

Appendix 2 – Good Relations Action Plan, Outcomes, Timescales

Theme 1 – Increasing Visibility

Action	Outcome	Timescale	Responsibility
Develop a public statement on the Trust's commitment to challenging sectarianism and racism in all its form and communicate this widely to staff and service users.	Increased awareness of the Trust's commitment to challenging sectarianism and racism.	January 2015	Trust Board
Action 1 – Notes of Attainment: Action Ongoing NHSCT Good Relations Statement - “We are committed to ensuring that our staff feel comfortable at work and everyone feels welcome when using our services. We will not tolerate sectarianism or racism in any form by staff or service users.” This statement was agreed by Trust Board and is incorporated within the Good Relations Strategy which is available on the Trust's internet and intranet. It will be publicised, in poster form, in all Trust facilities and will be displayed on pull up banners at good relations events.			
Identify a Good Relations Champion at Trust Board and in each of our Directorates to oversee the implementation of the strategy.	Top level commitment to promote good relations. Good practice adopted across service areas.	January 2015	Trust Board
Action 2 – Notes of Attainment: Action Ongoing Current Trust Board Good Relations Champion's tenure has been extended for six months until end September 2015. Awaiting appointment of Non-Executive Trust Board Directors for identification of new Good Relations Champion.			

Action	Outcome	Timescale	Responsibility
Hold an annual good relations event to connect health and social care practitioners to models of good practice.	Improved staff awareness of models of good practice	Annually	Equality Unit
Action 3 – Notes of Attainment: Action Ongoing Currently working in partnership with Ballymena Inter-Ethnic forum on the display of good relations exhibition stands at the Trust's Leadership and Nursing and Midwifery conferences both scheduled for November 2015.			
Produce our annual progress report for ECNI in a user friendly Equality and Good Relations Bulletin.	Increased awareness among staff stakeholders of the equality work taken forward by the Trust.	September annually	Equality Unit
Action 4 – Notes of Attainment: Action Ongoing The second edition of Equality News has been completed. This provides a more user friendly description of our equality and good relations related activity during the year and is disseminated to consultees and available for staff centrally on Staffnet.			
Establish a good relations award in the Trust's Sharing Excellence Leading Quality scheme.	Raised awareness and increased visibility of good relations initiatives throughout the Trust	Annually	Trust Board
Action 5 – Notes of Attainment: Action Ongoing This is now included in the Trust's Chairman's Awards as part of the 'Partnership Award' category. Applicants will be able to demonstrate, for example, how good relations have been developed by being inclusive, open to diversity, removed unfair bias and delivered positive outcomes for service users/carers.			
Action	Outcome	Timescale	Responsibility
Identify and promote two good news stories each year.	Increased awareness of the diversity of	April 2015 – on-	Equality Unit and Good

	our workplace and the communities we work.	going	Relations Champions
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Action 6 – Notes of Attainment: Action Ongoing

A Dietary Focus Group was set up, in partnership with Ballymena Inter Ethnic Forum, involving a number of representatives from minority ethnic communities. This aim of this was to ensure the Trust’s menus are inclusive of their dietary needs. A minority ethnic representative of this Focus Group now sits on the Trust’s Food Matters Forum to assist with the progression of this. This was promoted by Ballymena Inter Ethnic forum through twitter and has been incorporated into our Equality News.

In November 2015, as part of the annual Nursing and Midwifery conference, good relations will be promoted with the involvement of groups from minority ethnic backgrounds which will particularly focus on their needs whilst receiving hospital care. This will be targeted at the nursing and midwifery staff attending the conference.

Theme 2 – Supporting our Staff

Action	Outcome	Timescale	Responsibility
Review our current policies in partnership with staff and Trade Unions Side and translate into appropriate minority languages spoken by our staff.	Effective policies that inform staff of the support available to them.	January 2016	Human Resources, Trade Unions Side and Equality Unit
Review our list of Support Officers to make sure it is up to date and publicise the list widely and clarify their role to all Trust staff.	Support and advice provided on options for resolving good relations issues.	January 2015	Human Resources, Trade Unions Side and Equality Unit

Action 7 – Notes of Attainment: Action Ongoing

List of Support Officers updated and included as part of the ‘Working Well Together’ policy with guidance included as to their role.

Develop a resource for Staffnet that clearly and simply details how a problem can be reported and provide information for managers on how to deal with a reported	Resource available on Staffnet to support people with good relations issues and	January 2016	Human Resources, Trade Unions Side
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problem appropriately.	managers to deal with them.		and Equality Unit
Develop and deliver training for managers to ensure they are confident to fulfil their responsibilities.	Increase in manager skills to deal with good relations issues.	January 2016 and on-going	Human Resources, Trade Unions Side and Equality Unit
Ensure Trust's induction programme reflects specific needs of migrant workers and develop a welcome pack to provide useful information for anyone new to the organisation.	Increased support for migrant and new workers joining the Trust.	January 2016	Human Resources, Trade Unions Side, representative organisations and Equality Unit
Action	Outcome	Timescale	Responsibility
Review Trust's Zero Tolerance Policy to ensure staff are aware that they are protected from all types of abuse.	Increased awareness of scope of Policy.	January 2016	Human Resources, Trade Unions Side and Equality Unit

