

Healthy Relations for a Healthy Future 3: Good Relations Bulletin



Volume 18 – October 2023

Welcome to the 18th edition of the Good Relations Bulletin. We are always pleased to showcase the work Belfast Trust is doing with regards to Good Relations. As an employer and a service provider we strive to be welcoming, inclusive and accessible to everyone regardless of their race, religious belief and political opinion.

Good Relations Week took place in September and what a week it was! We were delighted to celebrate Good Relations and support this year's message which was 'Together.....' Our take on this was 'Better Together' and is very much aligned to our 'Being Belfast' vision, where every staff member is a leader; who respects diversity and promotes good relations, when delivering safe, effective and compassionate HSC services and in the workplace.

With this in mind, we hosted an event to launch Good Relations Week, in partnership with The Executive Office (TEO) and the Community Relations Council, showcasing ongoing Good Relations work – see page four for much more.

Our Planning and Equality Team has been busy getting to work on the actions of our 3rd generation Good Relations Strategy, including work to become a Trust of Sanctuary – the first Trust in Northern Ireland to achieve this!

This edition also highlights Black History Month, the outcomes of the BSO Interpreting Service Customer Survey 2023 and the findings of the Inequalities Experienced by Black, Asian, Minority Ethnic and Traveller people residing in Belfast Summary Report.

We have also included articles on the new translated animation on Technology and Domestic Abuse by the Domestic and Sexual Violence Partnership, the Children and Young People's Strategic Partnership (CYPSP) Translation Hub and up and coming multi-faith training.

I hope you enjoy reading our 18th Good Relations Bulletin!



Alastair Campbell
Director of Planning, Performance and Informatics



Being Belfast - Staff Conference 2023

We held our staff conference at the Spires Conference Centre on 6th September 2023. It was an opportunity for staff to get together and hear from our Chief Executive, Dr Cathy Jack, and guest speakers Dr Stephen Trzeciak and Peter McBride. The day was facilitated by the fantastic David Meade.

We launched the conference with a new video which highlights the amazing work our staff do every day and showcases some of the characteristics you told us make being part of Belfast Trust so special. One of the characteristics was 'inclusive' and this is what Good Relations is all about – promoting inclusion for our service users and staff. This, and so much more is Being Belfast. Click [here](#) to see the video.

Good Relations Week ran from 18th – 23rd September and our themed message for this year was 'Better Together'. Better Together is very much aligned to our 'Being Belfast' vision. We believe our staff are leaders and that we work better together. Every day our staff work together to deliver safe, effective and compassionate HSC services which respect diversity and promote good relations.

We are fully committed to our Section 75 equality duties to promote equality of opportunity and to promote good relations amongst people of different racial groups, religious belief and political opinion both in terms of being an employer and when delivering services.

Here are some snaps of our staff at the conference in our 'Better Together' Good Relations Week 2023 Selfie Frame.





Good Relations Week 2023: Better Together: #GRW2023



Good Relations is about treating everyone with respect and dignity regardless of their religion, race, ethnicity and political opinion. It is about celebrating our diverse workforce, service users, carers and patients, promoting inclusion and ensuring all of our facilities are shared spaces and welcoming to everyone. Everyone has a role to play!

We were delighted to celebrate Good Relations Week again this year and support this year's message which was 'Together.....' Our take on this was 'Better Together.' This year we hosted a fabulous event in partnership with the Community Relations Council and The Executive Office in Girdwood Community Hub on Monday 18th September to launch Good Relations week.

Orla Barron, our Corporate Planning and Equality Lead opened the event, followed by speakers Chris Gardner CEO, Martin McDonald, Chair Community Relations Council, Kate Nicholl MLA, Jane Ferguson, NINES, Action Mental Health, Louise Mac Donald, Lead





Nurse for Safer Staffing, Sister Teresita Givero and Prof Martin Bradley, Non Executive Director Belfast Trust. Every speaker highlighted how we work better when we come together and this in turn impacts positively on our services users, staff and communities.

There was also a children's choir from Fane Street School, Chinese dancers, our staff gallery which celebrates the diversity of our staff and a very powerful video shared of Dr Jeganathan talking about Good Relations – click [here](#) to watch the video.

Click [here](#) to listen to Orla Barron, our Corporate Planning and Equality Lead talking about the event and Good Relations Week.



We also created a video which highlights how we have celebrated this important week in the past – click [here](#).





As part of our Good Relations Week 2023 celebrations, we were delighted to announce that we hope to become a 'Trust of Sanctuary' – the first Health Trust in Northern Ireland to do so!

