



Northern Health
and Social Care Trust

Trust Equality Scheme S75 Action-based Plan

Period 1st May 2014 – 30th April 2017

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English: This document can be made available in minority ethnic languages, on request, to meet the needs of those not fluent in English.

Polish: Aby wyjść naprzeciw potrzebom osób, które nie mówią biegle po angielsku, ten Plan Działania może być udostępniony w językach mniejszości etnicznych na życzenie.

Lithuanian: Šis veiksmų Planas pareikalavus gali būti pateiktas tautiniu mažumu kalbomis, kad atitiktų sklandžiai nemokančių anglų kalbos poreikius.

Portuguese: O Plano de Ação está disponível, à pedido, em outras línguas, para atender às necessidades das pessoas que não são fluentes na língua Inglesa.

Tetum: Aksaun Planu ida né,se bele fo ou halo iha liafuan etnika minoria sira nian, nebe bele husu, para bele ajuda ba ema sira nebe la hatene koalia lian Inglés.

Latvian: Šis darbības plāns var būt pieejams mazākumtautību valodās pēc pieprasījuma, lai palīdzētu tiem, kam ir nepietiekamas angļu valodas zināšanas.

Russian: Сейчас план проводимой работы может быть доступен так же на языках этнических меньшинств, по просьбе тех, кто не владеет свободно английским языком.

Czech: 'Aby byly uspokojeny potřeby těch, kteří nemluví plynule anglicky, je možné tento návrh Akčního plánu na požádání poskytnout v jazycích etnických menšin.'

Slovak: Tento Akčný Plán môže byť na požiadanie dostupný v jazykoch národnostných menšín z dôvodu zabezpečenia potrieb tých, ktorí nie sú spôsobilí mu porozumieť v angličtine.

Chinese-

(Cantonese): 這行動計劃草案將會根據需求被翻譯成各種小數族裔語言，去迎合那些英語不流利的人士的需要。

Introduction

The Northern Health and Social Care Trust directly employs approximately 12,000 people and is geographically the largest health and social care trust in Northern Ireland. It operates from approximately 150 locations and provides services to a population of over 460,000 people.

The Equality Commission for Northern Ireland has recommended that all Equality Schemes are accompanied by an Action Based Plan to tackle S75 inequalities and that such Plans should be informed by an inequalities audit.

The Trust's Action Based Plan (Plan) to promote equality of opportunity and good relations is based on the **'functions'** of the Trust and will be implemented through the Framework of the Trust's Equality Scheme. The measures contained within this Plan are linked to the Trust's Corporate Planning Cycle in order to ensure that equality of opportunity and good relations are incorporated and mainstreamed at a strategic level into the business of the Trust and aim to address inequalities in health and social care for all of the S75 categories – men, women, persons with and without a disability, persons with or without dependants, persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation. This second plan is for a three year period 2014 to 2017. This Plan is in addition to the commitments set out in the Trust's Equality Scheme and the Trust's dual responsibilities to promote equality of opportunity and goods relations which are interdependent and complementary to one another.

How the Plan was developed

The content of this Plan has been informed by an 'Audit of Inequalities' which was undertaken in order to identify key inequalities for service users and those affected by Trust policies. As part of the Audit of Inequalities the Trust examined an extensive range of information sources including complaints received, customer surveys, monitoring information, research documents, annual reports, corporate plans, statistical information and health needs assessments. In addition, the Trust pre-consulted with a wide range of service users, voluntary groups and organisations, Trade Unions and the Equality Commission for Northern Ireland in order to inform the development

of this Plan. Please refer to the Trust's website (www.northerntrust.hscni.net) for a copy of the Trusts' recently updated Emerging Themes Document. The Trust has given a commitment in its Action Based Plan to maintain a compendium of literature to ensure its log is relevant and up-to-date to inform on-going and future plans.

Please note that this Plan is not the only means by which the Trust is actively seeking to address inequalities in health and social care and should be read in conjunction with other strategies and action plans including:

- Transforming Your Care (TYC)
- Investing for Health Strategy (DHSSPS 2002)
- Bamford Review
- Government Strategy - Our Children and Young People
- 10-year Strategy for Children and Young People in Northern Ireland 2006-16
- A Strategic Action Plan for Health and Wellbeing
- Public and Personal Involvement (PPI) Strategy
- Priorities for Action
- Public Health Agency Annual Commissioning Priorities
- Not Just Health: Strategy for addressing Health Inequalities
- Disability Action Plan

(This list is not exhaustive).

Structure of the Plan

The Plan includes a number of action measures which are short-term (1 year), mid-term (2-3 years) and long-term (3+ years), some of which may roll over into subsequent plans. The Plan is structured as follows:

SECTION	THEME	PAGE NO.
Section 1	'Cross Cutting Themes' is framed around 5 recurrent themes from the audit of inequalities as follows:	9
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	Theme 3: Measures to Ensure Mainstreaming of Equality, Good Relations, Disability Duties and Human Rights Considerations into Corporate Planning Cycle and Decision Making –specific action measures	22
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NB: For ease of navigation a quick reference matrix has been added to page 6 of this Plan which links each action measure with the S75 group(s). As a result of feedback received during consultation we have indicated which actions are new to the plan or are ongoing/built upon from the previous plan.

The way forward

Whilst the primary purpose of conducting the audit was to inform this plan, the information from the audit will also be used to develop future policies, as well as shape and inform the design and delivery of services, including informing equality screening and equality impact assessments. (Please refer to the Glossary in Appendix 5 of the Equality Scheme for definitions).

In identifying the measures in this Plan the Trust has also considered what monitoring information it needs to collect in order to evaluate whether the outcomes have been achieved.

Formal consultation

As well as pre consulting with key stakeholders such as the Equality Commission for Northern Ireland, the Trusts formally consulted on their draft Action-Based Plan over a 12 week period commencing 26 March 2014 and ending 19th June 2014. In addition a stakeholder event was hosted on the 26th March 2014 in the Skainos Centre. Comments received were very much welcomed as were suggestions regarding further action measures. All comments received have helped to inform and shape this second Action Based Plan.

Action measures

This Plan includes measures which the Trust initiates, sponsors, participates in, encourages or facilitates. It also includes regional and local measures which the Trust will work in partnership with other Health and Social Care organisations, voluntary and community sector, trade unions etc. to achieve. The Trust has chosen measures and prioritised those that have the greatest impact on equality of opportunity and good relations.

Priorities in this plan have been informed by the following feedback and priorities.

- Trusts' Regional Pre Consultation Event held in March 2014

- Views and input from the disability sector arising from a 12 week formal consultation event
- HSC Trusts' Emerging Themes Document - Inequalities Audit
- Pre-existing work streams currently being rolled out in the Trust to tackle inequalities within HSC

This Plan is designed to be flexible, adaptable and responsive to changing circumstances and needs and will be reviewed on an ongoing basis and annually via the Trust's Equality Scheme. Progress against the Trust's previous Section 75 Action Plan is documented in the Annual S75 Progress Reports to the ECNI which are available on the Trust's website.

The Action Plan provides a framework for action which sets out the key actions that will be taken forward over the period 2014 – 2017. It identifies a number of actions that draw on best practice in an era of economic pressure. Many of the actions are not resource dependent but are intended to ensure that the promotion of equality of opportunity and good relations in existing programmes of work. Over the course of implementation there may be a requirement to develop more detailed actions to ensure that the Plan remains outcome focused and measurable.

