

Our aim is to be one of the safest, most effective and compassionate HSC organisations



Belfast Health and Social Care Trust Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2022-23

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Cuo Borra

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 and Equality Action Plans. This report reflects progress made between April 2022 and March 2023

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Introduction

This is the 16th Annual Progress Report prepared by Belfast Health and Social Care Trust for submission to the Equality Commission of Northern Ireland. The Trust uses the Commission's prescribed template for consistency purposes and this year the Trust has taken a pragmatic approach to the completion of the template and has decided to provide a more concise and succinct annual report, with any other further information available on request. The report illustrates how the Trust has complied with its statutory responsibilities under Section 75 of the Northern Ireland Act 1998 (Part A) and Section 49A of the Disability Discrimination Act 1995 (as amended) (DDA) (Part B).

The report also provides internal assurance to Trust Board and Executive Team members on how the Trust has fulfilled its legislative duties and regularly gone beyond compliance to achieve best practice and improve health and social care outcomes and experience for patients, service users, carers and families and our staff.

Belfast is the largest Trust in the United Kingdom and an employer of more than 20,000 staff, providing integrated health and social care to the population of Belfast, Castlereagh and across Northern Ireland through its regional service provision. The

vision for Belfast Trust is to deliver safe, effective and compassionate care through providing the **Right Care at the Right Time in the Right Place**. The Trust is committed to mainstreaming equality, good relations, human rights and disability considerations at the core of all that we do – in all our functions: service provision, employment and procurement.

Section 1 of Part A begins by highlighting **the range of corporate work to promote Equality of Opportunity and Good Relations.** As a Trust whose aim is to be one of the safest, most effective and compassionate health and social care organisations, equality and human rights remain of utmost importance and at the heart of our corporate agenda.

Section 2 is based on progress to date in regard to our Equality Action Plan (2018-2023). A full progress update on our Equality Action Plan for 2022-23 is appended (Appendix 1) for ease of reference and details both achievements on both a regional and local level.

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.

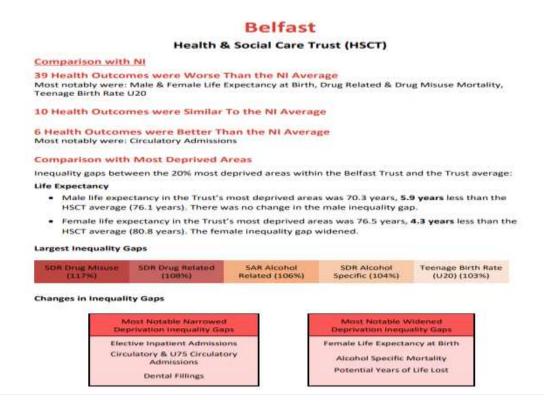
The last section (Section 3) in Part A "Looking Forward" seeks to lay out what work will be taken forward in regard to compliance with the Equality Scheme in the next reporting period.

Part B is appended (Appendix 2) and relates exclusively to compliance with our legislative duties under Section 49A of the Disability Discrimination Act 1995 (as amended) (DDA) to promote positive attitudes towards disabled people and to encourage their full participation in public life. This corresponds to our Disability Action Plan (2018-2023) and what we have achieved in our fifth and final year of this plan.

Context: Inequalities in Health and Social Care

This is the 16th annual progress report to the Equality Commission on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) prepared by the Belfast Health and Social Care Trust (the Trust). For us, as a public authority, we are committed to addressing and seeking to lessen inequalities in health and social care – both those which persist and those which are evolving. Local inequalities in Belfast when compared with regional inequalities are detailed below in figure 1 – this is an extract from the Health Inequalities Annual Report 2023. This shows that for the local population served by Belfast Trust area, there are 39 health outcomes which are worse than the Northern Ireland. The most pertinent ones being life expectancy at birth for both male (70.3 years – 5.9 less than NI average) and females (76.5- 4.3 years less than NI average), mortality from misuse of drug/drug related, and the rate of teenagers giving birth. The report highlights that the top 5 areas of deprivation inequalities within Belfast Trust are: SDR Drug Misuse (117%) SDR Drug Related (108%) SAR Alcohol Related (106%) SDR Alcohol Specific (104%) Teenage Birth Rate (U20) (103%).

Figure 1: Inequalities in Belfast, Health Inequalities Annual Report 2023



The Covid-19 pandemic further entrenched existing inequalities and emergent inequalities have also developed as a result of the restrictions, lockdown, social distancing and the impact on physical, mental and emotional health.

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

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

1 In 2022-23, 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.

1. Corporate Plan

The Trust's Corporate Management Plan details the Trust vision, values, culture, priorities and its commitment's to patients, service users and staff. The plan has been extended from a two year plan (2021-23) to a 3 year plan (2024). The Trust priorities over the 2021-24 period are to balance the ongoing needs of people and communities affected during the pandemic and address the impact on all our services, particularly elective waiting times and lists, services for children, older people and those who have mental health needs. The

Trust remains committed to meeting the needs of our population, providing the Right Care, at the Right Time and in the Right Place.

The purpose of the plan is threefold: to recognise the impact of COVID 19 and the last 18 months on our patients and staff, to map out the key priorities to address the impact on all our services and to highlight our regional role within the wider HSC system.

Figure 2: Corporate Plan



The Corporate Management Plan (2021-2024) has identified six priorities which are:

- New Model of Care for Older People We are committed to ensuring the specific needs of older people are considered in everything we do
- **Urgent and Emergency Care** We are committed to providing timely urgent and emergency care for patients
- Time Critical Surgery We recognise the impact of Covid-19 on those who are waiting for surgery
- Outpatient Modernisation We are committed to modernising our outpatient services to enable patients and service users to receive the right care in the right place at the right time
- Vulnerable Groups in our Population We are committed to improving and promoting the wellbeing of vulnerable people
- Seeking real time feedback from our patients and staff We are committed to listening to you and changing the way we work for the better.

These organisational priorities are cascaded to Directorate, Division and Service Areas, and are translated into local management plans and will then correspond to individual staff development reviews so that everyone and every level knows how their contribution will help meet the Trust overall aims and objectives.

2. Local Management Plans

In March 2023, a request was issued to all Divisions and Directorates were invited to develop local management plans for 2023-24 with a new template, based on the 6 key quality parameters. One of which is Equity thus helping to further mainstream equality considerations into management plans across the Trust.

Figure 3: Local Management Plan

Belfast Health and Social Care Trust Caring supporting Improving together LOCAL MANAGEMENT PLAN TE		2024	
QMS – Safety, Quality & Experience	Divisional Objectives (local & corporate)	Expected Outcomes	Measures
Safety e.g. Mortality data / SAIs / HCAIs / Safeguarding /			
Audit findings / Trust performance related to recognised			
service standards and specialty specific clinical indicators (with Trust data benchmarked against peer were relevant)			
Experience e.g. patient/ service user and staff experience			
scores. This includes independently assessed real time			
feedback			
Effectiveness e.g. Population Health outcomes			
Efficiency e.g. Workforce indicators (sickness and			
absence), agency spend, vacancies, financial indicators, use of estate, Length of Stay			
Timeliness e.g. Access to services including waiting lists			
across services (hospital and community), response time			
Equity e.g. Trust progress on N.I. Equality legislative			
requirements / Equality impact assessments on service			
change and development, Equity within services.			

Context to the key quality parameters is detailed in the next section.

3. Quality Management System

To ensure the Trust provides the Right Care at the Right Time and in the Right Place, the Trust measures and reports on achievements and progress against a number of key metrics within a Quality Management System (QMS).

The 6 key parameters within the QMS are:

- Safety
- Experience
- Effectiveness
- Efficiency
- Timeliness
- Equity.

The Quality Management System ensures clear and robust accountability and assurance arrangements to deliver better outcomes for patients and service users.

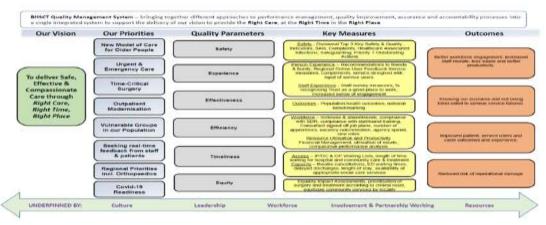
The Trust's Quality Management System (QMS) 6 key parameters:

- Enable Directors and Divisional Teams to develop and report the management information they require to enable 'sense making' of their business in a consistent, integrated framework across all Directorates
- Integrates assessments of safety, outcomes, efficiency, access, patient and staff experience under the banner of quality

- Instils confidence and provides reliable, transparent assurance to Trust Board, Commissioners, Department of Health (DOH), our partners and public on the effectiveness of our decision-making and progress to meeting regional and local priorities and targets
- Continues to satisfy the reporting requirements of the Department of Health
- Builds and increases sensitivity to operations, using the Charles Vincent Model as methodology for measuring and monitoring safety both in our daily safety huddles and in regular sense making forums.

This QMS model provides consistency of approach across the Trust, reducing variability and better streamlining of how the Trust operates.

Figure 4: QMS



4. Involvement Steering Group

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 Trust Board around the Trust's activities in relation to engagement, partnership and equality of patients, clients, service users, carers and communities. The group includes service user and carer representation and the Non-Executive Director, who is designated champion for Equality, Involvement and Carers at Trust Board. The group meets on a quarterly basis and reports from each of the participants are provided on a biannual basis.

5. Engagement/consultation on Trust's third Good Relations strategy

The Planning and Equality Team commenced work on the Trust's 3rd generation Good Relations Strategy – "Healthy Relations for a Healthy Future 3" 2023-2028. Having already developed and implemented two previous good relations strategies, the team had a wide range of experience but also recognised the importance of comprehensive engagement with key stakeholders from not only the 3 protected groups under Section 75 (II) (those of different racial groups, religious beliefs, and political opinions) but to include other relevant stakeholders. The Trust engaged with various service user groups and the community and voluntary sector – these included the Children and Adolescent Mental Health Services Impact group, Chaplaincy, members of the Traveller community, Roma Health Workers, Disability Action, All Nations Ministries, City of Sanctuary members, the Trust carers network, members of

the Ethnic Minorities Staff Network, the Equality Commission for Northern Ireland, Community Relations Council, Belfast City Council and Homeless Connect.

The Trust also ran an online engagement survey on Citizenspace. It was agreed during the engagement that a useful foundation for the strategy would be the pillars of the regionally agreed Health and Social Care good relations statement:

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

Figure 5: Good Relations Statement



The draft strategy was then issued for formal public consultation between October 2022 and January 2023, after it was presented to and approved by Executive Team and Trust Board. Attributable to the level of pre-engagement, the Trust only received 4 responses in support of the strategy and actions therein. The strategy runs from 2023 and 2028 and maps out a clear strategic direction for the Trust in regard to Good Relations. Healthy Relations for a Healthy Future 3.

Implementation and monitoring of the strategy will be undertaken by members of the Healthy Relations Steering Group, which comprises representatives from Planning and Equality, Employment Equality, Community Development, Health Improvement, Chaplaincy, Trade Unions, Ethnic Minority Steering Group, and representatives from the Community Relations Council.

6. Disability Steering Group

The Trust's Disability Steering Group continues to meet on a quarterly basis and has been in situ since 2008, with considerable success in co-design. The group is co-chaired by the Trust's Equality and Corporate Planning Lead and the Chief Executive of Disability Action and comprises representatives from across the Trust and disabled people's representative organisations and disabled people.

The purpose of the Disability Steering Group is to provide strategic leadership and direction to ensure that the Trust complies with its statutory and legislative requirements with regard to employment and service provision.

The group have been responsible for overseeing change and improvements in accessibility and experience for people with disabilities – patients, visitors and staff. Engagement with the group has been instrumental in helping to inform the five year draft HSC Trust Disability Action Plan.

7. Engagement Event facilitated by Disability Action

The Chief Executive of Disability Action in her role as co-chair of the Disability Steering Group offered to convene a regional engagement session for HSC Trust Equality Leads. This event in October 2022 allowed for the Trusts to engage further with people with disabilities and their representative organisations to further inform their 5-year draft Disability Action Plan.

The Equality Leads from Belfast and Northern Trust will also attend the newly developed Department of Health Regional Disabled People's Forum to outline the process for development of and engagement on the draft plan.

8. Equality Action Plan and Disability Action Plan

The Trust is working on the final of 5 years of its regional and local action plans in terms of both equality and disability. A full update on progress against year 5 actions are included as appendices to the aforementioned annual report. Listening and engagement events were convened to help inform the development of next 5-year action plans in regard to both equality and disability. A significant programme of work was undertaken across the 6 Health and Social Care Trusts to research and develop an audit of inequalities for people protected by the 9 Section 75 categories. The Equality Action Plan is to address inequalities experienced by people protected by the equality (S75) legislation and is largely based on actions to address inequalities identified in the audit. Whereas the Disability Action Plan proposes actions to promote positive attitudes towards people with a disability and encourage their full participation in public life. As with previous plans, the 6 HSC Trusts have worked collaboratively to ensure there is consistency of approach and sharing of best practice across the region. These draft plans have gone through Trust Board for endorsement and will be subject to public consultation for 12 weeks after the local elections. To ensure accessibility the plans have been transcribed into easyread and into British and Irish Sign Language.



9. Every Customer Counts

As a Trust committed to providing accessible care that all service users (patients/visitors and carers) can use and benefit from – where reasonable adjustments will be made to remove any physical, sensory and intellectual barriers disabled people might face when accessing our services, our care, our facilities - we signed up to the Every Customer Counts initiative. This has been developed by the Equality Commission (NI), with the aim of increasing access to services for people with a disability.



