



Southern Health  
and Social Care Trust

*Quality Care - for you, with you*

# Equality Action Plan Local Actions 2018 – 2023

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## Acknowledgements

We would like to take this opportunity to thank all those who participated in the development of our **local** Section 75 Equality Action Plan 2018–2023 – to those who participated in the pre-consultation event in January 2017 and to those who provided considered responses during our 13 week public consultation phase. Your valuable contributions have helped to shape our final Plan.

## Alternative Formats

This document is available, on request, in alternative formats including:

- Large font
- Audiocassette
- Braille
- Computer Disc
- Main minority ethnic languages
- DAISY
- Easy-read
- Electronic version.

English: This document can be made available in minority ethnic languages, on request, to meet the needs of those not fluent in English. Please see contact details of the Equality Assurance Unit on page 31.

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 koalía 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。

## 1. Welcome



Welcome to our Equality Action Plan for the Southern HSC Trust. This *local* Plan sets out the actions that we plan to take to promote our Section 75 equality duties.

The overall purpose of the Southern HSC Trust is *to improve health and wellbeing of our population and to reduce health inequalities*. Our Equality Scheme sets out clearly what we will do in our day to day work to ensure we comply with our Section 75 equality duties to *promote equality of opportunity and good relations* including the commitment to produce an Equality Action Plan.

The principles of *fairness, respect, dignity, equality and autonomy* will inform our work.

Our core values of:

- treating people fairly and with respect
- being open and honest and acting with integrity
- putting patients, service users, carers and community at the heart of all we do

- valuing our staff and supporting their development to improve our care
- embracing change for the better
- listen and learning

will underpin all that we do.

## 2. Working in Partnership

We want to work in partnership with individuals, representative groups and our trade unions to ensure our services are welcoming to everyone and to ensure our staff feel comfortable and valued at work. We look forward to working in partnership with you in implementing the actions in our Plan.

The actions in our Plan have been informed by our audit of inequalities. We have also consulted widely with an extensive range of stakeholders to inform the content of our local Plan and to identify our key priorities.

Our Plan is designed to be flexible and responsive to changing circumstances and needs.

Our Equality Action Plan is not the only means by which the Trust is actively seeking to address inequalities in health. The Trust has for example a Traveller Action Plan, a Carers Action Plan, a Health Improvement Plan, a Disability Action Plan, Public and Personal Involvement Plans, a Community Development Plan and others aimed at promoting equality of outcomes for Section 75 groups.

### 3. What is in our Equality Action Plan – Local Actions

The following tables outline our local actions for the next five years. While the majority of our actions are identified as beginning in year one and two it is important to note that realising the actions may take the full lifespan of this Plan. Behind each of the actions and, where appropriate, there will be a more detailed implementation plan. We will, over the course of the next five years, further work on performance measures and associated indicators as our work Plan progresses. Our Plan will be reviewed on an on-going basis and when the Equality Commission for NI publishes their statement on key inequalities in health. We will report annually via our Section 75 Annual Progress Report to the Equality Commission, which is submitted at the end of August each year and available on our website or by contacting the Equality Assurance Unit – see details below:

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

Feedback from consultees has indicated that the implementation of our Equality Scheme tends to be process-driven. We recognise the value of having a legislative framework that promotes equality of opportunity and good relations. We want to ensure that the focus is on outcomes for people within the nine Section 75 equality categories and to make a positive difference for them. The following actions are therefore aimed at ensuring the effective discharge of our Section 75 equality duties.

| Actions  | Measures  | Timescale     |
|--|---|---------------|
| <p><b>Development of a Regional Toolkit</b></p> <p>We will develop and launch a new Screening and Equality Impact Assessment (EQIA) Toolkit to guide our staff through the process and ensure the effective discharge of our Section 75 duties. The Toolkit will be disseminated locally to our staff by a variety of means:</p> <ul style="list-style-type: none"> <li>➤ The Equality section on staff Intranet.</li> <li>➤ Internal Trust communications e.g. Southern-i – the Trust’s Corporate staff newsletter, Equality in Action newsletter.</li> </ul> | <ul style="list-style-type: none"> <li>• Toolkit to be used as an integral part of the policy development process.</li> <li>• Increased staff awareness of Section 75 processes.</li> <li>• The Toolkit will be available for all Trust staff including those responsible for policy development and decision making to ensure robust screenings and EQIAs are completed which takes into account the needs and experiences of Section 75 groups.</li> <li>• Ease of mainstreaming the Section 75 equality duties into Trust policy, practice, procedures, decision making processes and the design and delivery of our services.</li> <li>• Consistency across the HSC with all HSC Trusts using the same Toolkit which in turn facilitates</li> </ul> | <p>Year 1</p> |



