



Western Health  
and Social Care Trust

# **EQUALITY SCHEME**

## **2018 - 2023**

**DRAWN UP IN ACCORDANCE WITH SECTION 75  
AND  
SCHEDULE 9 OF THE NORTHERN IRELAND ACT 1998**

August 2018



## Foreword

This Equality Scheme is a public expression of the Western Health and Social Care Trust's (the Trust) ongoing commitment to actively promote equality of opportunity and good relations in all its interactions with people and organisations. Section 75 of the Northern Ireland Act 1998 (the Act) requires public authorities, in carrying out their functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity and regard to the desirability of promoting good relations across a range of categories outlined in the Act<sup>1</sup>.

In our Equality Scheme we set out how the Trust proposes to fulfill the Section 75 statutory duties.

The Trust fully adopted the model scheme developed by the Equality Commission of Northern Ireland – the purpose and intent of which is to set out best practice. The Trust customised the Scheme to outline its functions, the staff it employs, profile of the population to whom it provides health and social care and governance arrangements, established to monitor progress, in relation to the Scheme. This revised Scheme incorporates minimal changes to bring the Scheme up to date.

We will commit the necessary resources in terms of people, time and money and take the necessary steps to make sure that the Section 75 statutory duties are complied with and that the Equality Scheme is implemented effectively, and on time.

We commit to having effective internal arrangements in place for ensuring our effective compliance with the Section 75 statutory duties and for monitoring and reviewing our progress.

We will continue to develop and deliver a programme of communication and training with the aim of ensuring that all our staff and board members are made fully aware of our Equality Scheme and understand the commitments and obligations within it. We will develop a programme of awareness raising for our consultees on the Section 75 statutory duties and our commitments in our Equality Scheme.

We, the Chair and Chief Executive of the Trust are fully committed to effectively fulfilling our Section 75 statutory duties across all our functions (including service provision, employment and procurement)

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<sup>1</sup> See section 1.1 of our Equality Scheme.

through the effective implementation of our Equality Scheme. Strong leadership is necessary to ensure that the Section 75 duties are integrated into core business activities, put into effect and are visible in practice.

We realise the important role that the community and voluntary sector, other public authorities, including district councils, as well as the general public have to play to ensure the Section 75 statutory duties are effectively implemented. Our Equality Scheme demonstrates how determined we are to ensure there are opportunities, for people affected by our work, to positively influence how we carry out our functions in line with our Section 75 statutory duties. It also offers the means whereby persons directly affected by what they consider to be a failure on our part, to comply with our Equality Scheme, can make complaints.

The Trust is mindful of the Human Rights Act, which was enacted in October 2000, and will seek to ensure that this Scheme is also compatible with the European Convention on Human Rights. The Trust is also mindful of its duties under Section 47a of the Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (NI) Order 2006) when carrying out its functions.

On behalf of the Trust and our staff we are pleased to support and endorse this Equality Scheme which has been drawn up in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998 and Equality Commission guidelines.

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**MR NIAL BIRTHISTLE**  
**ACTING CHAIRMAN**

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**DR ANNE KILGALLEN**  
**CHIEF EXECUTIVE**

Updated August 2018

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# **Chapter 1      Context and Introduction**

## **1.1 Section 75 of the Northern Ireland Act 1998**

This document represents a reviewed version of the second generation Equality Scheme for Western HSC Trust. The amendments to this Equality Scheme (2018) are minor and do not in any way dilute the commitment made by the Trust in the original Scheme in 2014.

The amendments to follow have been made to reflect demographic change, a more up to date staff profile and updated Equality and Disability Action Based Plans.

Section 75 of the Northern Ireland Act 1998 (the Act) requires the Trust to comply with two statutory duties:

### ➤ Section 75 (1)

In carrying out our functions relating to Northern Ireland we are required to have due regard to the need to promote equality of opportunity between:

- persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation
- men and women generally
- persons with a disability and persons without
- persons with dependants and persons without.

### ➤ Section 75 (2)

In addition, without prejudice to the obligations above, in carrying out our functions in relation to Northern Ireland we are required to have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group. The discharge of the Good Relations Duty cannot be an alternative to or cannot set aside the Equality of Opportunity Duty.

It is not a case of either good relations or equality of opportunity; they are intrinsically linked, interdependent and complimentary to one another. This combination of equality and good relations applies to policy formulation, resource allocations, service provision, employment, procurement and all dealings with service users, families, carers and Trust staff.



The promotion of equality of opportunity entails more than the elimination of discrimination. It requires proactive measures to be taken to facilitate the promotion of equality of opportunity between the categories identified in s75 (1). The equality duty should not deter a public authority from taking positive action to address disadvantage among particular sections of society. Indeed such action may be an appropriate response to addressing inequalities. There is no conflict between the s75 statutory duties and other affirmation action measures or positive action measures which a public authority may undertake under anti-discrimination laws.

“Functions” include the “powers and duties” of a public authority<sup>2</sup>. This includes our employment, service provision and procurement functions. Function also extends to budget processes. S75 does not prevent difficult decisions being taken, nor does it stop decisions which will affect one group more than another. It enables financial decisions which are informed by evidence of the impact they are likely to have, where mitigation and alternative policies have been considered and which are transparent and accountable. ECNI Short guide to Section 75 of the Northern Ireland Act 1998 and Budgets December 2014 refers.

Please see section below under “Information on the Western Health and Social Care Trust” for a detailed explanation of our functions.

## **1.2 How the Western Health and Social Care Trust proposes to fulfil the Section 75 duties in relation to the relevant functions of the Trust**

Schedule 9 4. (1) of the Act requires the Trust, as a designated public authority, to set out in an Equality Scheme how it proposes to fulfil the duties imposed by Section 75 in relation to its relevant functions. This Equality Scheme is intended to fulfil that statutory requirement. It is both a statement of our arrangements for fulfilling the Section 75 statutory duties and our plan for their implementation.

The Trust is committed to the discharge of its Section 75 obligations in all parts of our organisation and we will commit the necessary available resources in terms of people, time and money to ensure that the Section 75 statutory duties are complied with and that our Equality Scheme can be implemented effectively.

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<sup>2</sup> Section 98 (1) of the Northern Ireland Act 1998.

### 1.3 Information on the Western Health and Social Care Trust

The Western Health & Social Care Trust (WHSCT) was established on 1 April 2007 and is one of 5 Trusts within Northern Ireland.



(Public Health Agency (PHA) Map)

The Trust covers the council areas of Derry City and Strabane District Council, Fermanagh and Omagh District Council and Limavady in the Causeway Cost and Glens Borough Council.

The Trust employs almost 12,500 staff and has an annual budget of approximately £592 million.

### Geography

The Trust's catchment area extends over 4842 km<sup>2</sup> and serves a population of approximately 300,000 people, increasing to approximately 410,000 when the population of the Northern Health and Social Care Trust is taken into account for which the Trust provides a sub-regional service for ophthalmology, trauma and orthopaedic, urology and oral surgery. The Trust provides a wide range of health and social care services from a number of hospitals, community facilities and people's own homes across a geography which has a mix of highly urbanised and extensive rural communities. This, alongside high levels of multiple

deprivation and related health inequalities in some areas of the Trust geography, creates significant challenges for service delivery for the Trust as a health and social care provider and for service users accessing services.

## **Demographic Factors**

The estimated population of the Western Trust is 300,000 which represents 16% of the overall population of Northern Ireland (Mid-Year Estimates 2015). By 2020 there is expected to be a 1.6% increase in the total Western Trust population. In common with the rest of Northern Ireland we have a growing ageing population. There are currently 44,087 older people living within the Western Trust area which is 14% of the Trust population compared to the overall Northern Ireland percentage of 16%. Population projections estimate that between 2016 and 2024 there will be an increase of 62,500 in the number of people aged 65+, taking the Northern Ireland older people population to 362,000, a rise of 21% and an increase in the proportion of older people to 19% of the total population. In the Western Trust area, the growth of the older people population is projected to be 24%. We need to ensure that our planning addresses the needs of an ageing population across both rural and urban areas.

The proportion of the Western Trust's population aged 0-15 years is 17% which is lower in comparison to the other Trusts.

## **Life Expectancy**

In line with the overall Northern Ireland picture, life expectancy at birth for people living in the Western Trust area has improved in the ten year period between 2001/03 – 2011/13. During this period, life expectancy for men has increased from 74.9 years to 78 years and for women from 79.8 years to 82.3 years. This compares favourably with the Northern Ireland figures of 78.1 years for men and 82.4 years for women.

## **Health Needs**

Deprivation has an impact on health and wellbeing in many ways resulting in the lack of social support, low self-esteem, unhealthy life-style choices, risk taking behaviour and poor access to health information and quality services. Health and Wellbeing 2026: Delivering Together highlights that: "Despite people living longer, health inequalities continue to divide our society; the differences in health and wellbeing

outcomes between the most and least deprived areas are still very stark, and completely unacceptable. “Across the Western Trust area there are high levels of deprivation which can be seen right across the Trust:

21% of the population of the Derry City and Strabane District Council area are living in areas defined as deprived

23% of the top 100 most deprived areas in relation to health are within the Western Trust, with an area in Derry ranking 13<sup>th</sup>.

37% of the top 100 most deprived areas in relation to proximity to services are in the Western Trust, with an area in Omagh ranking 1st, reflecting the rurality of the Trust’s geography and its impact on the population. Five of the ten most remote wards are in Fermanagh and Omagh.

29% of the top 100 most deprived areas in relation to income are in the Western Trust with an area in Derry ranking 2<sup>nd</sup>.

28% of the top 100 most deprived areas in Employment are in the Western Trust with an area in Derry ranking 6<sup>th</sup>.

***(Source: The Northern Ireland Multiple Deprivation Measure (NIMDM) 2010)***

Despite these high levels of deprivation, the Western population shows equivalent or better health outcomes than the Northern Ireland average, except for respiratory conditions, i.e. asthma and chronic obstructive pulmonary disease (COPD). The most common cause of death was cancer at 28% (the most common cancer site was bronchus or lung), circulatory deaths at 24% and respiratory deaths at 14%. Mental health however is considerably worse than for Northern Ireland as a whole, particularly due to anxiety and depression. Smoking also remains higher than average.

The Trust also has a responsibility for meeting the social care needs of the local community. Many of the social care responsibilities are delegated through statute, for example, in respect of children the Trust currently acts as Corporate Parent to 600 children and young people.

## 1.4 Western HSC Trust Vision

In April 2017, the Trust launched its Corporate Plan covering the period 2017/18 to 2020/21. The Corporate Plan is a high level document which sets out the direction and priorities for the Trust over a four period taking account of the expert panel report System Not Structures, the vision set out by the Minister of Health in Health and Wellbeing 2026: Delivering Together, and Department of Health (DoH) priorities, especially the Draft Programme for Government Framework 2016–21 and the Making Life Better Public Health Framework as well as local government-led Community Planning.

Since then further work was undertaken by the Trust's Corporate Management Team to define the key strategic priorities of the Trust so that our staff and the population we serve can easily identify and engage with the outcomes we want to achieve.

This vision sets out four inspiring objectives which will make the Trust a Great Place to Start in Life, to Grow Older, to Live Well and to Work, all of which are underpinned by the cross cutting aim of providing the Right Care First Time.



## 1.5 Delivery of Services

The Trust is a leading provider of health and social care services. These services are provided through the following Directorates:

- Acute Hospital Services
- Adult Mental Health and Disability Services
- Primary Care and Older People Services
- Women and Children's Services

The delivery and management of services are supported by 5 corporate Directorates:

- Finance and Contracting
- Human Resources
- Medical
- Performance and Service Improvement
- Strategic Capital Development

The Trust delivers services in a number of hospitals including Altnagelvin, the largest regional acute hospital outside of Belfast, as well as the South West Acute Hospital and the new Omagh Hospital and Primary Care Complex which opened on 20 June 2017. Two psychiatric hospitals are located in Londonderry and Omagh. In addition there is Lakeview, a learning disability hospital and the Waterside hospital, a rehabilitation facility, both based in Gransha Park, Londonderry.

Many Trust services are delivered in community based settings with specialist back up and treatment from Trust hospitals. Facilities are in urban neighbourhoods as well as in local towns and villages across the Western Trust area e.g. Day Centres for older people and people with disabilities, Residential Care Homes, Health Centres/Clinics; Children's Homes and Adult Training Centres.

Many services are delivered directly to the person in their own home. A large number of these services are delivered in partnership with other organisations, both from the private sector and also community and voluntary sectors.

## **1.6 Trust staff**

The Trust employs almost 12,500 staff across a range of disciplines as follows:

- Admin & Clerical;
- Maintenance;
- Ancillary & General;
- Nurses & Midwives;
- Social Work;
- Professional & Technical;
- Medical & Dental.

Over 80% of the Trust's workforce is female. The Human Resources Directorate has developed many initiatives that actively promote equality of opportunities for staff, both male and female. These include work life balance measures e.g. term time working, career break opportunities and carers leave.

## **1.7 Expenditure**

The Trust spends some £592 million per annum on a wide range of health and social care services. The Trust acknowledges its responsibilities when procuring services from other providers. The Trust will ensure that the obligations under Section 75 of the Northern Ireland Act 1998 will be reflected in contractual arrangements made with those providers.

## **Chapter 2      Trust arrangements for assessing our compliance with the Section 75 duties (Schedule 9 4. (2) (a))**

### **2.1 Responsibilities and reporting**

Some of our arrangements for assessing our compliance with the Section 75 statutory duties are also outlined in other relevant parts of this Equality Scheme.

### **2.2 Management Structure of the Trust**

For organisational chart see Appendix 1.

#### **2.2.1 Trust Board**

The Western Trust is managed by a Trust Board that consists of the Chairman, Mr Niall Birthistle, the Chief Executive, Dr Anne Kilgallen, 7 non-executive directors, and 9 directors.

The Trust Board's responsibilities include setting the strategic direction for the Trust, reviewing performance and outcomes, determining effective stewardship of the organisation's resources and making sure that the highest standards of governance and personal conduct are in place and are maintained.

#### **2.2.2 Chief Executive**

The Chief Executive is responsible for the overall performance of the executive functions of the Trust. She is the Accountable Officer of the Trust and shall be responsible for ensuring the discharge of obligations under Financial Directions and in line with the requirements of the Accountable Officer memorandum for Trust Chief Executives.

#### **2.2.3 Non-Executive Members**

The Non-Executive Members shall not seek to exercise any individual executive powers on behalf of the Trust. They may however, exercise collective authority when acting as members of or when chairing a committee of the Trust which has delegated powers.



## **2.2.4 Chairman**

The Chairman of the Trust Board has certain delegated executive powers and is responsible for the operation of the Board and for chairing all Board meetings when present. The Chairman works closely with the Chief Executive to ensure that key and appropriate issues are discussed by the Trust Board in a timely manner, with all the necessary information and advice being made available to the Board to inform the debate and final decisions.

## **2.2.5 Corporate Management Team**

A Corporate Management Team, consisting of the Chief Executive and the 9 directors, is responsible for making sure that, at an operational level, high quality services are developed and delivered, targets are met, and robust clinical and social care governance standards are put in place and monitored.

## **2.2.6 Individual Directorates**

The Trust manages its staff and delivers its services through a structure of 9 directorates, each of which is headed up by a Director. These Directorates are as follows:

- Acute Hospital Services
- Adult Mental Health and Disability Services
- Primary Care and Older People Services
- Women and Children's Services
- Medical Services
- Finance and Contracting
- Human Resources
- Performance and Service Improvement
- Strategic Capital Development

Whilst the Trust believes the services it provides are of a high quality, it is not complacent about the need to keep them continually under review to ensure they remain appropriate to the needs of people. The quality of care is monitored regularly within the Trust and the Trust is also accountable through its contracts with purchasers for ensuring that specific service standards are met. Section 75 of the Act is an integral part of the manner in which the Trust carries out its functions.

### **2.2.7 Trust Directors**

Trust Directors will be accountable for screening and facilitating impact assessments where necessary on existing and new policies in areas for which they are responsible. Directors will also ensure that Senior Managers for whom they are responsible are appropriately trained in the requirements of Section 75 of the Act, and that assessment of compliance with Section 75 duties is a mainstream element of Directorate work and is included as part of Directors' objectives, targets and individual performance plans.

### **2.2.8 Equality and Involvement Team**

The Equality and Involvement Team will provide professional advice and support to the Trust in respect of discharging its Section 75 duties under the Act. In keeping with the spirit of integrating equality considerations into daily business, the Team will not have sole responsibility for promoting equality of opportunity and good relations in the Trust's work. Its role will be similar to that which is discharged (in relation to financial issues) by the Internal Audit Department.

The Team will also work closely with staff from the various Trust Directorates, for example, those engaged in impact assessments, to provide advice and assistance on good practice. It will also manage an information system, including information collection and analysis and will be responsible for the drafting and subsequent reviewing of the Equality Scheme. When required, the Team will work in conjunction with staff in other agencies on issues of common priority and any inter-agency structures to co-ordinate the implementation of obligations under Section 75 of the Act. The Trust will also continue to work closely with other public authorities to exchange learning and best practice as well as the Equality Commission for NI e.g. Joint Consultative Forum, Equality Leads who work collaboratively on joint initiatives.

The Head of the Equality and Involvement Team will be responsible to the Director of Performance and Service Improvement who in turn will advise the Chief Executive on the appropriateness of administrative and organisational arrangements in the context of Section 75 duties.