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ACTION BASED PLAN - QUICK REFERENCE GUIDE

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Race, Religious Belief, Political Opinion	7	18
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Section 75 Group	Action	Page No.
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SECTION 1

CROSS CUTTING THEMES

- Theme 1: Measures to Improve Access to Service, Communication and Information – pages 10-18
- Theme 2: Service Monitoring – pages 19-21
- Theme 3: Measures to Ensure Mainstreaming of Equality, Good Relations, Disability Duties and Human Rights Considerations into Corporate Planning Cycle and Decision Making – pages 22-29
- Theme 4: Measures to Promote Participation and Inclusion – pages 30-31
- Theme 5: Procurement – pages 32-33

Section 1 – Cross Cutting Themes

Theme 1 – Improving Access to Services, Communication and Information

Recurring Theme Inequalities Audit – Language and communication difficulties present as major barriers in accessing Health and Social Care for some S75 Groups

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 1: Ongoing Action</p> <ul style="list-style-type: none"> Review of guidance and policies on provision of interpreting support Ensure equality of opportunity for BME people in accessing Health and Social Care services Reduce language and communication barriers <p>Sources: The Health</p>	<p>Interpreting support</p> <p>To support the implementation of the findings of the review of interpreting support for health and social care appointments commissioned by the Health and Social Care Board (HSCB).</p> <p>Support will be provided through participation in a regional oversight steering group established to ensure the review findings are taken forward.</p> <p>To run “working well with</p>	<p>Regional Oversight Steering Group established.</p> <p>Develop Action Plan developed</p> <p>Regional Strategy developed.</p> <p>Sustainable, fit for purpose model of interpreting to help facilitate language support for increasing linguistic diversity in HSCNI</p> <p>Programme of awareness raising to promote guidance.</p>	<p>Increase in number of people who access interpreting support including those who do not speak English as a first language for example BME Communities and Migrant Workers and those who speak Irish as a first language.</p> <p>Increased use of telephone interpreting where appropriate to make best use of available resources</p> <p>6 Trusts will have consistent approach to interpreting and translation support</p>	<p>Year 1</p> <p>Action planned project that will be subject to on-going monitoring</p>	<p>HSCB</p> <p>Equality Leads/ HSC organisations/NIHSCIS</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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<p>of BME, King's Fund, London</p> <p>NICEM</p> <p>Ethnicity, Equality and Human Rights: Access to H&SS in NI</p> <p>New to Northern Ireland – A study of the issues faced by migrant, asylum seeking and refugee children in Northern Ireland</p> <p>Review of Interpreting Support for Health and Social Care Appointments (HSCB) 2013</p> <p>European Charter for Regional or Minority Languages</p>	<p>interpreters" training across all Trusts</p> <p>To promote awareness of a Code of Courtesy for the Irish Language through Working Well with Interpreters sessions associated professional codes for interpreters and practitioners which will include guidance on the Code of Courtesy for the Irish Language.</p>	<p>Service Level Agreement for future interpreting service.</p> <p>Extension to the regional register of interpreters to meet demand for minority languages</p> <p>Arrangements in place for telephone and face to face interpreting for the Irish Language.</p>			NIHSCIS/Equality Leads

Action 1 – Notes of Attainment: Action Ongoing

The Northern Ireland Health and Social Care Interpreting Service (NIHSCIS) was established in 2004. A review was commissioned by the Health and Social Care Board (HSCB) in 2011 - largely due to the increase in demand for interpreting, a need for increased accountability mechanisms and a regional strategic direction. A comprehensive review was conducted by the HSC Leadership Centre and was issued for full public consultation. This recommended a re-profiling of interpreting usage by increasing the ratio of telephone interpreting to face to face interpreting. Another key recommendation was the transfer of management

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<p>responsibility from Belfast Health and Social Care Trust (BHSCT) to the Business Services Organisation (BSO) in accordance with strategic direction for regional transactional services. In accordance with the review recommendations, the NIHSCIS duly transferred to BSO on 1st October 2014. Workstreams progressed in terms of communication, the production of consistent regional guidelines and the development of a web-based portal for booking an interpreter. Work has been ongoing with Big Word, the telephone interpreting provider, to ensure that they can cater for the anticipated increase in demand once the new IT system goes live in Autumn 2015. A Regional Advisory Group will be established to inform the strategic direction of the service. It is envisaged that HSC Trust Equality Leads will be invited to partake in the Group in coming months.</p>					
<p>Action 2: Ongoing Action</p> <ul style="list-style-type: none"> ▪ Support disabled people to better exercise their rights ▪ Support the continuing development of an inclusive and effective range of high quality health and social care services ▪ Develop a more integrated approach to the planning and management of services <p>Source: Access to Public Services for Deaf Sign Language</p>	<p>Physical and Sensory Disability Strategy</p> <p>To continue participation on the Regional Physical Sensory and Disability Strategy Implementation Group to direct, coordinate and manage the project infrastructure and implementation of the Physical and Sensory Disability Strategy and Action Plan.</p>	<p>Framework established which sets out the key actions that will be taken forward until 2015.</p> <p>Project action and implementation plan that includes actions to promote positive health, wellbeing and early intervention and actions to provide better services to support independent lives.</p> <p>Fully accessible communication and training materials, (including where appropriate web-based material) both for those</p>	<p>Improved understanding of future demand for Services by mapping existing services to establish potential gaps in addressing need</p> <p>Improved provision of high-quality advice and information to HSC, voluntary and community sectors to ensure effective decisions regarding the future planning, commissioning, delivery and monitoring of services.</p> <p>Improved collaboration between Trusts and local providers when designing new service models</p> <p>Improved sharing of emerging service-based learning and good</p>	<p>Year 2</p> <p>Project subject to ongoing monitoring</p> <p>The Disability Strategy Implementation Group is accountable to the DHSSPS for implementation of the Strategy. The Group ensures Summary Progress Reports within each Trust area is provided to the HSC Board on a six-monthly basis.</p> <p>The measures of outcome and improvement achieved are assessed against Key Performance Indicators.</p>	<p>HSCB</p> <p>Equality Leads/ HSC organisations</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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Users (Action on Hearing Loss (RNID) and BDA) Physical and Sensory Disability Strategy and Action Plan 2012 – 2015		using services and for health service professionals and practitioners	practice across NI		

Action 2 – Notes of Attainment: Action Ongoing

Taking action to address inequalities and identify gaps in service provision is the overall rationale for the Physical & Sensory Disability Strategy 3 Year Action Plan which is now entering its final phase. The Strategy Implementation Group leading the work is cross Departmental and includes HSC Board, PHA, Trusts, DEL, DSD, voluntary organisations and service users.

Actions taken forward to date include the following:

- A Good Practice Guidance Checklist has been developed to ensure the needs of people with disabilities are considered in the design and development of health promotion programmes/ campaigns.
- Developing Eyecare Partnership Regional Group has been established under the leadership of Dr J McCall (PHA) and R Curran (HSCB). A Task and Finish Group has been set up to identify and promote preventative messages in eye care.
- A regional deaf blind needs analysis report has been produced with key recommendations.
- The HSCB has established a Project Board and Project Team structure to take forward a Self-directed Support Programme. The promotion of Direct Payments will come under the auspices of the Self-directed Support Programme.
- The Accessible Formats policy and guidance has been issued to HSC organisations through the Regional Accessible Formats Steering Group for implementation.
- The Trusts' Guidance on Making Communication Accessible has been reviewed.
- The A Level 1 E-Learning awareness raising programme for hearing and sight loss has been road tested with Trust Staff Groupings.
- The HSCB continues to work with the NI Human Rights Commission to develop a human rights based approach model and associated resources.
- An evidence based analysis of a best practice model for emergency short breaks/respite was produced which included a checklist for identification of people at risk in a caring relationship. Trust contingency plans are in place to manage emergency situations.