| Actions  | Measures  | Timescale        |
|--|---|------------------|
| <ul style="list-style-type: none"> <li>➤ Other appropriate channels of communication with staff e.g. team meetings.</li> <li>➤ Staff training.</li> <li>➤ Mainstreaming into the Trust's Continuous Improvement Projects.</li> </ul>                 | <p>mainstreaming of the Section 75 equality duties into regional and local work streams.</p>  |                  |
| <p><b>Staff Training – Screening and Equality Impact Assessments (EQIA)</b></p> <p>We will review our staff training to ensure best practice is followed when screening and conducting EQIAs.</p>  | <ul style="list-style-type: none"> <li>• Up-to-date training programme available for all our policy makers to ensure best practice is followed when screening and conducting EQIAs.</li> <li>• Revised training programme rolled out across the Trust over the life span of this Plan.</li> <li>• Staff appropriately skilled to undertake equality screenings and EQIAs.</li> <li>• Compliance with Section 75 equality duties.</li> </ul> | <p>Years 2-5</p> |
| <p><b>Procurement Guidelines</b></p> <p>We will review our procurement processes and develop guidance to ensure that the Section 75 duties and effective engagement are embedded into service specification development and tendering processes.</p> | <ul style="list-style-type: none"> <li>• New guidance for Trust staff who are involved in procurement.</li> <li>• Raised staff awareness of Section 75 good practice when developing service specifications and tendering.</li> <li>• Evidence that Section 75 duties are embedded in procurement processes.</li> </ul>   | <p>Year 2</p>    |
| <p><b>Further Embed Public and Personal Involvement (PPI)</b></p>  | <ul style="list-style-type: none"> <li>• Development and implementation of Corporate and</li> </ul>   | <p>Years 1-5</p> |

| Actions   | Measures   | Timescale |
|---|--|-----------|
| <p><b>throughout the Trust</b></p> <p>We will review the Trust’s PPI Strategic Action Plan.</p> <p>We will update the Trust’s Consultation Scheme in line with regional guidance and ensure that the Section 75 equality duties are an integral part of this scheme.</p> <p>We will update the Trust’s PPI Toolkit for staff to facilitate the mainstreaming of PPI and Section 75 equality duties throughout the Trust’s Directorates and functions.</p> <p>We will promote the uptake of the PPI Awareness E-Learning training module and deliver face to face training to teams.</p> <p>We will provide PPI support to Directorate teams on request.</p> <p>We will support the development of the PPI panel.</p> <p>We will monitor PPI through the Patient &amp; Client Experience (PCE)</p> | <p>Directorate PPI Action Plans.</p> <ul style="list-style-type: none"> <li>• Production of annual reports to reflect progress against the regional PPI standards.</li> <li>• Cohesion between PPI and Section 75 equality duties.</li> <li>• Revised Consultation Scheme which reflects regional guidance and incorporates Section 75 equality duties.</li> </ul><br><ul style="list-style-type: none"> <li>• Toolkit available for all staff to facilitate the mainstreaming of PPI and Section 75 equality duties.</li> </ul><br><ul style="list-style-type: none"> <li>• Completion of PPI Awareness E-Learning module by staff.</li> </ul><br><ul style="list-style-type: none"> <li>• On-going PPI to Directorates teams.</li> </ul><br><ul style="list-style-type: none"> <li>• Progress measured via PPI annual progress reports.</li> </ul> |           |

| Actions   | Measures  | Timescale                  |
|---|---|----------------------------|
| <p>Committee (Sub-Committee Trust Board).</p> <p>We will work with regional partners Department of Health, Public Health Agency, Regional PPI Forum, Patient Client Experience through the Patient Client Experience Committee to streamline PPI, Co-production and PCE and maximise links with complaints and quality improvement.</p> |   |                            |
| <p><b>Engagement with Stakeholders</b></p> <p>We will roll out regional good practice guidance on effective engagement and consultation.</p> <p>We will include the use of new assisted technology such as Citizen Space to engage meaningfully and effectively with stakeholders.</p>  | <ul style="list-style-type: none"> <li>• Guidance on effective engagement in place for all Trust staff that links PPI best practice with the Section 75 equality duties and related Department of Health Guidance.</li> <li>• Consistent approach used across health and social care on effective engagement.</li> <li>• More effective and timely engagement with stakeholders.</li> </ul> | <p>Year 1 and on-going</p> |
| <p><b>Promotion of the Role and Function of the Equality Assurance Unit</b></p> <p>We will continue to raise awareness</p>  | <ul style="list-style-type: none"> <li>• Local communication strategy in place to proactively promote the Trust's corporate commitment to its equality duties as set out in its Equality Scheme.</li> <li>• Increased awareness amongst staff, Trade Unions and Section 75 groups as to the role and function of</li> </ul>   | <p>Years 1-5</p>           |

