

Equality and Human Rights Annual Progress Report 2015-2016



Each year the Trust produces an Equality and Human Rights Annual Progress Report which details how we fulfil our statutory equality, good relations duties and how we implement our Equality Schemes and Disability Action Plan.

This newsletter looks at a few highlights of the work carried out in 2015-2016.

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- Staff Training and Awareness Raising

Regional Procurement Workshop Equality and Human Rights Implications 14 August 2015 – the Hub, QIIC, UHD

A regional Equality in Procurement Workshop was held in the Quality Improvement and Innovation Centre on 14th August 2015. Organised by the South Eastern Health and Social Care Trust, the event was attended by representatives from all Trusts, HSCB, BSO and NIAS.

The half day workshop commenced with a presentation by June Turkington, Assistant Chief Legal Advisor at DLS, who gave an Overview of the Legal Requirements, the commissioning cycle and legal duties with regard to Equality.
(continued on page 2)



Speakers left to right: June Turkington, Assistant Chief Legal Adviser, Directorate of Legal Services, Suzanne McCartney, Equality Manager, SEHSCT, Orla Donachy, Head of Social Care Procurement, BSO

Regional Procurement Workshop

Orla Donachy from the BSO also presented on Good Practice in Procurement and Contract Management, giving the participants detail on relevant legislation and advice on good practice to be considered during the procurement process.

Putting the theory into practice, participants were given the opportunity to carry out a group work exercise looking at how they would approach the planning and commissioning of a Mental Health Day Care service for adults in a rural and City Trust. The workshop concluded with a short question and answer session.

Feedback on the workshop was very positive with 100% of evaluation forms saying that the event was useful and would be relevant to participants own area of work. Suggestions for presentations in a future workshop included examples of Judicial Reviews and further information on Contracts.

Course Evaluation and Feedback

Question	Answer	Percentage
Was the course relevant to you and your work?	Yes	100%
Was there any useful learning in this course for you?	Yes	100%
What did you think of the style of presentation?	Interesting Stimulating	55% 45%
What did you think of the length of the course?	Too Short Just Right Too Long	40% 50% 10%
What is the overall assessment of the course?	Some value Very valuable	25% 75%
Would you recommend this course to your colleagues?	Yes	100%
Which part of the training did you find most useful? (List topics covered during training). Comments included the following:		
<ul style="list-style-type: none"> • Pre-Procurement decision making • Links to Human Rights and Section 75 with Procurement • Good Practice in Procurement • Overview of Legal Requirements • All useful and thought provoking • All aspects • Case Study • Consultation • Sharing and getting together 		
Which part of the training did you find least useful?		
<ul style="list-style-type: none"> • Case Study 		
Please tell us how we could have done better and any other comments.		
<ul style="list-style-type: none"> • More examples of Judicial Reviews • Follow up on Contracts (6 participants requested this) • Perfectly pitched and presented 		



The Access to Health and Social Care Booklet was launched in November 2015.



Arriving in a different country can be an overwhelming experience. This booklet provides helpful information on Health and Social Care Services in Northern Ireland and how to appropriately access it.



This document is on our intranet pages and available on request in a range of alternative formats such as Braille, easy-read, MP3 and in the following languages:

ACCESS TO HEALTH AND SOCIAL CARE GUIDANCE

November 2015

- English
- Arabic
- Bulgarian
- Farsi
- Latvian
- Lithuanian
- Polish
- Portuguese
- Romanian
- Russian
- Somali

A Guide to the Ethnic Monitoring of Service Users in Health and Social Care in Northern Ireland along with supporting materials was launched and distributed in February 2016.

Trust Equality Leads played a significant role throughout the development of the guidance.

The guidance aims to help health and social care commissioners and providers to robustly capture critical patient/service user information.

This will help HSC organisations to develop and enhance service provision to all members of the community, respond to the needs of the changing society, and also help to ensure that Equality and Human Rights obligations are met.