Theme 3 – Services for Everyone

Action	Outcome	Timescale	Responsibility
Review equality training to make sure that it goes beyond basic cultural awareness and includes development of skill to challenge sectarianism and racism.	Staff skilled in the delivery of services for everyone. Increased staff awareness of good relations.	December 2015 and on-going	Equality Unit, Trade Union Side and representative organisations.
Continue to link with the Stronger Together Network and disseminate appropriate information across the Trust	Increased awareness of local services, upcoming events and best practice resources. Improved Networking with key groups	On-going	Equality Units and Good Relations Champions
<p>Action 8 – Notes of Attainment: Action Ongoing The Trust, as members of the Stronger Together Network, receive regular e-alerts and relevant events/information is forwarded to relevant staff and, where appropriate, advertised on Staffnet. The Trust participated in the ‘No Recourse to Public Funds’ workshop and in February 2015 launched their Good Relations Strategy at the Stronger Together Annual Conference. The Trust is currently working with Stronger Together to further workshops on good relations issues.</p>			
Establish a BME Forum with representative groups across Trust area.	Promotion of good practice	April 2015	Equality Unit
<p>Action 9 – Notes of Attainment: Action Ongoing Representatives to sit on BME Forum identified, in partnership with Ballymena Inter Ethnic Forum, and Terms of Reference currently being drafted. Anticipated first meeting to be set up for October 2015.</p>			
Action	Outcome	Timescale	Responsibility

Ensure the Multi-Cultural and Beliefs Handbook is reflective of the Northern Trust population and is accessible for all staff.	Increased awareness of the need for good religious and spiritual care. Increased awareness of spiritual needs.	January 2015 and on-going	Equality Unit, Chaplaincy Service and Good Relations Champions.
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Action 10 – Notes of Attainment: Action Ongoing
Multi-Cultural and Beliefs Handbook recently revised to include Roma Community and available on Staffnet.

Ensure that all staff are aware of how to access interpreting support and provide “working well with interpreters” training for Trust staff. We will also work with Minority Ethnic Communities to improve awareness of this service. We will build on our library of translated information currently available on Staffnet and make sure staff are aware of it and make it available on our website for service users to access.	Better equality of access to service provision for those who do not speak English as a first language. Increased access to translated information and raised awareness of interpreting support. Increased staff knowledge of working with interpreters.	January 2015 and on-going	Equality Unit
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Action 11 – 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 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.

Action	Outcome	Timescale	Responsibility
Development and dissemination of an online toolkit, DVD and training materials to offer practical advice and good practice information for mental health practitioners. Develop a DVD and associated training materials on cultural competence in Mental Health Services.	Increased culturally competence in delivery of mental health services. Better health outcomes in mental health for service users Increased confidence and utilisation of mental health	April 2015 and on-going	Equality Unit, PHA and Mental Health and Disability Directorate

Action 12 – Notes of Attainment: Action Ongoing

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. There was general agreement that mental health professionals would welcome the development of an online toolkit for specific advice or good practice in this area. An Ethnic Minorities Mental Health Toolkit which essentially is a guide for Practitioners 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. The toolkit is broken down into quick reference sections with hyperlinks to more detailed reports or useful resources and there are a number of appendices with useful links. [http://www.belfasttrust.hscni.net/pdf/BME Cultural Awareness Document sml.pdf](http://www.belfasttrust.hscni.net/pdf/BME_Cultural_Awareness_Document_sml.pdf). An accompanying DVD and Train the Trainer session will help improve usage and awareness of the resource and the concept of cultural competency.

Action	Outcome	Timescale	Responsibility
Ensure that our complaints procedure is accessible to all service users and carers.	Increased awareness of the complaints procedure and how to access the procedure	January 2016	Equality Unit and Trust Complaints Department
Improve engagements with local faith communities and work with local communities and the Trust's Chaplaincy Service to ensure that it reflects local demographics and that the Trust facilities have places and opportunities for people to practice their faith.	Representative Chaplaincy Service Improved holistic spiritual care for patients.	April 2015 and on-going	Equality Unit, Chaplaincy Service and representative organisations
<p>Action 13 – Notes of Attainment: Action Ongoing Work ongoing through Ballymena Inter Agency Support Group (BIAESG) and contact made with Trust's Chaplaincy Service to begin this project.</p>			
We will gather information on the diverse dietary needs of the populations we serve and ensure inclusive menus are provided. It is important to acknowledge that a proportion of our patients may not speak or read English. We will ensure that communication to patients regarding the menu, food service provision and also obtaining patient feedback is provided in the main minority languages spoken in the Trust area.	Improved patient experience for ethnic communities Increased staff awareness of needs and preferences.	March 2015	Equality Unit and Trust Catering Department
<p>Action 14 – Notes of Attainment: Action Ongoing A Dietary Focus Group was set up, in partnership with Ballymena Inter Ethnic Forum, involving a number of representatives from minority ethnic communities. This aim of this was to ensure the Trust's menus are inclusive of their dietary needs. A minority ethnic representative of this Focus Group now sits on the Trust's Food Matters Forum to assist with the progression of this.</p>			
Action	Outcome	Timescale	Responsibility

Develop guidance, based on ECNI guidelines, for teams and services to provide a welcoming environment for all the communities in the Trust area.	Improved access to services for everyone. Improved patient experience for all communities as staff are more aware of their needs and preferences.	March 2015	Equality Unit, ECNI and Chaplaincy Service
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Action 15 – Notes of Attainment: Action Ongoing
To be completed.