| Actions   | Measures   | Timescale    |
|---|--|--------------|
| <p>of the role and function of the Trust's Equality Assurance Unit to ensure that staff, Trade Unions and Section 75 groups are aware of available expertise, advice and support.</p>   | <p>the Trust's Equality Assurance Unit.</p> <ul style="list-style-type: none"> <li>• Equality in Action Newsletter widely disseminated through established Trust Networks as well as external Section 75 networks to promote the role, function and activities of the Unit to include themed coverage on specific topics of interest.</li> <li>• We will participate and promote the work of the Unit through annual best practice show case events and also proactively via new and established Section 75 networks.</li> </ul> |              |
| <p><b>Implementing the Age Discrimination Regulations</b></p> <p>We will work with Department of Health and other relevant stakeholders to ensure the local implementation of the Age Discrimination Regulations into the sphere of Goods, Facilities and Services provision.</p> | <ul style="list-style-type: none"> <li>• The Trust will participate in the planning and organisation of a regional event to raise awareness of potential implications of the new Age Discrimination legislation and the implications for health and social care provision.</li> <li>• Better understanding amongst staff re the implications of the new legislation.</li> </ul>  | When enacted |
| <p><b>Quality/Continuous Improvement Projects</b></p> <p>We will work with the Trust's Continuous Improvement Team to mainstream our Section 75 equality duties, disability duties and human</p>  | <ul style="list-style-type: none"> <li>• Provide all participants undertaking Quality Improvement projects with access to the 'Equality, Good Relations &amp; Human Rights –Training manual for staff', 'Making Communication Accessible for All' – a guide for HSC staff and the Equality Commission's 'Every Customer Counts' publication.</li> </ul>  | Years 1-5    |

| Actions  | Measures  | Timescale |
|--|---|-----------|
| <p>rights obligations in our:</p> <ul style="list-style-type: none"> <li>➤ Continuous Improvement projects/work streams and our</li> <li>➤ Quality Leader Programmes - undertaken by both our staff and service users.</li> </ul>  | <ul style="list-style-type: none"> <li>• Presentation to participants on equality, diversity, human rights and Section 75 obligations.</li> <li>• Provide specific training to participants to ensure the Section 75 equality duties are adhered to including the completion of equality screenings and, where appropriate, EQIAs as part of informing their project initiation documents (PIDs).</li> <li>• Increased awareness of equality/diversity, Section 75 processes and obligations.</li> <li>• Greater awareness on the role and function of the Trust's Equality Assurance Unit for both staff and service users undertaking continuous improvement projects.</li> </ul> |           |
| <p><b>Roll out of the Level 3 Award in Quality Improvements</b></p> <p>We will support the roll out of the Level 3 Award in Quality Improvements to include service users, carers and community and voluntary sector organisations in the Southern Trust area.</p> <p>NB: New initiative being offered for the first time by the Trust to service users, carers and community and voluntary organisations.</p> | <ul style="list-style-type: none"> <li>• Roll out of the Level 3 Award in Quality Improvements to service users, carers and community and voluntary organisations.</li> <li>• Development of knowledge and skills and involvement of service users, carers, voluntary and community organisations (Section 75 groups) in quality improvement activities and Section 75 obligations.</li> <li>• Supports the Trust's Corporate Social Responsibility policy by empowering local citizens to participate in an accredited training programme aimed at bringing about quality improvements in service provision.</li> </ul>  | Years 1-5 |

## Section 2 – Promoting Equality in our Services

Whilst consultees were positive about all the work that has been done to date to promote equality of opportunity they provided many suggestions on how to improve equality of access to health and social care services. We know that the people who use our services come from many different cultures, communities and backgrounds. Being responsive to the diverse range of needs is a responsibility we take very seriously. The following actions have been developed in response to what we have heard and are aimed at providing welcoming, person-centred and accessible services for everyone.

| Actions  | Measures   | Timescale     |
|--|--|---------------|
| <p><b>Collaborative Procurement Translation and back up Interpreting Support</b></p> <p>The Trust’s Head of Equality will participate in the Contract Adjudication Group for the procurement of Regional HSC Translations, Telephone Interpreting and back up Interpreting support.</p> <p>This collaborative procurement exercise (led by the Central Procurement Directorate) and in partnership with other public sector bodies aims to put in place contractual arrangements for the</p> | <ul style="list-style-type: none"> <li>• Procurement specifications finalised.</li> <li>• Market testing conducted.</li> <li>• Contracts in place between the participating public sector bodies (including health, education and local government), the Central Procurement Directorate and providers for the future provision of quality assured written translations, telephone interpreting and back up interpreting support.</li> <li>• Equality of access to service provision for those who need language assistance.</li> <li>• Monitoring and contract review meetings in place to monitor the quality of this service over the lifespan of these contracts.</li> </ul> | <p>Year 1</p> |