Through our Disability Steering Group, a Working Group, comprised of a range of staff and service users, was established and the Eye Outpatient Diagnostic Unit (EODU) in the Royal Victoria Hospital was selected as the location for a pilot to be carried out. An Access Audit was carried out by using a number of 'mystery patient' type exercises, undertaken by volunteers who have a disability. The participants then answered a series of questions regarding how easy or difficult it was to find EODU. This feedback proved invaluable in terms of revealing barriers to access from a patient perspective and benchmarking for future changes.

In addition to the creation of the Sighted Guide Scheme, there have been several other achievements of this group:

- The creation of a walk-through video, showing the patient journey from the main foyer to EODU
- A map with printed directions is now online
 - A dedicated EODU section on the Trust website is now live and easily found via online search engines
- A signage review has been undertaken to make improvements
- New seating has been provided along the ground floor corridor of the main RVH hospital to provide rest stops for those who require it.

Figure 5: new seating on ground floor corridor



The following feedback was provided by a patient on Care Opinion, which illustrates the value of the initiative.

"Great idea. I came across an excellent and really helpful video on-line showing how to get from the RVH main entrance up to the EODU reception.

It is a good distance and requires using 2 different elevators (if you are able to, stairs are available) and of course long corridors with lots of signposts to the various departments. So having this video will help get you to the correct area quickly and allow you to proceed straight to the reception without having to keep checking all the various signs etc. along those long corridors."

As a result of this work, other services have voiced interest in adopting the Every Customer Counts programme and the most recent adopter is the Regional Fertility Centre (RFC). Work commenced in this reporting period within the RFC. 99 confidential surveys from patients provided a flavour of some access issues to address as part of the project. Early plans include providing Disability Awareness Training to staff, looking at physical access, arranging to proactively seek information from patients in terms of reasonable adjustments in advance of appointments starting, amending the service's Patient Protocol to embed the need to make reasonable adjustments, and looking at how the service communicates with service users to ensure this is as accessible as possible. 'Mystery shops' will also be undertaken by some disabled people to provide feedback in terms of making the service more accessible, allowing the Every Customer Counts Steering group to create a list of initiatives to work through to increase access overall.



10. Sighted Guide Scheme

A Sighted Guide Service has been launched at the Royal Victoria Hospital as part of Belfast Trust's continued commitment to deliver accessible services to disabled people. The service was launched on 3rd December - International Day for Persons with Disabilities to demonstrate our commitment to meeting our equality obligations, whilst also striving for best practice, ultimately to enhance our service user, patient and visitor experiences.

The Sensory Support Team at Belfast Trust has trained more than 30 staff and 'Meet and Greet' volunteers as Sighted Guides, to assist a person who is blind or has a severe sight impairment to access their appointment.

The Sighted Guide Service is one of the outcomes of a pilot project the Trust has been involved in called 'Every Customer Counts.' This is an initiative of the Equality Commission for Northern Ireland, aimed at increasing access to services for people with a disability. The project was enhanced through the involvement of Mystery Shoppers – service users with disabilities who partook in the project and lent their own experiential advice.



11. Shopmobility

Shopmobility, based on the Royal site, continues to provide electric scooters and manual wheelchairs free of charge to any service user, patient or visitor who requires it. Signing up to become a member is simple and quick enabling a person to avail of Shopmobility services in some other hospital sites, as well as in Belfast City Centre.

- The service supports anyone with a mobility difficulty to access services independently and more freely across the large RVH site.
- Service is opened 5 days per week.

A Shopmobility staff member can meet a person at their car, or anywhere on the Royal site, and deliver their equipment to them. A steering group has been established to oversee and promote the project.

This service itself is completely free of charge and service users can hold onto the scooter or wheelchair for the duration of their appointment. This allows the service user to reach their appointment and make their way back to the foyer or their car independently. The annual contract has been reviewed and renewed. It is anticipated that the service will move from the portacabin to the main foyer of RVH to significantly increase visibility and awareness of the service. The current portacabin is no longer fit for purpose to provide a service and it will instead be used for storage. Trust staff undertook a promotional day in the foyer to improve awareness of the service and their presence generated a lot of interest.

Figure 6: Shopmobility Promotional Day





The Trust has commenced a programme of work through AccessAble (a not-for-profit organisation) to enhance accessibility across the Royal Hospital site, in the first instance. This work has been made possible through a successful bid to Charitable Funds. The programme improves wayfinding for disabled patients/service users, carers, and visitors, in relation to one of our busiest acute sites.

Detailed Access Guides will be produced for RVH site including Children's and Maternity Hospitals and these will include factual information about parking, the distance and route to the clinic, to the toilet facilities. The guides will be online and will feature facts, figures and photos and will be regularly updated. After extensive onsite review by the contractors, the guides will be quality assured by disabled people to ensure that they are fit for purpose and inclusive. It is envisaged that there will be a formal launch in summer 2023 – involving an onsite physical launch and promotion via social media / Appointment Letters / Loop / Pop Ups / Posters and other means.

13. Read & Write

In this reporting period, the Trust secured funding for a contract for 3 years for the Assistive Technology software, Read and Write. This means that the Trust has a license for Assistive Technology software for staff who have difficulties with reading and writing online.

- Supported staff are those with a disability (dyslexia, autism, anxiety, visual impairment) and/or those not proficient in English.
- Staff have also been able to produce alternative formats for service users in a more timely and efficient manner e.g., easy read and audio formatted letters.
- The license is Trust-wide.
- Access is available to all staff without the need for disclosure.
- Nominated for Digital Inclusion Award.

500+ staff have accessed the software. This underpins our commitment to provision of 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 which many staff face either because of a disability or because English is not their first language.

14. Support for staff regarding accessibility

A raft of online resources has been developed to help staff provide accessible communications and responsive services:

14.1 Read and Write online toolkit

An online toolkit has been drafted and is being peer reviewed to help staff access and optimise the benefits of the resource. Read & Write Toolkit. Subject to approval, it is planned to launch it on the staff intranet resource and across targeted groups. This will also be highlighted to raise awareness amongst colleagues in Occupational Health and Learning and Development.

14.2 Toolkit to produce Accessible Communications

An online toolkit has been drafted to help raise awareness about different means of communication to ensure accessible communication. It is currently with staff in the Health and Wellbeing prior to going to the Disability Steering Group.

14.3 How to Produce Easy Reads

A further online toolkit is being drafted in partnership with Regional Speech and Language Therapists. This will be a regional resource for staff and trainee SLTs.

14.4 Neuro-Diversity Guidance

A pagetiger toolkit on neurodiversity being co-produced with Employers Forum on Disability NI, Autism NI, ADHD NI, Tourette's Action, Autism Initiatives and HR (Human Resources) and colleagues with autism.

14.5 Awareness posters on access for people with sensory support needs

The posters below have been developed to help raise awareness on effective communication and best practice when engaging with people with sensory support needs. These posters were co-produced by people with sensory loss and 400 of each have been signed off and issued across the Trust. They are also shared by an advocate from the British Deaf Association when providing training to Trust staff complement her resources.

Figure 7: Posters to improve awareness on people with sensory support needs



The development of the poster on tips on communicating with people who are deaf or who have hearing loss was prompted by several complaints by service users and patients about issues with effective communication by Trust staff.

15. Five Year Review

In accordance with the Equality Commission for NI's guidance and as set out in <u>Schedule 9 8(3) Northern Ireland Act 1998</u>, the Trust as a designated public authority is required to conduct a five-year review of the effectiveness of its' Section 75 Equality Scheme and inform the Equality Commission of the outcome of that review.

The purpose of this review is to take learning and set direction for the coming years by critically evaluating the way the organisation has implemented Section 75 over the past five years. The key questions guiding the 5-year review is to use evidence available to:

- Examine how Section 75 duties arrangements have been applied
- Assess how effective they have been in assisting the Trust in complying with the Section 75 duties.

The review consists of a self-reflective and evidence- based programme of work to highlight challenges with implementation of the Equality Scheme over the last 5-year period and how the Trust has overcome them, and to assess if leaders within the organisation are aware of their duties and are engaged in implementation of the Scheme. It will be tabled at the Executive Team and Trust Board for approval in June 2023, which falls into the next reporting period. Subject to their endorsement of the findings of the review, a summary will be provided to the Commission of the content and learning.

16. Trust Domestic & Sexual Abuse Support Service and new Toolkit

Belfast Trust has worked in partnership with Trade Unions to offer a support service for staff who are experiencing domestic and sexual abuse and/or violence. Staff can access emotional support and practical help in confidence from a trained support officer. Uptake of the service significantly increased over Covid demonstrating the impact of the pandemic with domestic abuse being referred to as the "shadow pandemic," with the "stay at home" message regrettably not always translating into staying safe.

Given the need to work from home and to socially distance, the Trust recognised the need to develop an online toolkit to help raise awareness and signpost about the domestic and sexual violence support service, as an alternative to face to face meetings with a support officer.

This has been co-produced by Planning and Equality and Employment Equality colleagues with the Belfast Domestic and Sexual Violence Strategic Partnership being afforded the opportunity to provide feedback. The resource was showcased and well received at the Trust Joint Health and Safety Committee and the Senior Leadership Group. The Safe Leave bill has been enacted and the Trust will make provision for an entitlement to paid 10 days safe leave for victims of domestic abuse to sort measures regarding legal, housing, health and social care, benefits, and protecting family. Our Domestic and Sexual Abuse Policy and Flexible Working policies will be reviewed in light of this new entitlement.





Belfast Trust Domestic and Sexual Violence and Abuse Support Service for staff and the recently developed online resource – the Domestic and Sexual Violence and Abuse toolkit - have won first prize in the National Healthcare People Management Association (HPMA) in the category of Social Partnerships for partnership working between employers and Trade Unions. This award recognised an initiative that fully demonstrates the benefits of true partnership working between employers and Trade Unions in the provision of health and social care. The judges remarked that the support was a "truly impressive project with far reaching consequences and benefit for transforming the lives of staff."

The support service was also showcased in a national magazine Healthcare Management journal in its Spring 2023 edition.

16.1 Domestic and Sexual Abuse Support Annual Calendar

To promote the Domestic & Sexual Abuse Support Service, the Planning & Equality team produced 15,000 branded annual calendars and have distributed these widely across the organisation.

Figure 8: Annual Domestic and Sexual Abuse Support calendar



16.2 Christmas appeal

As with previous years, the Trust organised a Christmas appeal for Belfast and Lisburn Women's Aid and for the Welcome Organisation and staff showed unbelievable generosity with their contributions. The Trust collected a huge volume of toys, clothes, toiletries and vouchers and financial donations. 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 on Monday 19th December 2022. Kelly said, "A massive thank you to staff for their continued support and generosity. We greatly appreciate it and will ensure the gifts and vouchers find their way to women and children in our service" and Kieran said, "This is brilliant – thanks so much to everyone who donated so generously."

Figure 9: Christmas Appeal



17. New sign language arrangements

From 1 April 2023 a new service called Sign Language Interactions has been commissioned to provide a regional communication support for people who are Deaf, deafblind, and hard of hearing, by offering a full range of communication supports to include:



- Face to Face Sign Language Interpreting,
- Remote Sign Language Interpreting,
- Relay Interpreters,
- Interpreters for deafblind people,
- Lip speakers,
- Electronic Notetakers
- Speech to Text Reporting.

The new provider will ensure regional consistency across the Health and Social Care system in Northern Ireland.

18. Sign Language User Forum

The Belfast Trust in partnership with the British Deaf Association and the Deaf Community have created a Sign Language User Forum. The aim of the Forum is to ensure that the lived experience of the Deaf community, using Belfast Trust services, impacts change and improvement.

To date the group have met regularly to hear about different services within the Trust and understand more about involvement and engagement in Belfast Trust. The Forum has agreed to work on the following priorities

- ED communication for Deaf community in RVH
- Input to disability strategy
- Input to Access Able work within the Fertility clinic
- Assisting Care Opinion make their service accessible for Deaf sign Language User's

Figure 10: Photos of Sign Language User Forum





19. TILII Translates goes from strength to strength

TILII Translates is an easy read translation service involving an advocacy group of men and women with a learning disability. With funding from the Health Improvement team in Belfast Trust, TILII Translates translation service has expanded into making accessible films.

Through their translation service, TILII Translates have been translating information 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. The team of experts by experience found that not only is their translated information used by people with a learning disability but also is popular with people who find reading and writing difficult or do not speak English as their first language!

With support from Belfast Trust, some of the TILII Translates members were trained in film making. This involved attending Belfast Met College and studying for a Level 2 OCR accreditation or Belfast Met Certificate in Film Making. An award ceremony was held in Belfast Met Springfield Road Campus to celebrate the group's achievements.

20. Development of Celebrating and Observing events Policy

The Trust worked on a draft policy to specify how it would celebrate or mark different events throughout the calendar year. The Trust has consulted on the draft policy. The purpose of this policy is twofold:

- I. To celebrate diversity in accordance with the regional HSC values by ensuring our services and facilities provide shared, safe spaces and are considered inclusive, welcoming and accessible to everyone.
- II. To provide all staff their rights and collective responsibility to create and sustain a safe, harmonious working environment, with clear guidance on how to celebrate an event or display marks of identity in accordance with best practice and relevant employment legislation

The policy recognises that the Trust serves an increasingly diverse population and also benefit from staff from many different backgrounds and cultures. The Trust is committed to have mutual respect for different celebrations and beliefs. The policy outlines that any celebrations or observations or events will be done with decorum and in a proportionate and timely fashion.