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 3: Ongoing Action</p> <ul style="list-style-type: none"> ▪ Increase staff awareness of cultural needs to eliminate barriers ▪ Ensure equality of opportunity for BME people accessing services ▪ Need for clear up to date information for BME people. <p>Source: New to Northern Ireland - A study of the issues faced by migrant, asylum seeking and refugee children in Northern Ireland, 2010</p> <p>OFMDFM Race Strategy 2005-2010</p>	<p>Health and Social Care Booklet</p> <p>To review and launch updated Health and Social Care Booklet to provide information about health and social care to people from minority ethnic backgrounds who have moved to Northern Ireland</p>	<p>Booklet reviewed and launched</p> <p>Resource available for people moving into Northern Ireland</p>	<p>Improved awareness of health and social care structure and services among people from minority ethnic backgrounds who have moved to Northern Ireland</p> <p>Improved access to services by BME people</p> <p>More timely intervention and better health outcomes</p>	<p>Year 1</p> <p>Monitored through Annual S75 Progress Report to Equality Commission.</p>	<p>Equality Leads/ HSC organisations</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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Action 3 – Notes of Attainment: Action Ongoing					
The Health and Social Care booklet has been subject to review by the health and social care family. Progress was delayed due to legislative reform in terms of the Provision of Health Services to Persons Not Ordinarily Resident Regulations (Northern Ireland) 2015. The most recent version has been issued for comments and the booklet has also been shared with the Counter Fraud Unit in the Business Services Organisation for quality assurance.					
Action 4: New Action <ul style="list-style-type: none"> ▪ Increase staff awareness that different cultural, faith and belief groups have a variety of views on health, ill-health, birth, dying and death. ▪ Total care includes care for the physical, social, psychological and spiritual dimensions of the person. <p>Source : Code of Conduct for HPSS Healthcare Chaplains (UKBHC 2010) (DHSSPSNI (2011)</p> <p>Meeting the Religious</p>	Spiritual Care Policy To develop a Spiritual Care Policy based on the template provided by the Northern Ireland Healthcare Chaplaincy Service	Policy on how spiritual care services are recognised and provided within hospital and community services.	Increased awareness among health and social care staff of spiritual needs. Improved holistic care for patients. Improved multidisciplinary working among health and social care professionals .	Year 1 Monitored through Annual S75 Progress Report to Equality Commission.	Executive Council of the NI Healthcare Chaplains' Association Local Chaplains Trust Equality Leads

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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and Spiritual Needs of Patients and Staff (DHSSPSNI 2004)					
Action 4 – Notes of Attainment: Action Ongoing					
A draft Spiritual Care Policy has been developed by SHSCT which is premised on the NI Healthcare Chaplains Association template – (intended for adoption by all HSC Trusts). This will be consulted on and adopted locally.					
Action 5: New Action <ul style="list-style-type: none"> ▪ Access to mental health services for minority ethnic communities. ▪ Important to consider issues relating to ethnicity and culture- Mental Health and Ethnic minorities in mental health services. 	Cultural Competence in Mental Health Services To develop an online toolkit to offer practical advice and good practice information for mental health practitioners on optimising their cultural competence To develop a DVD and associated training materials on cultural competence in Mental Health Services	Draft online toolkit developed in partnership with mental health service users and representative organisations. Toolkit piloted with mental health practitioners across the region Online toolkit formally launched as regional resource on PHA website	Increased awareness among mental health practitioners of potential barriers and challenges for minority ethnic communities accessing services Improved access to mental health service for increasingly culturally diverse population Better health outcomes in mental health for BME service users Increased confidence among BME service users to access and use mental health services	Year 1 Monitored through Annual S75 Progress Report to Equality Commission and project steering group	Belfast Trust in conjunction with regional HSC representatives and Aware Defeat Depression
University of Birmingham & Northern Birmingham Mental Health Trust February, 1995 Research in 2013					

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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conducted by Rooney for Ballymena Inter-ethnic Forum					
Action 5 – Notes of Attainment: Action Completed					
<p>Northern Ireland now is home to a much greater breadth of cultural diversity. The Census 2011 identified that 1.8 per cent (32,400) of the resident population of Northern Ireland belonged to Black and Minority Ethnic (BME) Groups, more than double the proportion in the 2001 Census. Research in 2013 found that there was a low uptake of mental health services by BME communities. Delivering mental health services can be complex, but this becomes even more difficult when cultural and linguistic differences exist. In 2013 the Public Health Agency (PHA) provided funding on a regional basis specifically to examine how HSC mental health providers could be supported in the delivery of culturally competent services. Aware Defeat Depression worked in partnership with Health and Social Care Trusts to look at how best to support this initiative. This partnership convened a regional conference in June 2013 for mental health specialists across the statutory, community and voluntary sectors. The focus of this event was “Developing Cultural Competence when delivering Mental Health Services to Black and Minority Ethnic Communities”, which looked at the complexities of delivering mental health services in this context. An Ethnic Minorities Mental Health Toolkit was developed as a result of the regional conference and feedback. It is available online at the PHA website and a number of hard copies have been provided to each Trust.. An accompanying DVD and Train the Trainer session will help improve usage and awareness of the resource and the concept of cultural competency.</p>					
Action 6: Ongoing Action <ul style="list-style-type: none"> Need for enhanced networking structures with BME communities 	Partnership working with BME Communities To further promote partnership working with BME organisations through networks such as Stronger Together	Engagement process established with representative individuals and organisations Trust membership of local and regional networks	Improved Networking with key groups Enhanced health and social care services to BME service users	Year 1 and on-going Annual monitoring via ECNI Progress Report Monitoring of Steering Group Action Plan	HSC Equality Leads
Regional Minority Ethnic Health and Social Wellbeing Steering Group	To help to identify and address health and social care issues affecting BME communities.	Regional Funding of Network			

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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Action 6 – Notes of Attainment: Action Ongoing					
<p>The Regional Minority Ethnic Health and Social Well Being Network continue to support the Stronger Together Network. During the reporting year, one BME Health and Social Well Being Initiative was held in each of the 5 Trust areas. Local engagement sessions included workshops on No Recourse to Public Funds and Domestic Abuse. The database for local BME Groups was also updated. Trust staff have also been engaged in working with the new Councils in the development of an assessment of need and profiling of BME communities. In the Northern Trust area Stronger Together supported a workshop to look particularly at the needs of BME Carers. The Northern Trust was also privileged to launch its Good Relations Strategy at Stronger Together’s Annual Conference. The NHSCT Good Relation Strategy commits the Trust to continuing its links with the Stronger Together Network to get information about local services, upcoming events and best practice resources and ensure this information is shared with relevant Trust staff and to developing a forum of all similar representative groups in the Trust area that will meet bi annually to share good practice and identify and mitigate any barriers to accessing services.</p>					
Action 7 – New Action (Local NHSCT action) <ul style="list-style-type: none"> Medical staff request for information to ensure delivery of culturally diverse acute hospital services 	Annual multicultural event to promote good relations To work in partnership with ethnic minority communities and Trust staff to hold an annual good relations event to provide examples of good practice	Annual Good Relation Event (Lunchtime multi-cultural event held in Antrim Hospital in June 2014)	Increased staff awareness of good practice in promoting Good Relations	Year 1	NHSCT Equality Unit and Ballymena Inter-Ethnic Forum
Action 7 – Notes of Attainment: Action Completed					
<p>To celebrate Community Relations Week in June 2014, the Trust held a multi-cultural event in the restaurant at Antrim Area Hospital. Supported by Ballymena Inter-Ethnic Forum and Antrim Borough Council the aim of the event was to increase staff awareness of the cultural needs of minority ethnic communities receiving hospital care. Participants included representatives from the African and Caribbean, Chinese, Polish, Muslim, Jehovah’s Witness and Roma Communities. The restaurant’s menu on the day also reflected the multi-cultural theme and included traditional food from some of the countries represented.</p>					