| Actions  | Measures  | Timescale |
|--|---|-----------|
| <p>future provision of written translations, back up face to face interpreting and telephone interpreting support.</p>   |   |           |
| <p><b>Ethnic Monitoring Project</b></p> <p>We will re-establish the regional ethnic monitoring project to encourage the mainstreaming of Section 75 equality monitoring in new and any planned enhancements to existing information systems.</p> | <ul style="list-style-type: none"> <li>• Regional Ethnic Monitoring project re-established with Trust representation.</li> <li>• Mainstreaming of the Department of Health's Monitoring Guidelines into new and any planned enhancements to existing IT systems - where possible.</li> <li>• Promotional literature and supplementary guidance and training materials available to encourage up-take and use of these regional guidelines by staff.</li> <li>• Guidance incorporated in staff training e.g. Trust's Data Quality Training programme.</li> <li>• Improved system reporting.</li> </ul> | Year 1    |
| <p><b>Access and Information</b></p> <p>Further development of the 'Access and Information Service' to include those aged 18+.</p>   | <ul style="list-style-type: none"> <li>• Improved access to services and information provision for a wider range of age groups.</li> <li>• Smoother and seamless experience, on the part of service users, across all Trust services.</li> <li>• Aiding staff to track the patient and inform discharge planning.</li> </ul>  | Year 2    |
| <p><b>Access to Information in Alternative Languages</b></p> <p>We will establish a dedicated section</p>  | <ul style="list-style-type: none"> <li>• Establish a pictorial icon that represents availability of translated materials.</li> <li>• Pictorial icon communicated and readily recognisable by local ethnic minority communities</li> </ul>   | Year 2    |

| Actions  | Measures  | Timescale |
|--|---|-----------|
| on our Trust's website of translated materials for ease of access and use by ethnic minority communities.  | <ul style="list-style-type: none"> <li>who require access to translated materials.</li> <li>Translated materials uploaded to the new dedicated site for ease of access.</li> </ul>  |           |
| <p><b>Access to Information in Alternative Formats</b></p> <p>We will have a dedicated section on our Trust's website for materials in Easy Read.</p>  | <ul style="list-style-type: none"> <li>Establish a section on the Trust's website of available Easy Read material for ease of access.</li> <li>Ease of access to an expanding range of information.</li> </ul>  | Year 2    |
| <p><b>Access to Cook It programme for BME, Traveller population and people with a learning disability</b></p>  | <ul style="list-style-type: none"> <li>We will continue to promote the BME Cook It recipes to all facilitators to promote cultural awareness and encourage uptake of the programme across BME and Traveller groups.</li> <li>We will continue to train and support 'I Can Cook It' facilitators to deliver the programme to adults with a learning disability.</li> </ul> | Years 1&2 |
| <p><b>Review of Multi-Cultural and Beliefs Handbook</b></p> <p>HSC Staff Resource which provides practical information on dietary needs, modesty, spiritual needs, care of the dying, etc.</p> | <ul style="list-style-type: none"> <li>Handbook reviewed to reflect current migration trends.</li> <li>Useful resource to provide practical information for staff caring for the needs of a growing range of ethnic minority groups.</li> <li>Culturally sensitive service provision.</li> </ul>  | Year 1    |
| <p><b>Review of Traveller Staff Information Booklet</b></p>  | <ul style="list-style-type: none"> <li>Increased staff awareness and understanding of the Traveller community.</li> <li>Provision of culturally sensitive services that take</li> </ul>   | Year 1    |



| Actions  | Measures   | Timescale |
|--|--|-----------|
|  | <ul style="list-style-type: none"> <li>account of Traveller needs.</li> <li>• Provision of practical information such as specifics regarding death and dying.</li> </ul>   |           |
| <b>Traveller Action Group</b>                      | <ul style="list-style-type: none"> <li>• Complete a review of progress to date and agree priorities for improving Traveller health and wellbeing.</li> <li>• Key priorities identified through both the regional Traveller Health and Wellbeing Forum and the Trust's local Traveller Action Group.</li> <li>• Signposting and provision of information to ensure Travellers are aware of available services, referral pathways to improve their health and wellbeing.</li> <li>• Traveller development further embedded.</li> <li>• Further development of the Health Champion and Health Trainer programme.</li> <li>• Creation of employment and volunteering opportunities for Travellers within the Trust and partner organisations.</li> </ul> | Years 1-5 |
| <b>Reducing Social Isolation for Older Persons</b> | <ul style="list-style-type: none"> <li>• Continue to work in collaboration with other statutory, voluntary and community sector partners to reduce social isolation for older people, including Good Neighbourhoods for Ageing Well, Verve Healthy Living Network, mPower Project.</li> <li>• Be an active partner in the development and implementation of an Ageing Well framework within Mid Ulster Council and the Age Friendly Strategic</li> </ul>   | Years 1-5 |