21. Marking Human Rights Day 2022

10th December 2022 marked International Human Rights Day and next year's anniversary will be the 75th since the Universal Declaration of Human Rights was signed after the atrocities of World War 2. It professes that all human beings are born as equal and as such, outlines the indisputable rights that everyone is entitled to as a human being

-regardless of race, colour, religion, sex, language, political or other opinion, national or social origin, property, birth or other status. Belfast Health and Social Care Trust is committed to providing the highest attainable standard of physical and mental health within available resources and works to respect, protect and promote the rights of all in everything that we do.

A few key principles of human rights are:

- Fairness
- Respect
- Equality
- Dignity
- Autonomy

It is clear to see how these align with the Health & Social Care Values, and with the way in which the Trust as an organisation aspires to deliver our services and treat and value staff. Human Rights means putting the person at the centre of all that the Trust does — treating people in a fair, respectful and dignified way and ensuring that a person has a say in the care and treatment they receive. It is also about ensuring equality of access to our services. The Trust offers facilitated online Human Rights Awareness training throughout the year.

22. Marking Pride 2022

As a Health and Social Care provider and employer, the Trust is committed to ensuring that its services, facilities, and that its staff provide an inclusive and welcoming experience for everyone equally regardless of who they are or who they love. As an Employer of Choice and a Trust aiming to be one of the safest, most effective, and compassionate HSC organisations, it wants to continue to highlight the importance of and celebrate all the positives that diversity across our organisation brings to patient and staff experience. A briefing paper was provided to Executive Team on the rationale for marking the event and the proposed programme of events. This included:

22.1 Adoption of the Rainbow badge –just one way of showing that BHSCT offers open, non-judgemental and inclusive care for all who identify as LGBTQ+. This initiative originated at Evelina London Children's Hospital and aims to make a positive difference by promoting equality and inclusion across the Trust. Staff who want to wear the badge need to undertake some online training to become a champion.

22.2 Temporary rainbow corridor

Turning one of the glass corridors into a rainbow corridor in conjunction with Artscare for duration of that week. This would be done with light tones so that it would not impact on visibility or people with sensory processing issues. The beautiful illustrations were featured on the glass of the main corridor in the Royal. (see figure 11)

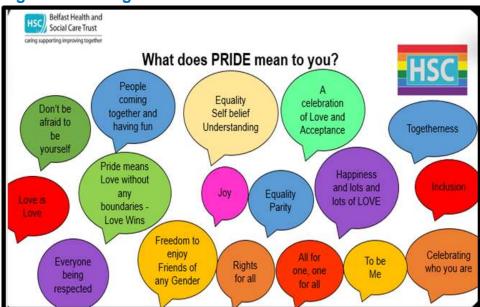
Figure 11: Pride 23 Artwork



22.3 Rainbow post boxes

Inviting comments from Belfast Trust staff on what Pride means to them via email to the pride@belfasttrust.hscni.net email address and locating rainbow post boxes inside each of the 4 acute hospitals so that patients and visitors could provide their feedback. A collage of the comments has been produced. (Please see below)

Figure 12: Collage on Pride feedback



22.4 Rainbow badge

https://youtu.be/kPXa9balmms

Belfast Trust launched an exciting new Rainbow Badge initiative for staff as part of PRIDE celebrations. Staff can receive a rainbow badge, which can be proudly worn in support of diversity, equality and inclusion relating to LGBTQ+ awareness.

The Trust offers open, non-judgemental, and inclusive care for colleagues, patients, service users and their families, who identify as LGBTQ+. The badge is an outward sign that wearers are open to listening and can signpost to resources appropriately. Staff who are interested can get involved by reading our materials, completing some self-

led learning, and pledging to be a friendly listening-ear.

22.5 Re-run of "Somewhere over the Rainbow" performance on social media

On the last day of Pride week, the performance of Somewhere over the Rainbow by the Trust choir and orchestra was shared on social media and the Loop (the Trust intranet).

23. Muckamore Abbey Hospital

A new planning group has been established to help support the recommendations, which will emanate from the Department of Health's consultation on the future of Muckamore Abbey Hospital. On 24th October 2022, the then Health Minister, Robin Swann MLA, launched a public consultation on the proposed closure of Muckamore Abbey Hospital as a regional specialist learning disability hospital. This closed at the end of January 2023 and the final outcome of the consultation is yet to be published. However the Trust recognises the importance of being prepared in terms of the impact for patients and families, the change for staff and the range of different accommodation options to meet the needs and preferences of different individuals.

24. Belfast Trust Learning Disability Forum launches new Future Home guide

Learning Disability Services in Belfast Trust have launched a new "Future Home" guide. This guide will support adults with learning disabilities and their carers when considering future accommodation options that may support people with a learning disability. The guide was co-produced by service users, carers and staff. The Trust reader panel also supported the work by providing feedback before final edits were made. The booklet will support and empower people with learning disability and their families to make informed choices about their accommodation needs.

The guide provides information about:

- ✓ Understanding the different types of support options
- ✓ Consideration about what things are important to people when moving from their current home.
- ✓ Understanding the financial implications of different options
- ✓ Information on who to contact to start the conversation

25. Belfast Trust Carers Support Service: New Strategy Update

The Carers Support Service team work to develop support for family/unpaid carers across the Trust.

A range of information and support is available to carers and also to staff to enable them to engage and provide support to carers within their service area.

Belfast Carers Network met at a workshop to develop the new Carers Strategy from 2023 onwards. The network reviewed the actions under the existing four priorities:

- Reaching Carers of All Ages
- Developing Carer Support Pathways
- Supporting Carer Health and Wellbeing
- Communicating with and Involving Carers.

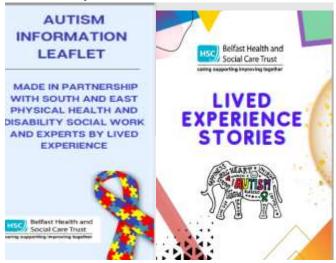
More engagement took place with carers in late February and March with a full public consultation on a draft strategy planned in June 2023.

26. Autism Information Leaflet and Lived Experience booklet

The Belfast Trust Physical Health and Disability Service provides practical and emotional support to adults aged 18-64 with a physical health concern and/or disability. The service had noticed a recent increase in referral to assist adults with Autism and felt they needed

to work with the service users to better understand their needs. They set up interviews with service users/carers and families to hear their lived experience. This led to the development of resources (an information leaflet and booklet) to provide information about local support and services and share stories to help others. Both the booklet and the information leaflet were created along with the service users in a coproduction approach.

Figure 13: Co-produced Autism resources



27. Joint 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. They met twice during the reporting period – once online in June 2022 and then during Good Relations week September 2022 in the Community relations council premises. `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. It aims to facilitate effective and robust partnership with statutory agencies and foster ongoing relationships between Health and Social Care (HSC) Trusts, Department of Health, the Equality Commission, Human Rights Commission and Community Relations Council colleagues on the mainstreaming of Section 75 (Equality and Good Relations) and Human Rights legislation and principles into health and social care policy and developments. To date the forum has allowed group members to consolidate working relationships and work jointly on projects. It has facilitated the opportunity for honest and less formal conversations and advice to be sought from colleagues – as well as updates/developments and sharing of best practice and learning from within our respective organisations.

28. Partnership Working via the Trust & GP Partnership Forum

The Belfast Trust and GP forum continue to meet on a fortnightly basis and this close partnership working has helped improve communication and delivery on key priority workstreams. One tangible example of effective and timely collaborative working was the establishment of the Covid Primary Care Assessment Centre in Beech Hall Health and

Wellbeing Centre. GP colleagues are also represented on the following workstreams: Urgent and Emergency Care and No More Silos, New Model of Care for Older People, Outpatients' Modernisation, Dementia Care, Palliative Care, and Diabetes. A quarterly 'Links' newsletter has been developed and circulated amongst the GPs in Belfast and to their counterparts across Northern Ireland via the website GPNI. Work has been underway to develop a Trust/ GP online portal to facilitate timely flow of two-way communication and information sharing. It is envisaged that this portal will be launched in the next reporting period.

29. Work on improving wellbeing for Refugees, Syrians and Ukrainians, and Travellers

The BHSCT lead for Travellers, continues to represent the Trust on the regional Traveller Health and Well-being Forum. Working in partnership with the Public Health Agency this has entailed the reshaping of Traveller support services across NI and the adoption of an OBA approach to measuring impact.

The BHSCT lead continues to participate in The Executive Office (TEO) Thematic Group on Travellers. This requires attendance at the Strategic Planning Group on Traveller and Roma, hosted by staff from every Executive Department. Notable outcome of this was securing a commitment from TEO to fund baseline research on the Traveller communities regionally.

In partnership with PHA and Belfast City Council, research has been launched into the experiences of members of the BAME communities (including Travellers and Roma) exploring the inequalities and barriers they may face when accessing statutory services. This ground-breaking research has been widely welcomed by those supporting BAME communities and the communities themselves.

29.1 Refugee Resettlement

At the request of DoH the BHSCT lead is now the regional HSC lead for refugee resettlement. SPPG have established a regional oversight committee to support refugees and Asylum Seekers arriving in NI.

29.2 Syrian Resettlement

The Syrian resettlement Scheme has completed. Ongoing support is being provided to Syrian families with complex health and social care needs to access mainstream services and integrate into NI. Over 1850 Syrians were supported to resettle in NI over a 6-year period. Significant funding has been secured from the Home Office to support complex cases.

29.3 Afghan Scheme

The Afghan Schemes are now being rolled out across NI. More than 100 Afghan people have been resettled across NI, many with complex Health and Social Care needs. BHSCT is continuing to play a central role in supporting the arrival of Afghan evacuees to NI. NI has committed to resettling 120 Afghan people per annum.

29.4 Ukrainian Scheme

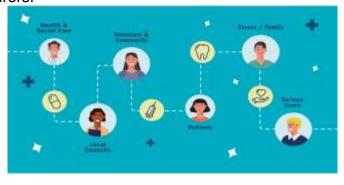
Support is currently being provided to the Ukrainian Assistance centre in Belfast (twice weekly). These centres commenced in March 2022. Support has included GP registration,

referral to child health services, advice and signposting. BHSCT representatives are working with DOH and SPPG colleagues to co-ordinate appropriate health response to new arrivals and are linking closely with TEO, DFC and other public sector organisations and voluntary sector partners. Over 2,500 Ukrainians have arrived in NI since Feb 2022.

30. Integrated Care System

Preliminary work has started in preparation for the new Integrated Care System which will be introduced in Northern Ireland in late 2023. The ICS aims to improve health and wellbeing of the people of Northern Ireland and enable the population to live long, healthy, active lives. The ICS model is about partnership and collaboration between sectors and organisations so they can ultimately improve the health and wellbeing of the populations they serve by delivering services in a joined up way. The origin for this work dates back to 2015 when a review of commissioning of health and social care found it to "be complex, overly bureaucratic and lacking in clarity of decision-making and accountability." Since then the Health and Social Care Board closed on 31 March 2022 and the functions were migrated to the Strategic Planning and Performance Group (SPPG) to bring responsibility for decision-making back to the Department. The Integrated Care System will provide an opportunity to work differently, across sectors and the HSC to provide an improved experience for those are cared for, staff and the wider population. It is anticipated that it will improve health and well-being outcomes and reduce health inequalities of our population.

In line with the vision set out in Delivering Together¹, local areas will be given responsibility for planning local services based on need and only those services that require a regional perspective will be planned regionally. Local planning will be the responsibility of newly established Area Integrated Partnership Boards (AIPBs). These Boards will be made up of key stakeholders from across the HSC but will also include representation from Community Planning, the voluntary and community sectors and service users and carers.



26

¹ https://www.health-ni.gov.uk/sites/default/files/publications/health/health-and-wellbeing-2026-delivering-together.pdf

Figure 14: Proposed strategic outcomes framework for ICS



It is anticipated that the system will go live in April 2024 however Southern Trust have been asked to undertake a test project and other Trusts will be asked to undertake a pilot so that there is learning in advance of the go live date.

31. Disabled Employee Network

The Trust is planning to re-launch its Disabled Employee Network (DEN) in 2023. The Network aims to support disabled staff to play a full role in the Trust; promoting a positive, diverse, inclusive culture and raise the profile of important disability related issues. It provides staff with a disability with great networking opportunities and information.

32. Disability Passport

The Trust has developed a Disability Passport, which is a document that an employee with a disability may choose to complete with their line manager. It provides a framework within which to discuss the employee's health and what adjustments can be made at work to support and assist them.

The purpose of the Passport:

- To ensure that everyone is clear about what adjustments have been agreed and a record of these has been made
- Reduces the time needed to establish adjustments
- Provide an employee and their manager with the basis for future conversations about adjustments.

33. Disability Accreditation



The Trust has been accredited as Disability Positive with AAA* accreditation status. The Trust scored more than 90% on the Employers for Disability Member Audit to self-evaluate progress in implementing good disability practice. This award recognises the commitment demonstrated by Belfast Trust in implementing an array of practical measures to attract and retain employees and service users with disabilities.

34. Employment Equality Monitoring Data



We continue to encourage our staff to ensure their Section 75 Equality Monitoring Information is up to-date. The need for accurate data has come more to the forefront for example, during COVID our colleagues from a range of ethnically diverse backgrounds working in frontline, clinical services. 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 and we continue to regularly share this on Loop.

35. Ethnic Minorities Staff Network

Our Ethnic Minority Staff Network continues to meet quarterly and on 1 December 2022, members launched the new, regional Progress Development Programme for minority ethnic staff across the HSC with representation from nursing, physio, medical, social work and admin staff. This was co-developed in partnership with the Leadership Centre.