### **2.2.9 Other Trust Officers**

Other Trust Officers will be required to ensure that any policy papers they draft have been screened appropriately in terms of whether they require an impact assessment, and to carry out such impact assessments as Trust senior management determine are necessary before papers are submitted for decision by the Trust Board.

## **2.3 Accountability Structure**

### **2.3.1 Department of Health**

The Trust is accountable to the Department of Health and through it to the Northern Ireland Assembly. The Department has a statutory duty to secure the provision of health and personal social services for the population of Northern Ireland and, in so doing, uses statutory powers to delegate functions to HPSS bodies including the Western Health and Social Care Trust. The Department is responsible for directing the Trust and other HPSS bodies in ensuring national and regional policies are implemented and for the effective stewardship of HPSS resources.

### **2.3.2 Health & Social Care Board (HSCB)**

On 1 April 2009 the Health and Social Care Board (HSCB) replaced the previous four HSS Boards. The focus of the HSCB is on commissioning, resource management, performance management and improvement.

### **2.3.3 Western Health and Social Care Trust**

The Trust has responsibility for the following:

- Managerial responsibility for its staff
- Ownership of its accommodation
- The delivery of the services it provides

The Trust also has the power to exercise statutory functions delegated to it by the Health and Social Care Board. In keeping with the Equality Commission's guidance, these functions include powers and duties. They embrace all the activities undertaken by the Trust including the recruitment/employment of its staff, financial arrangements, contracted-out services and training for social care staff, maintenance of its property and the delivery and development of services, including procurement of the equipment and facilities needed to do this.

The Western Health and Social Care Trust carries out its functions and duties through the following means:

- carrying out assessments of care needs;
- developing strategies to meet those needs;
- setting and monitoring quality and performance standards;
- carrying out reviews of service areas;

- resource allocation and financial management;
- setting service agreements with purchasers of care;
- human resource management in relation to its staff;
- corporate and clinical governance.

## **2.4 External Relationships**

The Trust will build on links, already established with the Health and Social Care Board, Borough and District Councils, Patient and Client Council, other Government agencies, independent sector providers, voluntary and community groups representing all categories of persons specified in Section 75 of the NI Act 1998, GPs, Trade Unions, professional organisations and individuals. This will help to ensure that local people and people who use the Trust's services are involved in accordance with HSC Trusts Personal and Public Involvement (PPI) Standards and Duties as outlined in Articles 19 and 20 of the HSC (Reform) Act (NI) 2009.

## **2.5 Responsibility for Trust Equality Scheme**

**2.5.1** The Trust is committed to the fulfilment of Section 75 obligations in all areas of its work.

Responsibility for the effective implementation of our Equality Scheme lies with the Chair and Chief Executive of the Trust. The Director of Performance and Service Improvement is accountable to the Trust Board for the development, implementation, maintenance and review of the Equality Scheme in accordance with Section 75 and Schedule 9 of the Northern Ireland Act 1998, including any good practice or guidance that has been or may be issued by the Equality Commission.

**2.5.2** Objectives and targets relating to the statutory duties will be integrated into Trust strategic and operational business plans<sup>3</sup>.

**2.5.3** Employees' job descriptions and performance plans reflect their contributions to the discharge of the Section 75 statutory duties and implementation of the Equality Scheme, where relevant. Personal performance plans are subject to appraisal in the annual performance review.

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<sup>3</sup> See Appendix 3 'Timetable for measures proposed' and section 2.11 of this Equality Scheme.

## **2.5.4 Section 75 Annual Progress Report**

The Trust prepares an annual report on the progress we have made on implementing the arrangements set out in this Equality Scheme to discharge our Section 75 statutory duties.

The Section 75 annual progress report will be sent to the Equality Commission by 31 August each year and will follow any guidance on annual reporting issued by the Equality Commission. This will include any changes made to the Section 75 Equality Action Plan.

Progress on the delivery of Section 75 statutory duties will also be included in our (organisational) annual report.

The latest Section 75 annual progress report is available on our website: [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net) or by contacting the Equality and Involvement Team (see details at 2.7).

**2.5.5** The Trust liaises closely with the Equality Commission to ensure that progress on the implementation of our Equality Scheme is maintained.

**2.5.6** Regular reporting to Corporate Management Team (CMT) and Trust Board on the implementation of Section 75 duties.

## **2.5.7 Western Equality and Human Rights Forum (WEHRF)**

The Forum was established to ensure that the Trust fully complies with the legal duties and obligations under Section 75 of the Northern Ireland Act 1998, the Human Rights Act 1998, the Race Relations Act 1997 and Section 49a of Disability Discrimination Act.

The Forum is chaired by the Director of Performance and Service Improvement and has representation from the Service Directorates, Human Resources, Equality & Involvement, Health Improvement and a representative from Trade Union side. The Forum meets 3 times per year.

An annual Section 75 Equality Progress report for the Equality Commission is presented to the WEHRF for scrutiny before onward Trust consideration and approval before submission to Equality Commission for Northern Ireland (ECNI) by 31<sup>st</sup> August annually.

## **2.5.8 Disability Steering Group (DSG)**

The Disability Steering Group was established to ensure that the organisation meets its obligations as both a service provider and an employer under the Disability Discrimination Act (DDA) (1995). It also monitors progress of all objectives in the Disability Action Plan, developed in accordance with DDA Section 49a, and considers issues of accessibility in the widest sense.

The Disability Steering group is chaired by the Assistant Director of Adult Mental Health and Disability and has representation from all Service Directorates, Human Resources, the Equality & Involvement Team, Communications Department Trade Union side, Patient Client Council and community and voluntary sector organisations representing disability.

All sections of annual review of progress and progress on Disability action based plans relevant to disability, are tabled at the Steering Group meetings for scrutiny.

## **2.6 Trust Equality Action Plan**

**2.6.1** The Trust has developed an action plan to promote equality of opportunity and good relations. The latest Action Plan will be operational between 1 April 2018 and 31 March 2023. This Equality Action Plan is available on the Trust's website: [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net).

**2.6.2** The action measures that make up the Trust action plan are relevant to our functions. They are developed and prioritised on the basis of an audit of inequalities. The themed audit of inequalities gathered and analysed information across the Section 75 categories<sup>4</sup> to identify the inequalities that exist for our service users and those affected by our policies<sup>5</sup>. The Audit of Inequalities/Emerging Themes document is a working document and will be revised on an ongoing basis.

**2.6.3** Action measures will be specific, measurable, linked to achievable outcomes, realistic and time bound. Action measures will include performance indicators and timescales for their achievement.

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<sup>4</sup> See section 1.1 of this Equality Scheme for a list of these categories.

<sup>5</sup> See section 4.1 of this Equality Scheme for a definition of policies.

**2.6.4** We will monitor progress on the delivery of our action measures annually and update the action plan as necessary to ensure that it remains effective and relevant to our functions and work.

**2.6.5** The Trust will inform the Commission of any changes or amendments to its action plan and will also include this information in the Section 75 annual progress report to the Commission. The Section 75 annual progress report will incorporate information on progress we have made in implementing our action plans/action measures.

**2.6.6** Once finalised, our action plan will be available on the Trust web site under “publications”: [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net).

If you require the Plan in an alternative format please contact the Equality & Involvement Team at the details provided in section 2.7.

## **2.7 Queries about the Equality Scheme**

If you have any questions or comments regarding our Equality Scheme, please contact, in the first instance, the Equality and Involvement Team (contact details below):

**Equality and Involvement Team  
Tyrone and Fermanagh Hospital  
Omagh  
Co Tyrone  
BT79 0NS**

**Tel: 028 8283 5278**

**Email: [equality.admin@westerntrust.hscni.net](mailto:equality.admin@westerntrust.hscni.net)**

## **Chapter 3 Trust arrangements for consulting**

**3.1** The Trust recognises the importance of consultation in all aspects of the implementation of statutory equality duties. We will consult on our Equality Scheme, action measures, equality impact assessments and other matters relevant to the Section 75 statutory duties.

**3.2** The Trust is committed to carrying out consultation in accordance with the following principles (as contained in the Equality Commission's guidance 'Section 75 of the Northern Ireland Act 1998: A Guide for Public Authorities (April 2010)').

**3.2.1** All consultations will seek the views of those directly affected by the matter/policy, the Equality Commission, representative groups of Section 75 categories, other public authorities, voluntary and community groups, our staff and their trades unions and professional bodies and such other groups who have a legitimate interest in the matter, whether or not they have a direct economic or personal interest.

Initially all consultees (see Appendix 6) as a matter of course, will be notified (by email or post) of the matter/policy being consulted upon to ensure they are aware of all consultations. Thereafter, to ensure the most effective use of both Trust and consultees' resources, we will take a targeted approach to consultation for those consultees that may have a particular interest in the matter/policy being consulted upon and to whom the matter/policy is of particular relevance. This may include, for example, regional or local consultations, sectoral or thematic consultation etc.

**3.2.2** Consultation with all stakeholders will begin as early as possible. The Trust will engage with affected individuals and representative groups to identify how best to consult or engage with them. Consultees will also be asked what their preferred consultation methods are and the Trust will give consideration to these. Methods of consultation could include:

- Inclusion of service users, carers or the public in groups or committees;
- Workshops with staff, service users, carers or the public;
- Pre-consultation engagement exercises;
- Face-to-face meetings;
- Focus groups;



- Written documents with the opportunity to comment in writing;
- Questionnaires;
- Information/notification by email with an opportunity to opt in/opt out of the consultation;
- Internet discussions;
- Telephone consultations.
- Online consultation platforms e.g. Survey Monkey

This list is not exhaustive and the Trust may develop other additional methods of consultation more appropriate to key stakeholders and the matter being consulted upon.

**3.2.3** The Trust will consider the accessibility and format of every method of consultation we use in order to remove barriers to the consultation process. Specific consideration will be given as to how best to communicate with children and young people, people with disabilities (in particular people with learning disabilities) and minority ethnic communities. We take account of existing and developing good practice, including the Equality Commission's guidance *Let's Talk Let's Listen – Guidance for public authorities on consulting and involving children and young people (2008)*<sup>6</sup>. This may be facilitated through e.g. the use of specially trained staff and/or advocates and by making information accessible and providing improved visual signage.

Information will be made available, on request, in alternative formats<sup>7</sup>, in a timely manner, usually within 20 working days. If this cannot be facilitated the Trust will inform consultees of the reasons for this and provide a new estimated response timescale.

**3.2.4** Specific training is provided to those facilitating consultations to ensure that they have the necessary skills to communicate effectively with consultees. In addition, information is provided to those facilitating consultations to ensure that they communicate effectively with consultees.

**3.2.5** To ensure effective consultation with consultees<sup>8</sup> on Section 75 matters, we have developed a programme of awareness raising for staff on the Section 75 statutory duties and the commitments in our Equality

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<sup>6</sup> [http://www.equalityni.org/archive/LetsTalkLetsListen\(Final\).pdf](http://www.equalityni.org/archive/LetsTalkLetsListen(Final).pdf)

<sup>7</sup> See Chapter 6 of our Equality Scheme for further information on alternative formats of information we provide.

<sup>8</sup> Please see Appendix 6 for a list of our consultees.

Scheme. This will be progressed with Personal and Public Involvement (PPI) Leads/Liaison Panels, in line with our PPI strategy.

Western Health and Social Care Trust staff have access to the Regional 'Engage' resource which includes the 'Engage and Involve' e-learning programme. This programme, developed by the Public Health Agency through the Regional PPI Forum, is aimed at all staff. It provides an introduction to PPI which includes an overview of the statutory duty and case studies to showcase PPI in practice.

The Trust has also signed up to the regional 5 standards for PPI which are as follows:

- 1 Leadership;
- 2 Governance;
- 3 Opportunities and Support for Involvement;
- 4 Knowledge and Skills;
- 5 Measuring Outcomes.

**3.2.6** Consultation periods will last for a minimum of twelve weeks to allow adequate time for groups to consult amongst themselves as part of the process of forming a view. However, in exceptional circumstances when this timescale is not feasible (for example implementing EU Directives or UK wide legislation, meeting Health and Safety requirements, addressing urgent public health matters or complying with Court judgements), we may shorten timescales to eight weeks or less before the policy is implemented. We may continue consultation thereafter and will review the policy as part of our monitoring commitments<sup>9</sup>.

Where, under these exceptional circumstances, the Trust must implement a policy immediately, as it is beyond our authority's control, we may consult after implementation of the policy, in order to ensure that any impacts of the policy are considered.

**3.2.7** If a consultation exercise is to take place over a period when consultees are less able to respond, for example, over the summer or Christmas break, or if the policy under consideration is particularly complex, we will give consideration to the feasibility of allowing a longer period for the consultation.

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<sup>9</sup> Please see Sections 4.10 to 4.11 for details on monitoring.

**3.2.8** The Trust is conscious of the fact that affected individuals and representative groups may have different needs. We will take appropriate measures to ensure full participation in any meetings that are held. We will consider for example the time of day, the appropriateness of the venue, in particular whether it can be accessed by those with disabilities, how the meeting is to be conducted, the use of appropriate language, whether a signer and/or interpreter is necessary, and whether the provision of childcare and support for other carers is required.

**3.2.9** The Trust will make all relevant information available to consultees in appropriate formats to ensure meaningful consultation. This includes detailed information on the policy/proposal being consulted upon and any relevant quantitative and qualitative data.

**3.2.10** We will continue to look at innovative and effective ways to consult with our consultees to ensure that our means of communication and engagement are user-friendly and not resource-intensive for our users, carers and the public. We are mindful of capacity issues in the voluntary and community sector and the potential for consultation fatigue and so we will strive to target our consultation according to areas of interest and collaborate where possible within the Health and Social Care sector.

**3.2.11** In making any decision with respect to a policy adopted or proposed to be adopted, we take into account any assessment and consultation carried out in relation to the policy.

**3.2.12** The Trust provides feedback to consultees in a timely manner. A feedback report is prepared which includes summary information on the policy consulted upon, a summary of consultees' comments and a summary of our consideration of and response to consultees' input. The feedback is provided in formats suitable to consultees. (Please see also 6.3).

**3.3** A list of our consultees is included in this Equality Scheme at Appendix 6. It can also be obtained by contacting the Equality and Involvement Team (see details at 2.7).

**3.4** The consultee list is not exhaustive and is reviewed on an annual basis to ensure it remains relevant to the Trust functions and policies.

The Trust welcomes enquiries from any person/s or organisations wishing to be added to the list of consultees. Please contact the Equality & Involvement Team to provide your contact details and have your areas of interest noted or have your name/details removed or amended. Please also inform us at this stage if you would like information sent to you in a particular format or language.

## **Chapter 4 Trust arrangements for assessing, monitoring and publishing the impact of policies**

### **Our arrangements for assessing the likely impact of policies adopted or proposed to be adopted on the promotion of equality of opportunity (Schedule 9 4. (2) (b))**

**4.1** In the context of Section 75, 'policy' is very broadly defined and it covers all the ways in which we carry out, or propose to carry out, our functions in relation to Northern Ireland. In respect of this Equality Scheme, the term policy is used for any (proposed/amended/existing) strategy, policy initiative or practice and/or decision, whether written or unwritten and irrespective of the label given to it, e.g., 'draft', 'pilot', 'high level' or 'sectoral'.

**4.2** In making any decision with respect to a policy adopted or proposed to be adopted, we take into account any assessment and consultation carried out in relation to the policy, as required by Schedule 9 9. (2) of the Northern Ireland Act 1998.

**4.3** The Trust is mindful of the requirement to equality impact assess any decisions that it is required to implement, which originate externally to the Trust e.g. Directives/Guidance from the Department of Health (DoH).

**4.4** The Trust uses the tools of **screening** and **equality impact assessment** to assess the likely impact of a policy on the promotion of equality of opportunity and good relations. In carrying out these assessments we will relate them to the intended outcomes of the policy in question and will also follow Equality Commission guidance:

- on screening, including the screening template, as detailed in the Commission's guidance 'Section 75 of the Northern Ireland Act 1998: A Guide for Public Authorities (April 2010)' and
- on undertaking an equality impact assessment as detailed in the Commission's guidance 'Practical guidance on equality impact assessment (February 2005)'.

## **4.5 Screening**

**4.5.1** The purpose of screening is to identify those policies that are likely to have an impact on equality of opportunity and/or good relations.

**4.5.2** Screening is completed at the earliest opportunity in the policy development/review process. Policies which we propose to adopt will be subject to screening prior to implementation. For more detailed strategies or policies that are to be put in place through a series of stages, we will screen at various stages during implementation.

**4.5.3** The lead role in the screening of a policy is taken by the policy decision maker who has the authority to make changes to that policy. However, screening will also involve other relevant team members, for example, equality specialists, those who implement the policy and staff members from other relevant work areas. Where possible we will include key stakeholders in the screening process.

**4.5.4** The following questions are applied to all our policies as part of the screening process:

- What is the likely impact on equality of opportunity for those affected by this policy, for each of the Section 75 equality categories? (minor/major/none)
- Are there opportunities to better promote equality of opportunity for people within the Section 75 equality categories?
- To what extent is the policy likely to impact on good relations between people of a different religious belief, political opinion or racial group? (minor/major/none)
- Are there opportunities to better promote good relations between people of a different religious belief, political opinion or racial group?