Section 1 – Cross Cutting Themes

Theme 2 – Service Monitoring

Recurring Theme Inequalities Audit – Absence of an effective monitoring system makes it difficult to plan and respond to the changing need profiles of the population and model services accordingly

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 8 – Ongoing Action</p> <ul style="list-style-type: none"> ▪ A need to improve ethnic monitoring of services <p>NICEM Seminar Report, Ethnic Monitoring in NI (2010)</p> <p>Race Equality in Health and Social Care, A Good Practice Guide. ECNI (2011)</p> <p>Racial Equality Policy Draft Priorities and Recommendations ECNI (2013)</p>	<p>Ethnic Monitoring</p> <p>To continue to roll out ethnic monitoring to key information systems such as NIMATS and PAS</p>	<p>Data on BME service users accessing services</p> <p>Potential gaps in data identified</p> <p>Guide on Ethnic Monitoring of Service Users in HSC (NI) launched</p>	<p>Improved data on BME communities accessing Trust services.</p> <p>Improved monitoring of service provision</p>	<p>Year 1</p> <p>Monitored through ethnic monitoring returns</p>	<p>DHSSPS HSCB,HSC Trusts</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 8 – Notes of Attainment: Action Ongoing					
Ethnic monitoring of service users is in place in a number of key information systems – Child Health System, PAS, SOS CARE, SureStart and NIMATS. An audit of progress on the implementation of each of these systems is planned for July / August 2015. Information for staff in the form of, ' Key Tips for Staff' has also been circulated and is available on the Trust's intranet . Specific training has been provided to other groups of staff e.g. through the Social Work Forum. The Regional Ethnic Monitoring Guidance has been finalised and the Regional Ethnic Monitoring Group are in discussions with the HSCB in relation to the roll out of this Guidance. The Ethnic Monitoring Project in HSC has been positively referenced by the OFMDFM Race Equality Unit. Ethnic monitoring of staff continues to be collated by the Trusts and this has been enhanced by HRPTS Self-Service functions.					
Action 9 – Ongoing Action <ul style="list-style-type: none"> Low number of complaints received from deaf and hard of hearing community Source: Action on Hearing Loss 2013	Complaints DVD To promote the Regional Complaints DVD: 'Complaints Procedure: A guide on How to Complain'	Resource available for the Deaf and Hard of Hearing Community Resource available on HSC Trust websites Promotion of availability of DVD through training and awareness events Alternate formats available for the submissions of, and response to, complaints Evaluation of the effectiveness of the DVD	Increased awareness among the deaf community of the complaints procedure and how to access the procedure Improved access for the deaf community to the complaints procedure	Year 1 and ongoing Monitoring of the number of Complaints received Reporting through S75 Annual Progress report Service User Feedback	HSC Trust Equality Lead Complaints/ Patients Liaison Manager RNID

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 9 – Notes of Attainment: Action Completed					
<p>A Regional Complaints DVD has been produced and promoted regionally. This is available on all Trust websites. There has been no notable increase in volume of complaints from service users who have been informed about the complaints process through this DVD as well as no quantifiable increase in number of complaints from the deaf and hard of hearing community. Discussion has taken place on various methods with regard to capturing this information – e.g. anecdotal, ??BDA, survey monkey. Health and Social Care Complaint Managers are working collaboratively to identify any potential regional increase of complaints from this community. Further feedback will be gathered from Survey Monkey to include data on how patients discovered how to make a complaint e.g. through website.</p>					

Section 1 – Cross Cutting Themes

Theme 3 – Mainstreaming Equality, Good Relations, Disability Duties & Human Rights Considerations into Corporate Planning Cycle & Decision Making Processes

Recurring Theme Inequalities Audit – Absence of mainstreaming makes it difficult to ensure an equality perspective is incorporated in all policies at all levels and at all stage by those normally involved in policy

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 10 – New Action</p> <ul style="list-style-type: none"> User friendly version of Annual Progress Report will be accessed by wider audience <p>Source: Review of Equality Scheme (ECNI)</p>	<p>Annual Progress Report</p> <p>To work with the ECNI to develop a user friendly and accessible Annual Progress Report template</p>	<p>Annual Progress Report available in accessible user friendly format</p> <p>All those on Trust Consultee databases to receive copy of report in user friendly format</p>	<p>Increased awareness among stakeholders of the equality work taken forward by Health and Social Care Trusts</p>	<p>Year 1</p> <p>Monitored through Annual S75 Progress Report to Equality Commission.</p>	<p>HSC Trust Equality Leads in conjunction with ECNI</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 10 – Notes of Attainment: Action Completed					
An Equality Commission Northern Ireland (ECNI) led event was held on the 11 March 2015 which included a presentation on the new screening template. A follow up meeting was held on 21 April 2015 with the ECNI and HSC Trust Equality Leads to discuss in more detail the new template and expectations in going forward. The new template is now in use to record progress for the current reporting year 2014/15.					
Action 11 – New Action <ul style="list-style-type: none"> Current template not appropriate for many clinical policies Source: Review of Equality Scheme (ECNI)	Screening Template To review the HSC Trust screening template and associated guidance	Easy to follow screening template and guidance that meets the needs of health and social care All Trust policy makers will use easy to follow screening template and guidance	Increased satisfaction among policy leads and decision makers when using template and guidance.	Year 1 Monitored through feedback from staff using template and guidance and Annual S75 Progress Report to Equality Commission	HSC Trust Equality Leads in conjunction with ECNI
Action 11 – Notes of Attainment: Action Ongoing					
A review of the current equality screening was undertaken during the current reporting period and a new screening template is currently piloted when appropriate.					
Action 12 – New Action <ul style="list-style-type: none"> Good practice guidance required to ensure consistent and effective approach 	Equality Impact Assessment Template To work with the ECNI to develop best practice Equality Impact Assessment Template	Easy to follow EQIA template that meets the needs of health and social care All Trust policy makers will use easy to follow EQIA template	Increased satisfaction among policy leads and decision makers when completing EQIAs.	Year 1 Monitored through feedback from staff using template and guidance and Annual S75 Progress Report to Equality	HSC Trust Equality Leads in conjunction with ECNI

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Source: Review of Equality Scheme (ECNI)		Consistent EQIA format adopted by all Trusts			

Action 12 – Notes of Attainment: Action Ongoing

Specialist support is provided to project leads when an Equality Impact Assessment (EQIA) is required. Work will continue with ECNI to ensure policy leads are supported and to ensure consistency across the Health and Social Care sector.

