

## DRAFT WHSCT LOCAL ACTIONS 2017-2022

To support HSC DRAFT Equality Action Plan and Disability Action Plans for 2017 - 2022

The proposed draft actions below are specific to WHSCT. They are to be read in conjunction with the HSC Trusts Equality Action Plan (2017-2022) and HSC Trust Disability Action Plan (2017-2022). The local actions were developed as a result of the Trusts Pre-Consultation event held on 20th January 2017. This Plan is set the following sections: *Section 1: Simplifying our Processes, Section 2 Promoting Equality in our Services, Section 3: Supporting our Staff. These draft HSC and local plans will be subject to a 14 week public consultation.*

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

### SECTION 1: Simplifying Our Section 75 Processes

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale and Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p><b>Action 1</b> <b>Accessibility of Appointment processes;</b></p> <p>To make the appointment process for people with sensory and visual impairment more accessible e.g. changes to letter and patient information to be provided in suitable formats</p>	<p>Work with Trust Directorates in partnership with RNIB and Action on Hearing Loss to develop models of good practice. Roll out learning to other service areas.</p>	<p>Develop appointment letters in accessible formats. Identify how people want to have information provided etc.</p> <p>Establish a task and finish Group with key HSC managers and relevant stakeholders through the Trusts Disability Steering Group.</p>	<p>Improved communication in suitable formats to meet with needs of people a visual/hearing impairment using services.</p> <p>Improved satisfaction from patients with communications from the Trust.</p>	<p>To be completed by end of 2018</p>	<p>Performance and Service Improvement AD</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale and Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<b>Local WHSCT Actions;</b>					
<b>Action 2 Improvements in Wayfinding across Western Trust Facilities</b>  Undertake an audit of existing wayfinding and implement improvements in Wayfinding based on good practice and DDA duties within Trusts Facilities.	Work with Trust Directorates in partnership with key stakeholders and service users to develop models of good practice and undertake improvements in wayfinding in trust facilities	Assess current signage and wayfinding to identify areas for improvements  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)	Improved satisfaction by hospital / trust facilities users and reduced complaints	By 2018	Performance & Service Improvement AD
<b>Action 3 Improved Communication for patients and public</b>  Work to improve the level and quality of information provided to patients in a range of suitable alternative formats	Work with Trust Directorates in partnership with key stakeholders groups including Voluntary and Community sector staff and the public to review and improve letters, leaflets and booklets provided to Patients.	Undertake a review of and letters, leaflets and booklets, in particular of those used most frequency to improve the level and quality of information provided in a wider range of suitable alternative formats	Clearer, more effective information. Improved satisfaction by hospital/Trust facilities users and reduced complaints	By 2019	All Trust Directorates

## 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)		
<b>Regionally Agreed Actions: These will be developed collaboratively and implemented locally</b>					
<b>Local WHSCT Actions</b>					
<b>Action 4</b> To ensure Equality of Service.  <b>Source: ECNI</b>	Directorates to ensure that when they are delivering their services they work to support all Section 75 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
<b>Action 5</b> Commitment to ensure PPI is integral to designing and evaluation of Trust services.  <b>Source: PHA PPI Standards</b>  <b>Source: WHSCT Equality Screening Forms</b>	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)		
<b>Local WHSCT Actions</b>					
<p><b>Action 6</b></p> <p>To ensure the involvement of S75 groups in the design and development of new hospital premises and service developments.</p> <p><b>Source: WHSCT Pre Consultation for Disability Action Plan</b></p>	Continue to involve S75 groups in the planning of new and reconfigured facilities.	Maintain community forums. Maintain representation from key stakeholders from Trust Directorates and Community & Voluntary sector and as required specific representative / interested groups	<p>Better facilities that meet the needs of people with disabilities and other Section 75 groups.</p> <p>Issues raised on the fora are used to inform Trust Strategic Capital Developments.</p>	On-going over lifespan of the plan	Strategic Capital Development (SCD) Directorate: Assistant Director of SCD
<p><b>Action 7</b></p> <p>Work to develop criteria in the tender processes that will not exclude local providers, in line with DFP and DHSSPS sustainability guidance.</p> <p><b>Source: WHSCT Pre Consultation for Equality Action Plan</b></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.	On-going over lifespan of the plan	Strategic Capital Development (SCD) Directorate: Assistant Director of SCD

### 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)		
<b>Regionally Agreed Actions: These will be developed collaboratively and implemented locally</b>					
<b>Local WHSCT Actions</b>					
<p><b>Action 8</b> Improved uptake of Family Friendly Policies by Trust staff</p> <p>To support improvements in the number of staff availing of Family Friendly policies.</p> <p><b>Source: Internal Assessment/ WHSCT Workforce Strategy 2016-2021</b></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 policies 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>On-going over lifespan of the plan</p> <p>Monitor via: Staff survey results HRPTs information</p>	<p>Human Resources Directorate: Assistant Director</p>
<p><b>Action 9</b> Supporting feedback comments and complaints</p> <p><b>Source: WHSCT local Pre consultation event on DAP/EAP</b></p>	<p>Promote the Trust complaints processes. Work with service users and staff to support improvements in capturing issues/data.</p>	<p>Improved service through the active and effective involvement of Trust staff in partnership with service users, carers and the public in improving services.</p>	<p>Increased service. Awareness of issues with services</p>	<p>On-going over lifespan of the plan</p> <p>Feedback including via 10,000 voices project</p>	<p>Patient Client Experience – Primary Care and Older Peoples Directorate</p> <p>Medical Directorate</p>

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<b>Regionally Agreed Actions: These will be developed collaboratively and implemented locally</b>					
<b>Local WHSCT Actions</b>					
<p><b>Action 10</b> To improve the uptake of mandatory equality and human rights training across the Trust.</p> <p><b>Source: Monitoring of training provision.</b></p>	<p>Review training and ensure that S75 groups, who have highlighted staff attitudes as a particular issue are appropriately covered e.g. 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> <p>Open up training to include participation from staff in organisations that have SLAs with the Trust/CAWT etc.</p>	<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 a Service Level Agreement (SLA) with the Trust.</p>	<p>Increased understanding of how to integrate equality and good relations considerations into every day 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
<p><b>Action 11</b> To better support HSC staff in their role with the assistance of Volunteers.</p> <p><b>Source: Volunteer Manager</b></p>	<p>Appropriate Volunteer support agreed with clearly defined tasks as part of agreement with staff, volunteers and patient/ carers.</p>	<p>Development of agreed Volunteer Role Description and relevant Training</p>	<p>Increase in staff awareness of the role of Volunteers – identify through staff survey results of the impact of Volunteer Roles. -benefits to patients/</p>	Over the lifespan of the plan	Volunteer Manager

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale and Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
			staff / carers noted.		
<b>Action 12</b> Improve uptake of Mandatory Training by HSC staff.  <b>Source : Staff Side Representative WEHRF &amp; Human Resources WHSCT</b>	Managers will support staff to complete all Mandatory Training. Managers will annually review uptake of mandatory training for their staff/ staff teams  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.	90% Completion of all mandatory training within 6 months for new HSC staff  80% Completion of all mandatory training within one year for HSC existing staff.	Trained HSC Staff  Training completed noted on Personal Development Plans for HSC staff (monitored via annual review meetings staff and line manager)	Over the lifespan of the plan	Human Resources Directorate: Assistant Director  &  All Managers within WHSCT