**4.5.5** In order to answer the screening questions, we gather all relevant information and data, both qualitative and quantitative. In taking this evidence into account we consider the different needs, experiences and priorities for each of the Section 75 equality categories. Any screening decision will be informed by this evidence.

**4.5.6** Completion of screening, taking into account our consideration of the answers to all four screening questions set out in 4.4.4 above, will lead to one of the following outcomes:

- the policy has a “**major**” impact in respect of one or more of the section 75 equality and /or good relations categories and has been ‘screened in’ for a full equality impact assessment
- the policy has a “**minor**” impact in respect of one or more of the Section 75 categories and/or good relations categories and has been ‘screened out’ with mitigation<sup>10</sup> or an alternative policy proposed to be adopted
- the policy’s impact has been assessed as “**none**” and has been ‘screened out’ without mitigation or an alternative policy proposed to be adopted

**4.5.7** The Trust’s understanding of impacts being “Major”, “Minor” and “None” are as follows (based on the ECNI’s “Section 75 of the Northern Ireland Act 1998: A Guide for Public Authorities”):

**Major:**

- a The policy is significant in terms of its strategic importance;
- b Potential equality impacts are unknown because, for example, there is insufficient data upon which to make an assessment because they are complex and it would be appropriate to conduct an equality impact assessment in order to better assess them;
- c Potential equality and good relations impacts are likely to be adverse or are likely to be experienced disproportionately by groups of people including those who are marginalised or disadvantaged;
- d Further assessment offers a valuable way to examine the evidence and develop recommendations in respect of a policy about which there are concerns amongst affected individual and representative groups, for example in respect of multiple identities;
- e The policy is likely to be challenged e.g. by way of judicial review;
- f The policy is significant in terms of expenditure.

**Minor:**

- a The policy is not unlawfully discriminatory and any residual potential impacts on people are judged to be negligible;

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<sup>10</sup> Mitigation – Where an assessment (screening in this case) reveals that a particular policy has an adverse impact on equality of opportunity and / or good relations, a public authority must consider ways of delivering the policy outcomes which have a less adverse effect on the relevant Section 75 categories.

- b The policy or certain proposals within it are potentially unlawfully discriminatory but this possibility can readily and easily be eliminated by making appropriate changes to the policy or by adopting appropriate mitigating measures;
- c Any asymmetrical equality impacts caused by the policy are intentional because they are specifically designed to promote equality of opportunity for particular groups of disadvantaged people;
- d By amending the policy there are better opportunities to better promote equality of opportunity and/or good relations.

**None:**

- a The policy has no relevance to equality of opportunity or good relations;
- b The policy is purely technical in nature and will have no bearing in terms of its likely impact in equality of opportunity and/ or good relations for people within the equality and good relations categories.

**4.5.8** If, in making a decision as to whether or not there is a need to carry out an equality impact assessment, our screening concludes that the likely impact of a policy is ‘minor’ in respect of one, or more, of the equality of opportunity and/or good relations categories, we may on occasion decide to proceed with an equality impact assessment, depending on the policy. If an EQIA is not to be conducted we will nonetheless consider measures that might mitigate the policy impact as well as alternative policies that might better achieve the promotion of equality of opportunity and/or good relations. (Mitigation – Where an assessment (screening in this case) reveals that a particular policy has an adverse impact on equality of opportunity and/or good relations, a public authority must consider ways of delivering the policy outcomes which have a less adverse effect on the relevant Section 75 categories).

Where we mitigate we will outline in our screening template the reasons to support this decision together with the proposed changes, amendments or alternative policy.

This screening decision will be ‘signed off’ by the appropriate policy lead within the Trust.

**4.5.9** If equality screening concludes that the likely impact of a policy is ‘major’ in respect of one, or more, of the equality of opportunity and/or good relations categories, the policy will normally be subject to a full



equality impact assessment. This screening decision will be 'signed off' by the appropriate policy lead within the Trust.

**4.5.10** If equality screening concludes that the likely impact of a policy is 'none', in respect of all of the equality of opportunity and/or good relations categories, we may decide to screen the policy out. If a policy is 'screened out' as having no relevance to equality of opportunity or good relations, we will give details of the reasons for the decision taken. This screening decision will be 'signed off' by the appropriate policy lead within the Trust.

**4.5.11** As soon as possible following the completion of the screening process, the screening template, signed off and approved by the senior manager responsible for the policy, will be made available on the Trust website: [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net). It will also be available on request by contacting the Equality and Involvement Team (see details at 2.7).

**4.5.12** If a consultee, including the Equality Commission, raises a concern about a screening decision based on supporting evidence, we will review the screening decision.

**4.5.13** The Trust screening reports are published quarterly (see below at 4.7.1 for details).

## **4.6 Equality Impact Assessment**

**4.6.1** An equality impact assessment (EQIA) is a thorough and systematic analysis of a policy, whether that policy is formal or informal, and irrespective of the scope of that policy. The primary function of an EQIA is to determine the extent of any impact of a policy upon the Section 75 categories and to determine if the impact is an adverse one. It is also an opportunity to demonstrate the likely positive outcomes of a policy and to seek ways to more effectively promote equality of opportunity and good relations.

**4.6.2** Once a policy is screened and screening has identified that an equality impact assessment is necessary, we will carry out the EQIA in accordance with Equality Commission guidance. The equality impact assessment will be carried out as part of the policy development process, before the policy is implemented.

**4.6.3** Any equality impact assessment will be subject to consultation at the appropriate stage(s). (For details see Chapter 3 “Trust Arrangements for Consulting”).

#### **4.7 Trust arrangements for publishing the results of the assessments of the likely impact of policies we have adopted or propose to adopt on the promotion of equality of opportunity (Schedule 9 4. (2) (d); Schedule 9 9. (1))**

The Trust will make the results of our assessments (screening and EQIA) of the likely impact of our policies on the promotion of equality of opportunity and good relations publicly available.

##### **4.7.1 Screening Reports**

These are published quarterly. Screening reports detail:

- All policies screened by the Trust over the 3 month period;
- A statement of the aim(s) of the policy/policies to which the assessment relates;
- Consideration given to measures which might mitigate any adverse impact;
- Consideration given to alternative policies which might better achieve the promotion of equality of opportunity;
- Screening decisions i.e.:
  - whether the policy has been ‘screened in’ for equality impact assessment;
  - whether the policy has been ‘screened out’ with mitigation or an alternative policy proposed to be adopted;
  - whether the policy has been ‘screened out’ without mitigation or an alternative policy proposed to be adopted;
- Where applicable, a timetable for conducting equality impact assessments.

##### **4.7.2 Screening Templates**

For details on the availability of our screening templates please refer to 4.9.

### **4.7.3 Equality Impact Assessments**

EQIA reports are published once the impact assessment has been completed. These reports include:

- A statement of the aim of the policy assessed;
- Information and data collected;
- Details of the assessment of impact(s);
- Consideration given to measures which might mitigate any adverse impact;
- Consideration given to alternative policies which might better achieve the promotion of equality of opportunity;
- Consultation responses;
- The decision taken;
- Future monitoring plans.

### **4.8 How the Trust publishes the information**

All information we publish is accessible and can be made available in alternative formats on request. Please see 6.2.

### **4.9 Where the Trust publishes the information**

**4.9.1** The results of our assessments (screening reports and completed templates, the results of equality impact assessments) will be available on our website: [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net) or by contacting the Equality & Involvement Team (see details at 2.7).

**4.9.2** In addition to the above, screening reports (electronic link or hard copy on request if more suitable for recipients) which include all policies screened over a 3 month period are also sent directly to all consultees on a quarterly basis.

**4.9.3** We will inform the general public about the availability of this material through communications such as press releases, where appropriate.

#### **4.10 Trust arrangements for monitoring any adverse impact of policies we have adopted on equality of opportunity (Schedule 9 4. (2) (c))**

**4.10.1** Monitoring can assist us to deliver better public services and make continuous improvements. Monitoring Section 75 information involves the processing of sensitive personal data (relating to the racial or ethnic origin of individuals, sexual orientation, political opinion, religious belief, etc). In order to carry out monitoring in a confidential and effective manner, the Trust follows guidance from the Office of the Information Commissioner and the Equality Commission.

**4.10.2** We monitor any adverse impact on the promotion of equality of opportunity of policies we have adopted. We are also committed to monitoring more broadly to identify opportunities to better promote equality of opportunity and good relations in line with Equality Commission guidance.

**4.10.3** The systems we have established to monitor the impact of policies and identify opportunities to better promote equality of opportunity and good relations are:

- The collection, collation and analysis of existing relevant primary quantitative and qualitative data across all 9 equality categories on an ongoing basis;
- The collection, collation and analysis of existing relevant secondary sources of quantitative and qualitative data across all 9 equality categories on an ongoing basis;
- An audit of existing information systems within 1 year of approval of this Equality Scheme, to identify the extent of current monitoring and take action to address any gaps in order to have the necessary information on which to base decisions;
- Undertaking or commissioning new data if necessary.

**4.10.4** If over a 2 year period monitoring and evaluation show that a policy results in greater adverse impact than predicted, or if opportunities arise which would allow for greater equality of opportunity to be promoted, we will ensure that the policy is revised to achieve better outcomes for relevant equality groups.

**4.10.5** We review our EQIA monitoring information on an annual basis. Other monitoring information is also reviewed annually e.g. complaints monitoring, maintenance of the Audit of Inequalities/Emerging Themes document.

#### **4.11 Our arrangements for publishing the results of our monitoring**

**4.11.1** Schedule 9 4. (2) (d) requires us to publish the results of the monitoring of adverse impacts of policies we have adopted. However, we are committed to monitoring more broadly and the results of our policy monitoring are published as follows:

**4.11.2** EQIA monitoring information is published as part of our Section 75 annual progress report [see 2.5.4]

**4.11.3** Monitoring information is also published and made available on the Trust's website.

**4.11.4** All information published is accessible and can be made available in alternative formats on request. Please see 6.3 for details.

## **Chapter 5      Staff training (Schedule 9 4.(2) (e))**

### **5.1 Commitment to Staff Training**

The Trust recognises that awareness raising and training play a crucial role in the effective implementation of our Section 75 duties.

The Chair and Chief Executive wish to positively communicate the commitment of the Trust to the Section 75 statutory duties, both internally and externally.

The Trust is committed to providing learning and development support to all staff. This is illustrated in the Trust values and a range of Human Resources strategies and processes including:

- Learning and Development Strategy
- Workforce Planning Strategy
- Appraisal and Development Review Processes
- Vocational Training provision
- Succession Planning Guidelines

The Trust provides a range of Section 75 and other equality training, which is available to all staff. Training is advertised to staff via a range of mediums including intranet, Trust Communication, posters, line managers, training brochures, Trade Unions.

To this end we have introduced an effective communication and training programme for all staff and will ensure that our commitment to the Section 75 statutory duties is made clear in all relevant publications.

### **5.2 Training Objectives**

The Trust will draw up a detailed training plan for its staff which will aim to achieve the following objectives:

- to raise awareness of the provisions of Section 75 of the Northern Ireland Act 1998, our Equality Scheme commitments and the particular issues likely to affect people across the range of Section 75 categories, to ensure that our staff fully understand their role in implementing the scheme;
- to provide staff involved in the assessment of policies (screening and EQIA) with the necessary skills and knowledge to do this work effectively;

- to provide staff who deal with complaints in relation to compliance with our Equality Scheme with the necessary skills and knowledge to investigate and monitor complaints effectively;
- to provide staff involved in consultation processes with the necessary skills and knowledge to do this work effectively;
- to provide staff involved in the implementation and monitoring of the effective implementation of the Trust's Equality Scheme with the necessary skills and knowledge to do this work effectively.

### **5.3 Awareness Raising and Training Arrangements**

The following arrangements are in place to ensure all our staff and Trust Board, including Non Executive Directors, are aware of and understand our equality obligations.

- In the first 3 months of Scheme approval, we will raise awareness of the Scheme and how to access it, using a variety of means e.g. Briefings to Trust Board and Corporate Management Team, Directorate, circulate information on the Scheme via Trust Communication, Trust Newsletter "NOW", Intranet etc.
- We will develop a summary of the Equality Scheme and a copy will be issued to all Trust Board members, Directors and staff within three months of approval of the scheme by ECNI.
- We will provide access to copies of the full Equality Scheme for all staff and ensure that any queries or questions of clarification from staff are addressed effectively.
- Bi-Monthly Equality Screening workshops are held and the revised Equality Scheme will be highlighted at these workshops. Key staff e.g. those involved in research and data collection, policy development, service design, conducting equality impact assessments, consultation, monitoring and evaluation, will be targeted and attendance will be monitored.
- Community and Voluntary sector organisations and individuals on the Trust Consultee List will be advised of the scheme.
- Training and awareness raising programmes will, where relevant, be developed in association with the appropriate Section 75 groups and our staff.
- A regional eLearning training programme has been developed 'Equality, Good Relations and Human Rights – Making a Difference, along with a training manual to ensure that staff are aware of their responsibilities. A particular scenario has been incorporated on mainstreaming the S75 Equality Duties.

- Trust Board Members and Corporate Management Team will receive regular updates on progress on the Trust's commitments within the Equality Scheme and a comprehensive overview on compliance and performance through the Section 75 Equality annual progress report.
- Members of the Trust's Western Equality and Human Rights Forum will highlight the Equality Scheme within their own Directorates.
- When appropriate and on an ongoing basis, arrangements will be made to ensure staff are kept up to date with Section 75 developments.
- Personal and Public Involvement (PPI) 'Engage and Involve' e-learning training is available for all staff and the public in order to build capacity amongst those who wish to become involved with Trust decision making and design and delivery of services.

In order to share resources and expertise, the Trust will, where possible, work closely with other bodies and agencies in the development and delivery of training.

#### **5.4 Monitoring and Evaluation**

Our training programmes are subject to the following monitoring and evaluation arrangements:

- We evaluate the extent to which all participants in this training programme have acquired the necessary skills and knowledge to achieve each of the above objectives
- The extent to which training objectives have been met will be reported on as part of the Section 75 annual progress report, which will be sent to the Equality Commission
- The Trust will employ a range of methods for monitoring and reporting on training.



## **Chapter 6 Trust arrangements for ensuring and assessing public access to information and services we provide**

### **6.1 Overview**

**6.1.1** The Trust is committed to ensuring that the information we disseminate and the services we provide are fully accessible to all parts of the community in Northern Ireland. We keep our arrangements under review to ensure that this remains the case.

**6.1.2** We are aware that some groups will not have the same access to information as others, in particular:

- People with sensory, learning, communication and mobility disabilities may require printed information in other formats;
- Members of ethnic minority groups, whose first language is not English, may have difficulties if information is provided only in English;
- Children and young people may not be able to fully access or understand information.

### **6.2 Access to Information**

**6.2.1** To ensure equality of opportunity in accessing information, we provide information in alternative formats on request, usually within 20 working days. If this cannot be facilitated the Trust will advise of the reasons for this and provide a new estimated response time. The Trust has issued the HSC 'Making Communication Accessible for All' Guidelines to staff and this is also available on the staff intranet.

**6.2.2** Alternative formats may include Easy Read, Braille, audio formats (CD, mp3 or DAISY), large print or minority languages to meet the needs of those for whom English is not their first language.

**6.2.3** The Trust liaises with representatives of young people and disability and minority ethnic organisations and takes account of existing and developing good practice.

**6.2.4** We will respond to requests for information in alternative formats in a timely fashion, usually within 20 working days.

**6.2.5** Specific consideration will be given and advice sought from those with specialist knowledge as to how the Trust can best communicate with young people, those with learning disabilities, ethnic groups and others e.g. older persons and persons who have a mental illness. This may be facilitated by specially trained staff and/or advocates.

**6.2.6** In disseminating information through the media we will advertise in the press where appropriate.

**6.2.7** The Trust will also use its Website, Corporate Plan, Staff Magazine and Trust publications.

### **6.3 Access to Services**

**6.3.1** The Trust is committed to ensuring that all of our services are fully accessible to everyone in the community across the Section 75 categories. The Trust also adheres to the relevant provisions of current anti-discrimination legislation.

**6.3.2** The Trust ensures that staff can access face to face foreign language interpreters through the Northern Ireland Health and Social Care Interpreting Service (NIHSCIS) which is supported by contracts for telephone interpreting. The Trust also has arrangements in place for provision of sign language interpreting. In addition, staff can also access a range of providers for written translation. The Trust Communication Support Guidelines are available to staff and are supported by regular training on working with interpreters.

### **6.4 Assessing Public Access to Information and Services**

**6.4.1** We regularly monitor, across all our functions, the accessibility of information and services, to ensure equality of opportunity and good relations are promoted. This includes:

- Provision of interpreting/translation services – quarterly reports;
- Monitoring of complaints/compliments – ongoing and annual;
- Reasonable adjustments – ongoing and annual;
- Satisfaction Surveys – ongoing and annual;
- Staff Survey;
- Article 55 Review – every 3 years.

## **Chapter 7      Timetable for measures we propose in this Equality Scheme**

**7.1** Appendix 3 outlines the timetable for all measures proposed within this Equality Scheme. The measures outlined in this timetable will be incorporated into our corporate business planning processes.

**7.2** This timetable is different from, and in addition to, our commitment to developing action plans/action measures to specifically address inequalities and further promote equality of opportunity and good relations. We have included in our Equality Scheme a commitment to develop, implement and deliver an action plan. Accordingly, this commitment is listed in the timetable of measures at Appendix 3. The Equality Action Plan can be accessed via the Trust Website, [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net).