| Actions  | Measures  | Timescale  |
|--|---|--|
|  | <p>Alliance in Newry, Mourne and Down Council.</p> <ul style="list-style-type: none"> <li>• Explore potential for the development of an Older Person's Support Hub.</li> </ul>  |  |
| <p><b>Carers Rights and Entitlements</b></p> <p>We will work with the current Carers Support Provider to ensure delivery of contracted services to meet needs of carers.</p>   | <ul style="list-style-type: none"> <li>• Increased awareness of carers' rights and entitlements amongst Section 75 groups.</li> <li>• Increased awareness amongst our staff, who are carers, as to their statutory rights and entitlements and supports.</li> </ul>   | <p>Year 1 and over the life span of the Plan</p> |
| <p><b>Health and Wellbeing for people with disabilities</b></p> <p>Targeted programme for people with disabilities.</p>  | <ul style="list-style-type: none"> <li>• Implementation of the Fit 4 U project, engaging 160 service users with physical/sensory disabilities and 100 people with a learning disability in physical activity sessions in local leisure services.</li> <li>• Implementation of a Health and Wellbeing improvement plan for learning disability services within SHSCT.</li> </ul>   | <p>Year 1 and on-going</p>                       |
| <p><b>Social Interaction Group</b></p> <p>This group comprises of Asian, Arabic, Irish and refugees. It aims to relieve segregation and social isolation and to promote community wellbeing for both young and older residents living in the Armagh Banbridge and Craigavon (ABC) Council areas.</p> | <ul style="list-style-type: none"> <li>• Further development of the Social Interaction Group to include committee skills and capacity building and training.</li> <li>• Work with the ABC Council's Good Relations and Community Development staff to facilitate planning days for this group.</li> <li>• Provide support in identifying key priorities and a tailored action plan aimed at tackling inequalities.</li> </ul> | <p>Years 1-5</p>                                 |

| Actions   | Measures   | Timescale |
|---|--|-----------|
| <p><b>Cancer Information for BME Groups</b></p> <p>We will engage with Macmillan to ensure core cancer information is accessible to people within ethnic minority groups.</p>   | <ul style="list-style-type: none"> <li>• Translate core cancer information literature to make this accessible to cancer patients from BME communities.</li> <li>• Increased access to cancer information amongst ethnic minority communities.</li> </ul>           | Year 2    |
| <p><b>Breast cancer screening information for people with a learning disability</b></p> <p>We will support women aged 50 and over with a learning disability to participate in breast screening.</p>  | <ul style="list-style-type: none"> <li>• Develop easy read information about breast screening to support women with a learning disability to participate in screening.</li> </ul>  | Year 1    |
| <p><b>10,000 voices, Patient Experience-Section 75 Engagement Plan</b></p> <p>We will work with the 10,000 voices facilitator to ensure that patient stories and patient experiences are captured from hard to reach Section 75 equality groups e.g. BME and Travellers and LGBT communities.</p> | <ul style="list-style-type: none"> <li>• Questionnaires translated into different languages and disseminated via the NI Health and Social Care Interpreting Service to ethnic minority groups.</li> <li>• Ease of completion by ethnic minority groups.</li> </ul> | Years 1-2 |
| <p><b>‘What Matters to You’ Campaign</b></p> <p>We will support the roll out of a number of experience/engagement</p>   | <ul style="list-style-type: none"> <li>• Roll out of ‘What Matters to You’ campaign to encourage patients, service users, carers and our staff to share what matters to them.</li> <li>• Support meaningful conversations between those</li> </ul>                 | Years 1-5 |

| Actions  | Measures   | Timescale |
|--|--|-----------|
| <p>initiatives including the ‘What Matters to You’ campaign.</p> <p>NB: The Trust is one of the first in NI to join the campaign which originated in Scotland.</p>   | <p>who provide health and social care and the people, families and carers who receive it.</p> <ul style="list-style-type: none"> <li>• Campaign to be rolled out to all acute settings – Daisy Hill, Craigavon and Lurgan hospital sites.</li> </ul>   |           |
| <p><b>Unscheduled Care Staff Improvement Event (100% Challenge)</b></p> <p>The objective of the challenge is to seek to improve access for patients requiring admission to hospital and to consider how some of the improvements made during this event can be rolled out. The learning from the event will support the Trust’s planning for the winter period 2017-18 and beyond.</p> | <ul style="list-style-type: none"> <li>• Collated qualitative research on the views of service users and staff (representative of Section 75 groups) of their experiences of admission and discharge with the aim of bringing about service improvements for winter 2017-18 and beyond.</li> </ul>   | Years 1-2 |
| <p><b>Traveller Women Engagement Project</b></p> <p>We will work with the Traveller Health Training Co-ordinator on a range of projects e.g. the ‘10,000 More Voices’, skin cancer awareness campaign and the</p>  | <ul style="list-style-type: none"> <li>• Engage with Travellers to capture their experience using the 10,000 voices questionnaire in targeted setting using assertive community development approach.</li> <li>• Empower Travellers to have their voice heard as part of the patient client experience initiative.</li> <li>• Information gleaned on experience will inform the co-</li> </ul> | Years 1-2 |