We hope to join Belfast City Council and a number of schools, including Fane Street School and Malone Integrated School, who have become sanctuaries in their own sectors. Sanctuary Awards recognise and celebrate the organisations who go above and beyond to welcome people seeking sanctuary.

Our application is a key action from our current 5 year Good Relations Strategy ([link](#)) and fits well with our commitment to welcoming newcomers. We will continue to ensure our facilities are shared spaces where differences are respected.

By applying to become a Trust of Sanctuary, we are demonstrating that we will continue to promote Good Relations between people of different races, religion and political opinion.

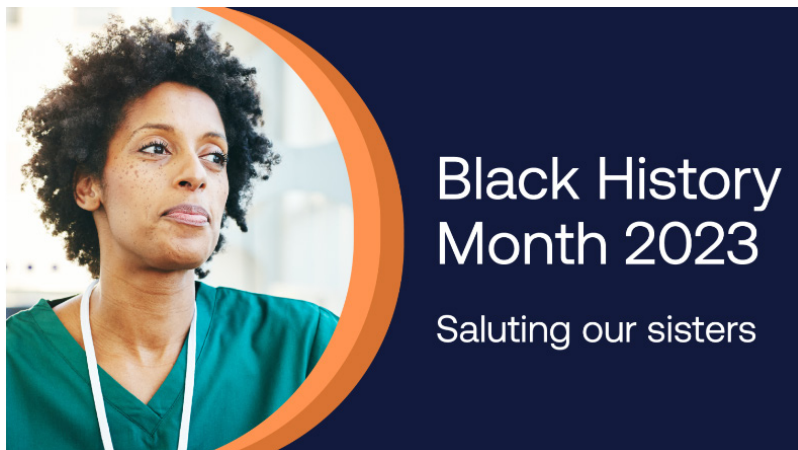
'City of Sanctuary UK' grow 'networks of welcome' for asylum seekers and refugees. They work with individuals, groups and organisations in every area and in every sector to encourage inclusivity, solidarity and compassion for people from a forced displacement background. City of Sanctuary provide support from community groups to schools and universities, local councils to libraries and theatres.

Click [here](#) if you'd like to know more about City of Sanctuary UK

If you wish to discuss our sanctuary application, please contact: caroline.mcmenamin@belfasttrust.hscni.net



Black History Month 2023



This year, Black History Month is dedicated to honouring the achievements of black women, who are often forgotten. The theme of '**Saluting our Sisters**' highlights the crucial role that black women have played in shaping history, inspiring change, and building communities. Across the NHS events are taking place to showcase and celebrate the

work of pioneering black women in health care.

Black History Month is intended to recognise the contribution and achievements of Black people. It is also an opportunity for people to learn more about the effects of racism and how to challenge negative stereotypes. Black people have been a fundamental part of history for centuries. However, their value and contribution to society is often overlooked. Black History Month is intended to recognise the contribution and achievements of Black people. There is an acknowledgement that Black History should be recognised, learnt and reflected on throughout the year and not confined to one month.

Belfast Trust Ethnic Minority Staff Network shared some great advice last year:

"We all have a voice that counts - let's be proud of uniting our voices, in pursuit of our shared goal of making our health services a vehicle for ensuring equity for all. Addressing discrimination and disparity is essential. Unfortunately, discrimination leads to talent being wasted and poor staff experience leads to poorer outcomes for patients and communities. So it is vital tackling this issue is at the forefront of all that we do."

NHS Employers had a packed calendar of events and shared some great information throughout October [link](#).

The Ethnic Minority Staff Network will be supporting the Trust in recognising the contribution and achievements of Black people. They welcome new members to join and get involved, so get in touch – AskEMNetwork@belfasttrust.hscni.net

Trade Union colleagues endorse Good Relations Week 2023

Our Trade Union colleagues were proud once again to promote Good Relations Week this year. Endorsing the week, they noted that equality is at the heart of what we all do in health and social care and that many of our core functions are intrinsically linked to addressing inequalities and to ensuring equity of access to health and social care for everyone.

Applauding this year's Good Relations events for embodying the spirit of togetherness, Trade Unions asked all staff to continue to celebrate the remarkable peace-building and cultural diversity efforts undertaken to tackle sectarianism, racism, and inequality across the region and within Belfast Trust.

Our Trade Union colleagues noted that they wish to deliver a positive message that 'Together' we can make a difference to break down barriers and build more inclusive communities. They also stated that they would encourage every BHSCT colleague to get involved in Good Relations and champion collaboration across our Trust.