Action 13 – Ongoing Action <ul style="list-style-type: none"> ▪ Multi-Identity Issues 	Multi-Identity To ensure that key multi-identity issues are incorporated into Policy and Service Developments	Update Screening and EQIA Tools to ensure they are sufficiently sensitive to multi identity issues Screening and EQIA process to include assessment of impact in relation to multi identity	Increased awareness among staff of multi-identity issues and their impact on access to Health and Social Care. Improved screening and EQIA processes	Year 1 and ongoing Monitored through quarterly screening reports and S75 Annual Progress Report to Equality Commission	HSC Equality Leads
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Action 13 – Notes of Attainment: Action Ongoing

The screening template currently being piloted incorporates multi-identity issues with useful examples. The screening guidelines include a mix of worked examples including employment based examples and potential impacts on staff e.g. centralisation of services, retraction of services and outsourcing together with Section 75 impacts. It was agreed that procurement examples would also be included in the revised guidelines.

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 14 – New Action</p> <ul style="list-style-type: none"> Need for greater awareness amongst Health and Social Care staff of Section 75 issues. Need to further mainstream Section 75 considerations into the corporate planning cycle and core business of the Trust <p>Source: S75, NI Act 1998 Five Year Effectiveness Review</p> <p>Review of Equality Scheme (ECNI)</p>	<p>S75 Training</p> <p>To review S75 Training Programme so that it reflects any of the changes made to the screening and EQIA templates</p>	<p>Updated training programme reflective of new screening and EQIA resources</p> <p>All Trust policy makers trained in new screening and EQIA resources</p>	<p>Increased awareness policy leads and decision makers on new templates for screening and EQIA.</p>	<p>Year 1</p> <p>Monitored through feedback from staff using template and guidance and Annual S75 Progress Report to Equality Commission</p>	<p>HSC Trust Equality Leads</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 14 – Notes of Attainment: Action Ongoing					
<p>The Trust is committed to the provision of training as a key component of meeting its legislative requirements. The Trust’s Equality Leads deliver a range of training to ensure that staff are equipped with the necessary Section 75 knowledge and expertise to work effectively with each other and to ensure everyone can access our services. Uptake of training is reported annually in Trusts’ ECNI Progress Reports. All new staff are required to attend a half day ‘Welcome Session’ as soon as possible after they commence employment in the Trust. Participants are given information on the Trust’s new e-learning Corporate Induction Programme, which is mandatory for them to access and complete within their first three months of employment. This includes Equality, Disability and Human Rights awareness training. To make sure that our staff are trained by experts, our disability equality training is delivered in partnership with members of our Disability Consultation Panel who have a range of disabilities. The Health and Social Care Discovering Diversity E-Learning Package, which includes a disability module, continues to be rolled out to staff who have access to computers. Specialist Master Classes on Section 75 screening along with policy development resource packs continue to be delivered to new policy makers across the Trust to ensure they have the necessary skills to effectively screen policies and decisions.</p>					
Action 15 – Ongoing Action <ul style="list-style-type: none"> Information required to allow service providers to identify key inequalities and investigate their causes <p>Source: Guide to the Statutory Duties (ECNI) 2005</p>	Emerging Themes <p>To annually review and maintain the ‘Emerging Themes’ compendium of research literature to inform current and future action based plans.</p>	<p>Up-to-date and reliable evidence and staff resource on emerging themes in relation to key inequalities experienced by the nine equality categories.</p> <p>Collated data themed and disaggregated by the Section 75 categories</p> <p>Evidence available for future screening and equality impact assessments</p> <p>Resource for both health and social</p>	<p>Improved screening and EQIA processes</p> <p>Better assessment of impact on S75 equality categories when planning and reviewing services</p>	<p>Ongoing</p> <p>Monitored through Annual S75 Progress Report to Equality Commission</p>	<p>HSC Trust Equality Leads</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
		care staff and representative organisations. Relevant and evidence based action based plan.			
Action 15 – Notes of Attainment: Action Ongoing					
The Emerging Themes document was updated in July 2015 and is available on all Trust websites and intranets.					
Action 16 – Ongoing Action <ul style="list-style-type: none"> Relevant up to date information on consultees for engagement and consultation processes. Source: Guide to the Statutory Duties (ECNI 2005)	Maintenance of Regional Consultation List To annually review regional list of consultees	Up to date, relevant list of consultees Revalidated Consultee database	More effective and targeted consultation Increase in consultation response rate	Annually Monitored through Annual S75 Progress Report to Equality Commission	HSC Trust Equality Leads

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 16 – Notes of Attainment: Action Ongoing					
<p>The Regional Consultee List is updated on an ongoing basis in the light of information received from organisations with regard to changes to personnel and contact details. In September 2015 an audit will be carried out to ensure that regional consultees are being contacted in the way that best suits them e.g. email, letter, telephone etc. Work will also be carried out to ensure that local consultees, who are specific and relevant to individual Trusts, are identified and their contact details are updated.</p>					
Action 17 – New Action (Local NHSCT action) <ul style="list-style-type: none"> Public Authorities have tended to focus on the equality of opportunity duty rather than the good relations duty when addressing their commitment to Section 75 <p>Source: ECNI Review of Effectiveness of Section 75 (2007)</p> <p>NHSCT Equality Scheme</p>	Good Relations Strategy To carry out an internal and external audit of good relations across the NHSCT area To develop a Good Relations Strategy and Action Plan	Audit completed and issues relating to good relations identified Draft Strategy and action plan for implementation	Increased visibility and confidence in Trust's commitment to promoting good relations Improved awareness of requirement to promote good relations among staff Better engagement with representative organisations and communities	Year 1 - Strategy drafted for consultation by end June 2014 Monitored through S75 Good Relations Steering Group and Annual Progress Report to Equality Commission	NHSCT Equality Unit and Good Relations Steering Group

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		

Action 17 – Notes of Attainment: Action Ongoing

During 2013/14 the Trust developed a draft Good Relations Strategy to reflect our commitment to promoting respect, equity and trust in the delivery of our services and employment of our staff. The Trust established a Good Relations Steering Group to provide advice and guidance in the development of the Trust's Good Relations Strategy and Action Plan. Membership of the group included nominated Directorate representatives, Union representation, Ballymena Borough Council, Community Relations Council, Ballymena Inter Ethnic Forum and the Trust's Chaplaincy Service. The Steering Group met regularly during the development of the Strategy and has been responsible for overseeing tasks and timescales. An extensive literature search was completed to gather information on good relations initiatives already taken forward by the Trust and examples of good practice for consideration. To ensure that the Strategy reflected the needs and views of Trust staff Survey Monkey was used to gather feedback. The survey went live on the 10 March 2014 and was completed confidentially by 901 members of staff. To gather feedback from service users a questionnaire was sent to members of our current User Panels. On 9 June 2014 the Trust met with a number of community and voluntary organisations and representatives which provided an opportunity for people from a range of communities to share their knowledge, experiences and ideas. Having carried out this work a number of key themes and areas for action were identified. The draft Strategy was consulted on for 16 weeks from 1 July 2014 until 21 October 2014 and was approved by Trust Board in December 2014. The Good Relations Strategy was launched at the Stronger Together Network's Annual Conference February 2015.. Work continues on the implementation of the Strategy.