| Actions   | Measures   | Timescale           |
|---|--|---------------------|
| 'Aware Emotional Health and Wellbeing Traveller Programme'.   | production of the Traveller staff booklet and the Multi-Cultural and Beliefs Handbook.   |                     |
| <p data-bbox="147 331 734 408"><b>Annual Best Practice Show Case Event</b></p> <p data-bbox="147 459 721 625">We will participate in an annual event to showcase best practice in equality and diversity within health and social care.</p> | <ul data-bbox="833 331 1742 635" style="list-style-type: none"> <li>• Host an annual Equality and Diversity event.</li> <li>• Health and social care seen as a sector that promotes equality and diversity.</li> <li>• Improved awareness of equality and diversity and best practice models.</li> <li>• Best practice in equality and diversity shared across health and social care and beyond.</li> </ul> | Year 1 and annually |

## Section 3 – Supporting our Staff

We recognise that our staff are our most valuable resource and that they deserve to be treated with dignity and respect. They can expect to experience equality of opportunity and good relations in the workplace. Similarly every member of Trust staff shares a responsibility to promote equality of opportunity and good relations with their co-workers, service users and carers. The following actions will help to promote equality of opportunity for our staff and support them to understand their responsibilities in valuing differences and advancing equality of opportunity to ensure an inclusive and welcoming environment.

| Action  | Measures   | Timescale        |
|---|--|------------------|
| <p><b>Recruitment and Selection</b></p> <p>We will work with the Regional Recruitment and Selection work stream to ensure that good practice from this regional work stream is shared and mainstreamed into our local recruitment and selection arrangements.</p> | <ul style="list-style-type: none"> <li>• Regional Recruitment and Selection Policy in place and embedded in the Trust.</li> <li>• Promotion of best practice in the sphere of recruitment and selection that incorporates and embraces equality principles.</li> <li>• Consistent approach to the management of recruitment and selection processes.</li> <li>• More effective use of resources.</li> <li>• Regional training programme in place that is innovative and portable.</li> <li>• Further development of framework to include service users and carers in Trust’s recruitment and selection processes.</li> </ul> | <p>Year 1</p>    |
| <p><b>Gender Identity and Expression Policy</b></p>   | <ul style="list-style-type: none"> <li>• Policy in place that promotes an inclusive workplace for transgender and non-binary people.</li> <li>• Transgender and non-binary people feel</li> </ul>  | <p>Years 1-2</p> |

| Action  | Measures  | Timescale                                  |
|---|---|--|
| <p>We will work with regional colleagues and representative organisations to ensure the local implementation of the Regional Gender Identity and Expression Policy.</p>   | <p>comfortable to express their gender identity and can fulfil their full potential and fully contribute to the workplace.</p> <ul style="list-style-type: none"> <li>• Establishment of a regional Task and Finish Group to ensure the sensitive implementation of this policy.</li> <li>• Promotion of best practice across all health and social care organisations.</li> <li>• Raised awareness among staff that discrimination against transgender and non-binary people is not acceptable.</li> </ul> |  |
| <p><b>Employment Opportunities for Marginalised Groups</b></p> <p>We will work in collaboration with the Equality Commission for NI and relevant stakeholders to extend the remit of our current Employability Scheme to enhance employment opportunities for other marginalised Section 75 groups.</p> | <ul style="list-style-type: none"> <li>• Liaise with the Equality Commission to explore the feasibility of extending the Employability Scheme to other marginalised Section 75 groups.</li> <li>• Access to employment is improved for marginalised Section 75 groups.</li> </ul>   | <p>Year 1 scope<br/>Years 2-5 roll out</p> |
| <p><b>Domestic Abuse Policy</b></p> <p>We will work with relevant organisations and our Trade Union colleagues to finalise our Domestic</p>   | <ul style="list-style-type: none"> <li>• Best practice model in place with dedicated support mechanisms for staff experiencing Domestic Abuse.</li> <li>• Improved support for our staff who are victims of Domestic Abuse.</li> </ul>  | <p>Year 1</p>                              |

| Action  | Measures   | Timescale                     |
|---|--|-------------------------------|
| Abuse Policy.   | <ul style="list-style-type: none"> <li>• Raised awareness amongst managers and staff of the best way to support colleagues who are victims of Domestic Abuse.</li> </ul>   |                               |
| <p><b>Harassment and Bullying</b></p> <p>We will continue to support our staff through the provision and facilitation of support.</p>   | <ul style="list-style-type: none"> <li>• The Trust will play an active part in the regional review of current arrangements for supporting staff who experience harassment and bullying in the workplace.</li> <li>• Policy and supporting mechanisms in place that uphold best practice and reflect operational experience.</li> <li>• Mechanisms in place that deal promptly, sensitively and effectively with all such complaints.</li> <li>• Existence of a good and harmonious working environment for all staff.</li> </ul> | Years 1-2                     |
| <p><b>Promoting Staff Health and Wellbeing</b></p> <p>We will revise and launch our staff health and wellbeing strategy and action plan.</p> <p>We will use the recently established Health and Wellbeing Information Hub/Centre in Craigavon Hospital as a means to:</p> <ul style="list-style-type: none"> <li>➤ further engage with our staff to disseminate information to</li> </ul> | <ul style="list-style-type: none"> <li>• The Trust staff Health and Wellbeing Steering Group will revise the strategy and implement an annual action plan.</li> <li>• Utilisation of the Health and Wellbeing Information Hub/Centre to disseminate and promote health and wellbeing information and initiatives available for our staff.</li> <li>• Work with the local carers co-ordinators to ensure that our staff who are carers are supported in the</li> </ul>  | <p>Year 1</p> <p>Years1-5</p> |