Finally, colleagues from our Trade Unions took the opportunity to remind everyone to take note of our colleagues of the Harmonious Working Environment Statement/Joint Declaration of Protection that has been agreed between BHSCT and the Trade Unions and Staff Organisations representing employees of the Trust. The statement recognises the moral and legal obligations placed on employers and Trade Unions by Northern Ireland employment equality legislation and aims to provide a good and harmonious work environment, which respects the dignity of employees in the workplace and provides an environment where individuals feel comfortable to work and where they do not feel threatened, intimidated, offended or unwelcome.





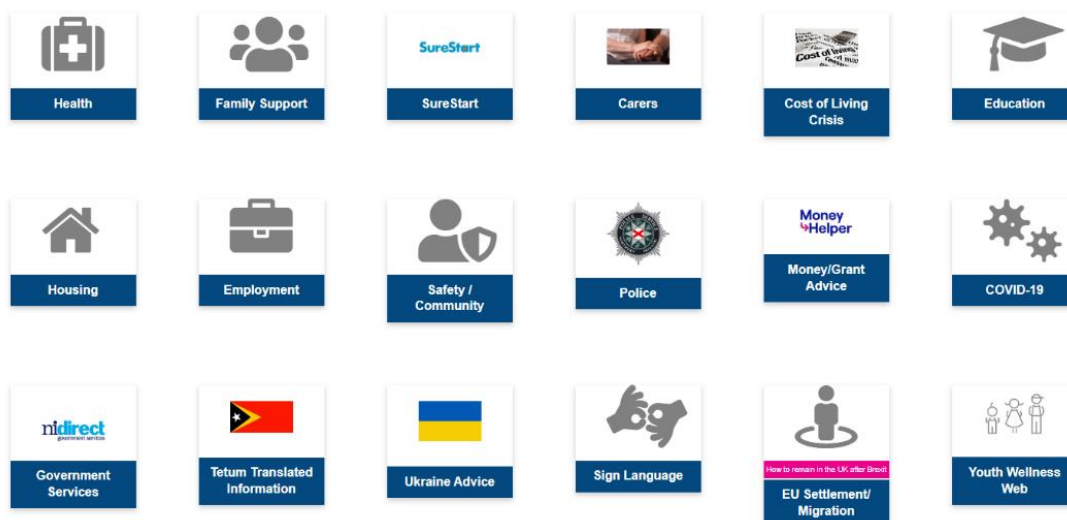
English



The CYPSP Translation Hub provides you with important information on Health, Education, Housing, Employment, Government Services, Cost of living, Contacts for support and much more.....



www.cypsp.hscni.net/translation-hub



NI Regional HSC Interpreting Service Customer Survey 2023

In April and May 2023 the NI HSC Interpreting Service completed a Customer Survey. This was in an effort to improve the quality of services offered by BSO, HSC Staff and Practitioners. 245 questionnaires were completed in total. The service was delighted with the feedback as it was largely very positive:

Over 93% of HSC Staff were very satisfied or satisfied with the time taken to respond to their queries

Over 97% of HSC Staff rated the clarity and effectiveness of our information and correspondence as very good or good

Over 96% of HSC Staff were very satisfied or satisfied with the quality of advice provided by the Interpreting Service booking team

Over 78% of HSC Staff were either very satisfied or satisfied with the time taken to get through to our staff by telephone

Over 96% of HSC Staff were very satisfied or satisfied with the customer service provided by the Interpreting Service booking team

Over 97% of HSC Staff were either very satisfied or satisfied with the courtesy of our Staff

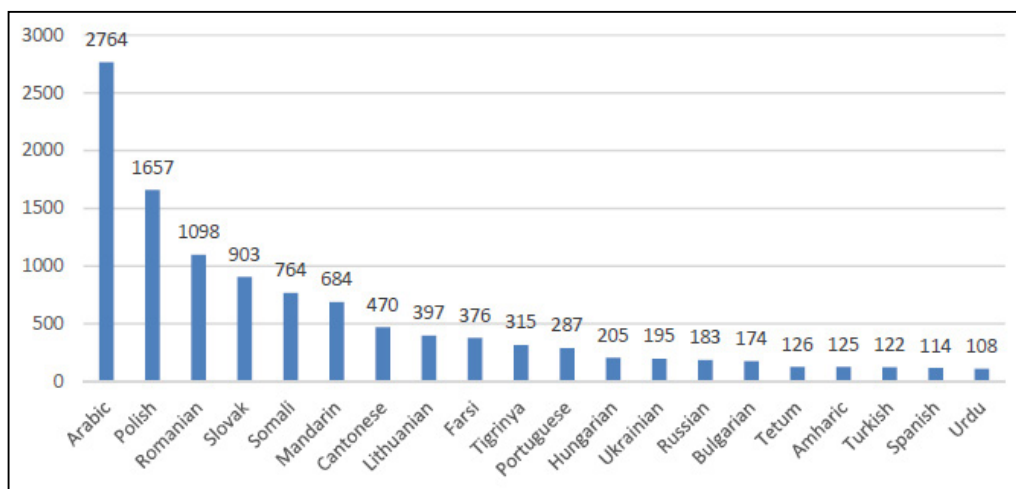
Over 97% of HSC Staff rated the Interpreting Service Online Booking system as excellent or good