36. Disability Policy & Toolkit

We continue to promote our Disability Policy and Toolkit was co-developed across the HSC Organisations and their respective Trade Union representatives and disability organisations. The one-stop Toolkit is available in easy-read format and a virtual, Page Tiger resource and provides a comprehensive overview of all issues related to disability for managers and staff.



37. Improving Working Lives

Supporting our staff and managers to work flexibly, balance work and home commitments and promote good health and wellbeing is key. We have developed a range of interactive toolkits and resources to support staff and signpost availability. These are accessible outside of work also i.e. smart phone or personal device.

Improving Working Lives - 1 (pagetiger.com)

Supporting Employee Wellbeing 1 - 1 (pagetiger.com)

38. Supporting Working Parents

We work in partnership with Parenting NI and their Parenting Portal is now available on our <u>bWell website</u>. The portal provides invaluable information for parents and carers on a range of topics from school and education, early years development, supporting teens, health, childcare.



39 Supporting Carers

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

40. Menopause

The Trust has been recognised by the Equality Commission for NI & NHS Employers regarding our positive steps to support staff and managers understand the impact of menopause in the workplace. Our digitial Toolkit and helpful resources contained within our bwell/website provide comprehensive, user friendly support on a range of menopause matters.

A number of menopause events took place during Menopause Awareness Week in October 2022. These included:- a menopause Walk, information on the Trust's Menopause Toolkit, and guidance on the Occupational Health Referral Process. In addition, the Trust took part in a Four Nations Regional event on World Menopause Day. A programme of monthly menopause events began in January 2023. Dr Liz Simpson from Ulster University has led sessions on Menopause and Mood. Other events included Menopause and Alcohol, diabetes and on the psychological impact of the menopause. Upcoming events with a Public Health Dietitian will outline diet and lifestyle factors to help keep women as healthy as possible before and during menopause.

41 Having a Wellbeing Conversation

In partnership with the Leadership Centre, the Trust has developed a virtual training session for managers to enable them to safeguard, promote and enable good health and wellbeing in the workplace and signpost their staff accordingly. An interactive training session is held each month via MS TEAMS.



42 2022 Summer Childcare Scheme

The Improving Working Lives team supported the running of the Summer Scheme over four sites, from 5th July 2022 to 12 August 2022. In total 481 children attended the Schemes from 286 families were provided for. The post-scheme evaluation highlighted that: 97% of parents rated the scheme "value for money"; 89% of respondents stated that they were able to use annual leave for holidays rather than childcare and 91% stated that they were able to work their usual hours and 99% agreed that providing a Summer Scheme enabled them to balance their work and family responsibilities more effectively;



The Here4U programme continues to provide a broad range of free, health and wellbeing activities for staff. The blend of on-line and in-person activities enabled 315 staff from January – March 2023 to participate in activities including Yoga and Pilates. Currently we have a timetable of HERE4U events available on the bWell Website.

44 Financial Wellbeing



The Trust continue to develop and promote a range of supports for staff regarding financial wellbeing and advice and guidance to support staff as part of our bWell resources. Working in partnership, with Money Helper, Bank of Ireland, CAP, Gamblers Anonymous, Advice Space NI and Trade Unions we have developed a holistic range of practical support and signposting for staff to alleviate financial pressures in the current climate.

45. International Nurses Recruitment

Due to the nursing vacancies in Northern Ireland, we continue to recruit international nurses through our regional project. In the year 2022-2023, the Trust successfully recruited 562 nurses, an increase of 196 from the previous year.

International Nurse Recruits 2022 - 2023 80 65 65 65 65 61 60 50 40 40 40 40 40 30 20 10 October March February April 2021 - March 2022 -April 2022 - March 2023

Figure 15: Number of International Nursing Recruits over last 2 years

HR & Nursing colleagues continue to work to facilitate the safe arrival of nurses in supporting them in their orientation to the Trust and the City of Belfast.

46. Supporting our Ageing Workforce

The Trust provides a range of support for our ageing workforce including support for staff as Carers. We have developed a Carer's Framework and each month, we co-deliver events for staff as carers that encompass common challenges such as financial support and awareness regarding benefits entitlements, balancing health wellbeing and employment as a carer. We also work in partnership with external organisations to provide awareness sessions for carers on a range of issues such dementia, mental health etc.

Our Financial Wellbeing initiatives are designed to support all of our workforce but our pensions awareness sessions co-delivered with the Leadership Centre & HSC Pensions are directed specifically at our ageing workforce and those who are nearing retirement age to increase awareness and signpost to sources of support. In cognisance of the links between good mental and emotional health and financial wellbeing, the Trust works in partnership with a range of external stakeholders including Money & Pensions Service, Advice Space NI, CAP, Gamblers Anonymous, Stepchange, Turn2us and Bank Of Ireland to educate and practically support our staff in the current financial climate. Our Staff Wellbeing Page Tiger is very useful.

Our menopause sessions support our staff and managers in terms of raising awareness, signposting to Trust resources and external organisations that specialise in menopause related health matters. Each month, the Trust co-delivers, in partnership with Ulster University, a range of lunch and learn sessions that cover a range of topics include menopause and mood, menopause and diet and these are well attended (over 200 each session) and our interactive Toolkit and bWell resources have been commended by NHS Employers and Equality Commission for NI in terms of our support as an employer for staff in this regard.

For further information, please contact the HR Improving Working Lives Team on 028 9615 9615

SECTION 2:

Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2022-2023 (or append the plan with progress/examples identified).

Full detail regarding progress on the Trust Equality Action Plan is appended for ease of reference.

3	Has the application of the Equality Scheme commitments resulted in any
	changes to policy, practice, procedures and/or service delivery areas during the
	2022-23 reporting period? (tick one box only)

✓ Yes □ No (go to Q.4) □ Not applicable (go to Q.4) Please provide any details and examples:

The table below details how application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during 2022-23

Table 1: Arrangements for assessing our compliance with S75 duties		
Equality Scheme Commitment	Action	Difference made for individuals

Arrangements for assessing our compliance with S75 duties

Have in place 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

Section 75 duties integral to Trust's Assurance Framework. Trust senior teams aware of and comply with statutory requirements during decision-making.

Ensure 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.

are passed through these mechanisms to provide

assurance.

The six quality parameters including equity, as noted in our Corporate Plan 2021 - 2024, ensure that clear and robust arrangements are in place to deliver better outcomes for patients and service users.

The regional Equality,
Good Relations and
Human Rights; Making a
Difference eLearning

All Trust staff are made aware of the Trust's commitment to equality duties and attend mandatory equality training.

Operationally, it means that teams and managers must report quarterly with regard to the Equity dimension to the Executive Team and Trust Board

Trust staff aware of equality duties and Trust commitment to not only avoiding discrimination but also to pursuing good practice, embracing diversity and promoting good relations.

programme is mandatan:	1
programme is mandatory	
and compliance is	
monitored twice each year.	
	1

Prepare Section 75 Annual Progress Report (APR) and include section in Trust's own Annual Report.	Annual Progress Report supported by "Equality Bites" to ensure updates available in a more accessible format. Equality Bites features some of the highlights from the Trust's Annual Report.	All consultees sent copy of newsletter and informed of availability of progress report - improving awareness of Trust's S75 duties and outcomes of work programme
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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. See Appendix 1 for actions progressed in year and progress on actions carried forward from year.	Its implementation is intended to have a positive impact on S75 groups.
	Arrangements for c	onsulting
Consultation list reviewed and updated	Consultation list continues to be reviewed.	New consultees added to the consultation list on an on-going basis.
Training re: Consultation	Co-production webinars promoted throughout Divisions to develop capacity in partnership working. Working regionally to ensure consistency on when to consult	Support transformation and service change by involving service users, carers and the community and voluntary sector.
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	Policy Development Process ensures engagement and consultation. No policy can be approved without having been screened	Views of representation groups and individuals considered during decision-making process.
Provide feedback report to consultees in timely manner in formats suited to consultees	All service users and carers involved in Trust projects received detailed feedback reports. Reports available on Trust website.	Representative groups and individuals informed of how their feedback influenced the decision made.

Screening	
Screening	

Revise screening	Trust policy	Transparent decision-making
template and	development process	process for consultees and impact
accompanying	ensures all Trust	on S75 groups identified during
guidance notes.	policies are screened.	policy development process.
3	All policies approved	
	during the reporting	
	period were subject to	
	S75 screening and	
	appropriate	
	consultation.	
	Screening	
	masterclasses are	
	regularly convened to	
	ensure policy makers	
	and decision makers	
	are clear on their	
	responsibilities.	
	During the reporting	
	period, the Trust	
	screened 117 policies	
	and proposals.	
Publish reports	All quarterly reports for	Screening outcomes available to the
quarterly and in	the reporting period	public for consideration.
accessible formats	were made available	
on request.	on the Trust's website.	
Publishing of EQIA	No EQIAs completed	
reports.	during reporting period.	
	3 1 31	
	Comprehensive	
	Section 75 equality	
	screenings have been	
	completed and	
	published on all plans	
	implemented by	
	BHSCT up to the end	
	of this reporting period	
	or this reporting period	
Monitoring		

The Trust continues to **Review of monitoring** Increased understanding of the information monitor staff by Section make-up of the workforce to ensure 75 categories and this promotion of equality of opportunity has been enhanced by and better information to identify any **HRPTS** potential impact. Self-Service functions. During the reporting period, this monitoring information was assessed for S75 screenings. **Staff Training** Draw up a The regional Equality, Good Improved access to equality, good Relations and Human Rights: detailed relations and human rights training Making a Difference training plan and diversity training through Programme has been rolled out availability of more condensed across the Trust and training package for staff and compliance is monitored. managers as well as the availability of a training manual for those who do not have access to computers. During the reporting period, the Trust stood down face-to-face training. The team provides Enhanced skills of Trust policy facilitated online training makers. Planning and Equality Team continued to provide advice and **Focussed** support to Trust staff/project Targeted training delivered by leads. training specialist facilitator enhanced the skills of Trust staff. Facilitated online training has been developed for mandatory equality human rights and good relations and for disability awareness sessions to help ensure that staff can access responsive training in addition to the online alternative. New online human rights awareness training has been designed in this reporting period and will be delivered in the upcoming

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

reporting period.

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 and Trust's website has been designed to ensure accessibility.

During reporting period, a total of 38,865 requests for face-toface interpreting made to NIHSCIS.

Over the reporting period, the Trust's annual expenditure on telephone interpreting via the Big Word was £101,572.

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.

Improved access to information and services for equality groups – specifically those whose first language is not English and people with a disability

Provide information in alternative formats on request

Library of translated documents available to Trust staff.

Videos in a variety of the most frequent minority ethnic languages were recorded and shared to provide advice and support regarding Covid.
The Trust helped to establish the TILII Translates social enterprise of people with learning disabilities transcribing documents into easyread.

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 And Write is available to all staff and is a text-to-speech program that provides visual and auditory feedback of text. Read and Write has proven to be beneficial for people with learning difficulties, dyslexia or visual impairments, **English Language** Learners (ELL) and those learning English as a Second Language (ESL).

Information provided in alternative formats to increase understanding, ensure effective communication and improved access to services.

Provide interpreters	Ongoing provision of	Service users and staff supported to
and sign language	communication support	ensure good governance in
interpreters	facilitated through our	information provision and safe,
	contracts with Northern	effective and responsive
	Ireland HSC	communication.
	Interpreting Service and	
	The Big Word	
	New arrangements for	
	interpreting for Sign	
	Language Interpreting	
	via Sign Language	
	Interactions will be in	
	effect for all of HSC	
	from 1 st April 2023	
	Complaints Proc	ceaure
How complaints are	No S75 complaints	
raised, timetable for	received.	
responding etc.	Equality Load has sight	
	Equality Lead has sight of any equality related	
	complaints and	
	provides advice.	
Any o	ther measures proposed	I in equality scheme
Work closely with	During reporting	More effective use of resources and
other public	period, the Trust	consistent approach across health
_	participated in Regional	and social care
authorities to	participated in regional	and social care
authorities to exchange learning	Equality and Human	and social care
	Equality and Human Rights Steering Group	and social care
exchange learning	Equality and Human Rights Steering Group and Regional Equality	and social care
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings.	and social care
exchange learning	Equality and Human Rights Steering Group and Regional Equality	
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues	Regional consistency and better
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership	Regional consistency and better working together with colleagues in
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and	Regional consistency and better
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and CRC – the forum met	Regional consistency and better working together with colleagues in
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and CRC – the forum met twice during this	Regional consistency and better working together with colleagues in
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and CRC – the forum met twice during this reporting period. The Trust Equality	Regional consistency and better working together with colleagues in
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and CRC – the forum met twice during this reporting period. The Trust Equality Lead is a member of	Regional consistency and better working together with colleagues in
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and CRC – the forum met twice during this reporting period. The Trust Equality Lead is a member of the Shared City	Regional consistency and better working together with colleagues in Commissions and Council
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and CRC – the forum met twice during this reporting period. The Trust Equality Lead is a member of the Shared City Partnership hosted by	Regional consistency and better working together with colleagues in Commissions and Council
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and CRC – the forum met twice during this reporting period. The Trust Equality Lead is a member of the Shared City Partnership hosted by Belfast City Council	Regional consistency and better working together with colleagues in Commissions and Council Sharing best practice
exchange learning	Equality and Human Rights Steering Group and Regional Equality Leads meetings. A Joint Equality, Good Relations and Human Rights Forum continues to meet in partnership with ECNI, HRC and CRC – the forum met twice during this reporting period. The Trust Equality Lead is a member of the Shared City Partnership hosted by	Regional consistency and better working together with colleagues in Commissions and Council

	a Trust GP Forum for	
	the last 2 years	
Liaise closely with The joint forum as		Ensures effective use of resources
the ECNI to ensure	aforementioned has	and S75 implementation.
that progress on the	helped to facilitate	
implementation of	regular communication	
our Equality Scheme	with the Equality	
is maintained	Scheme.	