If you require the Plan in an alternative format please contact the Equality & Involvement Team using the details provided in Section 2.7.

## **Chapter 8      Trust complaints procedure**

**8.1** The Trust is responsive to the views of members of the public. We will endeavour to resolve all complaints made to us.

**8.2** Schedule 9 paragraph 10 of the Northern Ireland Act (1998) refers to complaints. A person can make a complaint to a public authority if the complainant believes he or she may have been directly affected by an alleged failure of the authority to comply with its approved Equality Scheme.

If the complaint has not been resolved within a reasonable timescale, the complaint can be brought to the Equality Commission.

**8.3** A person wishing to make a complaint that the Trust has failed to comply with its approved Equality Scheme should contact:

Complaints Manager  
Western Health & Social Care Trust  
Trust Headquarters  
Altnagelvin Hospital  
Glenshane Road  
Londonderry  
BT47 6SB

Tel: 028 71 345171 ext. 214142

Or Direct Dial No. 028 7161 1226

SMS Text Facility: 07780 949796

Email: [complaints.department@westerntrust.hscni.net](mailto:complaints.department@westerntrust.hscni.net)

**8.4** We will, in the first instance, acknowledge receipt of each complaint within 2 working days of receipt.

**8.5** The Complaints Manager will ensure that an investigation is carried out internally and that a substantive Trust response is sent to the complainant within 20 working days of the date of receiving the letter of complaint (where possible depending on the complexity of the complaint etc.). Any person wishing to make a complaint is welcome to contact the Trust by email, telephone or via face-to-face appointment. Under certain circumstances and if the complexity of the matter requires a longer period of investigation the complainant will be advised of any delay and will be updated by letter on a monthly basis.

To enable people with a learning disability to access the Complaints Procedure the Trust has produced an Easy Read version in Makaton. A sign language video clip 'A Guide on How to Make a Complaint' can be viewed on the Trust website or YouTube channel. Translated versions of the Complaints Leaflet in Latvian, Polish, Mandarin, Cantonese, Lithuanian and Portuguese, can be accessed via the Trust website. British Sign Language audiotape versions are also available on the website. Braille and Makaton versions are available on request.

**8.6** During this process the complainant will be kept fully informed of the progress of the investigation into the complaint and of any outcomes.

**8.7** In any subsequent investigation by the Equality Commission, the Trust will co-operate fully, providing access in a timely manner and with the complainant's consent, to any relevant documentation that the Equality Commission may require.

Similarly, the Trust will co-operate fully with any investigation by the Equality Commission under sub-paragraph 11 (1) (b) of Schedule 9 to the Northern Ireland Act 1998.

**8.8** The Trust will make all efforts to implement promptly and in full any recommendations arising out of any Commission investigation.

**8.9** Our Complaints Manager can provide more information on how to make a complaint. Alternatively, the Patient and Client Council can provide free and confidential advice, information and help to make a complaint. This might include help with writing letters, making telephone calls and support at any meetings you might need to attend. You can get more information on the services provided by the Patient and Client Council at [www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net) or by phoning Freephone 0800 917 0222.

Specialist advocacy services may also be available to assist with the process of complaining. Our Complaints Manager or the Patient and Client Council will be able to provide further details of this support.

## **Chapter 9      Publication of Trust Equality Scheme (Schedule 9 4. (3) (c))**

**9.1** The Trust is committed to ensuring that its Equality Scheme is widely published and in a manner which will ensure equality of access. The Scheme will be made available to its staff, service users, individuals and representatives of Section 75 organisations and an Equality Scheme summary will also be available. The Trust's Equality Scheme is available free of charge in print form and alternative formats from the Equality and Involvement Team (see details at 2.7).

The Trust will respond promptly to requests for alternative formats, it is difficult to be prescriptive in terms of exact timescale to have the alternative format produced as the Trust often outsources the transcription into Easyread, Braille or Audio-cassette and translation of materials into ethnic minority languages. The Trust is committed to making the process as prompt as possible to promote equality of opportunity.

**9.2** The Equality Scheme is also available on the Trust website [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net).

**9.3** The following arrangements are in place for the publication, in a timely manner, of our Equality Scheme to ensure equality of access:

- We will make every effort to communicate widely the existence and content of our Equality Scheme. This may include press releases, prominent advertisements in the press, the internet and direct mail shots to groups representing the various categories in Section 75.
- We will email a link to our approved Equality Scheme to our consultees on our consultation lists. Consultees without e-mail will be notified by letter that the scheme is available on request. We will respond to requests for the Equality Scheme in alternative formats usually within 20 working days.
- Our Equality Scheme is available on request in alternative formats such as Easy Read, Braille, large print, audio formats (CD, mp3, DAISY) and in minority languages to meet the needs of those not fluent in English.
- Specific consideration will be given and advice sought from those with specialist knowledge as to how the Trust can best

communicate with young people, those with learning disabilities, ethnic groups and others e.g. older persons and persons who have a mental illness. This may be facilitated by specially trained staff and/or advocates.

**9.4** For a list of our stakeholders and consultees please see Appendix 6 of this Equality Scheme. Alternatively, contact the Equality & Involvement Team (see details at 2.7).

## **Chapter 10    Review of Trust Equality Scheme**

**10.1** As required by Schedule 9 paragraph 8 (3) of the Northern Ireland Act 1998 we will conduct a thorough review of this Equality Scheme. This review will take place either within 5 years of submission of this Equality Scheme to the Equality Commission or within a shorter timescale to allow alignment with the review of other planning cycles.

**10.2** The review will evaluate the effectiveness of our Scheme in relation to the implementation of the Section 75 statutory duties relevant to our functions in Northern Ireland.

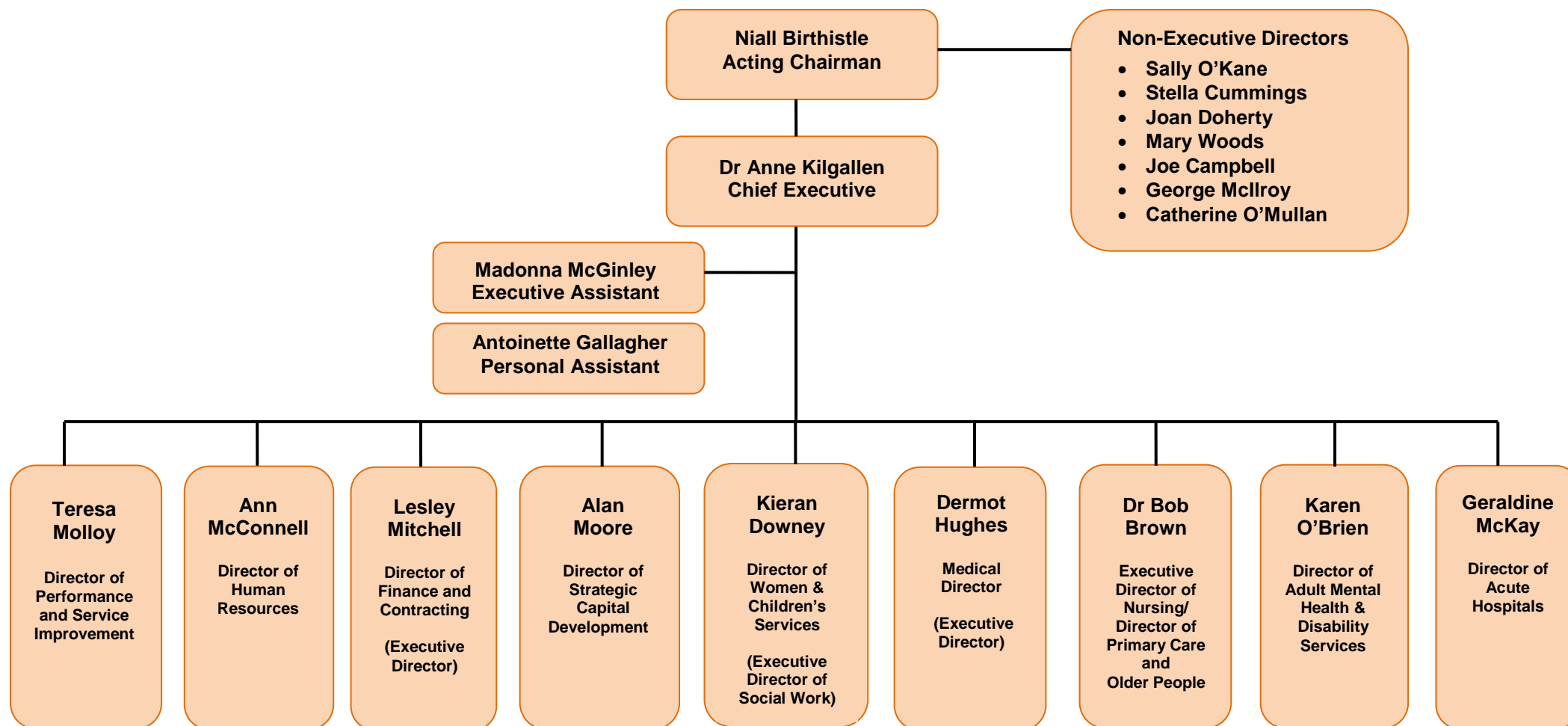
**10.3** The Trust will work with the Commission and other members of the HSC family to conduct a thorough and meaningful review. The Trust will engage with service users, staff, representative organisations, Trade Unions and professional bodies to assess their satisfaction on compliance with the Scheme.

A report of this review will be made public at Trust Board, sent to the Equality Commission and published on the website at [www.westerntrust.hscni.net](http://www.westerntrust.hscni.net)), and will be made available in alternative formats on request.



## Appendix 1: Western Health and Social Care Trust: Structure Overview

### Western Health and Social Care Trust: Structure Overview



## Appendix 2: Example groups relevant to the Section 75 categories for Northern Ireland purposes

*Please note, this list is for illustration purposes only, it is not exhaustive.*

| Category                        | Example groups   |
|---------------------------------|--|
| Religious belief                | <p>Buddhist; Catholic; Hindu; Jewish; Muslims, people of no religious belief; Protestants; Sikh; other faiths.</p> <p>For the purposes of Section 75, the term “religious belief” is the same definition as that used in the <i>Fair Employment &amp; Treatment (NI) Order</i><sup>11</sup>. Therefore, “religious belief” also includes any <i>perceived</i> religious belief (or perceived lack of belief) and, in employment situations only, it also covers any “<i>similar philosophical belief</i>”.</p> |
| Political opinion <sup>12</sup> | Nationalist generally; Unionists generally; members/supporters of other political parties.   |
| Racial group                    | Black people; Chinese; Indians; Pakistanis; people of mixed ethnic background; Polish; Roma; Travellers; White people.   |
| Men and women generally         | Men (including boys); Trans-gendered people; Transsexual people; women (including girls).  |
| Marital status                  | Civil partners or people in civil partnerships; divorced people; married people; separated people; single people; widowed people.  |
| Age                             | Children and young people; older people.   |
| Persons with a disability       | Persons with disabilities as defined by the Disability Discrimination Act 1995.  |
| Persons with dependants         | Persons with personal responsibility for the care of a child; for the care of a person with a disability; or the care of a dependant older person.   |
| Sexual orientation              | Bisexual people; heterosexual people; gay or lesbian people.   |

<sup>11</sup> See Section 98 of the Northern Ireland Act 1998, which states: “*In this Act...“political opinion” and “religious belief” shall be construed in accordance with Article 2(3) and (4) of the Fair Employment & Treatment (NI) Order 1998.*”

<sup>12</sup> *ibid*

### Appendix 3 Timetable for measures proposed (Schedule 9 4. (3) (b))

| Measure   | Action Taken/<br>To Be Taken   | Lead<br>responsibility  | Timetable  |
|---|--|---|--|
| <b>Arrangements for assessing our compliance with S75 duties</b>  |  |   |  |
| <i>Have in place appropriate structures and reporting mechanisms (Chapter 2)</i>  | <i>Structures and reporting mechanisms established</i>   | <i>Chief Executive, SMT etc.</i>  | <i>Ongoing</i>   |
| <i>Ensure S75 duties are mainstreamed within the Trust (Chapter 2)</i>  | <i>S75 objectives and targets will be integrated into strategic and operational business plans (Section 2.5.2)</i> | <i>Chief Executive, Director of Performance and Service Improvement, Head Of Planning, Head of Equality &amp; Involvement</i> | <i>In line with Trust Corporate planning cycles</i>          |
| <i>Prepare Section 75 Annual Progress Report (APR) and include section in Trust's own Annual Report (Section 2.5.4)</i>                     | <i>Information collated throughout year for inclusion in APR</i>   | <i>Equality &amp; Involvement Team</i>  | <i>31 August (annually)</i>                                  |
|   | <i>Article written for inclusion in Trust's Annual Report</i>  | <i>Equality &amp; Involvement Team</i>  | <i>Annually</i>  |
| <i>Regular reports to Trust's WEHRF, Trust Governance Committee, Corporate Management Team and Trust Board (Sections 2.5.6 &amp; 2.5.7)</i> | <i>Reports from Directorates, compiled into Corporate Report.</i>  | <i>Director of Performance and Service Improvement/ Equality &amp; Involvement Team</i>                                       | <i>Regularly and annually via S75 Annual Progress Report</i> |

| Measure  | Action Taken/<br>To Be Taken   | Lead<br>responsibility  | Timetable   |
|--|--|---|---|
| <b>Equality Action Plan</b>  |  |   |   |
| <i>Review and maintain the 'Audit of Inequalities' compendium of research literature (Section 2.6.2)</i>   | <i>Continue to review and maintain the 'Audit of Inequalities' compendium of research literature to inform current and future action-based plans</i>   | <i>HSC Equality Leads through Themed Audit of Inequalities workstream</i>   | <i>Annually</i>                                     |
| <i>Development of Equality Action Plan to include performance indicators and timescales. Aligned to corporate and business planning cycle. (Section 2.6.1)</i> | <i>Literature review and audit of 'Audit of Inequalities'</i><br><br><i>Pre-consultation with voluntary/community sector</i><br><br><i>Consultation with Service Directorates to identify inequalities and actions required for same</i> | <i>HSC Equality Leads through Themed Audit of Inequalities workstream</i><br><br><i>Equality &amp; Involvement Team</i><br><br><i>Equality &amp; Involvement Team, Service Directors and Operational Heads of Service</i> | <i>By end of 2018</i>                               |
| <i>Finalised Equality Action Plan published (Section 2.6.8)</i>  | <i>Publish on Trust internet and intranet and advise of its availability and take account of alternative formats etc.</i>  | <i>Equality &amp; Involvement Team</i>  | <i>End of April 2018</i>                            |
| <i>Deliver on Equality Action Plan</i>   | <i>Implement and deliver on all actions contained within the Equality Action Plan in order to tackle inequalities</i>  | <i>Equality &amp; Involvement in conjunction with Service Directorates</i>  | <i>2018 - 2023</i>                                  |
| <i>Arrangements for monitoring progress in place (section 2.6.6)</i>   | <i>Identify whether targets have been met – update Plan as necessary.</i>  | <i>Equality &amp; Involvement Team in conjunction with Service Directors</i>  | <i>Annually in line with Annual Progress Report</i> |

| Measure  | Action Taken/<br>To Be Taken  | Lead<br>responsibility                 | Timetable  |
|--|---|--|--|
| <b>Arrangements for Consulting</b>   |   |  |  |
| <i>Consultation list reviewed and updated (Section 3.4)</i>  | <i>All current consultees emailed/written to and contact details and preferred method/format of communication updated on central consultation list.</i>   | <i>Equality &amp; Involvement Team</i> | <i>Annually</i>  |
| <i>Information re. Consultation (Section 3.2.4)</i>  | <i>Specific staff training provided for those conducting consultations in conjunction with PPI leads.</i>   | <i>Equality &amp; Involvement Team</i> | <i>Ongoing</i>   |
| <i>Equality Scheme and Action Plan consulted upon taking account of various methods, accessible venues and alternative formats etc. (Section 3.2.2)</i>  | <i>Conduct as appropriate:</i> <ul style="list-style-type: none"> <li>• <i>Public meetings</i></li> <li>• <i>Face-to-face meetings</i></li> <li>• <i>Specialist meetings</i></li> <li>• <i>Opinion surveys/questionnaires</i></li> <li>• <i>Internet discussions</i></li> </ul> | <i>Equality &amp; Involvement Team</i> | <i>As required in line with development of new Plans (2018 and 2023)</i>                                 |
| <i>Undertake programme of awareness-raising to ensure effective consultation with consultees (Section 3.2.5)</i>   | <i>Develop training tools/training pack for dissemination to staff.</i>   | <i>Equality &amp; Involvement Team</i> | <i>Ongoing</i>   |
| <i>In making any decision with respect to a policy adopted or proposed to be adopted, take into account any assessment and consultation carried out in relation to the policy (Section 3.2.10)</i> | <i>Outcome of impact assessment and analysis of all consultation responses received.</i>  | <i>Lead policy author(s)</i>           | <i>In place and Ongoing</i>  |
| <i>Provide feedback report to consultees, in a suitable format, in a timely manner (Section 3.2.11)</i>  | <i>As per consultation list update exercise we will provide feedback to consultees in their preferred format.</i>   | <i>Lead policy author(s)</i>           | <i>Mechanisms in place to provide feedback at end of consultation exercises via consultation reports</i> |