The NI Health and Social Care Interpreting Service . . .

provides an effective service	97% either “strongly agreed” or “agreed” with this statement
is approachable	95% either “strongly agreed” or “agreed” with this statement
is consistent and dependable	96% either “strongly agreed” or “agreed” with this statement
is courteous	96% either “strongly agreed” or “agreed” with this statement
provides prompt confirmation of bookings	97% either “strongly agreed” or “agreed” with this statement

If you are thinking of translating any written materials into another language you might want to know which language is most in demand! From 1 April 2023 to 30 June 2023 the **Top 10 Languages** in Belfast Trust were:

- | | |
|------------|--------------|
| 1 Arabic | 6 Mandarin |
| 2 Polish | 7 Cantonese |
| 3 Romanian | 8 Lithuanian |
| 4 Slovak | 9 Farsi |
| 5 Somali | 10 Tigrinya |



Belfast HSC Trust Top 20 Languages 1 April 2023 to 30 June 2023

With the Maternity Hospital, Outpatients Services and Appointments Office using the most interpreters in Belfast Trust.

Technology and Domestic Abuse - translated animation

In June this year, the South Eastern Domestic and Sexual Violence Partnership, the Safeguarding Board for Northern Ireland, North Down and Ards Women's Aid, and Neep Pictures produced an animation aimed at young people and adults called 'Technology and Domestic Abuse'.

The animation was co-produced with young people who have lived experience of domestic abuse. This is the second in an animated series on domestic abuse. The first animation, "Coercive Control – Where is the Line?" is available in English, Arabic, Bulgarian and British Sign Language. These can be accessed [here](#) on YouTube.

The new animation recognises that the online world can be a force for good, but for people in controlling and abusive relationships, technology and devices can bring a pattern of constant communication and surveillance over their lives, making it feel like every aspect of their world is controlled and monitored. This is abusive and controlling behaviour. This is an important education tool to help raise awareness about what is healthy behaviour, harmful behaviour and where to get help if the line has been crossed. It covers four key components and the script is included on the following page. The animation has now been translated into other commonly used languages - [Arabic](#), [Polish](#) and [Romanian](#).



Technology and Domestic Abuse animation Romanian Version with subtitles



BritishRedCross

Asylum Advice Belfast

Arabic

إذا كنت طالب لجوء و تسكن في بلفاست و تحتاج الي
نصائح و دعم، تواصل معنا عبر الطرق الاتية
هاتف: 02890735399
واتساب: 07714136216

Tigrinya

ኣብ በልፋስት ትቕመጥ ሓታቲ ዑቕባ ከይንካ
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07716090994 ኒኸሱና።

Farsi

اگر پناهجوی ساکن بلفاست هستید و نیاز به مشاوره یا
پشتیبانی دارید، لطفاً با 02890735399 یا واتساب
07840720189 تماس بگیرید.

Somali

Haddii aad tahay qof magangalya doon
ah oo kunool Magaalada Belfast, ood
ubaahantahay latalin ama caawin fadlan
kala laxariir nambarkan 02890735399
shaqaalaha hayada ee dadka lataliyo
ama nambarkan WhatsApp ka kawac
07840720194.

Advice & Support for Asylum Seekers living in Belfast.
Multi – lingual team & Interpreting provided.

Monday - Friday 10am - 4pm



02890735399



07714136216



asylumadvicebelfast@redcross.org.uk



Send us an E-mail

The British Red Cross Society, incorporated by Royal Charter 1908,
is a charity registered in England and Wales (220949), Scotland (SC037738),
Isle of Man (0752) and Jersey (430).
Photo: O Peter Flude/British Red Cross.



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**The power
of kindness**

Inequalities experienced by Black, Asian, Minority Ethnic and Traveller people residing in Belfast

Research was commissioned by Belfast City Council in partnership with Belfast Health and Social Care Trust and the Public Health Agency Northern Ireland. The summary report launched at the end of 2022 focused on housing, education, employment, health and wellbeing, community safety, civic and political participation. It focused, in particular, on inequalities experienced by Black, Asian, Minority Ethnic and Traveller people residing in Belfast in 2022 and was carried out by a team of researchers who interviewed more than 100 Belfast residents from a minority ethnic or migrant background.