- With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what difference was made, or will be made, for individuals, i.e. the impact on those according to Section 75 category? Please provide any details and examples:
 - Increased consideration of, and provision of, information in alternative formats, such as in easy read format for service users, carers or visitors who have a learning disability.
 - Increased awareness of the need to arrange for an interpreter for a person whose first language is not English, and for materials to be translated into other languages.
 - Discharge letters in top 5 languages and easy read to ease patient flow and seek support from families and carers
 - Winter pressures leaflet for Children's Hospital in 10 different languages and in easyread
 - Dental communication re online referral in ethnically diverse languages and alternatives to telephone/online referral for people who cannot access them
 - Development of drive through video of access to Rathlin clinic on Knockbracken Healthcare site and potential initiatives to improve accessibility
 - Car parking criteria has been amended to reflect equality lens
 - Consideration of the needs of service users with a disability was key in the equality screening, noting that reasonable adjustments must be made for disabled people if required e.g., using a carer/advocate for a patient with learning disabilities or dementia, using a sign language interpreter or being aware of good practice regarding lip reading if the patient is deaf etc. In addition, for those patients whose first language is not English interpreters must be booked in advance. The guidance clearly states that all communication must be accessible and inclusive which means that written information may need to be translated into other languages or provided in alternative formats e.g. Easy Read. For consent to be informed, and mindful of health literacy, information must also be age appropriate and written in clear plain English. Emails and text facilities need to be available for patients who are deaf if patients are asked to contact a service.

3b What aspect of the Equality Scheme prompted or led to the change(s)? (tick all that apply)

 $\sqrt{}$ As a result of the organisation's screening of a policy (please give details):

One example is when car parking criteria was amended for staff to take better account of people with disabilities and people with dependants.

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

There was no EQIA undertaken during this reporting period – however the Trust consulted on both its Good Relations Strategy and its Marking and Celebrating Events policy. Throughout the year, the Trust celebrates events in accordance with an Equality, Diversity and Inclusion calendar and as an Employer of Choice. This policy outlines the expected values and behaviours of all Trust staff during such events. By celebrating or marking events which promote equality, diversity and inclusion, we are actively promoting ourselves as an health and social care service that is accessible, inclusive and welcoming to everyone – regardless of their race, religious belief, political opinion, age, gender, sexual orientation, marital status, whether they have a disability or not and whether or not they have caring responsibilities. The Trust also collectively convened engagement and listening events to develop its draft Disability Action Plan and Equality Action Plan, which led to new actions on the basis of the involvement. The plans will be subject to public consultation after the local council elections in the next reporting period.

√ As a result of changes to access to information and services

The Trust conducted an Every Customer Counts initiative in Eye Outpatient Diagnostic Unit and involved people with disabilities to undertake mystery shopper exercises. On the basis of the feedback, new seating was placed on the long corridor, a photo map and a wayfinding video were produced to aid accessibility.

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2022-23 reporting period? (*tick one box only*)

✓ `	<u>Yes, organisation wide</u>
	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
Ш	Not applicable

Please provide any details and examples:

Section 75 statutory duties are integrated within job descriptions across the organisation. Job descriptions note the following general responsibilities:

- 'At all times provide a caring service and to treat those with whom they come into contact in a courteous and respectful manner
- Adhere to Equality and Good Relations duties throughout the course of their employment.'

In addition, the Trust Values are displayed in full in each job description. The values are rooted in equality and specifically reference compassion, dignity, integrity, openness and honesty:



Figure 16: Trust Values

Were the Section 75 statutory duties integrated within performance plans during the 2022-23 reporting period? (tick one box only)

the 2022-23 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:

The Trust individual Staff Performance Plans, as part of Staff Development Reviews, are clearly aligned with the Section 75 duties and principles of equality and human rights. Staff Development Reviews are set within the context of the Trust's overall values and objectives and make explicit reference to ensuring 'staff are supported to deliver safe, compassionate patient-centred care.' The 6th core KSF dimension in staff reviews is called 'Equality and Diversity', which offers a dedicated space for staff to provide examples of how they can demonstrate their knowledge and skills in this area and identify areas for development in the forthcoming year.

In the 2022-2023 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)

X Yes, through the work to prepare or develop the new corporate plan

Equality, Good Relations and Human Rights are an integral part of the Belfast Trust governance, performance and accountability framework. The Quality Management System (QMS) developed and adopted by Belfast Trust is a single integrated system to provide one approach to performance management, quality improvement, accountability and assurance processes.

QMS is used to ensure the Trust provides the Right Care at the Right Time and in the Right Place by measuring and reporting our achievements and progress against six key quality metrics – one of which is Equity.

The six quality parameters, as noted in our Corporate Plan 2021 -2024, ensure that clear and robust arrangements are in place to deliver better outcomes for patients and service users. Operationally, it means that teams and managers must report quarterly regarding the Equity dimension to the Executive Team and Trust Board.

X Yes, through organisation wide annual business planning

In March 2023, a request was issued to all Divisions and Directorates were invited to develop local management plans for 2023-24 with a new template, based on the 6 key quality parameters. One of which is Equity thus helping to further mainstream equality considerations into management plans across the Trust.

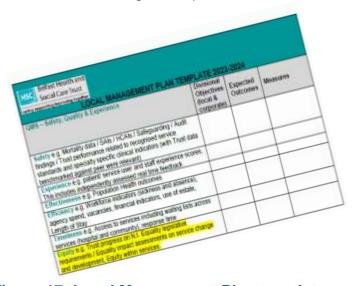


Figure 17: Local Management Plan template

Equality action plans/measures

Within the 2022-23 reporting period, please indicate the **number** of:

Regional actions	13	Regional actions to	2
completed		commence	
Local actions	11	Local actions to	2
completed		commence/rollover	

Please provide any details and examples (in addition to question 2):

- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2022-23 reporting period (points not identified in an appended plan):
 - Any amendments are detailed in the appended equality action plan update.
- In reviewing progress on the equality action plan/action measures during the 9 2022-23 reporting period, the following have been identified: (tick all that apply)
 - √ Continuing action(s), to progress the next stage addressing the known $\sqrt{}$ Action(s) to address the known inequality in a different way $\sqrt{\ }$ Action(s) to address newly identified inequalities/recently prioritised inequalities

Measures to address a prioritised inequality have been completed

HSC Trusts have completed their actions for year 5 of their outgoing plan and have now drafted another 5 year plan - some of the inequalities are residual and so the Trusts will continue to address them through different action measures.

Arran	gements for consulting	(Model Equality Scheme Cha	apter 3)
10	Following the initial notific	cation of consultations, a targe	ted approach was taken -
	and consultation with tho	se for whom the issue was of p	particular relevance: (tick
	one box only)		
	All the time	oxtimes Sometimes	Never
Forma	al consultation took place f	for the Marking and Celebratio	n of Events policy. This
was d websi	•	was advertised amongst our co	onsultees and our Trust

The Trust also consulted on its good relations strategy during this reporting period for 3 months - consultees were notified and the online portal of Citizenspace was used to host the consultation. Prior to developing the draft strategy, there had been a considerable amount of engagement and involvement on its contents.

Please provide any details and examples of good practice in consultation during the 2022-2023 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:

When drafting our Disability Action Plan, the Trust organised with Disability Action to lead on facilitation of an online workshop with disabled people by disabled people as a means of ensuring that it met their agenda and that it was sufficiently objective.

The new Caring Strategy for BHSCT: 'Caring Together in Belfast 2023 onwards' sets out how we will work to support carers. The strategy sets out to minimise the negative impact that caring can have, and sustain, where carers so choose, to continue in their caring role. Public consultation to be launched in June during Carers Week.

This is the third Carer Strategy for Belfast Trust. The Trust co-designed this Strategy, building upon the work of previous Carers strategies

Carers are at the heart of our strategy and have worked with the Trust to co-produce the priorities and actions.

The Trust listened to many voices in the development of this strategy including carers, Trust staff who deliver services and also the community and voluntary sector. The Trust listened and worked with the Carer Network to convert what we have heard into action to clearly show that we care because you care.

Working with the Carer Network, we undertook to sense check the priorities set out in the previous strategy. This was used as the basis for their work and the Carer Network updated the priorities and associated actions to continue to progress and advance carer supports.

The next stage was to test the priorities across Belfast Trust. A range of different methods were undertaken to engage carers across Belfast. This included:

- 4 community based events held in North, South, East and West Belfast
- Online sessions daytime/evening for working carers and those unable to attend in person
- On-line questionnaires for adults and young carers
- Freepost return postcards
- Focus groups with: Young carers, Black and Minority Ethnic Carers and working Carers

These opportunities were disseminated to carers via the Carer Information List (over 3,000 carers), across the Trust staff teams, information session at Health and Wellbeing Centre and via Community and Voluntary organisations etc. Various communication opportunities were used to highlight the opportunity to get involved which included the Trust website and social media outlets, local press and internal Trust communication platforms.

Nearly 250 people who were carers, Trust staff and community and voluntary sector representatives inputted into our strategy via the following methods:

	Carers	Staff	Community and voluntary sector
Face to face events	24	16	20
On-line	27		6

Questionnaires	96	3	1
Young carer guestionnaires	13		
Postcards	34		

Feedback showed overwhelming support for the 4 priority areas and the actions within them. The four priorities are:

Priority 1	Reach all Carers
Priority 2	Navigate Carer Support
Priority 3	Support Carer Health and Wellbeing
Priority 4	Connect with and Involve Carers

- In the 2022-23 reporting period, given the consultation methods offered, which consultation methods were **most frequently** <u>used</u> by consultees: (tick all that apply)
 - ✓ x Face to face meetings
 - ✓ X Focus groups with staff and various community groups, Trade Unions
 - ✓ X Written documents with the opportunity to comment in writing
 - ✓ X Questionnaires
 - ✓ Information/notification by email with an opportunity to opt in/out of the consultation
 - ✓ Internet discussions
 - ✓ Telephone consultations

Other (please specify)

Mailshots, Citizenspace, Disability Action facilitated engagement event on Disability Action Plan, Two listening events online re Equality Action Plan, Postcards

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

13	Were any awar	eness-raising activi	ties for consultees undertaken, on the	
	commitments in	n the Equality Scher	me, during the 2022-2023 reporting period	?
	(tick one box or	nly)		
	<u> </u>	☐ No	☐ Not applicable	
Please	e provide any det	tails and examples:		

The Trust's Equality & Planning team produces 2 important publications on a regular basis – **Equality Bites**, which is a bi-annual round-up of progress made and initiatives undertaken in the areas of equality, good relations and human rights; and the **Good Relations Bulletin**, which outlines updates around the promotion and exemplar work to further Good Relations across the Trust. Four pictured below were developed and disseminated during this reporting period.



Figure 18: Bulletins of Equality Bites and Healthy Relations for a Healthy Future

The newsletters are shared widely amongst staff, other statutory organisations and the community and voluntary sector. The team emails a copy of each newsletter to more than 600 recipients in total and they are also available on the Trust website and alternative formats are provided on request.

Was the consultation list reviewed during the 2022-2023 reporting period? (tick one box only)

☐ Yes ☐ Not applicable – no commitment to review
Whilst there was no formal review of the consultation list, when the list is used to distribute information, it is cleaned up afterwards, as a result of undeliverable emails.

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

There were **117** equality screenings undertaken in this reporting period.

The Trust has been successfully utilizing the two-part template comprising Section A, which asks the 4 stipulated question as per the ECNI's model scheme, and having ruled out the policy or proposal has any bearing on equality of opportunity or good relations, moves to screen the policy out. This is the case with a significant percentage of clinical or technical policies across the Trust. Most policies are subject to assessment in Section A and Section B which

contains the quantitative data and qualitative information and considers them in terms of equality of opportunity, good relations, the disability equality duties and human rights considerations. The Trust has appropriate safeguard mechanisms in place to ensure that the template is not misused – all screenings come through the Planning and Equality team with team members reviewing the policy screening along with Employment Equality colleagues before they countersign. Similarly, no policy can go through the Standards and Guidelines or the Policy Committees without having a quality assured and countersigned screening attached. This commenced as a pilot a number of years ago and has proved to be effective in allowing resources to be focused on those policies which do have a bearing on equality of opportunity or good relations.