| Measure   | Action Taken/<br>To Be Taken   | Lead<br>responsibility  | Timetable  |
|---|--|---|--|
| <b>Screening</b>  |  |   |  |
| <i>Revise screening template and accompanying guidance notes.</i>   | <i>Both revised to take account of new ECNI guidance and 3 screening outcomes.</i>   | <i>HSC Equality Leads</i>   | <i>Year 1 Action Plan – Develop Policy Tool Kit</i>  |
| <p><i>Review screening report template</i></p> <p><i>Publish reports quarterly and in accessible formats on request (Section 4.7.1)</i></p> | <p><i>Current template, which includes policy aims, consideration of mitigation, alternative policies, screening decision, timetable for EQIA etc., to be reviewed.</i></p> <p><i>Screening Reports will be published quarterly on internet and issued to Consultees</i></p> | <p><i>Equality &amp; Involvement team</i></p> <p><i>Equality &amp; Involvement team</i></p> | <p><i>2019</i></p> <p><i>Quarterly</i></p>   |
| <i>EQIA timetable (Section 4.6)</i>   | <i>We will give advance notice to consultees of forthcoming EQIAs and the consultation periods associated with each.</i>   | <i>Lead policy author(s)</i>  | <i>Notice given to consultees ahead of each consultation exercise</i>  |
| <i>Publishing of EQIA report (Section 4.8)</i>  | <p><i>EQIA reports and outcomes of consultation will be published on the internet and issued to consultees as appropriate in their preferred format.</i></p> <p><i>The reports will include all information as per section 4.7.3 of this Scheme.</i></p>                     | <p><i>Lead policy author(s)</i></p> <p><i>Equality &amp; Involvement team</i></p>           | <p><i>As each consultation exercise ends</i></p> <p><i>Reports produced to include all info as per section 4.7.3 of Scheme</i></p> |

| Measure   | Action Taken/<br>To Be Taken   | Lead<br>responsibility                        | Timetable   |
|---|--|---|---|
| <b>Monitoring</b>   |  |   |   |
| <p><i>Revision of policies as a result of monitoring (Section 4.10.4)</i></p> <p><i>If over a 2 year period monitoring and evaluation show that a policy results in greater adverse impact than predicted, or if opportunities arise which would allow for greater equality of opportunity to be promoted, we will ensure that the policy is revised to achieve better outcomes for relevant equality groups.</i></p> | <p><i>We will collect and analyse qualitative and quantitative data in order to monitor any adverse impact of policies we have adopted and to identify opportunities to better promote equality of opportunity and good relations and will do so in-line with the Office of the Information Commissioner and the ECNI.</i></p> | <p><i>Lead policy author(s)</i></p>           | <p><i>Ongoing ; over lifespan of Equality Scheme (2018-23)</i></p>            |
| <p><i>Review of monitoring information (Section 4.10.5)</i></p>   | <p><i>To ensure monitoring information is relevant and up-to-date in relation to the policy.</i></p>   | <p><i>Lead policy author(s)</i></p>           | <p><i>Over a 1 year period from implementing the policy</i></p>               |
| <p><i>Publication of monitoring information (Section 4.11)</i></p>  | <p><i>We will publish monitoring information in our S75 Annual Progress Report and also on website and it will be made available in alternative formats on request.</i></p>  | <p><i>Equality &amp; Involvement Team</i></p> | <p><i>Annually and ongoing over lifespan of Equality Scheme (2018-23)</i></p> |

| Measure   | Action Taken/<br>To Be Taken   | Lead<br>responsibility                 | Timetable  |
|---|--|--|--|
| <b>Staff Training</b>   |  |  |  |
| <i>Draw up a detailed training plan (Section 5.2)</i>   | <i>To cover all aspects i.e. awareness of Equality Scheme, focused training for staff involved in data collection, policy development, service design, conducting consultations and EQIAs, monitoring and evaluation, complaints. Offer Staff training on Equality screening bi-monthly.</i> | <i>Equality &amp; Involvement Team</i> | <i>Ongoing; over the lifespan of Equality Scheme (2018-23)</i> |
| <i>Development of summary of Equality Scheme for staff. (Section 5.3)</i>   | <i>Current Summary Scheme will be revised and will be issued to staff.</i>   | <i>Equality &amp; Involvement Team</i> | <i>By end of 2018</i>  |
| <i>Provide access to full copy of Equality Scheme to all staff (Section 5.3)</i>  | <i>Full Scheme will be published on intranet and internet and made available in alternative formats on request.</i>  | <i>Equality &amp; Involvement Team</i> | <i>By end of 2018</i>  |
| <i>Development of overall awareness/training programme in conjunction with S75 categories (Section 5.3)</i>   | <i>All staff will receive briefing on Equality Scheme, once approved, via Trust communication, email, intranet etc.</i>  | <i>Equality &amp; Involvement Team</i> | <i>By end of 2018</i>  |
| <i>Awareness raising on the Section 75 statutory duties via PPI (Section 5.3)</i>   | <i>S75 awareness included in Induction Training and E-learning Training as well as other current diversity training initiatives. Pack developed for PPI panels.</i>  | <i>Equality &amp; Involvement Team</i> | <i>Ongoing over the lifespan of Equality Scheme (2018-23)</i>  |
| <i>Focussed training i.e. those involved in research and data collection, policy development, service design, conducting equality impact assessments, consultation, monitoring and evaluation (Section 5.3)</i> | <i>Maintain bi-monthly equality screening training and EQIA workshops as required for policy leads.</i>  | <i>Equality &amp; Involvement Team</i> | <i>Ongoing over the lifespan of Equality Scheme (2018-23)</i>  |
| <i>Update training (Section 5.3)</i>  | <i>Training will be kept up-to-date in line with ECNI</i>  | <i>Equality &amp; Involvement Team</i> | <i>Ongoing over the</i>  |



|  |  |   |  |
|--|--|---|--|
|  | <p><i>guidance and staff will be advised accordingly.</i></p> <p><i>Review mechanisms are in place to keep training up to date and relevant.</i></p>   |   | <p><i>lifespan of Equality Scheme (2018-23)</i></p>  |
| <p><i>Evaluation of training (Section 5.4)</i></p> | <p><i>Assess the extent to which those being trained have acquired the necessary skills and knowledge to e.g. undertake screening, conduct EQIAs etc.</i></p> <p><i>Mechanisms are in place i.e. policy authors can undertake own screening with a reduced input from E&amp;I team.</i></p> <p><i>Provide refresher training as required.</i></p> <p><i>Monitor uptake of E-learning 'Making a Difference' mandatory staff training (launched April 2018). Reports produced and compared by Directorates</i></p> | <p><i>Equality &amp; Involvement Team</i></p> <p><i>Equality &amp; Involvement Team</i></p> <p><i>Equality &amp; Involvement Team</i></p> | <p><i>Ongoing over the lifespan of Equality Scheme (2018-23)</i></p> <p><i>At least bi annually</i></p> <p><i>Ongoing over the lifespan of Equality Scheme (2018-23)</i></p> |

| Measure  | Action Taken/<br>To Be Taken   | Lead<br>responsibility  | Timetable  |
|--|--|---|--|
| <b>Arrangements for ensuring and assessing public access to information and services we provide</b>  |  |   |  |
| <p><i>Ensure information we disseminate and services we provide are fully accessible to all parts of the community in Northern Ireland (Section 6.1.1)</i></p> | <p><i>Update of S75 consultation list will ask for preferred methods and formats of communication.</i></p> <p><i>Mechanisms in place to provide literature and information about our services in alternative languages and formats on request</i></p> <p><i>Trust Access Groups include service users who advise the Trust accordingly e.g. Sensory Impairment Group.</i></p> <p><i>We will use the media and advertise in press where appropriate.</i></p> <p><i>We will use the Trust website, corporate plan, staff magazine, social media, intranet, annual progress report etc. to disseminate information.</i></p> | <p><i>Equality &amp; Involvement Team</i></p> <p><i>Heads of Relevant Service Areas</i></p> <p><i>Heads of Relevant Service Areas</i></p> <p><i>Heads of Relevant Service Areas</i></p> | <p><i>Annually over the lifespan of Equality Scheme (2018-23)</i></p> <p><i>Ongoing - As required e.g. for consultations</i></p> <p><i>Ongoing As required e.g. for consultations</i></p> <p><i>Ongoing As required e.g. for consultations</i></p> |
| <p><i>Provide information in alternative formats on request (Section 6.2.1)</i></p>  | <p><i>Trust routinely translates information into various languages (via Regional HSC Contract with translation companies) to meet the needs of those not fluent in English.</i></p> <p><i>Provide information in audio, easy-read, large print etc. on request.</i></p> <p><i>Will seek advice from those with specialist knowledge on how best to</i></p>  | <p><i>All staff</i></p> <p><i>Equality &amp; Involvement Team supports lead managers</i></p> <p><i>Equality &amp; Involvement Team and lead</i></p>                                     | <p><i>Ongoing Information provided on request</i></p> <p><i>Ongoing Information provided on request</i></p> <p><i>Ongoing Information sought from</i></p>  |

| <b>Measure</b>  | <b>Action Taken/<br/>To Be Taken</b>  | <b>Lead<br/>responsibility</b>  | <b>Timetable</b>   |
|---|---|---|--|
|   | <p><i>communicate with children and young people and also those with learning disabilities, older persons and those with mental illness. We will use the ECNI's 'Let's Talk, Let's Listen Guidance for public authorities on consulting and involving children and young people'. The Trust has disseminated the HSC 'Making Communication Accessible for All' Guidelines to staff and these are readily available on the staff intranet.</i></p> | <p><i>managers</i></p>  | <p><i>specialists as required</i></p>  |
| <p><i>Provide interpreters and sign language interpreters (Section 6.3.2 &amp; 6.3.3)</i></p> | <p><i>Trust provides foreign language interpreters in the main via the NI Health &amp; Social Care Interpreting Service (NIHSCIS) and other providers, this is supported by a subsidiary contract with The Big Word for Telephone Interpreting Provision to HSC Trusts.</i></p>   | <p><i>Information shared and Working with Interpreters (Wwl) training provided to Trust Staff by Equality &amp; Involvement Team. This training is further supported by Trust Communication Support Guidelines and Making Communication Accessible for All (MCA) Guidance for HSC. The MCA guidance is available for staff via staff intranet and was shared in hard copies with wards etc.</i></p> | <p><i>Ongoing<br/>A minimum of 4 Wwl staff training sessions to be provided annually</i></p> <p><i>Trust Communication Support Guidance refreshed annually or after changes to SLAs or contracted services.</i></p> <p><i>Trust communications to staff at least twice per year over lifespan of the Equality Scheme (2018-23)</i></p> |

| <b>Measure</b>  | <b>Action Taken/<br/>To Be Taken</b>  | <b>Lead<br/>responsibility</b>  | <b>Timetable</b>   |
|---|---|---|--|
|   | <i>The provision of Sign Language services are arranged for by HSC Trusts with Sign Language providers.</i>   | <i>AD for Physical and Sensory Disability</i>   | <i>Ongoing</i>   |
| <i>Assessing access to information and services (Section 6.4.1)</i> | <p><i>We will monitor uptake of interpreting services and requests for translations and alternative formats.</i></p> <p><i>NI Health &amp; Social Care Interpreting Service (NIHSCIS) provide Information to HSC Equality Leads.</i></p> <p><i>The WHSCT Annual ECNI report includes data on the uptake of interpreting services.</i></p> | <p><i>Equality &amp; Involvement Team</i></p> <p><i>Equality &amp; Involvement Team</i></p> | <p><i>Ongoing over the lifespan of the Equality Scheme (2018 – 2023)</i></p> <p><i>1/4ly reports provided to HSC Trusts by NIHSCIS</i></p> <p><i>Annually Ongoing over lifespan of the Equality Scheme (2018-23)</i></p> |
| <i>Ensure buildings are accessible (Section 6.4.1)</i>              | <i>Access audits have been conducted and remedial works undertaken where buildings were not found to be accessible to include more loop systems, touch-pad doors, talking lifts etc. New builds take account of all access requirements.</i>  | <i>Facilities Management and Strategic Capital Development Directorate</i>                  | <i>Further works undertaken as required Ongoing over lifespan of Equality Scheme (2018-23)</i>   |
| <i>Provide reasonable adjustments (Section 6.4.1)</i>               | <i>As above, buildings are accessible to all service users, using reasonable adjustments where necessary for both service users and staff members.</i>  | <i>Facilities Management Department. Human Resources and Occupational Health</i>            | <i>Reasonable adjustments provided when required by service users and staff members</i>  |
| <i>Monitor complaints (Section 6.4.1)</i>                           | <i>Monitor complaints received to identify areas where equality of opportunity and good relations could be</i>  | <i>Complaints Department and Equality &amp; Involvement Team</i>                            | <i>Ongoing and annually Complaints information analysed</i>  |

| Measure | Action Taken/<br>To Be Taken | Lead<br>responsibility | Timetable   |
|---------|------------------------------|------------------------|---|
|         | <i>improved.</i>             |                        | <i>annually for the<br/>Annual<br/>Progress<br/>Report for ECNI</i> |

| Measure   | Action Taken/<br>To Be Taken  | Lead<br>responsibility   | Timetable  |
|---|---|--|--|
| <b>Complaints Procedure</b>   |   |  |  |
| <i>How complaints are raised, timetable for responding etc. (Section 8.1)</i> | <i>HSC have a regional complaints procedure and information has been made available in alternative formats e.g. various languages.</i><br><br><i>Complaints regarding failure to adhere to the Trust Equality Scheme are acknowledged within 2 days and responded to within 20 working days of receipt of letter.</i> | <i>Regional Complaints Group.</i><br><br><i>Complaints Team<br/>Manager, Equality &amp;<br/>Involvement Team</i> | <i>Ongoing</i><br><br><i>Ongoing Complaints dealt with according to prescribed timescales etc.</i> |

| Measure  | Action Taken/<br>To Be Taken   | Lead<br>responsibility   | Timetable   |
|--|--|--|---|
| <b><i>Publication of our Equality Scheme</i></b>                                     |  |  |   |
| <i>Current Equality Scheme on internet (Section 9.2)</i>                             | <i>Current Scheme and Annual Progress Report on Trust website.</i><br><br><i>Annual progress reports uploaded annually once submitted to the ECNI</i>                                  | <i>Equality &amp; Involvement Team</i><br><br><i>Equality &amp; Involvement Team</i> | <i>Final Equality Scheme (2018-23) to be uploaded after Final Trust Approval by end of 2018</i><br><br><i>Ongoing annual action</i> |
| <i>Communication of Equality Scheme and notification of consultees (Section 9.3)</i> | <i>Once approved we will communicate the revised Equality Scheme via press releases, adverts, internet, mailshots to all consultees on our consultation list and link to internet.</i> | <i>Equality &amp; Involvement Team</i>   | <i>By end of 2018</i>   |
| <i>Produce Equality Scheme in alternative formats on request (Section 9.3)</i>       | <i>We will produce the Scheme in alternative formats on request</i>  | <i>Equality &amp; Involvement team</i>   | <i>Ongoing over lifespan of Equality Scheme (2018-23)</i>   |

| Measure   | Action Taken/<br>To Be Taken  | Lead<br>responsibility  | Timetable  |
|---|---|---|--|
| <b>Review of Equality Scheme</b>  |   |   |  |
| <p><i>Scheme will be reviewed within five years of submission to the Equality Commission or within a shorter timescale to allow alignment with the review of other planning cycles (Section 10.1)</i></p> | <p><i>We will conduct a thorough review of the Scheme in line with the corporate planning cycle i.e. three years after approval.</i></p>                                      | <p><i>Equality &amp; Involvement team, Directors and Heads of Service in conjunction with voluntary/community sector.</i></p>   | <p><i>By end of 2021</i></p>                                     |
| <b>Any other measures proposed in Equality Scheme</b>   |   |   |  |
| <p><i>Work closely with other public authorities to exchange learning and best practice (Section 5.3)</i></p>   | <p><i>Maintain already established links with other Trusts and HSC Organisations in order to maximise on collaborative working. Further develop collaborative working</i></p> | <p><i>Head of Equality &amp; Involvement and other Equality Leads, Regional Equality &amp; Human Rights Steering Group, Regional Equal Opportunities Network Group, ECNI Advisory Group</i></p> | <p><i>Ongoing over lifespan of Equality Scheme (2018-23)</i></p> |
| <p><i>Liaise closely with the ECNI to ensure that progress on the implementation of the Trust Equality Scheme is maintained (Section 2.5.5)</i></p>   | <p><i>Continue communication with the ECNI.</i></p>   | <p><i>Equality &amp; Involvement Team</i></p>   | <p><i>Ongoing over lifespan of Equality Scheme (2018-23)</i></p> |

| Measure  | Action Taken/<br>To Be Taken  | Lead<br>responsibility   | Timetable   |
|--|---|--|---|
| <b>Review of Equality Scheme</b>   |   |  |   |
| <i>Work with Trade Unions in the effective discharge of our equality duties. (Section 2.4)</i> | <i>Maintain already established links with Trade Unions via the Joint Forum. These meetings are held quarterly.</i> | <i>Director of Human Resources and Equality &amp; Involvement Team</i> | <i>Ongoing over the lifespan of the Equality Scheme (2018-23)</i> |



**Equality Action Plan  
and Disability Action Plan**

**Local Actions**

**2018 - 2023**



## **Alternative Formats**

This document can be made available, on request, in a range of alternative formats including:

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

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**Western Health and Social Care Trust Local Actions  
to support Health and Social Care Equality Action Plans  
and Disability Action Plans for 2018 - 2023**

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## 1. Introduction

The stated aim of the Western Health and Social Care Trust is:

“to provide high quality, people-centred services through highly valued and engaged staff”.