Guide to the Ethnic Monitoring of Service Users in Health and Social Care in Northern Ireland

(Feb 2016)

Supporting your needs HSC Health and Social Care

What is an ethnic group?
Everyone belongs to an ethnic group. Ethnic group is how you see yourself and is a mixture of culture, religion, skin colour, language and the origin of your family.

Why collect ethnic data?

- We want everyone, no matter what their ethnic group, to be able to use our services easily.
- It will help us to understand your individual needs.
- It will help us to respond to your needs to provide better services.

ETHNIC MONITORING

What is ethnic monitoring?
Ethnic monitoring means that certain Health and Social Care Services will record the ethnic group of all its service users/ patients.

What will be asked?
You may be asked 2 questions:

1. **What is your Country of birth?**
E.g. Northern Ireland / Poland / Romania
2. **What is your ethnic group?**
E.g. Chinese / Irish Traveller / Mixed Ethnic Group

Data Protection – The data collected will be used alongside other service users / patient information to identify overall needs and to help us plan our services. All personal details will be covered by the Data Protection Act 1998 and kept strictly confidential.

The following Ethnic Monitoring supporting materials are available on the Equality and Human Rights Intranet pages:

- ‘Supporting Your Needs’ (leaflet) can be accessed in English, Slovak, Chinese, Lithuanian, Polish and Portuguese.
- ‘Key Tips for Staff’ (poster).

Ethnic Monitoring Guidance
Improving the Patient Experience for Everyone

HSC Health and Social Care

What will be asked?

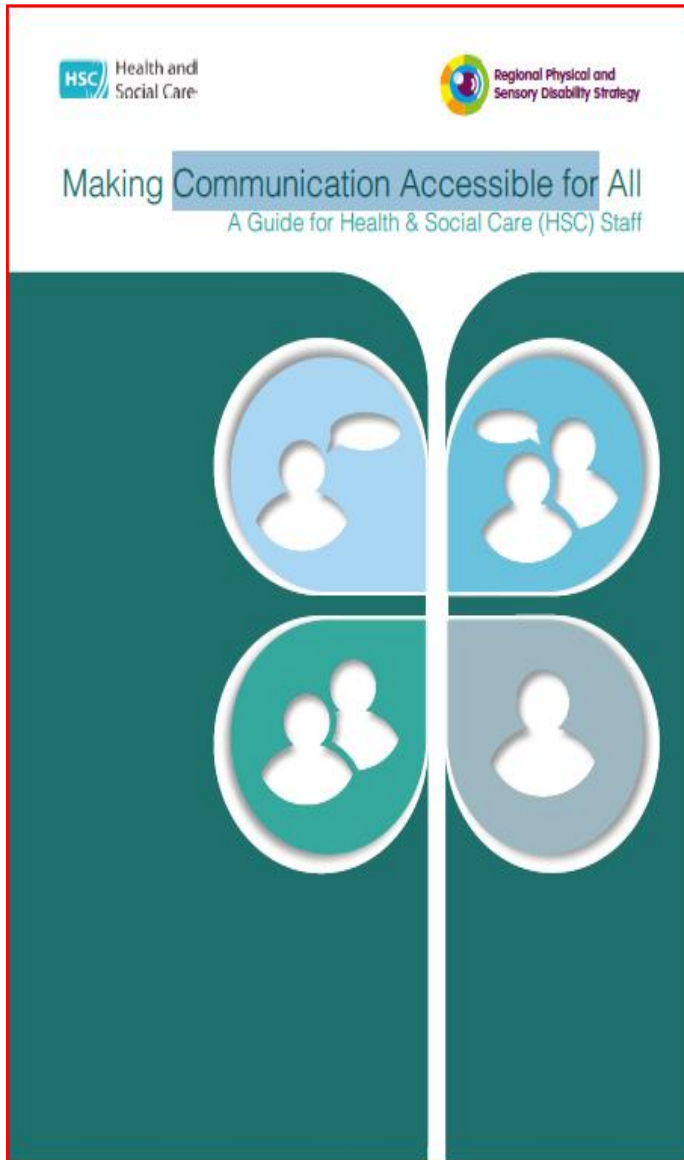
1. What is your country of birth? Eg Northern Ireland / Poland / Romania
2. What is your ethnic group? Eg Chinese / Irish Traveller / Mixed Ethnic Group

KEY TIPS FOR STAFF

How do I ask a service user/patient about their ethnic background?
How do I reassure the service user/patient?