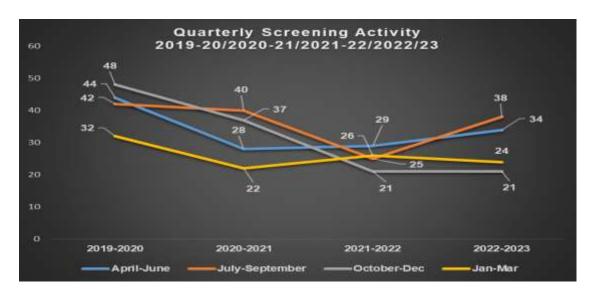


Figure 19: Quarterly Screening Activity

The figure below shows the breakdown of screenings across Directorates:



Figure 20: Completed screenings – breakdown by Directorates

The quarterly Screening Outcome Reports produced in this period can be accessed here:

- outcome-report-apr-june-2022
- <u>outcome-report-july-sept-2022</u>
- outcome-report-oct-dec-2022.docx
- Outcome-report-Jan-Mar 23

10	2022-23:	ne numb e	er of assessment	t s that we	ere consul	lea upoi	n during
		117	Policy consultation assessment pres		ucted with	screen	ing
		0	Policy consultation impact assessm				ality
17	(as described ab No formal public	ove) or of consultat	the main consulta ther matters releva- tions were carried ificant amount of e	ant to the out in thi	Section 7 s reporting	5 duties period	s: , however
18	reviewed followin	ng concer	sions (or equivalen rns raised by const No concerns were raised s and examples:			ox only)	-
	ngements for pul ter 4)	olishing t	the results of ass	essmen	ts (Model	Equalit	y Scheme

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

Following decisions on a policy, were the results of any EQIAs published during

☐ Not applicable

From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2022-23 reporting period? (tick one box only)

Yes \(\subseteq \text{No, already taken place} \)

No, scheduled to take place at a later date

√ No

the 2022-23 reporting period? (tick one box only)

Not applicable

Yes

19

Please provide any details:

Encompass will create a single digital care record for every citizen in Northern Ireland who receives health and social care. It will be in use across all Health and

Social Care Trusts to create better experiences for patients, service users and staff. encompass will give patients and service users the ability to view and update their health information, and it will make it easier for appropriate Health and Social Care staff to securely view important information about their patients and service users.

South Eastern Trust will go live first in Autumn 2023, and it is anticipated Belfast will follow in April 2024.

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:
	Dental services are initiating a change at the Urgent Student Clinic (teaching
	clinic), School of Dentistry, whereby patients will be able to self-refer to the service
	using an online system.

As part of the change process, consultation with current service users was undertaken to assess opinions on the proposal. This took the form of a survey which was provided to service users who attended the clinic in February 2023. The survey asked a number of key questions, including an equality section to determine any potential adverse impacts. A total of 53 surveys were completed and no equality impacts were identified. The service has agreed to continue to survey patients for a number of weeks following service change in order to identify any unforeseen issues. This shows the Trust's willingness to monitor and take any remedial action as necessary.

Please provide any details or examples of where the monitoring of policies, during the 2022-23 reporting period, has shown changes to differential/adverse impacts previously assessed:

The development of a new audit of inequalities has helped to inform the draft actions within the new draft equality action plan.

Review of mandatory equality training compliance has led to divisions and directorates committing in their 23/24 local management plans under equity to improve on compliance rates.

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:

Differential and adverse impacts were included in equality screenings and taken into consideration in the development of Plans.

Staff Training (Model Equality Scheme Chapter 5)

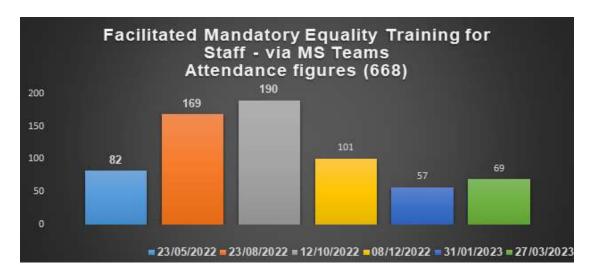
Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2022-2023, and the extent to which they met the training objectives in the Equality Scheme.

Belfast Health and Social Care Trust (BHSCT) recognises that statutory and mandatory training is of vital importance in the provision of high-quality services to our patients and clients and is essential for effective risk management and the maintenance of required standards.

Face-to-face mandatory equality training has not yet resumed but is available online and in this reporting period, the Planning and Equality team developed and delivered facilitated MS Teams mandatory equality training to 901 members of staff.

Training figures for the facilitated online module during the reporting year are illustrated below:

Figure 21 Facilitated Mandatory Equality Training via MS Teams (6 sessions held):



Corporate Induction Training:

Corporate Induction for all new staff is delivered in a form of e-Learning and includes a module on equality, good relations and human rights. During this reporting period there were 858 staff recorded as having completed the Mandatory Equality Training.



858 staff completed mandatory equality training during induction

In addition to this, the Trust also has an e-Learning package entitled Making a Difference; Equality, Good Relation and Human Rights. Figures for this reporting period for e-Learning were 2555.



A total of 3413 staff
undertook mandatory
equality training via
on-boarding or e-Learning
and 668 availed of
facilitated sessions

Cumulative total = 4081

Facilitated Disability Awareness Training (7 sessions delivered)

The Planning & Equality team has also developed a delivered facilitated online Disability Awareness Training to a total of 309 staff



Figure 22 Facilitated Disability Awareness Training

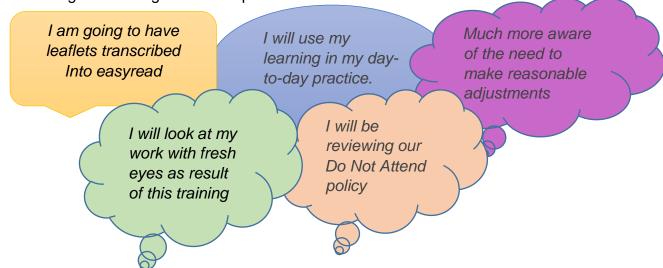
Human Rights training has been delivered in facilitated online sessions from June 2022.



Figure 23 Facilitated Human Rights Awareness Training

Each training session is evaluated and feedback analysed to see how the learning and development has impacted on attendees and if it needs to be amended to better meet the needs of participants.

Staff who attended recent trainings were asked **what they will do differently** because of attending the training. Some responses include:



Please provide **any examples** of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The word clouds below have been generated from training evaluation forms and would best illustrate the impact and feedback about the training.

Figure 24: Word cloud from equality training feedback



Figure 25: Word Cloud from human rights training feedback



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

26 Please list **any examples** of where monitoring during 2022-2023, across all functions, has resulted in action and improvement in relation **to access to information and services**:

Care Opinion

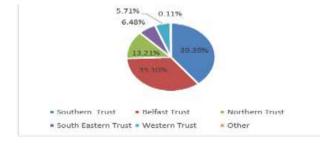
The Trust continues to use Care Opinion to allow patients, carers and visitors to provide real time feedback on their experience. Information is entered online, and this is then passed to the relevant service manager to allow them to respond and to welcome positive feedback or learn from negative feedback and make necessary changes. The Trust provides training for those involved in responding to Care Opinion submissions.

Care Opinion is a place where people can share their experience of health or care services and help make them better for everyone. Opinion is the UK's leading independent feedback website, enabling patients to share their experiences of healthcare services. It helps to facilitate dialogue between patient and health services. Care Opinion gives busy staff access to relevant real-time feedback. From a patient and service user perspective, they can see how the relevant Trust staff listen and act on feedback. It also allows the stories on Care Opinion to be used by anyone who can help make care better. The Planning and Equality Team can help to provide support, advice and training to any team who have received feedback in terms of accessibility or service that was not deemed sufficiently responsive by the patient, service user or carer.

Usage of face-to-face interpreting via Northern Ireland HSC Interpreting Service

Robust monitoring of interpreting provision is undertaken by the NI HSC Interpreting Service on a quarterly and annual basis. Belfast Trust continues to be the second largest user of the service, after Southern Trust. The Royal Jubilee Maternity Service is the largest user of all services in Northern Ireland.

Figure 26: Regional Usage of NIHSCIS



Arabic, Polish and Romanian are the 3 most frequently requested ethnically diverse languages.

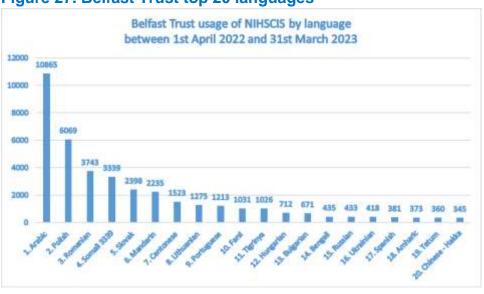


Figure 27. Belfast Trust top 20 languages

The Big Word Interpreting Service provides telephone interpreting when a face-to-face interpreter is not available, or when there is no face-to-face interpreter for a particular language or when it is clinically appropriate to do so. Monthly expenditure has ranged from £6,575 to £9,710 over the reporting period.

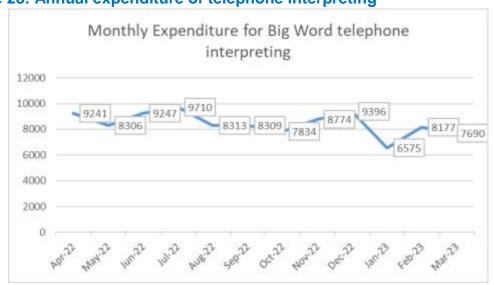


Figure 28: Annual expenditure of telephone interpreting

Research into inequalities experienced by Black, Asian, minority ethnic and Traveller people living in Belfast

The Trust commissioned research along with Belfast City Council and the Public Health Agency to examine inequalities experienced by Black, Asian, minority ethnic and Traveller people residing in Belfast in 2022.

Over the last 2 decades, Belfast has experienced a rise in the Black, Asian and minority ethnic communities who have chosen Belfast as their home. Many regrettably still face challenges of racism, isolation and poverty.

According to the 2021 Census, the largest ethnic group in Belfast included people who identified as White (92.9%), followed by Chinese (1.37%), Indian (1.26 %), people of mixed ethnicity (1.2%), and Black African (1.19%). People of Polish nationality are counted within the White ethnic group (1.29 %).

The research found that on the whole, 74% of minority ethnic and migrant residents in Belfast rate their optimism about future wellbeing highly. This optimism is based on feeling safe in a neighbourhood, having social connections beyond immediate family or ethnic/national community, and the good educational experiences of their children. Those who were not optimistic about the future (7%) were impacted by racism they had faced in Belfast, in schools and workplace in addition hate crimes in their neighbourhood. The research found that this was particularly the case for Muslims and people of African descent. The research concluded the need for all strategic partners to work together in Belfast to adopt a zero-tolerance policy on racism and to promote good relations.

In terms of health and wellbeing, the report recommended that:

•

- 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.

Complaints (Model Equality Scheme Chapter 8)

How many complaints in relation to the Equality Scheme have been received during 2022-2023?
Insert number here:

Please provide any details of each complaint raised and outcome: There were no complaints received in relation to the equality scheme.

Section 3: Looking Forward

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

At the time of writing this report, the Trust has finalised a draft 5 year review of its Equality Scheme and in particular has examined how the arrangements set out in the Scheme have been applied and assessed how effective they have been in assisting the Trust in complying with the Section 75 duties. This will be subject to consideration and endorsement by the Executive Team and Trust Board in June2023 before a summary of this review is submitted to the Equality Commission.

The Trust has also finalised its 5 year Good Relations strategy, which spans 2023- 2028 and contains a range of actions to actively address and challenge racism and sectarianism, to take action to ensure we treat each other fairly, with respect and dignity and to make sure our spaces are shared, welcoming and safe.

The Trust will also be going out to consult on its 5 year draft Equality Action Plan and Disability Action plan after the local elections in May 2023. This will mean that Belfast Trust will have a clear strategic direction and proactive approach to good relations, addressing Section 75 inequalities and promoting positive attitudes towards disabled people and encourage their full participation in public life over the next 5 years. This 5 year strategic direction will be taken forward in tandem with our day to day statutory compliance.

The Trust will also act on any learning in terms of the outcomes of the 5 year review of its Equality Scheme.

The Trust will also ensure compliance with legislative duties in terms of changes or transformation of services.

There will be a significant programme of work in preparation for the pilot Integrated Care System and the actual system – this will include preparation of a population needs assessment in conjunction with our partners in primary care, the Public Health Agency, the Councils, Community and Voluntary sector colleagues and Service Users and Care representatives

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)

In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next reporting period?

Employment

Goods, facilities and services

Legislative changes

Organisational changes/ new functions - Integrated Care System Nothing specific, more of the same Other (please state):

Equality Action Plan Regional Actions 2018 – 2023

Progress Report

Year 5: 2022-23

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

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

Action Measure	Completed
 We will develop a Screening and Equality Impact Assessment (EQIA) Tool Kit to guide staff through the process. A toolkit will be available for policy and decision makers. More robust and regionally consistent screening/EQIAs 	Belfast Trust continues to use its two part template to allow clinical or technical policies with no bearing on equality of opportunity or good relations can be readily screened out in part a whilst part a and part b are used for all other screening whether it relates to Service User, Staff or both. A screening toolkit has been developed to help policy makers when completing equality screenings. Equality Screening Toolkit .
Action Measure	Completed
 2 We will review our staff training to ensure best practice is followed when screening and conducting EQIAs. Up to date training programme for all policy makers across health and social care will be made available to ensure best practice. Skilled staff, policy leads and decision makers. Consistent and effective approach in the training programme across all Trusts (targets to be set). Effective compliance with the S75 Equality Duties 	HSC Trust Equality Units continue to provide policy leaders and decision makers across HSC with specific advice and support on best practice in screening and EQIAs. The extensive training programme offered by Belfast Trust is detailed in the main body of the report and offers a range of different options in terms of online self-directed training or facilitated training. All new starts undertake mandatory equality training as part of their induction. There is also specific human rights training and disability awareness training provided for staff. Equality screening masterclasses are offered regularly to ensure our policy leads and decision makers have the requisite knowledge and skills to mainstream equality considerations and due process to enhance the quality of decision making and policy formulation.
Action Measure	Rollover to new 5 year equality action plan
3. We will work with the Department of Health and other relevant stakeholders to make sure we are prepared for the introduction of Age Discrimination Regulations.	Rollover to next Equality Action Plan as Legislation is not in place.

