



Healthy Relations for a Healthy Future 2

A Good Relations Strategy 2017 – 2022: Promoting Good Relations amongst people of different religions, beliefs, racial groups and political opinions



"I think having good relations with others is vital to being able to work therapeutically and collaboratively with patients and also for the effective functioning teams, services and the system as a whole" (Staff)

"Good relations is said to exist where there is a high level of dignity, respect and mutual understanding and an absence of prejudice, hatred, hostility or harassment" (Equality Commission NI)

Introduction

This is a summary of the Belfast Health and Social Care Trust's second Good Relations Strategy 'Healthy Relations for a Healthy Future 2'. This strategy covers the period 2017 – 2022

and demonstrates our ongoing commitment to continue the work outlined in our previous strategy to promoting Good Relations amongst people of different religions, beliefs, racial groups and political opinions and to challenging sectarianism and racism.

"Belfast Trust is openly committed to promoting Good Relations amongst people of different religions, beliefs, racial groups and political opinions and challenging sectarianism and racism. One of the Trust's corporate values is to uphold and promote respect and diversity and as an employer to more than 20,000 people and serving a population of some 340,000, it is important that we build upon the programme of work undertaken in Healthy Relations for a Healthy Future 1 (the Trust's Good Relations Strategy 2012-2016). We are now developing Healthy Relations for a Healthy Future 2 Strategy to consolidate existing good practice and to progress new initiatives, so that accessible services are provided in shared spaces in an environment where everyone is valued, respected and treated with dignity and feel safe and comfortable accessing all Trust services irrespective of race, religion, belief or political opinion".

Martin Dillion, Belfast HSCT Chief Executive

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This strategy is designed to meet the needs of service users and staff that represent a multicultural, multi-faith society and one, which still faces challenges in terms of the legacy of division. It is an important enabler of the Trust goals to drive quality and safety and to reduce barriers to services.

The contents of this strategy has been co designed and informed by feedback from a 12 week public consultation, an independent evaluation of the Trust's first Good Relations Strategy in 2012 – 'Healthy Relations for a Healthy Future' and a staff/service user survey to ensure it is meaningful and relevant to all stakeholders.

The Trust has seen an increase in diversity within the Trust staff, for example, as of January 2016, 4% belonging to the BME (black/minority ethnic) background.

Between and to 1 April 2016 - 31 March 2017 there were

31,850

requests from the Trust for face to face interpreting in 30 different languages as well as 4,802 telephone interpreting sessions.

Top languages for interpreting: Polish, Lithuanian, Romanian, Portuguese, Arabic, Slovak, Tetum, Chinese – Mandarin, Hungarian and Bulgarian.

Census statistics in 2011 showed that in Belfast:

- 41% of the population identified as Roman Catholic
- 42% Protestant, Church of Ireland, Methodist or Other Christian
- 17% Buddhist, Hindu, Muslim, Jewish, Sikh, Other or None



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How our Corporate Objectives complement and enable a Good Relations Strategy

Trust values

The promotion of good relations specifically contributes to our overall purpose to improve health and wellbeing and to reduce health inequalities.



respect & dignity



openness & trust



leading edge



learning & development



accountability

A Culture of Safety and Excellence

We will foster an open and learning culture, and put in place robust systems to provide assurance to our users and the public regarding the safety and quality of services. The Good Relations Strategy supports safety by ensuring all Trust facilities and locations are safe and welcoming for staff and users, providing an environment that enhances service delivery and that delivers highest standards of care.

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Continuous Improvement

The Strategy will contribute to the Trust being leading edge in innovation at all levels in the organisation in terms of promoting good relations. We will utilise existing policies and initiatives that foster good relations and will develop new ones that reflect and meet the needs of service delivery, staff and service users in a new era of political, social and economic stability. It will embrace modernisation to mainstream good relations within the Trust.

Partnerships

Promoting good relations will build on and develop partnerships with staff, users, Trade Unions, Section 75 organisations and communities to ensure full utilisation and access to all Trust facilities. It will contribute to improved communication with partners to develop good relations and improve health and wellbeing and reduce inequalities.

Our People

The Strategy will assist the development of a culturally competent work force that is trained and skilled in embracing good relations and where sectarianism and racism are not tolerated. The Trust will continue to show leadership in promoting good relations for all staff through the implementation and evaluation of this Strategy, associated Policies and through the provision of a programme of training and awareness raising. Progress will be reviewed to ensure the aims of the Strategy are upheld.