Making Communication Accessible for All

This Guide was produced for Health and Social Care staff so that they can communicate more effectively with people who may have a disability or a communication support need. This resource has been greatly informed by the input and quality assurance from disability representative organisations.



This Guide looks at people with a range of disabilities and offers you advice to improve:

- Face to Face Communication
- Telephone Communication
- Written Communication
- Information on the Web

This document is available on the Equality and Human Rights Intranet pages and can be made available in alternative formats upon request to the Equality and Human Rights Department.

A Making Communication Accessible event has been organised for Monday 27th June 2016 in Knockbracken Healthcare Park where we will:

- ✓ Launch the Guide
- ✓ Share examples of Good Practice in Communication
- ✓ Showcase some of the innovative work by HSC staff to include SET Teams initiatives improve communication
- ✓ Hear from service users

This event is aimed at HSC staff who deliver services to disabled service users and who wish to improve their communication skills and knowledge.

The Trust is a member of the Ards and North Down Intercultural Forum which is an umbrella body of 17 statutory bodies and groups including Ards and North Down Borough Council, Police Service for NI, NI Housing Executive, East Down Rural Community Network and Afro-Community Support Organisation NI. This forum meets five times a year and addresses Good Relations issues and ensures representation and access to services for Ethnic Minority communities in Ards Borough Council.

Shared Voices

The Forum, chaired by Lata Sharman, has developed a story telling sub-group called 'Shared Voices'. The members of the sub-group attended three workshops giving them the opportunity to practice and prepare for the delivery of this project. The stories are to show that there are cultural differences although every day aspects are the same and to encourage young people to interact and socialise.

Shared Voices delivered these story telling workshops to over 165 pupils at St Columbas, Strangford, Glasstry and Priory Colleges.



Lata Sharma, Chair, Ards and North Down Intercultural Forum

After the workshops had taken place, there was a 38% increase in the number of young people who now recognised that they had something in common with people from different ethnicities. Although many of the young people before attending this workshop were not averse to befriending someone from a different ethnicity, of those who did have an issue, 4% changed their outlook in a positive direction. The response from the schools has been extremely positive and the Shared Voices group are looking forward to delivering more workshops in the new school year.

Mobile Application – Support Services Booklet for Ethnic Minorities



After last year's successful Mobile Application Launch of the Support Services booklet for Ethnic Minorities, South Eastern Regional College (SERC) HND IT student Michael, using skills from his studies at the college, continued to work on the App to improve it.



The app can be found for android devices by searching for 'local info SERC'.

Users can now select the language they require and the information on the App has been streamlined.

Eamonn Brankin, Assistant Head for Computing at SERC has agreed to continue to provide an IT student to update and maintain the App helping develop student's employability skills.

Time to Read

During 2015-2016 the Trust recruited 13 Time to Read volunteers and placed them in schools throughout the Trust's geographical area. These schools included:

- Brooklands Primary School, Dundonald
- Christ the Redeemer Primary School, Belfast
- Clandeboye Primary School, Bangor
- Killowen Primary School, Lisburn
- St Finian's Primary School, Newtownards
- West Winds Primary School, Newtownards

The Trust will be recruiting again in Summer 2016 to offer new recruits the opportunity to participate in the initiative.

Time to Read at West Winds Primary School, Newtownards

The volunteers in West Winds Primary School work with six P5 pupils every Tuesday morning for one hour. The aim of the Time to Read programme is to show children that reading is an enjoyable activity and it provides an opportunity for the volunteers to build the children's confidence and self-esteem. The volunteers have found the experience very positive and rewarding.