Section 1 – Cross Cutting Themes

Theme 4 – Promoting Participation and Inclusion

Recurring Theme Inequalities Audit – Lack of Involvement of S75 groups in planning and decision making

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 18 – New Action</p> <ul style="list-style-type: none"> Commitment to ensure PPI is integral to decision making <p>HSC Trusts Consultation Schemes</p> <p>Effective Stakeholder Engagement – Good Practice Guidelines (Policy) Champions Network</p> <p>Health and Social Services (Reform)</p>	<p>E-Learning PPI toolkit</p> <p>To work with Trust PPI Leads on the development, launch and dissemination of a multifaceted PPI awareness raising & Training Programme for HSC in partnership with Public Health Agency (PHA)</p>	<p>Multifaceted PPI awareness raising and training programme ranging from Introductory level 1 to level 4 specialised PPI training (modular and eLearning mix)</p>	<p>Increased awareness raising of PPI</p> <p>Greater understanding of values, principles and methods of effective PPI</p> <p>Greater understanding of the needs of Section 75 groups and how to effectively engage with hard to reach groups Will lead to an increase in S75 groups' involvement in planning and decision making</p>	<p>Year 2</p> <p>Uptake monitored through E-Learning monitoring process</p>	<p>PHA</p> <p>Trust PPI Leads</p> <p>HSC Trust Equality Leads</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Northern Ireland Act 2009					
Action 18 – Notes of Attainment: Action Ongoing					
<p>The new Personal and Public Involvement Standards: “Setting the Standards” was formally launched on 4th March 2015. These new five standards, which were regionally agreed, set out the new PPI standards which HSC Trusts will implement as a model of good practice for developing PPI approaches. The five new standards are; Leadership, Governance, Opportunities and Support for Involvement, Knowledge and Skills and Measuring Outcomes. A regionally approved Train the Trainer PPI programme has been developed and will be rolled out locally. This will be supported by the development of a PPI e-learning programme to complement the face to face training tools.</p>					

Section 1 – Cross Cutting Themes

Theme 5 – Procurement

Recurring Theme Inequalities Audit – Those organisations that Public Authorities contract with should be required to have equality policies and procedures in place in relation to the delivery of their services.

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 19 – Ongoing Action</p> <ul style="list-style-type: none"> Need for consistent compliance with ECNI guidance Equality of Opportunity and Sustainable Development in Public Sector Procurement <p>Guide to the Statutory Duties 2005</p> <p>Public Procurement and Human Rights in NI (NIHRC) Equality of Opportunity and Sustainable Development in Public Sector Procurement 2008</p>	<p>Procurement – Section 75 Duties</p> <p>To continue with on-going training delivered by BSO to HSC staff involved in contracting and commissioning function to ensure S75 duties are embedded in the procurement processes and to promote an increased awareness of Human Rights in procurement</p>	<p>Training sessions delivered to relevant HSC staff</p> <p>Evidence of S75 considerations in HSC procurement processes</p>	<p>Increased awareness among relevant HSC staff of S75, Disability Duties and Human Rights obligations in procurement process</p>	<p>Year 2</p> <p>Uptake monitored through training programme</p>	<p>BSO</p> <p>HSC Trust Equality Leads</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 19 – Notes of Attainment: Action Ongoing					
<p>A Regional workshop is planned for August 2015 focusing on Equality and Human Rights Issues in relation to Procurement, Commissioning and Planning processes. Good Practice examples and legal implications will be discussed at the event. Invitations will be extended throughout HSC organisations.</p>					

SECTION 2

Service Related Issues

Measures to promote equality of access to Health and Social Care Services

Section 2 – Service Related Issues

Recurring Theme Inequalities Audit – Measures to promote equality of access to health and social care services

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 20 – Ongoing Action</p> <ul style="list-style-type: none"> Tackle prejudicial attitudes and behaviour towards LGBT individuals Promote positive attitudes towards LGBT Raise Awareness of the rights of LGBT <p>Promoting Sexual Orientation Equality</p>	<p>Supporting LGBT communities</p> <p>To continue to support the Health and Social Care LGBT Staff Forum</p> <p>To develop training and awareness raising sessions for staff with regard to LGBT Adults in residential homes</p> <p>To raise awareness of issues facing LGBT with multiple identities and tackle barriers experiences</p> <p>To work with PHA to promote Training workshops for Healthcare Professionals</p>	<p>Promotion of the Staff Forum through display of Posters and Information on Trust Intranet, Wards and Facility Notice Boards</p> <p>Training programme for staff working with clients in residential homes</p> <p>Multiple identity issues incorporated into equality and diversity training</p> <p>Workshops organised and regionally advertised</p> <p>Training seminar held on needs of lesbian women with regard to</p>	<p>Increased profile of, and attendance at Staff Forum</p> <p>Increased staff awareness and good practice adopted</p> <p>Increased staff understanding of issues faced and promotion of inclusive culture</p> <p>Increased understanding of appropriate terminology and barriers experienced</p> <p>Raised awareness among staff of issues affecting lesbian women accessing maternity services.</p>	<p>Year 1 – 3 On-going</p> <p>Monitored through S75 Annual Progress Report, training feedback and service user feedback</p>	<p>HSC Trust Equality Leads, PHA and Rainbow</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>ECNI October 2013</p> <p>Lesbian, Gay, Bisexual or Transgender Planning for Later Life AGE UK July 2013</p> <p>Older People in Care Homes: Sex, Sexuality and Intimate Relationships RCN 2011</p>	To develop a Training Seminar to address the needs of Lesbian women with regard to access to maternity and Fertility services	accessing to maternity and Fertility services			
<p>Action 20 – Notes of Attainment: Action Ongoing</p> <p>The Trust continues to support the Lesbian, Gay, Bisexual and Transgender (LGB&T) Forum and promotes it on Staffnet and social media. HSC organisations have agreed to progress toward LGBT - ‘I am an Ally!’ - Diversity Champions status in partnership with BSO, PHA and other HSC organisations and The Rainbow Project. This initiative has been discussed and agreed at a regional wide Diversity Workshop.</p>					
<p>Action 21 – Ongoing Action</p> <ul style="list-style-type: none"> ▪ For persons in need who are destitute and have no or limited recourse to public funds. • Current 	<p>No Recourse to Public Funds</p> <p>To ensure that decisions in this area are compliant with key legislative requirements e.g. Human Rights Act.</p>	<p>Guidance updated for staff to use during decision making</p> <p>Staff informed of Guidance</p>	<p>Increased staff awareness of key considerations when determining if treatment or support can be provided</p>	<p>Year 2</p> <p>Monitored via BSO, Counter Fraud Unit and Trust Internal Monitoring Arrangements</p>	<p>HSC Trusts, BSO, DHSSPS, HSCB</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>constraints include lack of Regional Guidance and Funding implications.</p> <p>Source: No Home From Home Research (NIHRC)</p> <p>Policy Briefing Accessing Healthcare for Migrants in NI: Problems and Solutions, Law Centre (NI) (2013)</p> <p>DHSSPS Consultation on 2005 Provision for services to Persons not ordinarily resident in NI (2013)</p>					
<p>Action 21 – Notes of Attainment: Action Ongoing</p> <p>The Counter Fraud and Probity Services has set up a Pilot in 2 Trust areas, the West and South, and the outcome of these pilots will be evaluated to assist with the next steps to be taken across Health and Social Care. The Pilot involves a process where patients who present without GP details or a Health and Care number are asked to provide proof of residency.</p> <p>On 28 May 2015 an event entitled “Domestic Abuse and Women with No Recourse to Public Funds: Where Human Rights Do Not Reach” was held to celebrate Africa Week by raising awareness on issues affecting Black Minority and Ethnic Women in Northern Ireland. It brought together Women’s group/policy-makers, victims of domestic violence, service providers, health practitioners and other public bodies to share information and establish a</p>					

