action on-going through the lifetime of the plan as

PART B

		Health & Social Care Trust website		requires annual review.
	We will work with representatives from the Regional Disabled People's Forum on disability equality issues.	Equality Lead representative attended Annual meeting with members of Regional Disabled People's Forum- April 25	Partnership working and support of co-production on disability equality issues.	Action on-going through the lifetime of the plan as requires annual review
	We will review the membership of our user forums and where necessary work to increase representation of disabled people and representing organisations	Staff supported to enhance involvement opportunities	Increase representation of disabled people and representing organisations to guide decision making	On-going through the lifetime of the plan as requires regular review. Support available • Involvement Strategy • Involvement Network • SCOPE training • Staff Guide to Involvement resource
	We will ensure that all consultations are inclusive, targeted and use appropriate methods to ensure participation of a wide range of disabled people.	Checklist developed that includes standards for the accessibility of public meeting areas, the provision of information in accessible formats, and the use of new technologies suitable for disabled people. Trusts use a variety of methods for consultation to ensure they are inclusive and information is available in alternative formats	Improved opportunities for disabled people to engage with and influence policy makers.	Action on-going through the lifetime of the plan

PART B

		throughout the process. Venues for events are accessible, Trusts have e.g. ensured changing places are available, various consultation methods are used including face to face, online meetings etc.		
	We will continue the roll out of the Health and Social Care Communication Support Service for People who are d/Deaf, d/Deafblind and Hard of Hearing and improve access to Sign Video within hospitals using computers and phones accessing the Trust Wi-Fi.	Regular communications issued regarding sign language interpreting options and booking arrangements. Trusts to issue British Deaf Association (BDA) videos to help raise staff awareness of the barriers d/Deaf community face when accessing our services and to improve experiences. Deaf Awareness posters highlighted and reissued. Equality Lead reps attended SPPG meeting (Dec 24) with Trust IT reps, Sign Language provider to discuss issues and concerns.	Regional consistency and equity of access to communication support for people who are Deaf/deaf or have hearing loss. Improved access to communication support for people who are Deaf/deaf or Hard of Hearing. Increased awareness of HSC staff of need to provide communication support. Reduction in complaints about lack of communication support available/provided.	British Deaf Association (BDA) videos available on Trust Intranet Action on-going through the lifetime of the plan

	We will scope the availability of Changing Places and new facilities will be added in accordance with legislation.	Trust Equality lead has liaised with Estates/Strategic Capital Development teams	Improved access to HSC services for disabled people	Scoping of all facilities not completed.
	We will co-produce guidance for staff on how to effectively engage with disabled people in decision making processes. These guidelines will provide practical information to support staff to address the barriers to meaningfully involvement	Guidance co-produced with disabled people in a task and finish group and approved by Disability Committee. To be promoted internally across the Trust. <i>Image 42: Resource to support staff to involve d/Deaf and disabled people in decision making</i> 	Health and social care decision makers have access to good quality co-produced information and resources to improve participation of disabled people in decision making. Improved participation of disabled people in health and social care decisions.	Action on-going through the lifetime of the plan
	We will co-produce and hold a masterclass in each Trust area for health and social care decision makers to develop a deeper understanding of how better participation with disabled people is central to the implementation of	Task & Finish group established to co-produce a masterclass. Content suggestions included: • Understanding the lived experience (personal stories) from disabled people when	Effective participation and influence of disabled people and representative organisations	Action on-going through the lifetime of the plan Action on-going through the lifetime of the plan

PART B

	our Disability Action Plan.	accessing health and social care • Practical guidance and considerations for providing health and social care • Practical tips to encourage participation from disabled people • Guidance, education and understanding the impact of terminology • Information and guidance about the social model of disability • Legislative context (sharing information about disability legislation in Northern Ireland)		
	We will review our Staff Disability Equality Policy in line with best practice to ensure it remains fit for purpose and relevant	Review in progress	Update policy to ensure appropriate and effective	Currently under review and due to be consulted with Trade Union colleagues Action on-going through the lifetime of the plan
	We will engage with disabled staff to ensure they have a voice and influence the support we provide.	This will be progressed at a regional level and local implementation		Action on-going through the lifetime of the plan
	We will work in collaboration with relevant stakeholders to review our employability schemes and		Improved opportunities and availability of our employability and placement schemes	Action on-going through the lifetime of the plan

PART B

	placement schemes to enhance employment opportunities			
	We will work to reduce barriers to recruitment in health and social care for disabled people	Neurodiversity Guide Promotion of requirement to provide reasonable adjustments	Barriers to recruitment in health and social care identified in partnership with disabled people and representative organisations. Development of actions, in line with the legislative provisions and supported by equality data, to improve access to employment for disabled people.	Action on-going through the lifetime of the plan
	We will provide an alternative way for disabled applicants to apply for HSC jobs until the current HSC jobs website is replaced by the new system	A Guide has been produced regionally re accessibility for the HSCRecruit website. Applications are accepted in alternative formats. C&V groups and applicants can liaise with HR staff. Reasonable adjustments in place.	Alternative Method for disabled applicants to apply for HSC jobs available. Better communication with disabled applicants who require adjustments or support with their application	Action on-going through the lifetime of the plan
	We will work towards Disability Positive Accreditation for all Trusts.	BHSCT: Disability Positive Accreditation achieved	Increased awareness among disabled people of HSC jobs available.	Action on-going through the lifetime of the plan
	We will continue to work with ENCOMPASS to	We continue to work with encompass and	Improved communication and access to	Action on-going through the lifetime of the plan

PART B

	ensure that the communication support needs of service users are captured	monitor service user feedback.	services	
	We will support the involvement of disabled people and representative organisations in the roll out of ENCOMPASS	Engagement process with disabled people in the roll out of Encompass.	Increased awareness of accessibility challenges with encompass and improved influence over decisions	Action on-going through the lifetime of the plan

4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
1	We will review and update our Disability Toolkit	The Disability Toolkit is not due to be reviewed until 2025/26

5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

- Ongoing engagement and forums with disabled people and carers

(b) Quantitative

- n/a

6. As a result of monitoring progress against actions has your organisation either:

- made any **revisions** to your plan during the reporting period or
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?
- The Trust may review Oliver McGowan training to ensure it reflects NI HSC.

7. Do you intend to make any further **revisions to your plan** in light of your organisation's annual review of the plan? If so, please outline proposed changes?

- No not at this point

PART B

i **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

ii **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

iii **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

iv **Regional**: Situations where people can influence policy decision making at a middle impact level

v **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.