Section 2 – Promoting Equality in our Services

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

Action Measure	Completed
4. We will review our equality training programme in collaboration with service users, carers and their advocates. Consistent staff training and awareness raising, coproduced and delivered, where appropriate, across health and social care. Raised awareness among staff of the best way to promote equality of opportunity for service users. Each Trust to identify a process to monitor e-learning.	During this reporting period, Northern Trust led on developing a training video resource featuring people with disabilities on behalf of the region. This offers practical support and tips when engaging with disabled people and is a worthwhile and valuable resource. This is now included in Belfast Trust disability awareness training https://vimeo.com/771500523 The Mandatory Equality Training for Staff and Management is continually featured through the People Organisational Development Annual training portfolio. Management and staff can complete the training through the Regional HSC e-Learning platform or request a facilitated Learning package to be delivered by the Planning and Equality Team and/or HR Diversity Inclusion Team.
Action Measure	Completed
 5 We will work in partnership with LGBT representative organisations to develop guidance for health and social care staff to ensure LGBT service users have access to services. Consistent up to date staff guidance developed in partnership with LGBT organisations. Enhanced awareness of access barriers for LGBT service users and carers. Improved satisfaction with health and social care services for LGBT service users and carers 	Work on the specific guidance has not progressed due to other work pressures but will be progressed in the next reporting period. However there is ongoing work to ensure service users who identify as LGBT+ can access services through training provision and sharing of best practice. The Trust has also publicly supported Pride week over the last 2 years.
Action Measure	Completed

6 We will work in partnership with Black and Minority Ethnic (BME) groups and groups representing BME older people to develop guidance for health and social care staff on meeting the needs of older people in BME communities and ensure access to services.

- Staff guidance co-produced with BME communities and representative organisations.
- · Raised profile of needs of BME older people.
- Increased awareness among staff of the needs of BME older people.
- Improved access to services for BME older people.

Belfast Trust commissioned research into inequalities experienced by Black, Asian, minority ethnic and Traveller people living in Belfast.

The research was undertaken by Lucy Michael Research with the African and Caribbean Support Organisation of Northern Ireland (ACSONI) and Polish Language, Culture, and Affairs (POLCA). A team of 11 researchers, including eight peer researchers, conducted interviews with 131 minority ethnic and migrant residents of Belfast in English and eight other first languages.

The Trust is committed to addressing the recommendations from this research through its Healthy Relations Steering Group and the good relations proactive strategy work.

Action Measure

7 We will work with the Northern Ireland Human Rights Commission to develop a training programme on a human rights approach to dealing with complaints – building on work done by the Ombudsman's Office.

Completed

HSC had decided to re-prioritise this training with a focus instead on residential care for vulnerable people. The training will be based on case studies provided by the Trusts, to ensure that it is meaningful, realistic and impactful to participants.

Initial work has taken place during this reporting period to scope the training, the format and the audience. Further work is needed but it is anticipated this will be delivered in the next reporting period

Action Measure	Completed
8 We will hold an annual event to showcase best practice in equality and diversity within health and social care. • An annual Equality and Diversity event delivered.	During this year, the Trust marked a range of different days and initiatives including International Human Rights Day, Good Relations week, Pride 2022, international day of people with disabilities, Carers' week.
 Health and social care viewed as a sector that promotes equality and diversity. Improved awareness of equality and diversity best practice models and shared across health and social care and beyond. 	A regional event was convened in November 2022 on respiratory health and differential impacts in health outcomes for people from black and minority ethnic communities. As referenced in the main body of the report, the Trust also produced and consulted on a draft Celebrating and Marking of events policy. This was on the advice of the Equality Commission as a result of a successful case that they
	supported for a Trust employee. It was also to ensure that there was a clear policy framework in place to outline the Trust's intention in marking and celebrating events as previously when the Trust had celebrated certain diverse events, it led to Freedom of Information requests as to the governance in deciding to mark different days or initiatives.

Section 3 – Supporting our Staff

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

Action Measure	Rollover
 9 We will ensure compliance with any new legislation governing gender pay reporting and address any inequalities identified. □ Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation. 	Legislation has yet to be enacted by the NI Assembly. We will need to rollover this over to the next Equality Action Plan.
Action Measure	Completed for this year

10 We will work in collaboration with relevant stakeholders to extend the remit of our Employability Schemes to enhance employment opportunities for marginalised S75 groups.

- Scope in year 1 opportunities and availability for our employability schemes.
- Employability scheme available to other marginalised S75 groups.
- Improved employment opportunities for marginalised S75 groups.
- Access to employment is improved for marginalised S75 groups.

This partnership work has recommenced with Belfast Met and 'Positive Action' will now be offered across a pan-disability basis. It had been halted by the pandemic. The programme ran from October to May and successful candidates will complete their OCN Level 1. Following this, the Trust hopes to have some available positions for those graduating, as well as with employers in the Belfast area.

Action Measure

11 We will review our harmonious working environment advice in light of any new findings and recommendations from the work conducted by the Commission on Flags, Identity, Culture and Traditions.

Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.

Completed

The Trust has published its HSC Good Relations statement on a poster and shared it across its facilities for display. Trusts have worked collaboratively to review the Harmonious Working Environment Statement and Joint Declaration of Protection on display throughout its facilities. This declares that the Trust will aim to provide a good and harmonious working environment. It therefore prohibits the display of flags emblems etc., which may give offence or cause apprehension to other employees.

Action Measure

12 We will work with relevant organisations and Trade Unions to develop best practice in supporting our staff who are victims of Domestic Violence/Abuse.

- Best practice model established in each Trust with support mechanisms for staff experiencing Domestic Violence/Abuse.
- Improved support for staff who are victims of Domestic Violence/Abuse.

Raised awareness among staff of the best way to support colleagues who are victims of Domestic Violence/Abuse.

Completed

As per the main body of the report, the Trust and Trade Unions won first prize in the national HPMA awards for its support service and digital toolkit. It has also been featured in the Healthcare Management National Journal. Other Trusts will work to adopt the model support service and policy.

New support officers have been interviewed and recruited to this voluntary role and training will take place in the next reporting period.

Action Measure	Completed
13 We will make sure that our staff who are carers are supported in the workplace so that they can continue with their caring role.	Engagement work has been underway as detailed in the main body of the report in terms of a new Carers Strategy for Belfast Trust. It is envisaged that this will be issued for formal consultation in the next reporting year. Belfast Trust carers support services have also developed online training for
 Consistent regional approach established to support carers in our workforce. 	GPs in terms of the impact of caring and how they can refer in for support for carers.
 Improved support for staff who are carers. Raised awareness among staff of the best way to support staff who are carers. 	The Trust provides a summer scheme for children of staff members and also offers a range of flexible working options for staff.
Total actions Year 5 13 Total actions completed in Y	Year 5 11 Rolled over to next plan 2

Equality Action Plan Local Actions 2018 _ 2023

Progress Report

Year 5 _ 2022-23

Action Measure	Performance measures	Completed
We will continue to contribute to the development and implementation of the Trust Carer's strategy.	 Outreach to carers of all ages. Developing Carer Support Pathways. Development of Carer support plans. Enhanced communication and involvement with carers. 	The Trust continues to provide a variety of support mechanisms for carers and a monthly activity programme is in place. An on-line booking system is now in place to streamline registration for carer activities. Grants continue to be awarded as a support for carers The number of carer grants awarded is increasing. Continued support was provided for the Ethnic Minority Carers group included a coffee morning, information session and physical activity programmes. The Carer Support Service works in partnership with Service Areas across the Trust to implement the carer strategy and a range of carer supports. The Census 2021 data shows that there are 40,200 unpaid/family carers in Belfast which equates to 12% of the population. Nearly 14,000 people are providing over 50 hours of caring on a weekly basis. The Carer Support Team is in place with 3 posts currently funded by Trust Charitable Funds. Co-produce the Carer Strategy for 2023 onwards The Carer Network was established in 2022 to work in partnership with the Trust to identify carer priorities and coproduce the Carer Strategy. Over 20 carers are active members of the Carer Network who meet regularly either online or face to face to advance this work. Working with the Trust, the Carer Network has identified four priorities and associated actions. These are: - Reach all carers

- Navigate carer support
- Support carer health and wellbeing
- Actively connect and involve carers.

During February and March, the Carer Support Service, tested these priorities across Belfast to engage carers, Trust staff and the community and voluntary sector to explore if we were on the right lines.

They hosted a variety of engagement events including:

- 4 face to face community based events
- 2 on-line events
- Focus group sessions with BAME carers

We want to hear what matters to carers. Belfast Trust is renewing our Carers
Strategy and this will set out our plan for how we will support unpaid and family
carers for the next 4-5 years.

If you provide care to a family member or friend, please tell us what you like
about carer supports and what we could do better.

Tell us what is important to you, by completing the over side and returning
Freepost back to us or if you would like to complete on-line (hyperlink).

[Asset your for your time.]

- Disseminated on-line questionnaires to over 2,000 carers
- Posted and disseminated nearly 3,000 postcards to carers not on-line

They received over 250 responses and received an overwhelming positive response to the four priorities.

The Carer Strategy 'Caring Together in Belfast 2023 onwards' will be presented to the Carer Strategy Committee in April and Trust Board in June. The strategy will then be launched for a 12-week consultation period.

Action Measure	Performance measures	Completed
We will ensure new projects such as the New Children's Hospital have	 Facilities and services which incorporate best practice in terms of Section 75 groups. 	Work is underway by AccessAble to produce detailed audit guides for all patient facing buildings on the Royal site.
equality and diversity considerations to the fore.	More responsive, inclusive and accessible services.	Much work and engagement has been undertaken by Capital Redevelopment colleagues with parents, carers and children's advocacy groups in the design and layout of the new Children's Hospital. It will benefit from quiet hubs for children with sensory support needs or neurodiversity. It will have changing places facilities. It will have carers' rooms so that parents can stay with their children in hospital. The layout has been themed per floor with artwork kindly provided by Oliver Jeffers from his illustrated children's books.
Action Measure	Performance measures	Completed
3) We will assess our readiness as an Employer to cater for an older workforce and take forward key findings.	 □ Focus groups facilitated across organisation and feedback used to inform action plan. □ Implementation and monitoring of readiness checklist. 	Belfast Trust continues to assess our readiness as an employer that caters for an older workforce. The Trust's HR department hosts regular half-day sessions for members of staff who are preparing for retirement. These talks involve
Action Measure	Performance measures	Policy Completed – Gender action plan to be completed
4) We will take forward a Gender Project and action plan.	 Ensure gender equality in recruitment, training, promotion. Develop a gender action plan following a workplace audit and benchmarking exercise Implement a Gender Identity and Expression Policy. 	The Gender Identity and Expression Policy was launched two years ago. The purpose of this policy is to provide guidance and advice to staff and managers on the recruitment and retention of transgender and non-binary staff. The policy ensures there must be no discrimination, victimisation or harassment against any applicant, potential applicant or employee on grounds of their gender including gender identity and expression.

Action Measure	Performance measures	Completed
5) We will progress our Affirmative Action Plan.	 Ensure our work places provide for fair participation and promotes good and harmonious environments for all staff. Work with stakeholders to redress under-representations identified through the Fair Employment Article 55 Review process. 	
Action Measure	Performance measures	Completed
6) We will continue to implement our Health and Wellbeing at Work Strategy and Action Plan.	 Accessible information available for HSC staff on flexible working arrangements. Promotion of B Well online and app resource for staff. Uptake of B-Well initiatives. 	The Trust has developed a range of interactive toolkits and resources to support staff and signpost availability. These are accessible outside of work also i.e. smart phone or personal device. Improving Working Lives - 1 (pagetiger.com) Supporting Employee Wellbeing 1 - 1 (pagetiger.com) The Trust also has a B well website and app. https://bwellbelfast.hscni.net . Bwell is the health and wellbeing site for staff of Belfast Health and Social Care Trust. B Well is the Trust's commitment to improving employee health and wellbeing by providing employees with support and information on a wide range of health and wellbeing issues.
Action Measure	Performance measures	Completed
7) We will develop an Action Plan in response to the staff survey to promote equality/work life balance/ and address fully any potential instances of harassment.	 Implementation and monitoring of staff survey action plan. Conduct further staff survey 	In this reporting period, the Trust has continued to monitor the effectiveness of its Equality Policies and Work Life Balance Flexible Working Policies and Practices. Bullying & Harassment Support Service: The Trust continues with this support service for staff. A further staff survey will be conducted in Spring 2023

Action Measure	Performance measures	Completed
8) We will proactively and overtly promote our corporate commitment to equality and diversity through roadshows and resources to support LGBT, Carers, Antiracism and anti-sectarianism and the other Section 75 protected groups.	□ Public expression of corporate commitment to equality and diversity.	Pride, Good Relations week and other events -celebrations continue. Further detail in Annual Progress Report.
Action Measure	Performance measures	Completed
9) We will continue to support our staff who have caring responsibilities.	 Promote and monitor uptake of range of initiatives including flexible working, summer scheme provision, childcare vouchers. Carers Group/Strategy 	A Summer Scheme was delivered over four sites, from 5th July 2022 to 12 August 2022. In total 481 children attended the Schemes from 286 families were provided for. The post-scheme evaluation highlighted that: 97% of parents rated the scheme "value for money"; 89% of respondents stated that they were able to use annual leave for holidays rather than childcare and 91% stated that they were able to work their usual hours and 99% agreed that providing a Summer Scheme enabled them to balance their work and family responsibilities more effectively;
Action Measure	Performance measures	Completed
10) We will consult and implement Healthy Relations for a Healthy Future 2 strategy (the Trust's Good Relations strategy).	 2nd generation Good Relations strategy for Belfast Trust. Initiatives to promote good relations for people of different racial groups, religious beliefs and political opinions. 	Third good relations strategy consulted on and launched

Action Measure	Performance measures	Completed
11) We will develop a communications strategy to best promote awareness amongst staff and managers of domestic abuse support service in the workplace.	 New technology to facilitate enhanced multi-disciplinary working to tackle domestic violence and support victims and their families. Enhanced knowledge of support mechanisms available in the workplace to help people who they are experiencing domestic abuse. Increased confidence and volume of staff accessing the support. 	The Trust has had much success with its new pagetiger toolkit on domestic and sexual abuse support. The service also won first prize along with TU partners for the support service and all its work and was featured in national Healthcare Management journal as exemplar. In the next reporting period, new support officers will be appointed and receive training

9

Total actions completed in Year 5

Total actions Year 5

11

Actions ongoing into Year 5

2

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

Disability Action Plan
Regional Actions
2018 – 2023
Progress Report

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

Disabled people have told us that promoting well-informed social attitudes to disability is central to securing the right to equality for

all disabled people. We are committed to providing training and resources to support our staff in the implementation of our disability duties.