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>collaborative approach to addressing the issue of “Domestic Abuse and women with No Recourse to Public Funds” in Northern Ireland and its impact on the protection of children and vulnerable adults. All Trusts will consider the outcome from this event to ensure compliance with best practice.</p> <p>The Stronger Together Network held a seminar on Wednesday 24 June 2015 to discuss the implications faced by people that have no recourse to public funds and how they can be supported by the community and voluntary sector. The event agenda included what ‘No Recourse to Public Funds’ means and who it applies to, understanding the legislation and short, medium and long term support solutions. The outcomes from this event will be considered and during 2015/16 Trust Equality Leads will consider how Trusts can work in partnership with the voluntary and community sector.</p>					
<p>Action 22 – Ongoing Action</p> <ul style="list-style-type: none"> Need for culturally sensitive services <p>NICEM Report Black and Minority Health and Wellbeing Development Project September 2006.</p> <p>Out of the Shadows Report – An action research report into families and racism and exclusion in NI.</p> <p>Race Equality Audit for NI – NICEM</p> <p>New to NI – A study of</p>	<p>Multi-cultural and beliefs handbook</p> <p>To maintain the Multi-cultural and Beliefs Hand Book to ensure it reflects current migration trends.</p>	<p>Updated Multi-cultural and beliefs handbook available for staff</p> <p>Provision of culturally sensitive services</p> <p>BME service users treated with dignity and respect regardless of their ethnic background</p>	<p>Improved patient experience for BME communities</p> <p>Increased awareness among staff of beliefs, needs and preferences</p>	<p>Year 1</p> <p>Monitored through PPI/Patient Surveys/Complaints monitoring</p>	<p>Southern Trust on behalf of all HSC Trusts</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
issues faced by migrant, asylum seeking and refugee child in NI					
Action 22 – Notes of Attainment: Action Ongoing					
The Multi-Cultural and Beliefs Handbook Resource was updated to include information on the Roma Community in October 2014 and the final version was circulated to Equality Leads in– April 2015 Action completed but subject to on-going review to reflect migration trends.					
Action 23 – New Action <ul style="list-style-type: none"> Need to ensure Trusts prepared for extension of Age Discrimination Regulations Source: Old Habits Die Hard – Tackling Age Discrimination in Health and Social Care ECNI - Awareness of Age Regulations 2006 and Attitudes of the General Public in Northern Ireland towards Age Related Issues	Age Discrimination Regulations To work with Trust service areas to identify the key issues to address in preparation for extension of Age Discrimination Regulations into sphere of goods facilities and services	Workshop with service areas to identify issues Actions developed to ensure Trusts are prepared for extension of regulations Good practice adopted across service areas	Increased staff awareness of legislative requirement	Year 3 (dependent on legislation enactment) Monitored through action plan and S75 Annual Progress Report	Service Leads HSC Trust Equality Leads

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 23 – Notes of Attainment: Action to Commence					
<p>Legislation has not been introduced as yet – however note announcement of Junior Ministers. Junior Ministers Jennifer McCann and Jonathan Bell made an announcement on the 19 February 2015 regarding proposals on the way forward for new age discrimination legislation on the provision of goods, facilities and services. The Programme for Government contains a commitment to extend legislation to give legal protection from unfair age discrimination by those providing goods, facilities and services. The proposed legislation will apply to people aged 16 and over. Junior Minister McCann said “The aim of the new legislation is to protect all people aged 16 and over from discrimination because of their age when accessing goods, facilities and services. This will put age discrimination outside work on a similar footing to discrimination law in employment. It sends out the clear message that ageist attitudes and practices are as unacceptable in service provision as in the workplace.” Junior Minister Bell commented: “We are eager to progress this Programme for Government commitment as soon as possible. It will give individuals confidence to know their rights to fair treatment, and provide legal clarity for service providers. “The next step will be to bring forward a consultation document in the near future, setting out our proposals. Following consultation, we will then consider all the options available to us for bringing this legislation before the Assembly.” In certain circumstances it is appropriate to treat people differently because of age, such as the prohibition on the sale of alcohol to people under 18. The proposals will not affect other legislation which currently imposes statutory age limits.</p>					
Action 24 – New Action <ul style="list-style-type: none"> Support for Black and Minority Ethnic (BME) Carers <p>Source: Diversity in Caring. Towards Equality for Carers, Yeandle, Bennett, Buckner, Fry and Price, University of Leeds</p>	BME Carers <p>To develop ways of identifying and supporting BME carers by working in partnership with health and social care organizations, community and voluntary groups and others seeking to improve the health and social wellbeing of BME carers across Northern Ireland</p>	<p>Initiatives identified to reach out to BME carers, developing initiatives to support BME carers, and. At a practical level this work includes</p> <p>Leaflet translated into 9 languages</p> <p>Training event for health and social care staff to be run during Carers Week 2014.</p> <p>Good practice shared across organisations working with BME carers.</p>	<p>Raised profile of the issues affecting BME carers in NI</p> <p>Increase in staff awareness of the needs of BME carers</p> <p>Improved information available for BME carers</p>	<p>Year 1</p> <p>Monitored through identifying and supporting BME carers group</p>	<p>PHA</p> <p>Trust Carers Co-ordinators</p> <p>HSC Trust Equality Leads</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 24 – Notes of Attainment: Action Ongoing					
Information for Carers has been translated and is available on Trust websites – Suzanne – have made a few tweaks below					
Regional Initiatives to support BME carers during 2014 – 2015 included:					
<ul style="list-style-type: none"> • Development of an information leaflet aimed at raising awareness of carer support and details of Carer Co-Ordinators translated into 11 languages and launched at a Regional event in June 2014. This leaflet was distributed throughout all HSC Trusts and is available on the Trust web pages. • Funding was secured by the Regional BME Carers group (from PHA) to run events in each Trust to raise awareness of BME carers. Events included: <ul style="list-style-type: none"> ○ The development of an App to promote the needs of Carers from BME Communities. This App will help identify and assist individuals with caring responsibilities and sign post them to appropriate services . ○ A workshop ‘Cultural Approaches to Caring’ which aimed to raise awareness of cultural differences to caring, and to provide a networking opportunity between the Trust and other organisations supporting BME carers. ○ A seminar for BME organisations on Carer support. ○ A support event for BME carers. • Funding has been sought by the Trusts’ Carers Co-ordinators from PHA to conduct research into BME Carers. This research will help to establish a baseline of BME Carers throughout NI and help identify their needs and plan for future services. One of the key objectives of the research application is to develop a support network for BME Carers and further promote social inclusion for BME Carers and their families. 					

SECTION 3

EMPLOYMENT

Measures to promote participation, equality of opportunity and good relations in the workplace

Section 3 – Employment related issues

Measures to promote participation, equality of opportunity and good relations in the workplace

This section of the Trust's Equality Scheme Action Based Plan has been developed in recognition of the following context as it relates to employment equality within the Trust:

- The Trust has already in place a range of Employment Equality and Human Resource Policies which have been developed in consultation and in partnership with a range of key stakeholders and Trade Unions. These Policies are reviewed as a matter of course on a 3 yearly basis but earlier if there is a need to take account of legislative and case law developments. These Policies are subjected to Section 75 screening to ensure the promotion of equality of opportunity and good relations across the nine different equality groups, to highlight and address multiple identity issues and the avoidance of discrimination. Employment Policy is benchmarked against the Equality Commission for NI's Employment Codes of Practice and Best Practice Guidelines. The Trust will continue to monitor and publish screening outcomes and implementation of these policies as part of its Plan.
- Further, the Trust provides a comprehensive menu of Equality Training. This includes corporate induction training for all newly appointed staff; equality training for all managers which includes specific training on Working Well Together and Harassment and mandatory equality training for all staff.
- The Trust has in place a Working Well Together Policy and Harassment Policy which details the support in place to ensure appropriate and confidential facilities to enable individuals or groups facing discrimination to raise their concerns. Further, the Trust has a Disciplinary Procedure with clear and explicit measures, remedies and sanctions for acts of discrimination, harassment and unacceptable behaviour at work. Through its Health and Wellbeing Strategy and associated Action Plan, collaborative working with Health Improvement, Health and Safety, Education, Human Resources, Occupational Health Teams, in partnership with Trade Unions and relevant others the Trust is involved in a programme of work to improve the working lives of staff and provide appropriate support, guidance and advice on a range of issues.