This aim is supported by the following 6 ‘core values’:

- **Excellence:** we are committed to high quality, safety and accountability in our services to individuals, families and communities.
- **Commitment:** we strive for working environments which promote growth, learning and development, teamwork, pride, creativity, loyalty and trust.
- **Integrity:** we believe integrity is the foundation for individual and corporate actions. We adhere to the values of honesty, openness and respect for all.
- **Equality:** We promote equality and fairness for all.
- **Partnerships:** We are committed to working in collaboration with service users, communities, policy makers, commissioners, trades unions and other service providers and to making co-production and co-design the basis for our service planning and delivery.
- **Efficiency:** We will ensure our resources are used as efficiently and effectively as possible.

### Our Shared Purpose

- We will deliver best outcomes;
- People will experience safe, compassionate and high quality care;
- Collaboration will be how we work;
- People will be proud to work for us;
- We will be a learning organisation.

The Trust’s ‘core values’, as above, will underpin all that we do.

This document outlines the Western Health and Social Care Trust’s (WHSCT) Local Actions 2018 - 2023, which are to be read in conjunction with the Health and Social Care (HSC) Trusts’ Regional Equality Action Plan 2018 – 2023 and Disability Action Plan 2018 – 2023.

It sets out the actions that we plan to take to promote our Section 75 equality duties, as well how the Trust proposes to fulfil the ‘Disability

Duties’ – *to promote positive attitudes towards disabled people; and encourage participation by disabled people in public life* – in relation to its functions.

These actions will be implemented through the framework of the Trust’s Equality Scheme which sets out how the Trust proposes to fulfil the Section 75 statutory equality duties to *promote equality of opportunity and good relations*, including the commitment to produce an Equality Action Plan.

## **2. Western Health and Social Care Trust (WHSCT) Equality Action Plan and Disability Action Plan Local Actions 2018 - 2023**

The WHSCT Local Actions were developed as a result of the Western Trust’s Pre-Consultation event held on 20 January 2017. A regional consultation workshop was also held in January 2017. In addition to this, all 5 HSC Trusts and the Northern Ireland Ambulance Service Trust consulted collaboratively with an extensive range of stakeholders on the regional Equality Action Plan and Disability Action Plan and their respective Local Plans/Actions.

A Consultation Outcome Report detailing the consultation process, together with feedback received, can be found on the Trusts’ websites or by contacting the Head of Equality & Involvement (see page 3 for contact details).

At a regional level all HSC organisations worked collaboratively to gather emerging themes in relation to key inequalities experienced by the 9 equality categories. Actions and priorities within the regional and local Plans have been informed by this audit of inequalities.

The following table outlines our Local Actions for the next 5 years. These action measures are 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 Annual Equality Progress Report to the Equality Commission for Northern Ireland.

## **3. How the Plans/Local Actions will be published**

The Regional HSC Equality Action Plan (EAP), Disability Action Plan (DAP) and Western Health and Social Care Trust EAP and DAP Local Actions will be placed on the Trust’s website and intranet and will be available from the Trust’s Head of Equality & Involvement (see page 3 for contact details).

These documents will also be made available, on request, in alternative formats (see page 3).

#### **4. Acknowledgements**

We would like to thank all those who participated in the development of our Local Actions 2018 – 2023, those who participated in the Pre-Consultation Event in January 2017 and those who responded during the public consultation period. Your contributions are much appreciated and valued and have helped shape our final Local Actions.



# Western Health and Social Care Trust (WHSCT) LOCAL ACTIONS 2018-2023

To support Health and Social Care (HSC) Equality Action Plan (2018 – 2023) and Disability Action Plan (2018 – 2023)

The actions below are specific to the Western Health and Social Care Trust. They are to be read in conjunction with the HSC Trusts' Equality Action Plan (2018-2023) and Disability Action Plan (2018-2023). The local actions were developed as a result of the Trust's Pre-Consultation event held on 20 January 2017.

This Plan is set the following sections:

- **Section 1: Ensuring the Effective Discharge of our S75 Equality Duties**
- **Section 2: Promoting Equality in our Services**
- **Section 3: Supporting our Staff**

**Key: S75 refers to the 9 Section 75 Groups which are: Gender, Age, Religion, Political Opinion, Marital Status, Dependent Status, Disability, Ethnicity and Sexual Orientation.**

## SECTION 1: Ensuring the Effective Discharge of our S75 Equality Duties

| Key Inequalities Identified and Source  | Action Measure  | Performance Indicator   |   | Timescale and Description of Monitoring Arrangements | Lead Person   |
|---|---|---|---|--|---|
|   |   | Output  | Outcome/Impact (For S75 Groups)   |  |   |
| <b>ACTION 1</b><br><b>Accessibility of Appointment Processes</b><br><br>To make the appointment process for | Trust Directorates to work in partnership with RNIB and Action on Hearing Loss to develop models of good practice. Roll out learning to other | Develop appointment letters in accessible formats. Identify how people want to have information provided etc.<br><br>Establish a Task and | Improved communication in suitable formats to meet the needs of people with a visual/hearing impairment using | To be completed by end of 2018                       | Assistant Director, Performance and Service Improvement Directorate |

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator  |  | Timescale and Description of Monitoring Arrangements | Lead Person   |
|--|--|--|--|--|---|
|  |  | Output   | Outcome/Impact (For S75 Groups)  |  |   |
| people with sensory and visual impairment more accessible e.g. changes to letter and patient information to be provided in suitable formats.   | service areas.   | Finish Group with key HSC managers and relevant stakeholders through the Trust's Disability Steering Group.  | services. Improved patient satisfaction with communications from the Trust.  |  |   |
| <p><b>ACTION 2</b><br/> <b>Improvements in Wayfinding across Western Trust Facilities</b></p> <p>Undertake an audit of existing wayfinding and implement improvements in wayfinding based on good practice and Disability Discrimination Act (DDA) duties within Trust facilities.</p> | Trust Directorates to work in partnership with key stakeholders and service users to develop models of good practice and undertake improvements in wayfinding in Trust facilities. | <p>Assess current signage and wayfinding to identify areas for improvement.</p> <p>Establish a Working Group with key Trust staff, service users and voluntary and community groups to oversee the project and to review changes implemented to establish improvements (via independent checks/verifications).</p> | Improved hospital/Trust facilities user satisfaction and reduced complaints. | To be completed by end of 2018                       | Assistant Director, Performance and Service Improvement Directorate |
| <p><b>ACTION 3</b><br/> <b>Improved Communication for Patients and Public</b></p>  | Trust Directorates to work in partnership with key stakeholder groups including Voluntary and  | Undertake a review of and letters, leaflets and booklets, in particular of those used most frequently to improve the   | Clearer, more effective information. Improved hospital/Trust                 | To be completed by end of 2019                       | All Trust Directorates  |

| Key Inequalities Identified and Source  | Action Measure   | Performance Indicator   |  | Timescale and Description of Monitoring Arrangements | Lead Person |
|---|--|---|--|--|-------------|
|   |  | Output  | Outcome/Impact (For S75 Groups)                      |  |             |
| Work to improve the level and quality of information provided to patients in a range of suitable alternative formats. | Community sector staff and the public to review and improve letters, leaflets and booklets provided to patients. | level and quality of information provided in a wider range of suitable alternative formats. | facilities user satisfaction and reduced complaints. |  |             |

## SECTION 2: Promoting Equality in our Services

| Key Inequalities Identified and Source  | Action Measure   | Performance Indicator   |  | Timescale and Description of Monitoring Arrangements | Lead Responsibility    |
|---|--|---|--|--|------------------------|
|   |  | Output  | Outcome/Impact (For S75 Groups)  |  |                        |
| <p><b>ACTION 4</b><br/><b>To ensure Equality of Service</b></p> <p><b>Source:</b> Equality Commission for Northern Ireland (ECNI)</p>   | Directorates to ensure that when they are delivering their services they work to support all Section 75 (S75) groups to encourage their participation. | Directorates to review uptake of services by all S75 groups to ensure that they are targeting appropriate individuals/ groups e.g. screening/tests provided on age/sex specific grounds are not applicable. | Increased capacity of Directorates to identify low uptake by any of the equality groups and to develop actions that address this.                | Over the lifespan of the Plan                        | All Trust Directorates |
| <p><b>ACTION 5</b><br/><b>Commitment to ensure PPI is integral to design and evaluation of Trust services</b></p> <p><b>Sources:</b></p> <ul style="list-style-type: none"> <li>• Public Health Agency (PHA) PPI Standards</li> <li>• WHSCT Equality Screening Forms</li> </ul> | Develop a range of involvement opportunities for service users, carers and the public.   | Active and effective involvement of service users, carers and the public within the Western Trust.  | People are more involved and are consulted on decisions that affect their health and social care. Increased satisfaction and reduced complaints. | Over the lifespan of the Plan                        | All Trust Directorates |

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator   |   | Timescale and Description of Monitoring Arrangements | Lead Responsibility   |
|--|--|---|---|--|---|
|  |  | Output  | Outcome/Impact (For S75 Groups)   |  |   |
| <p><b>ACTION 6</b><br/>To ensure the involvement of S75 groups in the design and development of new hospital premises and service developments</p> <p><b>Source:</b> WHSCT Pre-Consultation for Disability Action Plan</p>   | Continue to involve S75 groups in the planning of new and reconfigured facilities. | Maintain community forums. Maintain representation from Trust Directorates, key stakeholders, Community & Voluntary sector and, as required, specific representative/ interested groups.  | Better facilities that meet the needs of people with disabilities and other Section 75 groups. Issues raised on the fora are used to inform Trust Strategic Capital Developments. | Ongoing over the lifespan of the Plan                | Assistant Director, Strategic Capital Development (SCD) Directorate |
| <p><b>ACTION 7</b><br/>Work to develop criteria in the tender processes that will not exclude local providers, in line with Department of Finance and Personnel (DFP) and DHSSPS sustainability guidance</p> <p><b>Source:</b> WHSCT Pre-Consultation for Equality Action Plan</p> | Social and Economic Regeneration Plan (SERP).                                      | Provision of skills training and placement opportunities; tackling social exclusion and long term unemployment. Supply chain opportunities for social enterprise, micro organisation and Small and Medium Sized Enterprises (SMEs). | The creation of social and economic opportunities throughout the life of new capital developments.  | Ongoing over the lifespan of the Plan                | Assistant Director, Strategic Capital Development (SCD) Directorate |

### SECTION 3: Supporting our Staff

| Key Inequalities Identified and Source   | Action Measure  | Performance Indicator   |   | Timescale and Description of Monitoring Arrangements   | Lead Responsibility   |
|--|---|---|---|--|---|
|  |   | Output  | Outcome/Impact (For S75 Groups)   |  |   |
| <p><b>ACTION 8</b><br/><b>Improved uptake of Family Friendly Policies by Trust staff</b></p> <p>To support improvements in the number of staff availing of Family Friendly policies.</p> <p><b>Source:</b> Internal Assessment/WHSC Workforce Strategy 2016-2021</p> | <p>Review of uptake of Family Friendly policies. To be better informed of uptake of Family Friendly policies across the S75 categories.</p> | <p>High level analysis and monitoring of uptake of Family Friendly polices including community background taken from updated HRPTS and Equal Opportunities data.</p> <p>Analysis of issues arising from staff as a result of applications for flexible working having been declined.</p> <p>Review of Family Friendly policies to include support for staff as part of working longer strategy.</p> | <p>Increased uptake of Family Friendly policies.</p> <p>Increased awareness by managers of the application of Family Friendly policies.</p> <p>Increase in staff awareness of the policies – identify through staff survey results.</p> | <p>Ongoing over the lifespan of the Plan</p> <p>Monitor via: Staff survey results; HRPTS information</p> | <p>Assistant Director, Human Resources Directorate</p>                            |
| <p><b>ACTION 9</b><br/><b>Supporting feedback, comments and complaints</b></p> <p><b>Source:</b> WHSCT Pre-</p>  | <p>Promote the Trust Complaints Processes. Work with service users and staff to support improvements in</p>                                 | <p>Improved service through the active and effective involvement of Trust staff in partnership with service users, carers and the public in improving</p>   | <p>Increased service. Awareness of issues with services.</p>  | <p>Ongoing over the lifespan of the Plan</p> <p>Feedback including via</p>                               | <p>Primary Care and Older Peoples Directorate: Patient Client Experience Lead</p> |

| Key Inequalities Identified and Source  | Action Measure  | Performance Indicator   |  | Timescale and Description of Monitoring Arrangements | Lead Responsibility   |
|---|---|---|--|--|---|
|   |   | Output  | Outcome/Impact (For S75 Groups)  |  |   |
| Consultation for Equality Action Plan and Disability Action Plan  | capturing issues/data.  | services.   |  | 10,000 Voices Project                                | Medical Directorate: Complaints Manager   |
| <p><b>ACTION 10</b><br/> <b>To improve the uptake of mandatory equality and human rights training across the Trust</b></p> <p><b>Source:</b> Monitoring of Training Provision</p> | Review training and ensure that S75 groups, who have highlighted staff attitudes as a particular issue are appropriately covered e.g. Lesbian, Gay, Bisexual and Transgender (LGBT) people, people with disabilities (including autism), people from minority communities and older people. Continue to work with S75 groups to develop and deliver training. | <p>Promote use of mandatory Equality, Good Relations and Human Rights Training.</p> <p>Develop training plan to include staff working in organisations that have an SLA with the Trust.</p> | <p>Increased understanding of how to integrate equality and good relations considerations into everyday practice.</p> <p>Improved staff attitudes.</p> <p>Improved understanding of equality issues and legislation by staff in SLA organisations.</p> | Over the lifespan of the Plan                        | Head of Equality & Involvement, Performance and Service Improvement Directorate |

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator   |   | Timescale and Description of Monitoring Arrangements | Lead Responsibility   |
|--|--|---|---|--|---|
|  |  | Output  | Outcome/Impact (For S75 Groups)   |  |   |
|  | Open up training to include participation from staff in organisations that have Service Level Agreements (SLAs) with the Trust/Co-operation and Working Together (CAWT) etc. |   |   |  |   |
| <b>ACTION 11</b><br><b>To better support HSC staff in their role with the assistance of Volunteers</b><br><br><b>Source:</b> Volunteer Manager | Appropriate Volunteer support agreed with clearly defined tasks as part of agreement with staff, volunteers and patients/carers.   | Development of agreed Volunteer Role Description and relevant Training.   | Increase in staff awareness of the role of Volunteers – identify through staff survey results of the impact of Volunteer Roles;<br>- benefits to staff/patients/carers noted. | Over the lifespan of the Plan                        | Volunteer Manager, Primary Care and Older People's Services Directorate |
| <b>ACTION 12</b><br><b>Improve uptake of Mandatory Training by HSC staff</b><br><br><b>Source:</b> Staff Side Representative                   | Managers will support staff to complete all mandatory training. Managers will annually review uptake of mandatory  | 90% Completion of all mandatory training within 6 months for new HSC staff<br><br>80% Completion of all mandatory training within | Trained HSC Staff.<br><br>Training completed noted on Personal Development Plans for HSC staff (monitored via annual  | Over the lifespan of the Plan                        | Assistant Director, Human Resources Directorate<br><br>All Managers     |



| Key Inequalities Identified and Source                                     | Action Measure  | Performance Indicator            |  | Timescale and Description of Monitoring Arrangements | Lead Responsibility |
|--|---|----------------------------------|--|--|---------------------|
|  |   | Output                           | Outcome/Impact (For S75 Groups)          |  |                     |
| Western Equality and Human Rights Forum (WEHRF) and Human Resources, WHSCT | <p>training for their staff/staff teams</p> <p>Managers will promote completion of mandatory training in the first instance within working hours, as far as is reasonably practicable given the consideration of service needs.</p> | one year for existing HSC staff. | review meetings staff and line manager). |  | within WHSCT        |

## **Appendix 5 Glossary of Terms**

### **Action plan**

A plan which sets out actions a public authority will take to implement its Section 75 statutory duties. It is a mechanism for the realisation of measures to achieve equality outcomes for the Section 75 equality and good relations categories.

### **Action measures and outcomes**

Specific measures to promote equality and good relations for the relevant Section 75 and good relations categories, linked to achievable outcomes, which should be realistic and timely.

### **Adverse impact**

Where a Section 75 category has been affected differently by a policy and the effect is less favourable, it is known as adverse impact. If a policy has an adverse impact on a Section 75 category, a public authority must consider whether or not the adverse impact is unlawfully discriminatory. In either case a public authority must take measures to redress the adverse impact, by considering mitigating measures and/or alternative ways of delivering the policy.

### **Audit of inequalities/Emerging Themes Document**

An audit of inequalities is a systematic review and analysis of inequalities which exist for service users and those affected by a public authority's policies. An audit can be used by a public authority to inform its work in relation to the Section 75 equality and good relations duties. It can also enable public authorities to assess progress on the implementation of the Section 75 statutory duties, as it provides baseline information on existing inequalities relevant to a public authority's functions.