| Action   | Measures  | Timescale |
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| <p>support our staff in managing their own health and wellbeing e.g. mental health awareness, cancer awareness and the range of Trust led programmes available for staff e.g. mindfulness, take 5 steps to wellbeing, relax and rewind, cycle to work, etc.</p> <p>➤ target the specific health needs of staff e.g. men's health week.</p> | <p>workplace.</p> <ul style="list-style-type: none"> <li>• Improved health outcomes for staff.</li> </ul>   |           |
| <p><b>Support for staff affected by cancer</b></p> <p>We will update our Trust managers guide to ensure appropriate support for staff who are affected by cancer.</p> <p>We will work with Macmillan to pilot a Workplace Support Conversation with breast cancer patients to support and facilitate a return to work, etc.</p>            | <ul style="list-style-type: none"> <li>• Revised Guide developed for managers supporting staff affected by cancer.</li> <li>• Pilot project to be rolled out in breast cancer service.</li> <li>• Engage with Occupational Health and Employee Relations to ensure that processes are in place to consider all reasonable adjustments.</li> </ul> | Year 1    |
| <p><b>Staff as Service Users</b></p> <p>We will support our staff to seek out quality improvements to our services</p>   | <ul style="list-style-type: none"> <li>• Improvements in service provision as a result of listening and learning from the experiences of our staff as service users.</li> </ul>   | Years 1-5 |

| Action  | Measures   | Timescale |
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| by actively encouraging them to partake in the '10,000 More Voices' campaign.   | <ul style="list-style-type: none"> <li>• Services more accessible by Section 75 equality groups.</li> </ul>  |           |
| <p><b>Regional review of Whistle Blowing Policy</b></p> <p>We will participate in the regional review of the Whistle Blowing Policy.</p>  | <ul style="list-style-type: none"> <li>• Provision of Section 75 equality data into this policy review (led by the Department of Health) to inform the equality screening and potential impact on Section 75 equality groups.</li> <li>• Revised policy and procedure in place that takes into account the needs and experiences of vulnerable Section 75 groups.</li> <li>• Roll out of policy within the Trust.</li> </ul> | Years 1-2 |
| <p><b>Good and Harmonious Working Environment for Staff</b></p> <p>We will implement any new harmonious working environment advice in light of any new findings and recommendations from the work conducted by the Equality Commission for NI on Flags, Identity, Culture and Traditions.</p> | <ul style="list-style-type: none"> <li>• Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.</li> <li>• Readily accessible guidelines.</li> </ul>  | Year 2    |
| <p><b>Staff Training on Equality and Diversity</b></p> <p>We will launch our newly commissioned E-Learning Modules and Equality and Diversity Staff</p>   | <ul style="list-style-type: none"> <li>• 30 minute eLearning training programme available for staff and managers.</li> <li>• Equality and Diversity Staff Training Manual available for all health and social care staff.</li> <li>• Marketing strategy in place to increase uptake of</li> </ul>  | Years 1-5 |

| Action  | Measures  | Timescale           |
|---|---|---------------------|
| Training Manual.  | <p>training across the Trust.</p> <ul style="list-style-type: none"> <li>• Actively target areas where staff uptake is low and proactively promote the uptake of same.</li> <li>• Improved uptake of equality training.</li> <li>• Informed staff attitudes and mind sets.</li> <li>• Improved patient experience.</li> </ul>   |                     |
| <p><b>Guidance for our Non-Executive Trust Board Members</b></p> <p>We will revise the Trust’s Equality, Human Rights and Disability Guidelines for our Non-Executive Trust Board members.</p>  | <ul style="list-style-type: none"> <li>• Up to date guidelines in place for Non-Executive Trust Board.</li> <li>• Includes Podcast from Trust Chair and Chief Executive.</li> <li>• Increased awareness among Non-Executive Trust Board members of statutory compliance and responsibilities.</li> </ul>  | Year 1 and on-going |
| <p><b>Training on Adult Safeguarding</b></p> <p>We will develop a tailored training programme for community development workers to enable them to provide support and advice to small community/voluntary groups representative of Section 75 groups.</p> | <ul style="list-style-type: none"> <li>• Tailored training programme in place for Community Development workers to enable them to provide support and advice to small community/voluntary groups representative of Section 75 categories.</li> <li>• Development of a low level awareness training programme for small community/voluntary groups to be piloted using Community Sector Training Model with a view to developing a business case to secure further funding to meet identified need.</li> <li>• Signposting to further support and training as required.</li> </ul> | Year 1              |