The Time to Read Volunteers in West Winds Primary School are:

- Dorothy Angus, formerly Department of Education
- Julie-Anne Eccles, SEHSCT
- Trudy Hetherington, SEHSCT

Feedback from a Volunteer



I was a full-time employee of the South Eastern Health & Social Care Trust for twenty-three years but when I semi-retired four years ago, I was keen to take up some form of volunteer work in an area in something in which I was interested.

I received an email at work explaining about the Trust's Time to Read Scheme. I registered as a volunteer with Business in the Community and was placed in West Winds Primary School's Time to Read Team with Dorothy and Julie-Anne. We have all found it enjoyable and rewarding.

During the course of each year, to be able to see the children that we have been allocated (two children per adult who spend half an hour each with us every week) become a little or, in some cases, a lot more confident in their reading ability and to enjoy their reading is pleasing enough for us. Then to hear from their teacher, at the end of each year, of the actual improvement each child has made in terms of their reading scores and in their attitude to reading, has made it very worthwhile for the three of us."

Trudy Hetherington, June 2015

Time to Read Visit to Parliament Buildings

Time to Read Volunteer Dorothy Angus organised a workplace visit for West Winds Primary School pupils to Parliament Buildings on Tuesday 23rd June 2015. This helps inspire the children about the world of work and gives them a greater understanding into the job their mentor does. It's also great fun!



L-R: Mr C Turkington, West Winds Primary School, Julie-Anne Eccles, SEHSCT, Trudy Hetherington, SEHSCT, Dorothy Angus, formerly DENI, P5 pupils, West Winds Primary School

Charter Work Inspiration Programme

As part of the Trust Corporate Social Responsibility Action Plan 2015-2016, the Trust has been working with Business in the Community to continue to engage in the Charter Work Inspiration Programme. The Trust will be recruiting in January 2016 for a new cohort of participants.

During the period 1st April 2015 – 31st March 2016 the Trust facilitated 470 work experience placements. These included opportunities in:

Occupation Area	Placements
Admin&Clerical	1
Audiology	3
Catering	5
Child Care	5
Clinical Physiology	1
Clinical Research	1
Dentistry	6
Dietetics	1
Estates	1
Innovation&Development	1
Labs	9
Medicine	135
Mental Health	0
Midwifery	69
Nursing	169
Occupational Therapy	13
Orthoptics	2
Performance Improvement &Commissioning	1
Physiotherapy	13
Podiatry	3
Radiography	6
Social Care	18
Speech&Language	7

A total of 85 open days were held in:

Occupation Area	Open Days
Dietetics	16
Mental Health	31
Pharmacy	19
Physiotherapy	19



Interpreting for Patients and Clients

Top 10 Languages

Top 10 Languages	Total
Polish	2166
Lithuanian	644
Chinese – Cantonese	339
Chinese – Mandarin	332
Russian	304
Slovak	302
Latvian	263
Romanian	203
Bengali	182
Hungarian	91



Face to Face and Telephone Interpreting

The Trust continues to provide face to face and telephone interpreting for patients and clients who do not speak English as a first language. Staff book face to face interpreters for pre-planned appointments with telephone interpreting being available to patients who arrive at the Emergency Department or unexpectedly for treatment. Last year the Trust provided 5693 interpreting episodes with languages ranging from Polish, Lithuanian and Chinese to Farsi, Punjabi, Urdu and Kurdish.

Working Well with Interpreters Training Sessions

To support staff a series of 'Working Well with Interpreters' training Sessions have been held throughout the Trust. These are provided in conjunction with the Northern Ireland Health and Social Care Interpreting Services and 34 staff have attended during February and March 2015 in the Ulster, Downe and Lagan Valley Hospitals. All relevant information and booking forms are available on the Equality and Human Rights Intranet pages.