### **Consultation**

In the context of Section 75, consultation is the process of asking those affected by a policy (i.e., service users, staff, the general public) for their views on how the policy could be implemented more effectively to promote equality of opportunity across the 9 categories. Different circumstances will call for different types of consultation. Consultations could, for example, include meetings, focus groups, surveys and questionnaires.

### **Differential impact**

Differential impact occurs where a Section 75 group has been affected differently by a policy. This effect could either be positive, neutral or

negative. A public authority must make a judgement as to whether a policy has a differential impact and then it must determine whether the impact is adverse, based on a systematic appraisal of the accumulated information.

### **Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (NI) Order 2006)**

Under Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006), the Trust is required, when carrying out its functions, to have due regard to the need to:

- Promote positive attitudes towards disabled people; and
- Encourage participation by disabled people in public life ('the Disability Duties').

Under Section 49B of the DDA 1995, the Trust is also required to submit to the Equality Commission a Plan showing how it proposes to fulfil these duties in relation to its functions.

### **Equality impact assessment**

The mechanism underpinning Section 75, where existing and proposed policies are assessed in order to determine whether they have an adverse impact on equality of opportunity for the relevant Section 75 categories. Equality impact assessments require the analysis of both quantitative and qualitative data.

### **Equality of opportunity**

The prevention, elimination or regulation of discrimination between people on grounds of characteristics including sex, marital status, age, disability, religious belief, political opinion, dependants, race and sexual orientation.

The promotion of equality of opportunity entails more than the elimination of discrimination. It requires proactive measures to be taken to secure equality of opportunity between the categories identified under Section 75.

### **Equality Scheme**

A document which outlines a public authority's arrangements for complying with its Section 75 obligations. An Equality Scheme must include an outline of the public authority's arrangements for carrying out consultations, screening, equality impact assessments, monitoring,

training and arrangements for ensuring access to information and services.

### **Good relations**

Although not defined in the legislation, the Commission has agreed the following working definition of good relations: 'the growth of relations and structures for Northern Ireland that acknowledge the religious, political and racial context of this society, and that seek to promote respect, equity and trust, and embrace diversity in all its forms'.

### **Mainstreaming equality**

The integration of equal opportunities principles, strategies and practices into the every day work of public authorities from the outset. In other words, mainstreaming is the process of ensuring that equality considerations are built into the policy development process from the beginning, rather than being bolted on at the end. Mainstreaming can help improve methods of working by increasing a public authority's accountability, responsiveness to need and relations with the public. It can bring added value at many levels.

### **Mitigation of adverse impact**

Where an equality impact assessment reveals that a particular policy has an adverse impact on equality of opportunity, a public authority must consider ways of delivering the policy outcomes which have a less adverse effect on the relevant Section 75 categories; this is known as mitigating adverse impact.

### **Monitoring**

Monitoring consists of continuously scrutinising and evaluating a policy to assess its impact on the Section 75 categories. Monitoring must be sensitive to the issues associated with human rights and privacy. Public authorities should seek advice from consultees and Section 75 representative groups when setting up monitoring systems.

Monitoring consists of the collection of relevant information and evaluation of policies. It is not solely about the collection of data, it can also take the form of regular meetings and reporting of research undertaken. Monitoring is not an end in itself but provides the data for the next cycle of policy screening.

### **Northern Ireland Act**

The Northern Ireland Act, implementing the Good Friday Agreement, received Royal Assent on 19 November 1998. Section 75 of the Act created the statutory equality duties.

### **Northern Ireland Human Rights Commission**

A statutory body established under Section 68 of the Northern Ireland Act 1998, which works to ensure that the human rights of everyone in Northern Ireland are fully protected in law, policy and practice.

### **Northern Ireland Statistics & Research Agency (NISRA)**

The Northern Ireland Statistics and Research Agency (NISRA) is an Executive Agency within the Department of Finance and Personnel (DFP).

They provide statistical and research information regarding Northern Ireland issues and provide registration services to the public in the most effective and efficient way.

### **OFMDFM**

The Office of the First Minister and Deputy First Minister is responsible for providing advice, guidance, challenge and support to other NI Civil Service Departments on Section 75 issues.

### **Policy**

The formal and informal decisions a public authority makes in relation to carrying out its duties. Defined in the New Oxford English Dictionary as 'a course or principle of action adopted or proposed by a government party, business or individual'. In the context of Section 75, the term **policies** covers all the ways in which a public authority carries out or proposes to carry out its functions relating to Northern Ireland. Policies include unwritten as well as written policies.

### **Positive action**

This phrase is not defined in any statute, but the Equality Commission understands it to mean any lawful action that a public authority might take for the purpose of promoting equality of opportunity for all persons in relation to employment or in accessing goods, facilities or services (such as health services, housing, education, justice, policing). It may involve adopting new policies, practices, or procedures; or changing or abandoning old ones. *Positive action* is not the same as *positive discrimination*.

Positive discrimination differs from positive action in that *positive action* involves the taking of lawful actions whereas *positive discrimination* involves the taking of unlawful actions. Consequently, *positive action* is by definition lawful whereas *positive discrimination* is unlawful.

### **Qualitative data**

Qualitative data refers to the experiences of individuals from their perspective, most often with less emphasis on numbers or statistical analysis. Consultations are more likely to yield qualitative than quantitative data.

### **Quantitative data**

Quantitative data refers to numbers, typically derived from either a population in general or samples of that population. This information is often analysed by either using descriptive statistics, which consider general profiles, distributions and trends in the data, or inferential statistics, which are used to determine 'significance' either in relationships or differences in the data.

### **Screening**

The procedure for identifying which policies will be subject to equality impact assessment, and how these equality impact assessments will be prioritised. The purpose of screening is to identify the policies which are likely to have a minor/major impact on equality of opportunity so that greatest resources can be devoted to improving these policies. Screening requires a systematic review of existing and proposed policies.

### **Schedule 9**

Schedule 9 of the Northern Ireland Act 1998 sets out detailed provisions for the enforcement of the Section 75 statutory duties, including an outline of what should be included in an Equality Scheme.

### **Section 75**

Section 75 of the Northern Ireland Act provides that each public authority is required, in carrying out its functions relating to Northern Ireland, to have due regard to the need to promote equality of opportunity between:-

- persons of different religious belief, political opinion, racial group, age, marital status and sexual orientation;
- men and women generally;
- persons with a disability and persons without; and
- persons with dependants and persons without.

Without prejudice to these obligations, each public authority in carrying out its functions relating to Northern Ireland must also have regard to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

### **Section 75 investigation**

An investigation carried out by the Equality Commission, under Schedule 9 of the NI Act 1998, arising from the failure of a public authority to comply with the commitments set out in its approved Equality Scheme.

There are two types of Commission investigation, these are as follows:

1. An investigation of a complaint by an individual who claims to have been directly affected by the failure of a public authority to comply with its approved Equality Scheme;
2. An investigation initiated by the Commission, where it believes that a public authority may have failed to comply with its approved Equality Scheme.

## APPENDIX 6: List of Consultees

- This list is not exhaustive and will be revised in light of experience.
- All NI Political Representatives including MLAs and Councillors will be included.

### Regional Organisations

|   |
|---|
| Abbeyfield Society  |
| Accord NI   |
| ACET Northern Ireland   |
| ACSONI African & Carribean Support Organisation               |
| Action Cancer   |
| Action Deaf Youth (Previously NI Deaf Youth Assoc)            |
| Action for Children NI (Previously National Children's Homes) |
| Action Mental Health  |
| Action MS   |
| Action on Elder Abuse   |
| Action on Hearing Loss NI                                     |
| Addiction NI  |
| ADOPT NI  |
| Advice NI   |
| Age NI  |
| Age Sector Platform   |
| AHPFNI (Allied Health Professionals NI)                       |
| AI-Anon Family Groups   |
| Alcoholics Anonymous  |
| Alliance Party of Northern Ireland                            |
| Alzheimer's Society NI  |
| An Droichead  |
| An Munia Tober  |
| Antrim & Newtownabbey Borough Council                         |
| ARC (NI)  |
| Ards & North Down Borough Council                             |
| Ark Housing Association                                       |
| Armagh City, Banbridge & Craigavon Borough Council            |
| Arthritis Care  |
| Arts Care   |
| ASCERT  |
| Asthma UK   |
| Autism Initiatives NI   |
| Autism Network NI (Previously known as Aspergers Network)     |
| Autism NI   |



|  |
|--|
| Aware Defeat Depression  |
| Barnardos NI   |
| Beechfield Children's Respite Unit (Praxis Care)   |
| Belfast Central Mission  |
| Belfast City Council   |
| Belfast Islamic Centre   |
| Brain Injury Matters (previously HEADWAY)  |
| Britain's General Union (GMB)  |
| British Academy of Audiology   |
| British and Irish Orthoptic Society  |
| British Association of Dental Nurses   |
| British Association of Social Workers (NI office)  |
| British Deaf Association (NI)  |
| British Dental Association (NI) Branch   |
| British Dietetic Association   |
| British Geriatric Society  |
| British Heart Foundation   |
| British Medical Association  |
| British Orthodontic Society  |
| British Psychological Society NI Office  |
| British Psychology Society NI Branch   |
| British Red Cross  |
| Bryson Charitable Group  |
| Business in the Community Northern Ireland   |
| Business Services Organisation   |
| Bytes Project  |
| Cancer Focus Northern Ireland (previously Ulster Cancer Foundation)                                    |
| Carafriend   |
| Carers NI  |
| Carers Trust Northern Ireland  |
| CAUSE  |
| Causeway Coast and Glens Borough Council Headquarters  |
| Centre for Health & Well Being ( <i>one of the funded groups for Victims &amp; Survivors Service</i> ) |
| Centre for Independent Living NI   |
| Centre for Young Men's Studies   |
| Chartered Society of Physiotherapy (NI)  |
| Chest Heart & Stroke Association NI  |
| Chief Officers 3rd Sector (NI)   |
| Child Accident Prevention Trust (CAPT)   |
| Childline NI   |
| Children in Northern Ireland   |
| Children's Law Centre NI   |
| Chinese Chamber of Commerce  |

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| Chinese Welfare Association   |
| Choice Housing  |
| Church of Ireland Board of Social Responsibility                          |
| Church of Jesus Christ of Latter Day Saints NI                            |
| Civil Service Pensions Alliance NI  |
| Clanmil Housing Association   |
| CLAPA Northern Ireland  |
| Clic Sargent  |
| Coiste  |
| Commisioner for Older People NI   |
| Commissioner for Children and Young People                                |
| Committee on the Administration of Justice (CAJ)                          |
| Common Purpose  |
| Common Youth (previously known as Brook Northern Ireland Advisory Centre) |
| Community Development and Health Network                                  |
| Community Evaluation (NI)   |
| Community Foundation NI (previously known as NI Voluntary Trust)          |
| Community NI  |
| Community Pharmacy NI   |
| Community Practitioners & Health Visitors Association                     |
| Community Relations Council   |
| Community Safety Unit - Dept of Justice                                   |
| Community Transport Association   |
| Confederation of British Industry (CBI)                                   |
| Conservation Volunteers (NI) - (Head Office: Belfast)                     |
| Contact - for families with disabled children                             |
| Co-Operation Ireland  |
| Council for Catholic Maintained Schools (Headquarters: Lisburn)           |
| Council for the Curriculum Examination and Assessment (CCEA)              |
| CPHVA - Unite The Union   |
| Crossroads Care NI  |
| CRUSE Bereavement Care Northern Ireland                                   |
| Cystic Fibrosis Trust   |
| DARD (Department of Agriculture and Rural Development) Equality Branch    |
| Department for Education - Strategy and Equality Unit                     |
| Department for the Economy (previously DEL)                               |
| Department of Communities (previously DCAL)                               |
| Department of Finance - Strategic Equality Branch                         |
| Department of Health  |
| Department of Infrastructure (previously DRD)                             |
| Department of Justice   |
| DePaul  |

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| Derry City & Strabane District Council                                      |
| Diabetes UK (NI)  |
| Diocesan Office (Roman Catholic Archdiocese)                                |
| Disability Action   |
| Disability Sport NI   |
| Disabled Drivers Association NI   |
| Down's Syndrome Association   |
| DUP   |
| Early Years Organisation (previously known as NIPPA)                        |
| Education Authority   |
| Egyptian Society of NI  |
| Employers for Child Care  |
| Employers For Disability  |
| Epilepsy Action NI  |
| Equality Coalition (CAJ)  |
| Equality Commission for Northern Ireland                                    |
| Equality EANI   |
| Extern  |
| Extra Care  |
| Family Care Adoption Services (previously: Catholic Family Care Society NI) |
| Family Care Society NI  |
| Family Mediation Northern Ireland   |
| Family Planning Association NI  |
| Federation of Clinical Scientists   |
| Fermanagh & Omagh District Council  |
| Fibromyalgia Support Northern Ireland                                       |
| Fire Brigades Union   |
| Focus The Identity Trust  |
| Fold Housing Association  |
| Food Standards Agency   |
| Foras na Gaeilge  |
| Foster Care Associates  |
| Fostering Network   |
| Four Seasons Health Care Ireland  |
| Free Presbyterian Church of Ulster  |
| Friendship Centre Federation  |
| Gay and Lesbian Youth Northern Ireland                                      |
| Gender and Sexual Orientation Equality & Human Rights Office                |
| General Consumer Council for NI   |
| General Medical Council   |
| Girls Brigade Northern Ireland  |
| Glenraig Camphill Community NI  |
| Green Party   |
| GROW  |

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| Guide Dogs for the Blind Association                          |
| Guild of Healthcare / Hospital Pharmacists                    |
| Guru Nanak Ji Sikh Community                                  |
| Habinteg Housing Association [Ulster] Limited                 |
| Habitat for Humanity Northern Ireland                         |
| Haemophilia Society Group                                     |
| Harmony Community Trust                                       |
| Health & Healthcare Research Unit - QUB                       |
| Health and Social Care Board Headquarters - CEO               |
| Health Promotion Agency                                       |
| Hearing Concern   |
| Hearing Dogs for the Deaf                                     |
| Helm Housing  |
| HERE NI (Previously LASI)                                     |
| Home Start UK   |
| Homeless Support Unit   |
| Housing Rights Service  |
| HSC Board   |
| Huntington's Disease Associaton NI                            |
| IA Support Group NI   |
| ICO NI  |
| ICPD (Institute for Counselling & Personal Development Trust) |
| IMTAC   |
| Include Youth   |
| Independent Health Care Providers                             |
| Independent Living Centre NI                                  |
| Indian Community Centre NI                                    |
| Indonesian Association NI                                     |
| Inspire   |
| Institute for Conflict Research                               |
| Institute of Directors (Northern Ireland)                     |
| Institute of Governance, QUB                                  |
| Institute of Public Health in Ireland                         |
| Investing for Health team                                     |
| Irish Advocacy Network Ltd (NI Office)                        |
| Islamic Centre  |
| Japan Society of NI   |
| Jehovah's Witnesses (Hospital Liaison Committee)              |
| Jigsaw Northern Ireland                                       |
| LACUNA  |
| LaLeche League  |
| Law Centre  |
| Law Society NI  |

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| Leonard Cheshire Disability, Domiciliary & Day Care Supported Housing      |
| Life (NI)  |
| Lifeline Previously known as Contact NI                                    |
| Lifestart Foundation Ltd NI  |
| Lighthouse (previously PIPS)   |
| Link Centre  |
| Lisburn & Castlereagh City Council   |
| Livability   |
| Macmillan Cancer Support   |
| MACS Supporting Young People   |
| Mandarin Speakers Association  |
| Marie Curie Cancer Care  |
| ME Support NI  |
| Mediation Northern Ireland   |
| MENCAP   |
| Men's Advisory Project NI (Previously Adolescent Partnership Project)      |
| Mental Health & Learning Disability Team RQIA                              |
| Mental Health Review Tribunal  |
| Mid & East Antrim Borough Council  |
| Mid-Ulster District Council  |
| Mind Yourself  |
| Mindwise   |
| Miscarriage Association  |
| Multiple Sclerosis Society NI  |
| Muscular Dystrophy Group   |
| National Association for Colitis and Crohns Disease                        |
| National Autistic Society NI   |
| National Board for Nursing, Midwifery and Health Visiting Northern Ireland |
| National Children's Bureau (NCB) NI  |
| National Deaf Children's Society   |
| National Energy Action NEA   |
| National Foundation for Educational Research                               |
| National Organisation Circumcision   |
| National Society for the Prevention of Cruelty to Children                 |
| NB Housing   |
| Nevis HealthCare   |
| New Horizons   |
| New Life Counselling Service   |
| Newry & Mourne & Down District Council                                     |
| Nexus NI   |
| NHS Confederation on Learning Disability                                   |
| NI Association For Mental Health   |
| NI Association of CAB  |
| NI Association of Social Workers   |