Year 5 2022 - 2023

Actions to promote positive attitudes towards disabled people:

Action Measure	Completed	
We will co-design and deliver bespoke disability equality training for frontline staff in partnership with disabled people.	During this reporting period, Northern Trust led on developing a training video resource featuring people with disabilities on behalf of the region. This offers practical support and tips when engaging with disabled people and is a worthwhile and valuable resource. This is now included in Belfast Trust disability awareness and disability equality training https://vimeo.com/771500523	
	A raft of online resources are being co-developed by Belfast Trust and disabled people's representative organisations and disabled people – this includes an Accessible Communication guide, Neurodiversity guidance, How to produce information in an easyread document. These will help staff to provide a responsive, respectful and compassionate service.	
Action Measure	Completed	
2. We will work with the consortium of mental health organisations and the ECNI to ensure health and social care is signed up to the Mental Health Charter. .	Belfast Recovery College offers a range of free courses that are available for anyone with an interest in mental health and wellbeing including: service users, family members and staff. Creating and delivering courses together using the combined expertise of mental health professionals and peer trainers with real life experience, breaks down traditional barriers and allows people to learn together. The Trust's B Well website and app have a specific section on Mind Your Mind, which provide resources, self-help guides and training opportunities. Here 4 u is a Trust wellbeing initiative and offers free activities for staff to look after their physical, mental and emotional wellbeing.	

Actions to encourage participation by disabled people in public life:

PART B

Action Measure	Drafted and to be launched in next reporting year	
 3. We will develop for staff a welcome pack with information about accessibility such as: Arrangements for sign language interpreting. Provision of auxiliary aids. Disability etiquette. Alternative formats. 	A new pagetiger guide on interpreting, translations and organising a sign language interpreter has been developed as well as a range of other resources including a pack on accessible communication, posters on guide dogs etiquette and communicating effectively with people with hearing loss or who are deaf. The Equality Team offers disability training to ensure staff are fully equipped and feel confident in providing a responsive and accessible service to people with a disability.	
Action Measure	Ongoing	
4. We will work with relevant organisations to adopt a communication standard in line with the Accessible Communication Standard in England to ensure information is accessible for all disabled people including those with autism and those with communication disability.	Trusts have been actively engaging with Encompass to stress the need for accessibility for all users going forward with the new health and social care system. Responsibility for the Accessible Communication Standard has been assumed by SPPG and DOH colleagues. This is further to their previous work on a Regional Physical and Sensory Disability Strategy, which has led to the establishment of a Regional Disabled People's Forum. The Forum consists of Trust representatives, Dept. of Education, Dept. of Infrastructure, Equality Commission for Northern Ireland and Service Users. The accessible communication standard work will be taken forward when a Regional Sensory Group is established.	

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

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

Actions to promote positive attitudes towards disabled people:

Action Measure	Ongoing. Await Age Discrimination legislation
We will work with disabled people to make sure we are ready for the introduction of new legislation including:	The Mental Capacity Act (NI) 2016, when fully implemented, will bring together mental capacity and mental health law for those aged 16 years and over within a single piece of legislation. The Deprivation of Liberty Safeguards as set out in the Mental Capacity Act (Northern Ireland) 2016 (MCA) have been in law since
 Mental Capacity. 	December 2019.
 Age Discrimination (Goods/Facilities/Services). 	Age Discrimination legislation has not progressed.

Actions to encourage participation by disabled people in public life:

Action Measure	Completed
6. We will work with representative groups to develop an accessibility checklist to ensure that health and social care facilities are considered accessible spaces for all. Accessibility checklist for HSC facilities developed in partnership with ECNI and voluntary and community sector.	The Trust has commenced a programme of work through AccessAble (a not-for-profit organisation) to enhance accessibility across the Royal Hospital site, in the first instance. This work has been made possible through a successful bid to Charitable Funds. The programme improves wayfinding for disabled patients/service users, carers, and visitors, in relation to one of our busiest acute sites. Detailed Access Guides will be produced for RVH site including Children's and Maternity Hospitals and these will include factual information about parking, the distance and route to the clinic, to the toilet facilities. The guides will be online and will feature facts, figures and photos and will be regularly updated. After extensive onsite review by the contractors, the guides will be quality assured by disabled people to ensure that they are fit for purpose and inclusive

Action Measure	Completed
7.We will join the Equality Commission's 'Every Customer Counts' initiative to try and ensure that services and the physical environment are accessible.	Every Customer Counts Sub-Group: Every Customer Counts is an initiative created and developed by the Equality Commission for Northern Ireland, with the aim of increasing access to services for people with a disability.
☐ Public commitment to 'Every Customer Counts' and formal sign up by all Trusts being a campaign signatory.	A successful Every Customer Counts programme has been undertaken in an Eye Outpatient Diagnostic Unit on the Royal site. This is an initiative produced by the ECNI and the Trust secured people with disabilities to go on mystery patient exercises and provide feedback on their experience in trying to get to the unit from the car park. Their feedback has helped inform improvements in accessibility – a photo map, an online video and additional seating along the long corridor.
	A similar initiative will be rolled out in the Regional Fertility Clinic. Sighted Guide Scheme A new Sighted Guide Service has been launched at the Royal Victoria Hospital as part of Belfast Trust's continued commitment to deliver accessible services to disabled people. The service was launched on 3 rd December 2021 - International Day for Persons with Disabilities to demonstrate our commitment to meeting our equality obligations, whilst also striving for best practice, ultimately to enhance our service user, patient and visitor experiences.
	The Sensory Support Team at Belfast Trust has trained more than 30 staff and 'Meet and Greet' volunteers as Sighted Guides, to assist a person who is blind or has a severe sight impairment to access their appointment. Following the successful launch of the Sighted guide scheme, the Every Customer Counts steering group has been contacted to enquire about extending the service to a health and wellbeing centre which provides a range of ophthalmology clinics.

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

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

Action Measure	Completed
 8. We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer. Development of our work placements and employability programmes. Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions. 	HSC Trusts continue to work with the Disability Sector to promote itself as an Equal Opportunity Employer. The Trust works with partners in its Disability Steering Group including RNIB, RNID, Disability Action, Northern Ireland Rare Diseases partnership and Mencap to collaborate on initiatives to enhance employment opportunities for people with disabilities. All Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. We work closely with the Department for Work and Pensions in implementing a range of programmes to support disabled employees.
Action Measure	Ongoing
9. We will develop guidance on supporting people with autism in employment in partnership with representative organisations.	Draft guidance for staff in relation to best practice both in terms of neurodiversity in the workplace and service delivery has been produced. There has been extensive engagement with staff in autism services and the community and voluntary sector. Further work will be taken forward to refine this draft and finalise the guidance during the next reporting period.

Total actions Year 5	9	Total actions completed in Year 5	5	Actions ongoing	4	
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Disability Action Plan 2018 _ 2023

Local Actions

Progress Report Year 4

2022-2023

Action Measure	Completed
1 We will proactively engage with the Employers Forum on Disability to access resources.	Relevant information briefings and updates from EFDNI are circulated to key members of staff and members of the Trust's Disability Steering Group.
We will organise 2 briefings per year for staff on relevant and topical disability related issues.	Employers for Disability continue to facilitate three awareness sessions providing important information to managers on supporting staff.
Membership renewed.	
 2 Briefings per year delivered by the Employers Forum on Disability. 	
Attendance at events as appropriate. Increased	
staff awareness of the needs and experiences of disabled service users.	
2 We will use our internal methods of communicating with staff e.g. The Hub, Chief	Ongoing media, social media, newsletters etc. conducted by individual Trusts
Executive's Briefings, Team meetings etc. to	Belfast Trust produces 2 bi-annual bulletins - Equality Bites Newsletter and Good Relations Bulletin. Both proactively disseminated to all staff and approximately
raise awareness of national awareness days /	600 on Section 75 consultee list including community and voluntary groups/ Council
weeks particularly in terms of hidden disabilities.	/ Politicians and Ethnic Minority Groups etc. Positive feedback is regularly received on both.
☐ Increased staff awareness and understanding of	Articles are drafted for staff and published on the Trust intranet (The LOOP) whilst
the needs of disabled people and how to better	the Trust external website has a dedicated Equality section where Equality
support disabled people.	Screenings, Annual Progress Report, DAP/EAP and bi-annual newsletter/bulletin are published.

Action Measure	Completed
 3 We will continue to engage with representative groups through our Disability Steering Group. Disability Steering Group. Membership reviewed. Quarterly Meetings. Actions as appropriate. 	The Trust's Disability Steering Group continues to meet on a quarterly basis and has been in situ since 2008, with considerable success in co-design. The group is co-chaired by the Trust's Equality and Corporate Planning Lead and the Chief Executive of Disability Action and comprises representatives from across the Trust and disabled people's representative organisations and disabled people. The purpose of the Disability Steering Group is to provide strategic leadership and direction to ensure that the Trust complies with its statutory and legislative requirements with regard to employment and service provision. The group have been responsible for overseeing change and improvements in accessibility and experience for people with disabilities – patients, visitors and staff. Engagement with the group has been instrumental in helping to inform the five year draft HSC Trust Disability Action Plan

Action Measure	Completed
 Work strategically to promote best practice in the New Children's Hospital build. Work collaboratively with the design team to promote best practice: Sensory friendly waiting areas. □ Scope Changing places changing area. 	Progress continues in the development of the New Children's Hospital and making it as welcoming and accessible as possible. The new hospital will have 155 beds as opposed to 97 beds which is the current bed capacity and will have 10 floors. Work was done with Autism Initiatives and smaller dens will be developed to help children with ASD and provide them with safe spaces. The Design Team have advised that there will be 2 changing places units in the new hospital. Each room will have enough space to accommodate parents to sleep over. Oliver Jeffers, a local children's author, who now lives in USA and has provided access to his works to help wayfinding – each floor will have a different theme – ranging from deep blue sea to the space as the top floor and specific characters assigned to each floor. There will be play areas and coffee pods on each ward to allow children and parents to be able to socialise. A Children's hospital website will be launched in due course.
Action Measure	Completed
5 We will continue to deliver and promote Disability Equality Training and Disability and Reasonable Adjustment training for managers. Staff awareness of disability equality issues increased so that they are better able to deliver a service to disabled users that meets their needs and to manage disabled staff.	Disability Awareness training continues to be a popular training course for Trust staff. Tailored sessions are also delivered for particular service areas upon request. The Planning and Equality Team have developed and delivered a facilitated disability training session via MS Teams as detailed in the Annual Progress Report. The launch of the Disability Policy and Regional HSC Disability Toolkit, assist both management and staff to further develop their knowledge and awareness regarding the area of Disability and advise them on how working with employees who have or develop a disability or long term illness whilst in employment.

Action Measure	Completed
 6 We will promote our staff's health and wellbeing particularly in terms of mental ill health. We will link and align our Health and Wellbeing at Work Strategy and Action Plan to the Mental Health Charter. • Enhanced understanding of how to maintain good mental health. • Enhanced awareness of mental health issues. • Supportive work environment for staff with mental ill health 	Belfast Recovery College offers a range of free courses that are available for anyone with an interest in mental health and wellbeing including: service users, family members and staff. Creating and delivering courses together using the combined expertise of mental health professionals and peer trainers with real life experience, breaks down traditional barriers and allows people to learn together. The Trust's B Well website and app have a specific section on Mind Your Mind, which provide resources, self-help guides and training opportunities. Here 4 u is a Trust wellbeing initiative and offers free activities for staff to look after their physical, mental and emotional wellbeing.
Action Measure	Completed
7 Together with disabled people and advocates, we will develop a training resource to feature in our training recounting personal experiences of accessing and using health and social care services in Northern Ireland.	Northern Trust led on this video resource obo the region as previously detailed.
Action Measure	Completed
 8 We will work collaboratively with members of our Trust Board to: Deliver disability equality training. Consider a disability champion. Create work shadowing opportunities Increased awareness of disability equality issues. Promotion of disability equality issues. Offering experiences and improving opportunities 	A Trust Non-Executive Director is the disability champion, as well as champion for involvement, equality and carers.

PART B

Total actions Year 5	8	Total actions completed in Year 5	8	Actions ongoing	0