Northern Ireland Health and Social Care Interpreting Service (NIHSCIS)

The NIHSCIS organised 6 training sessions in October 2015 for SET staff in preparation for the go-live date for the new online Interpreting System. A total of 163 staff attended.





Northern Ireland Health & Social
Care Interpreting Service

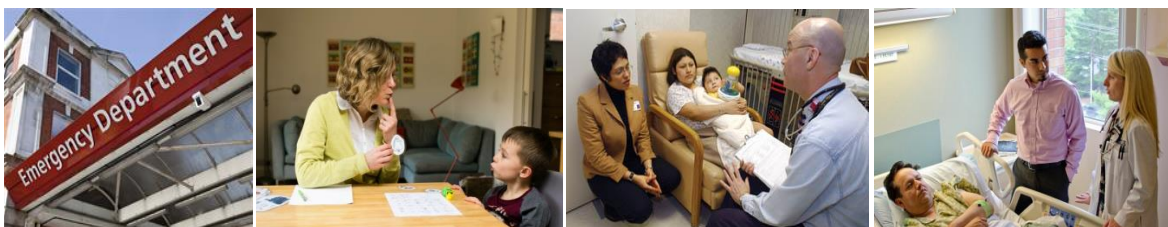
Northern Ireland Health and Social Care Interpreting Service (NIHSCIS)

Following preparation by the Trust and the NIHSCIS the new Interpreting Service System went live on 13 January 2016. The following information was posted on i-connect and also emailed to all users:

- How to log into the system (including forgotten passwords and locked accounts)
- How to generate barcode/s
- How to book an HSC Interpreter
- How to cancel an appointment
- How to create a Practitioner
- How to create additional appointment venues
- Telephone interpreting information
- How to Self-Register

Telephone Interpreting	Face to Face Interpreting
	
<p>When to use telephone interpreting</p> <ul style="list-style-type: none"> • Primary Care appointments • When the content to be discussed is relatively simple • When it is preferable not to have another person in the room i.e. when anonymity or modesty might be a consideration • When there are health issues such as highly infectious diseases • When the appointment is 30 minutes or less, especially a primary care appointment • For quick inpatient sessions i.e. doctors rounds • For follow up appointments when a face to face interpreter is not essential • In an emergency situation where time is limited • To aid the booking of an appointment and establish patient's needs • When a face to face interpreter cannot be made available • NB: cost is £0.57 per minute*. <p>By selecting this service you indicate that you have read, understood and accepted the above guidelines</p> <p>Click here for further information regarding Telephone Interpreting</p>	<p>When to use face to face interpreting</p> <ul style="list-style-type: none"> • For a new patient's/client's initial visit • When the appointment is over 30 minutes • When the appointment is sensitive in nature i.e. delivering test results which may be distressing • Consultations involving two or more participants i.e. family conferences • When the patient/client has specific communication needs and/or where non-verbal cues are needed • When the patient/client indicates that they are not comfortable with telephone interpreting • For any sight translation where a document needs to be read to the patient/client • NB: cost is £20 + £5 prep for 1-60 minutes and £0.33 per minute thereafter (plus mileage)* • Out of Hours: cost is £30 for 1-60 minutes and £0.50 per minute thereafter (plus mileage)* <p>By selecting this service you indicate that you have read, understood and accepted the above guidelines</p> <p>Click here to create a request for Face to Face Interpreting</p>
<p>*Costs for services from NIHSC Interpreting Service and The Big Word are funded by the Health and Social Care Board</p>	

From 13 January 2016 to 31 March 2016 275 SET staff self-registered for access to the new system. A total of 1081 interpreters were successfully booked for appointments in various Trust locations such as Emergency Departments, Cardiac Investigation Unit, Cardiology, Care for the Elderly, Community Addictions Team, Health Visiting, Speech and Language Therapy, Maternity and Maghaberry Prison Health Care.



Staff Training and Awareness Raising

Training Update

Trust Equality Managers and OWD Trainers deliver a wide range of training to ensure that staff are equipped with the necessary S75 knowledge and expertise to work effectively with each other and to ensure everyone can access our services.