Resources

Belfast Trust will work to optimise the resources available to us to achieve shared goals to ensure all our facilities have a welcoming environment for staff and service users. Resources will be used to facilitate staff training, develop partnerships, policies, programmes and initiatives that will contribute to the mainstreaming of good relations and the creation of an organisational culture that acknowledges and challenges racism and sectarianism.

How we developed our new strategy

As with our previous strategy, we were determined that Healthy Relations for a Healthy Future 2 would be meaningful and reflects the needs of both staff and service users alike, we therefore, conducted an evaluation of the previous Good Relations Strategy. The evaluation provided the opportunity for the Trust to evaluate and assess the impact of the previous strategy by asking the public and staff to tell us what worked and what did not work and what they felt should be included in the new Good Relations Strategy.

The Trust also engaged in a pre-consultation event with community and voluntary organisations, Trust staff and Trade Unions. A variety of mediums were used to maximise participation including face-to-face interviews with set questions with staff and service users. Interviews were also conducted with a wide range of individuals and groups including service

users, staff, Trade Unions, community/voluntary and statutory organisations and Section 75 representative groups.

There was an online staff survey conducted, however, feedback from the 4264 (19%) Trust staff that responded to the National HSCNI (2015) survey was also used where relevant.

Views were also sought on good relations from 81 representatives who attended a broader regional engagement on equality and disability in January 2017.

In terms of the strategy, the Trust has been mindful of other key drivers and strategic development in terms of the Executive Office's promotion of Good Relations in the Together Building a United Community (TBUC) and the Belfast City Council's first Community Strategy Plan (The Belfast Agenda) to which people overwhelmingly responded saying they wanted "Belfast to continue to be a culturally rich and diverse city that is compassionate safe and welcoming to all."

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Staff

- Face-to-face interviews
- Survey Monkey online
- HSC National Survey

Strategic Group

- Face-to-face interviews
- Workshop

Service Users

- Face-to-face interviews

Section 75 Groups

- S75 Inequalities Action Plan and Disability Action Plan Workshop

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Evaluation Process

The main areas that the Trust sought views on were:

What worked with the previous strategy?

What didn't work with previous strategy?

Which category in terms of race, religion and political opinion do you think has benefited?

What difference do you think good relations makes?

What national and regional issues should be considered?

What new initiatives should be considered?

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Trust Audit Key Findings

Successes of 2012 - 2016 Action Plan

Partnerships working internally and externally with a range of individuals and organisations during the development and implementation of the Good Relations Strategy and Action Plan

98% service users and 95% staff felt comfortable accessing all Trust locations

Bi-annual Good Relations Bulletin

Range of multi-lingual information pamphlets and e-library

Trust initiatives to bring a range of diverse individuals and groups together embracing cultural diversity, mutual understanding and shared spaces within a safe and welcoming atmosphere

Trust initiatives that promoted good relations by reducing health inequalities of Black Minority Ethnic groups, migrant workers, asylum seekers and refugees

99% of service users said they were treated well irrespective of race, religion or political opinion

Staff Equality and Diversity Plan

57% of service users were aware of Trust Good Relations Strategy

Trust mandatory Equality Relations and Human Rights training

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Service users and public – what you told us . . .

98% of service users felt welcome/comfortable using BHSCT premises

Priorities should focus on the fractious relationships between the two communities

Good communication/engagement with service users and staff

Mandatory staff training to address prejudices and attitudes

Religion and Political opinion continue to be poor relations

Given the global political situation in terms of protectionism, the US and Brexit, it is vital that the Trust lead by example in promoting diversity and challenging racism

Ensure community based and grass roots engagement

More advertising Trust work on good relations using media and social media to engage with service users

99% felt they were treated well by Trust staff irrespective of their nationality/race/ethnicity, political opinion and religion

Bring communities into Trust facilities and develop more partnership working regarding, different religions, political groups and BME groups

Ensure access to HSC for all Black and Minority Ethnic families

Phrase 'Good Relations' needs to be changed

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Staff – what you told us . . .

84% of staff felt their nationality/race/ethnicity was not affected by how they are treated as an employee

92% of staff said they had not experienced discrimination from colleagues (HSCNI Survey)

Zero tolerance for racist, religious or political intolerance

97% of staff would feel comfortable working with someone from a different background

Hopefully for staff members who are made to feel uncomfortable in the work place would now feel they have someone they can turn to.