Unfortunately many of those who took part in the study said they continued to face racism, isolation and poverty, with this affecting how they participate in civic, political, social and economic life. The report highlighted the need for Belfast as a city to do better. Belfast Trust has a role to play in this and the report reinforces the need for collaborative working, the ongoing need for our Good relations work and actions within our strategy

- Migrants (including asylum seekers and refugees) are particularly impacted by language barriers that arise during triage and consultations. Interpreting services are generally good, although a quarter of those needing an interpreter at the GP or hospital were not able to access them
- Telephone-based interpreting services have caused considerable concern amongst migrant users
- Hospital care, apart from waiting times, is rated highly
- Ongoing access problems with GP surgeries have driven some people to use A&E services at hospitals to address their significant concerns about aggravated health issues. These include mental health crises as well as cardiac and mobility-related issues.
- There is some need for specialist knowledge on conditions particularly affecting minority ethnic people
- Most participants were registered with a dentist and are broadly satisfied with services
- Pharmacy services far outperform all other areas of healthcare provision for migrant users, in relation to access, language and outreach. There are well-established relationships of trust with pharmacists and these potentially offer a focal point for any new or expanded supports
- Access to mental health support is particularly important for refugees, who have been exposed to trauma during transit to Northern Ireland as well as during conflict and war.

Next steps for Health and Wellbeing:

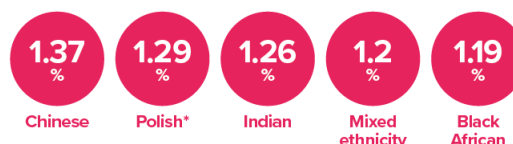
- Public Health Agency to explore opportunities for promoting inclusion of people from ethnic minorities, including those from the Traveller community in PHA commissioned Health Improvement services
- Belfast Health and Social Care Trust to explore pathways to employment for asylum seekers with skills and experience from the shortage occupation list
- Undertake scoping review for a regional refugee and migrant-specific health service to support entry to mainstream services
- Provide training for all frontline staff, including GP practices, on cultural competence and access to interpreting
- Investigate the specific barriers to mental health support access for migrants and minority ethnic residents, including access to culturally appropriate counselling, trauma-responsive supports and other services.

You can read the full report [here](#).



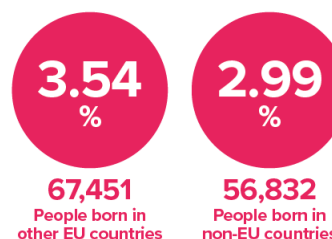
Diversity in Belfast

According to the 2021 Census, the largest ethnic group in Belfast identified as White (92.9%). Other identified ethnic groups were:



* People of Polish nationality are counted within the White ethnic group.

In Northern Ireland as a whole, minority ethnic people comprised 6.53% (124,283) of the total population.



Community Relation Council's Core Funding Scheme



The Community Relation Council's Core Funding Scheme is now open for applications.

The Core Funding Scheme provides support for organisations which are considered of strategic importance in promoting community relations work across Northern Ireland. The scheme contributes towards salary and organisational running costs.

Applications open at 1pm Monday 2 October 2023 and will close at 4pm Friday 17 November 2023.

You can find the full details [here](#).



Core Funding Scheme

Now open for applications!

Deadline: Friday 17 November 2023 at 4pm



Multi-Faith/Belief Training for Belfast Trust staff

Get involved!

Please see below for training sessions: please book early to ensure a space.

Staff Multi-faith/Belief Training:

Wed 15th Nov 2023

2.00-4.00pm

Mater Hospital - Boardroom

Representatives from:

- Chaplaincy
- Hindu faith
- Humanist/Non-religious belief
- Jewish faith.

Thurs 16th Nov 2023

10.00-12.00

BCH, Cancer Centre - Seminar Room 2

Representatives from:

- African community
- Chaplaincy
- Jehovah's Witness faith
- Muslim faith.

Aims:

- To raise staff awareness of multifaith/belief/cultural issues relating to healthcare of the living and dying
- To help equip staff to provide appropriate support to those from a variety of faiths/beliefs/cultures
- To increase staff confidence when addressing multifaith/belief/cultural issues.

**20 places available for each venue, limited spaces remain
so early booking is advisable**

Email: derek.johnston@belfasttrust.hscni.net

If you have any comments or if you require this bulletin in alternative formats or translated into another language please contact: The Equality & Planning Team on: Equality.team@belfasttrust.hscni.net