During 2015-2016 over 1,500 staff have attended or accessed training which has included Corporate Induction (410), Equality and Human Rights Refresher training (158), Practical Manager (126), Equality and Human Rights e-Learning (723), Equality and Human Rights Directorate and team specific training including Patient Experience, QCF and student nurses (126).

Quarterly Screening Report

QSR

The Trust continues to Equality Screen all new and revised policies and proposals to identify any potential adverse impact for any of the nine Section 75 Equality categories. A total of 56 policies have been screened in 2015-2016 and the results of these screenings are published on the Trust website every three months in a Quarterly Screening Report to promote transparency and inform our staff, consultees and our Trust population.

<http://www.setrust.hscni.net/about/2562.htm>

e-Learning



The Trust's e-Learning module on Equality and Human Rights focuses specifically on Section 75 and Human Rights responsibilities. During the reporting year, over 1100 staff completed this module and feedback has been very positive.

The screenshot shows a web browser window displaying the Moodle course page for 'Equality and Human Rights'. The page layout includes a left-hand navigation menu with sections for 'My courses', 'People', 'Activities', 'Search Forums', and 'Administration'. The main content area is titled 'Topic outline' and contains the following information:

- Equality and Human Rights**: Welcome to the Equality and Human Rights eLearning module. Equality and Human Rights have a huge impact on all aspects of Health and Social Care. This module covers Trust and staff responsibility in relation to relevant policy. It will also highlight specific examples and casestudies relating to legislation.
- Course Duration and Test**: The course should take approximately 45 minutes. You will then have to complete a short test. Following your successful completion of the course you can then print out a certificate of completion for your own records. You will not be awarded a certificate unless you work through all of the course materials and complete the test.
- Completion Policy**: While you do not have to finish the course in one sitting (the system will save your progress) you must complete it within 30 days of starting, after that time you will be automatically unenrolled and have to start again.
- Attention!**: This course uses Flash activities. If you see blank blocks on a page or videos do not run then you will need to ask the ICT Helpdesk to install the Flash Plugin on your PC.
- News forum**: A section for news related to the course.
- 1**: A list of course items including 'Equality Module', 'Human Rights Module', 'Equality and Human Rights Quiz', and 'Equality and Human Rights Certificate 2014/15'.
- 2**: A section titled 'Discovering Diversity' with the text: 'If you would like further information an external eLearning programme has been created focusing on a range of areas including Diversity, Disability and Cultural Awarenessness.' It includes a link to <http://diversity.hscni.net/>.
- External Site Note**: As this site is external you must set up your own access. Please click on this link above. You can read through the information. You set your own password up. This is a course that is recommended for all HSC Trust staff.

The right-hand side of the page features a sidebar with 'Online Users' (listing julieann eccles and JANET MCDOWELL), 'Latest News' (stating no news has been posted yet), and 'Upcoming Events' (stating there are no upcoming events). At the bottom, it indicates the user is logged in as 'julieann eccles' and provides a 'Home' button.

Initiatives coming up in 2016-2017



- Regional Making Communication Accessible Launch 27 June 2016
- Development of Trust Good Relations Strategy
- Involvement in Procurement Process for Lisburn PCCC
- Projects arising from NIHRC Human Rights Enquiry Report
- Development, consultation and approval of revised Equality Scheme/Action Based Plan 2017-2022
- HSC Regional Consultation Event on revised Scheme and new Action Plans hosted by WHSCT – 25th October 2016
- Working Well with Interpreters Training Sessions
- Continued training programmes and awareness raising for staff
- Promotion of e-learning module
- Screening of all policies and proposals
- Continued Corporate Social Responsibility initiatives as per 2016/17 Plan

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Get More
INFORMATION



on
the Equality and Human Rights Intranet Pages – link below

<http://iconnect/HRCorporateAffairs/OrganisationWorkforceDevelopment/Equality/Pages/default.aspx>