More harmonious working environment, increased productivity & happy staff

Need for support from other Directorates to expand and become more inclusive in developing the good relations strategy

96% of staff did not experience discrimination from service users (HSCNI)

More training, especially for managers. Managers must lead by example

Good relations means there is a better understanding amongst staff of others views. The same applies to relationships between staff and patients.

95% of staff felt comfortable working in BHSCT premises

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Key actions we will take . . .

Ensure cohesion and consistency with National, Regional and Council Strategies eg. Together Building a United community, Programme for Government, Race Equality Strategy and Belfast City Council's Belfast Agenda and good relations Action Plan and the Peace IV Programme.

What we will do	When we will do it
<ul style="list-style-type: none"> • Build on involvement in strategic partnership groups, which promote good relations and reduce health inequalities • Continued Trust involvement in BCC Partnership Board to deliver Belfast Agenda's Community Planning strategy • Review our harmonious working environment advice in light of any new findings and recommendations from the work conducted by the Commission on Flags, Identity, Culture and Tradition 	<p>Ongoing</p> <p>Ongoing</p> <p>Findings and recommendations published in September 2017</p>

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Develop initiatives for staff to foster respect, mutual understanding, cultural awareness and improved access to services.

What we will do	When we will do it
<ul style="list-style-type: none"> • Work in partnership with Trade Unions to ensure involvement of all staff in good relations • Develop interactive training that addresses migrant awareness, cultural diversity, faith/belief issues, attitudes, prejudices and good relations. We will develop cultural competency training which will highlight the importance of accessible information and communication and responsive service provision • Proactively and publicly promote the inherent benefits of international recruitment and migrant workers 	<p>Ongoing</p> <p>Develop in Year 1 and ongoing thereafter</p> <p>Ongoing - and particularly during Community Relations and Cultural Awareness Week in September each year over lifespan of strategy</p>

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Key actions we will take . . .

Promoting Diversity and Good Relations for staff.

What we will do	When we will do it
<ul style="list-style-type: none"> • Ensure staff/mangers attend Mandatory Equality, Good Relation and Human Rights training 	Ongoing
<ul style="list-style-type: none"> • Implement the Trust's Affirmative Action Agreement designed to encourage the fair participation of Protestants and Roman Catholics in the workplace: <ul style="list-style-type: none"> - Review the Affirmative Action Agreement following submission of the Trust's third Article 55 Review 2017 - Work in partnership with internal and external stakeholders to further extend outreach programmes 	Ongoing
<ul style="list-style-type: none"> • Further promote staff equality monitoring across the organisation: <ul style="list-style-type: none"> - Improve levels of disclosure particularly in relation to nationality 	Ongoing
<ul style="list-style-type: none"> • Continue to provide a Bullying and Harassment Support Service for staff 	Ongoing
<ul style="list-style-type: none"> • Work with the good relations strategic group to promote services Trust wide 	Ongoing

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Development of Initiatives for staff and service users which promote respect, dignity, mutual understanding, embrace diversity and ensure Trust facilities are shared spaces and accessible to everyone.

What we will do	When we will do it
<ul style="list-style-type: none"> • Hold events for staff and service users, which recognise diversity and encourage interactive activities: Cafe conversations, family fun days, lunchtime events/ multi-faith/ multi-cultural training/ food tasting/ themed meals in restaurants/ music/ dance/ cultural stands/ story telling 	Ongoing throughout life of strategy (2017 – 2022)
<ul style="list-style-type: none"> • Explore projects to celebrate diversity in our identities including British/ Irish/ Protestant/ Catholic 	Ongoing throughout life of strategy (2017 – 2022)
<ul style="list-style-type: none"> • Offer visits in Trust Health and Wellbeing Centres organised in partnership with local community groups, Northern Ireland Council for Refugee and Asylum Seekers, and other Black and Minority Ethnic Groups to facilitate cross community interaction to improve shared spaces and address potential chill factors 	Ongoing throughout life of strategy (2017 – 2022)
<ul style="list-style-type: none"> • Develop and distribute Welcome Pack for Wellbeing and Treatment Centres 	Year 1
<ul style="list-style-type: none"> • Implement ethnic monitoring for service users, provide training to ensure that our staff feel comfortable, and equipped to ask for the information and the reasons why 	2018
<ul style="list-style-type: none"> • Exhibitions in Trust facilities to promote our Good Relations initiatives 	Ongoing throughout life of strategy (2017 – 2022)

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