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| NI Blood Transfusion Service   |
| NI Cancer Fund for Children  |
| NI Cancer Registry   |
| NI Childminding Association  |
| NI Children's Hospice  |
| NI Committee of Irish Congress of Trade Unions                                     |
| NI Council for Integrated Education  |
| NI Council for the Homeless  |
| NI Dyslexia Association  |
| NI Federation of Housing Associations (Communication Services Manager)             |
| NI Fire & Rescue Service - (Equality Mgr):   |
| NI Gay Rights Association  |
| NI Guardian ad Litem Agency  |
| NI Home Accident Prevention Council c/o Fermanagh & Omagh District Council Offices |
| NI Housing Executive - CEO:  |
| NI Human Rights Commission   |
| NI Inter Faith Forum   |
| NI Medical and Dental Training Agency  |
| NI Music Therapy Trust   |
| NI Newpin  |
| NI Orthoptic Society (BIOS)  |
| NI Policing Board  |
| NI Practice & Education Council for Nursing and Midwifery                          |
| NI Public Service Alliance (NIPSA)   |
| NI Rare Diseases Partnership - Chair:  |
| NI Sikh Association  |
| NI Statistics and Research Agency  |
| NI Women's European Platform   |
| NI Youth Forum   |
| NIACRO (Northern Ireland Association for the Care and Resettlement of Offenders)   |
| NICON  |
| NICRAS (NI Community of Refugees & Asylum Seekers)                                 |
| NICRE (NI Council for Racial Equality)   |
| Northern Drugs & Alcohol Coordination Team (NDACT)                                 |
| Northern HSC Trust   |
| Northern Ireland Ambulance Service (NIAS)  |
| Northern Ireland Association of Homeopaths   |
| Northern Ireland Committee, ICTU   |
| Northern Ireland Confederation for Health and Social Services                      |
| Northern Ireland Council for Post Graduate Medical Education                       |
| Northern Ireland Council for Voluntary Action (NICVA)                              |
| Northern Ireland Hindu Cultural Centre and Temple                                  |
| Northern Ireland Hospice   |
| Northern Ireland Kidney Patient's Association (NIKPA)                              |

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| Northern Ireland Local Government Association (NILGA)    |
| Northern Ireland Lupus Group                             |
| Northern Ireland ME Association                          |
| Northern Ireland Muslim Family Association               |
| Northern Ireland Office                                  |
| Northern Ireland Pakistani Cultural Association          |
| Northern Ireland Polio Fellowship                        |
| Northern Ireland Social Care Council                     |
| Northern Ireland Student Guidance Centre                 |
| Northern Ireland Union of Supported Employment           |
| NOW Group  |
| NSPCC  |
| NUS-USI Northern Ireland Student Centre                  |
| Oesophageal Patients Association Northern Ireland        |
| Orchardville Society                                     |
| Pakistani Community Association                          |
| Parenting Matters Project (Part of Barnardo's)           |
| Parenting NI Team  |
| Parents Education as Autism Therapists (PEAT)            |
| Parkinson's Disease Society                              |
| Participation and the Practice of Rights Project (PPR)   |
| Patient Client Council                                   |
| Pharmaceutical Society of NI                             |
| PILS Project (Public Interest Litigation Support)        |
| Playboard NI   |
| POBAL Development Office                                 |
| Policing with the Community Branch, PSNI                 |
| Polish Educational and Cultural Association              |
| Positive Futures   |
| Positive Life  |
| Praxis   |
| Presbyterian Church in Ireland                           |
| Presbyterian Women                                       |
| Press for Change   |
| Primecare Services                                       |
| Probation Board NI                                       |
| Progressive Unionist Party                               |
| PSNI Headquarters  |
| Public Health Agency                                     |
| Quaker Cottage   |
| Quaker Service   |
| Queen's University Belfast                               |
| Queen's University Belfast- Diversity and Inclusion Unit |
| Queer Space  |
| Rainbow Project  |

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| RCCP  |
| Regina Coeli House                                    |
| Relate  |
| Remember our Child                                    |
| Respond   |
| Family Ministry Commission                            |
| Royal British Legion                                  |
| Royal College of General Practitioners NI (RCGPNI)    |
| Royal College of Midwives                             |
| Royal College of Nursing (NI) Board                   |
| Royal College of Occupational Therapists (NI)         |
| Royal College of Psychiatrists in Northern Ireland    |
| Royal College of Speech and Language Therapists       |
| Royal Liver Support Group                             |
| Royal National Institute for the Blind (RNIB)         |
| Royal Society for the Prevention of Accidents (ROSPA) |
| RQIA (Regulation Quality Improvement Authority)       |
| Rural Community Network                               |
| Rural Development Council                             |
| Rural Support   |
| Sai Pak Chinese Community Group                       |
| Salvation Army  |
| Samaritans Belfast                                    |
| School of Nursing - UJJ                               |
| School of Nursing & Midwifery, QUB                    |
| Scouting Association NI                               |
| SDLP  |
| Secondary Care Directorate DoH                        |
| SENAC (Special Education Needs Advice Centre)         |
| SENSE NI  |
| Shelter NI  |
| SHINE   |
| Shopmobility NI                                       |
| Sikh Women and Childrens Association                  |
| Simon Community                                       |
| Sinn Fein   |
| Social Security Agency                                |
| Socialist Party                                       |
| Society for the Protection of the Unborn Child        |
| Society of Podiatrists                                |
| Society of Radiographers                              |
| Society of Saint Vincent De Paul                      |
| South Eastern HSC Trust                               |
| Southern HSC Trust                                    |
| Special EU Programs Body (SEUPB)                      |



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| Sport Northern Ireland   |
| Start 360 (previously known as Opportunity Youth)                |
| STEP (South Tyrone Empowerment Prog.)                            |
| Strabane District Council  |
| Stroke Association   |
| Suicide Awareness & Support Group                                |
| Survivors of Trauma  |
| Tashi Khyil Trust  |
| The Association of Clinical Biochemistry                         |
| The Baha'I Council for Northern Ireland                          |
| The Baptist Centre   |
| The Big Lottery Fund   |
| The Cedar Foundation   |
| The Commission for Victims and Survivors                         |
| The Executive Office   |
| The HIV Support Centre   |
| The Local Government Staff Commission For NI (LGSC)              |
| The Long Term Advocacy Service                                   |
| The Northern Ireland Prison Service                              |
| The Omnibus Partnership  |
| The Prince's Trust   |
| The Relatives Association Northern Ireland                       |
| The Royal Institute of Chartered Surveyors (NI)                  |
| The Society and College of Radiographers                         |
| Threshold  |
| Tiny Life  |
| Traditional Unionist Voice (TUV)                                 |
| Training for Women Network                                       |
| Treetops Childhood Bereavement                                   |
| Triangle Housing Association Ltd                                 |
| Twins & Multiple Births Association (TAMBA)                      |
| Ulster Chemists Association                                      |
| Ulster Quaker Service Committee                                  |
| Ulster Scots Agency  |
| Ulster Scots Community Network                                   |
| Ulster Unionist Party  |
| Unison   |
| UNITE (previously Amalgamated Transport & General Workers Union) |
| UNITE Amicus Section   |
| University of the 3rd Age  |
| University of Ulster   |
| VAST (previously SANDS)  |
| Venture International  |

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| Victim Support                                 |
| Voice of Young People in Care                  |
| Voices Forum National Schizophrenia Fellowship |
| Voluntary Services Bureau                      |
| Volunteer Development Agency                   |
| Volunteer Now                                  |
| Welcome Trust Ltd                              |
| Western HSC Trust                              |
| Wheelchair Bowls Northern Ireland              |
| William Keown Trust                            |
| Women in Sport & Physical Activity (WISPA)     |
| Women's Forum Northern Ireland                 |
| Women's Resource and Development Agency (WRDA) |
| Women's Aid                                    |
| Women's Aid Federation NI                      |
| Women's Forum NI                               |
| Women's Information Northern Ireland (WINI)    |
| Women's Resource and Development Agency        |
| Women's Support Network                        |
| Worker's Party                                 |
| Workforce Training Services                    |
| Youth Action NI                                |
| Youth Council for Northern Ireland             |
| Youth Initiatives                              |
| Youth Justice of Northern Ireland              |
| Youth Work Curriculum Development Unit         |

## Western Health and Social Care Trust Local Organisations

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| Action for Children  |
| Action Mental Health New Horizons Foyle                    |
| Action on Elder Abuse                                      |
| Active Citizens Engaged (ACE)                              |
| Age NI - Owenkillew  |
| Age NI - Strabane Steering Group                           |
| Roe Valley Be Safe Be Well Project                         |
| Aghanloo Women's Institute                                 |
| Aisling Centre   |
| ALLY Foyle   |
| Alzheimers Society (Derry; Fermanagh; Omagh)               |
| An Gaelaras  |
| Arc Healthy Living Centre                                  |
| Aughakillymaude Community Women's Group                    |
| Aurora Counselling Services                                |
| Autism NI North West Branch                                |
| Aware Defeat Depression                                    |
| Baha'i Community   |
| Ballycolman/Linkside Community Association                 |
| Ballymagroarty Hazelbank Community Partnership             |
| Banagher Women's Group                                     |
| Baronscourt Women's Institute                              |
| Belleek Women's Group                                      |
| Benbradagh Resource Centre                                 |
| Benedy Community Association Limited                       |
| Black and Minority Ethnic (BME) Strategic Forum            |
| Bogside and Brandywell Health Forum                        |
| Bonds Street Community Association                         |
| Breast Cancer Support Group                                |
| Bridge Accessible Transport                                |
| British Deaf Association Northern Ireland                  |
| British Red Cross Society                                  |
| Business in the Community                                  |
| Cairde   |
| Camphill Community Clanabogan                              |
| Cara-Friend Organisation (Western Region)                  |
| Care for Cancer  |
| Castlecroft Beacon Day Support                             |
| Cathedral Youth Club (Centre for Learning and Development) |
| CAUSE (NI) Ltd   |
| Caw/Nelson Drive Action Group                              |
| Centre for Independent Living                              |
| Children in Crossfire                                      |
| Sai Pak Chinese Community Association                      |
| Churchtown and Area Community Association                  |
| Citizens Advice Bureau                                     |
| CKS Senior Citizens Club                                   |

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| CKS Women's Group   |
| Clady Cross Community Development Association                       |
| Clarendon Shelter (Clarendon@Ashmore)                               |
| Claudy Rural Development Group                                      |
| Clooney Hall, Methodist City Mission                                |
| Club United   |
| Columba Community of Prayer and Reconciliation                      |
| Commissioner for Children and Young People                          |
| Commissioner for Older People for Northern Ireland                  |
| Community Action for Locally Managed Stress (CALMS)                 |
| The Community Foundation for Northern Ireland                       |
| Cornshell Community Network   |
| Creggan Enterprises Ltd   |
| Creggan Neighbourhood Partnership                                   |
| Creggan Pre-School and Training Trust                               |
| Cruse Bereavement Care  |
| Culmore Area Forum  |
| Cunamh  |
| Currynerin Community Association                                    |
| Dennett Interchange   |
| Derg Valley Healthy Living Centre                                   |
| Derry City and Strabane District Council                            |
| Derry Healthy Cities Group  |
| Derry Healthy Living Centre Initiative                              |
| Derry Travellers Support Group                                      |
| Derry Well Women  |
| Destined Ltd  |
| Disability Action   |
| Disability Equality Group NI  |
| Dove House Community Resource Centre                                |
| Drumcoo Centre  |
| Drumquin Community Association                                      |
| Drumquin Community and Youth Centre                                 |
| Drumragh Evergreen Senior Citizens Club                             |
| Early Years - The Organisation for Young Children                   |
| Easilink Community Transport  |
| Ederney Community Development Trust                                 |
| Eglinton Community Limited  |
| Eglinton Youth Club   |
| Enniskillen Gateway Club  |
| Erne Swallows Ladies Group  |
| Eskra Women's Group   |
| Extern Organisation   |
| F.O.C.U.S. (Forum in Omagh for Community Understanding and Support) |
| Family Planning Association NI                                      |
| Faughanvale Community Project                                       |
| Feeny Community Association   |
| Fermanagh Access and Mobility Group                                 |
| Fermanagh and Omagh District Council                                |

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| Citizens Advice Fermanagh  |
| Fermanagh Rural Community Network                                |
| Fermanagh Talking Newspaper Association                          |
| Fermanagh Women's Aid  |
| First Housing Aid and Support Services                           |
| Forget-Me-Not Women's Group                                      |
| Fountain Community Forum   |
| Fountain Street Community Centre                                 |
| Foyle Daycare Ltd  |
| Foyle Down Syndrome Trust  |
| Foyle Hospice  |
| Foyle Hospice  |
| Foyle LGBT Centre  |
| Foyle Mental Health Association                                  |
| Foyle Search and Rescue  |
| Foyle Victim Support   |
| Foyle Women's Aid  |
| Foyle Women's Information Network                                |
| Gable/Shelter NI   |
| Galliagh Community Development Group                             |
| Galliagh Women's Group   |
| Gasyard Development Trust  |
| Glenmornan Community Association                                 |
| Gortnaghey Community Association                                 |
| Greater Shantallow Area Partnership                              |
| Greencastle Retirement Club                                      |
| Greysteel Community Association                                  |
| Hands That Talk  |
| Headliners   |
| Headway Foyle  |
| Hillcrest Trust  |
| Holywell Trust   |
| Hospital Campaign Group  |
| Inter-Faith North/West   |
| Irish Street Community Association                               |
| Irvinestown Women's Group  |
| Kabalikat in North West (Filipino Community in Northern Ireland) |
| Killesher Community Development Association                      |
| Killeter and District Development Association                    |
| Killyclogher Senior Citizens' Club                               |
| Killycurragh Senior Citizens                                     |
| Largy Senior Citizens Club                                       |
| LastSureStart  |
| Law Centre NI  |
| LCDI Disabled DayCare Centre                                     |
| Leafair Community Association                                    |
| Learmount Community Development Group                            |
| Leonard Cheshire Disability NI                                   |
| Liberty Consortium - The Playtrail                               |

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| Lifestart Foundation   |
| Lisnafin/Ardanlee Community Association                                  |
| Little Orchids Children's Centre   |
| Londonderry Chamber of Commerce  |
| Londonderry YMCA PLC   |
| Long Tower Youth and Community Centre                                    |
| Magheramason Community Development Association                           |
| Mandarin Speakers Association  |
| Melmount Community Forum   |
| MENCAP   |
| Men's Action Network   |
| Mind Yourself! and Foyle Advocates                                       |
| Mothers' Voice/MSLC  |
| MS Society Foyle   |
| NEET Youth Forum   |
| Newbuildings Community and Environmental Association                     |
| Nexus NI   |
| NIMBA - North West Office  |
| North and West Housing Ltd - Strand Foyer Scheme                         |
| North West Association for Visually Impaired                             |
| North West Community Network   |
| North West Deaf Association  |
| North West Forum of People with Disabilities                             |
| North West Japanese Cultural Group (NWJCG)                               |
| North West Migrants Forum  |
| North West Volunteer Centre  |
| Northern Ireland Association for Mental Health - Clarendon Beacon Centre |
| Northern Ireland Chest, Heart and Stroke                                 |
| Northern Ireland Union of Supported Employment (NIUSE)                   |
| Northern Ireland Newpin  |
| NSPCC  |
| Older People North West/Age Concern Derry                                |
| Omagh Area Down's Syndrome Support Group                                 |
| Omagh Churches Forum   |
| Omagh Ethnic Communities Support Group                                   |
| Omagh Forum for Rural Associations                                       |
| Omagh Women's Aid  |
| Omagh Women's Area Network   |
| Parenting NI - North West Office   |
| Pat Finucane Centre  |
| Patient and Client Council   |
| PHAB (Limavady)  |
| PHAB (Omagh)   |
| The Playhouse  |
| Polish Abroad  |
| Praxis Care Foyle Projects   |
| Reach Across   |
| RNIB NI  |
| Roe Valley Enterprises   |

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| Rosemount Resource Centre                         |
| Rosewood Beacon Day Support                       |
| Rural Area Partnership in Derry (RAPID)           |
| Rural North West Community Support                |
| Samaritans Derry                                  |
| Samaritans of Omagh                               |
| Sion Mills Community Forum                        |
| Soroptimist International of Londonderry          |
| South West Age Partnership                        |
| South West Carers Forum                           |
| Specific Training                                 |
| Sperrin Carers Group                              |
| St Columb's Park House                            |
| Strabane & District Women Together                |
| Strabane and District Ageing Well Network         |
| Strabane Ethnic Community Association             |
| Strabane Health Improvement Project               |
| Strabane Lifford Women's Centre                   |
| Strathroy Community Association                   |
| Strathroy Women's Education Group                 |
| Surestart Family Centre                           |
| Tara Centre                                       |
| The Cedar Foundation                              |
| The Churches Trust Ltd                            |
| The Dry Arch Children's Centre                    |
| The Junction                                      |
| The Oak Healthy Living Centre                     |
| The Old Library Trust Healthy Living Centre       |
| The Rainbow Project                               |
| The Resource Centre                               |
| The Sikh Community Centre & Gurdwara NI           |
| The Stroke Association NI                         |
| The Whistle Project Ltd                           |
| The Women's Centre                                |
| Toy Box Project, c/o Early Years North West       |
| Triax Neighbourhood Partnership Board             |
| U3A Foyle   |
| Victim Support NI - Omagh Office                  |
| Voice of Young People in Care (VOYPIC)            |
| Waterside Churches Advice Centre                  |
| Waterside Development Trust                       |
| Waterside Women's Centre                          |
| WAVE Trauma Centre                                |
| Wednesday Club                                    |
| Western Drugs & Alcohol Coordination Team (WDACT) |
| Western Learning Disability Action Group (WLDAG)  |
| Woman and Children                                |
| Women in Enterprise                               |
| Women Making Waves                                |

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| Women of the World           |
| YouthAction Northern Ireland |
| Youthlife                    |
| Zest: Healing the Hurt Ltd   |