| Action   | Measures   | Timescale           |
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| <p><b>Gender Pay Gap Reporting</b></p> <p>We will ensure the Trust is fully compliant with any new legislation governing gender pay gap reporting.</p>   | <ul style="list-style-type: none"> <li>• Pay structure that ensures fairness and equity in pay and reward arrangements.</li> </ul>   | Year 1              |
| <p><b>Flexible working for our Staff</b></p> <p>We will continue to promote and improve awareness of options for flexible working arrangements.</p>  | <ul style="list-style-type: none"> <li>• Promote the availability of work life balance options for staff.</li> <li>• Accessible, easy to follow information available to all staff on flexible working arrangements.</li> <li>• Improved awareness of and access to flexible working options for staff.</li> <li>• Improved health and wellbeing of staff.</li> <li>• Facilitates career progression.</li> </ul> | Year 1              |
| <p><b>Regional HSC Staff Survey</b></p> <p>We will work with Trade Union colleagues to ensure that issues raised in the staff survey are addressed/acted upon.</p>   | <ul style="list-style-type: none"> <li>• Staff survey Directorate Actions Plans in place to address issues arising from the staff survey.</li> <li>• Progress reported via the Trust Senior Management Team and Trust Board.</li> </ul>  | Year 1 and on-going |
| <p><b>Equality in Action Newsletter</b></p> <p>We will re-launch the Trust's 'Equality in Action' newsletter and include specific features to raise awareness of the Equality, Diversity, Section 75 Equality Duties, the Disability Duties and Human Rights</p> | <ul style="list-style-type: none"> <li>• Increase staff awareness.</li> <li>• Compliance with best practice standards.</li> <li>• Greater visibility of the Equality Unit and its role and function.</li> <li>• Good staff relations.</li> </ul>   | Year 1 and on-going |

| Action   | Measures   | Timescale |
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| obligations.   |  |           |
| <p><b>Review of the Trust's Workforce Composition</b></p> <p>We will progress any affirmative action/outreach measures necessary arising out of the Trust's latest Article 55 Review Report.</p>   | <ul style="list-style-type: none"> <li>• Fair participation in the workplace for both main communities as evidenced by the workforce/trends analysis.</li> </ul>   | Years 1-2 |
| <p><b>Operational Manual</b></p> <p>We will develop an operational manual to ensure that all processes are documented to facilitate the timely completion of the Trust's statutory equality reporting requirements.</p>  | <ul style="list-style-type: none"> <li>• Operational manual in place.</li> <li>• Good governance arrangements that ensures the timely completion of all statutory reporting requirements.</li> <li>• Spread of knowledge and expertise.</li> <li>• Standardisation of processes across the region.</li> </ul>  | Years 1-2 |
| <p><b>Bereavement Service</b></p> <p>We will work with the Trust's Bereavement Co-ordinator to promote the recently launched guidelines 'Care of the deceased patient and their family' for nursing practice in NI.</p> <p>We will work specifically with the Traveller community and staff on</p> | <ul style="list-style-type: none"> <li>• Delivery of 'drop in' information sessions for staff on the new guidelines thereby providing opportunities to engage with staff on particular issues or concerns when delivering and managing palliative and end of life care to the people from the Traveller community and their families.</li> <li>• Provision of information and support to the Bereavement Forum on the cultural sensitivities and management of death and dying among the Traveller community.</li> </ul> | Years 1-2 |

| Action   | Measures   | Timescale |
|--|--|-----------|
| <p>developing support information and guidance when delivering and managing palliative and end of life care to the people from the Traveller community and their families.</p> | <ul style="list-style-type: none"> <li>• Informed 2-way dialogue with the Forum providing an opportunity for members of the Traveller community to talk to medical and nursing staff about their experience of bereavement and particular cultural sensitivities of death and dying in the Traveller community.</li> <li>• Increased awareness amongst staff, mutual understanding and culturally sensitive service provision.</li> <li>• Updated guidance in the staff Traveller information booklet and the Multi-Cultural and Beliefs Handbook – HSC resources - which provide practical information for staff caring for the needs of the Traveller community.</li> <li>• We will also explore opportunities of using this approach to include other ethnic minority groups e.g. newly arrived Syrian refugees as part of the Government resettlement programme.</li> <li>• Different faith and cultural groups have opportunities to engage with staff about their experiences leading to mutual understanding, respect and support.</li> </ul> |           |

#### 4. Contact Details

### Equality Assurance Unit Team, Southern HSC Trust

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