- The Trust undertakes a systematic audit of its workforce composition as part of its statutory annual and three yearly monitoring requirements under Fair Employment and Treatment Order 1998 legislation. The Trust has just completed its second Article 55 Review Report which includes a comprehensive analysis of existing workforce composition, workforce flows, leavers, employment policy and practice. HSC Trusts are working in partnership with the ECNI and a range of relevant stakeholders as part of an agreed multi-dimensional approach to address current employment trends within health specific occupations. In addition, HSC Trusts will continue to work with the ECNI and TUs with regard to local labour force issues. See below action measures arising from the review to be taken forward in this the Trust's second Action-Based Plan which is aimed at tackling inequality in Health and Social Care. Of note, the Introduction of an new information system for both Pay Roll and Human Resources will ensure that equality data for current staff is accurate and as up-to-date as possible as it will be facilitated by Employee Self Service – which gives staff direct access to update their own equality data. The Trust will continue to utilise this data when drafting and reviewing employment policy and to inform on-going equality screening and EQIAs.

Section 3 – Employment

Measures to promote participation, equality of opportunity and good relations in the workplace

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Action 25 – Ongoing Action</p> <p>Lack of fair participation in the workplace.</p> <p>Source: Fair Employment A Generation On (ECNI)</p> <p>Source: Statement of Key Inequalities in NI (ECNI 2007).</p> <p>Promotion of fair participation in the workplace</p> <p>Source: Article 55 Review Reports (ECNI)</p> <p>ECNI Annual Fair Employment Monitoring Report No 23</p>	<p>FETO</p> <p>Completion of Article 55 Review Report in line with Fair Employment and Treatment (NI) Order 1998.</p>	<p>Participation in multi-dimensional approach in partnership with the ECNI and relevant stakeholders to address current employment trends across all 5 HSC Trusts as it relates to health specific occupations.</p> <p>Continued work with HSC Trusts and ECNI in addressing any localised labour force issues</p>	<p>Both main communities in NI are fairly represented in the workplace.</p> <p>Fair participation in the workforce</p>	<p>2014-2017</p> <p>Monitored by Article 55 review process</p>	<p>Assistant Director Employee Relations</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Action 25 – Notes of Attainment: Action Completed/Action Ongoing/Action to Commence					
<p>Article 55 Review Reports have been completed by HSC Trusts and the Equality Commission. The Equality Commission agreed to undertake further research as regards emerging trends from the University re health specific occupations (i.e. professional occupations) ??in partnership with local universities and will discuss their findings with HSC Trusts.</p>					
<p>Action 26 – Ongoing Action</p> <p>Men who present as unavailable for work, only one in twenty link their situation to family or home commitments. In any comparable group of women that figure rises to more than one in three</p> <p>Childcare costs in Northern Ireland approx. 44% of an average income, which is almost four times the EU figure of 12%.</p> <p>ECNI Getting a Fair Share</p>	<p>Gender equality</p> <p>Promote work life balance policies and procedures. Monitor uptake across Trust.</p> <p>Continue to provide and promote Childcare voucher scheme</p>	<p>Greater uptake of work life balance provision</p> <p>Reduction in staff absence</p> <p>Uptake of Childcare voucher scheme</p> <p>Policy updated to reflect current legislative requirements</p>	<p>Increased awareness of work life balance policies and childcare voucher scheme</p> <p>Improved retention rates</p>	<p>2014-2017</p> <p>Monitored through policy monitoring process</p>	<p>Assistant Director Employee Relations</p>
Action 26 – Notes of Attainment: Action Completed					
<p>The research, which is funded by OFMDFM, is concerned with investigating Gender Equality at Executive/Senior levels within the NI Public Sector which may affect an individual's career aspirations to reach a senior position . The Report findings have since been launched. Initial research findings highlighted that women fair better where there is a female Chair and Chief Executive at the head of public sector bodies.</p>					

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>The Trusts have examined the recommendations to see what further steps can be taken to further ensure gender equality in the workplace. For example, HSC Trusts have an expanding range of initiatives in place such as Work Life Balance schemes to enable employees to reconcile competing demands/commitments, succession planning programmes aimed at growing potential, and various other leadership and professional development courses to develop the potential of future managers.</p>					
<p>Action 27 – New Action</p> <p>Need for HSC Transgender Policy</p> <p>Source: Sex Discrimination (Gender Reassignment) Regulations (NI) 1999</p>	<p>Transgender Policy</p> <p>Development of a Regional Transgender Policy</p>	<p>Policy developed which promotes best practices across the HSC sector</p> <p>Discrimination against transgender people (whether by staff or third parties) is not tolerated and any allegations thereof are dealt with in an effective manner.</p>	<p>Promotion of inclusive workplace where</p> <ul style="list-style-type: none"> • Transgender people feel comfortable to express their gender identity; • Transgender people can fulfil their full potential and fully contribute to the workplace; 	<p>2014-2017</p> <p>Monitored by policy development working group</p>	<p>Business Services Organisation and Equality Leads</p>
<p>Action 27 – Notes of Attainment: Action Ongoing</p> <p>The first meeting to discuss the Transgender Policy was held on Thursday 8 May 2014 in the Business Services Organisation. Which was very productive. Areas requiring legal clarity included: scope of protection and records management/disclosure. BSO agreed to engage with Legal Services on the following issues - absence management and handling of information records.</p> <p>General agreement was reached that the policy should be short and that protocols for managers, staff and HR are to be produced separately to underpin/assist with the role out of the policy in the workplace. Training materials are also to be produced. Timeline for key activities and consultation ???string produced following first meeting. It was agreed that the development of the policy will be progressed in the following steps: network (operational level), finalise 1st draft, engage with trans sector and trade unions, 2nd draft, bring feedback and 2nd draft to regional HR network (operational level), SMT/Board sign off for consultation, 12-week public consultation, finalise policy, bring consultation report and final policy to regional HR network (operational level), approach HR Directors Forum and trade unions for endorsement,</p>					

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>SMT/Board sign off.</p> <p>A second meeting took place on 26th September 2014 – The Policy was redrafted to reflect considerable changes on the back of informed discussion from the first meeting. It was agreed that HR practitioners would feed in re potential impacts of the draft Policy in relation to records management in particular, ie, when to change records to reflect newly acquired gender status and all others of potential impact. The policy will require equality screening and public consultation as detailed above.</p> <p>A workshop was held on 2 June 2015 to discuss outstanding issues such as when to amend staff records. ?? Any progress on thisFollowing the workshop it is hoped that the HSC will be in a position to finalise the draft policy which will proceed to formal consultation.</p>					