



respect & dignity



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leading edge



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## Public Authority Statutory Equality and Good Relations Duties

### Annual Progress Report 2016-17

#### Contact:

<ul style="list-style-type: none"> <li>Section 75 of the NI Act 1998 and Equality Scheme</li> </ul>	Name: Orla Barron, Equality Lead Telephone: 02895046567 Email: <a href="mailto:orla.barron@belfasttrust.hscni.net">orla.barron@belfasttrust.hscni.net</a>
<ul style="list-style-type: none"> <li>Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan</li> </ul>	As above <input checked="" type="checkbox"/>

Documents published relating to our Equality Scheme can be found at: [BHSCTEQUALITYSCHEME](#)

#### Signature:



This report has been prepared using a template circulated by the Equality Commission.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2016 and March 2017

## PART A

In 2016-17, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

## Executive Summary

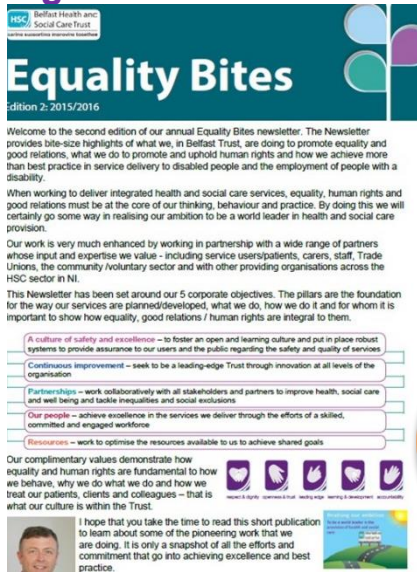
This is the tenth Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) prepared by the Belfast Health and Social Care Trust (the Trust). This marks a decade of implementation of these duties and annual reporting to the Equality Commission for Northern Ireland since the inception of the Belfast Health and Social Care Trust in 2007. In reflection, the Trust has borne witness to a significant workload and effort to mainstream equality and good relations into the corporate agenda and every day business of the Trust. The Trust as an organisation, its stakeholders, service users and staff alike have benefitted much from compliance and best practice in regard to Section 75 (i and ii). One notable headline figure is that since 2007, the Trust has conducted 22 Equality Impact Assessments and 562 equality screenings in total – demonstrating that equality considerations have played a substantial role in the Trust's ongoing strategic reform and continuous improvement.

The Trust has compiled Part A of this report to provide an overview of the work undertaken to progress statutory implementation of its Equality Scheme and furthermore implementation of its Good Relations Strategy: Healthy Relations for a Healthy Future. An update against actions within the Trust's action based plan to tackle Section 75 inequalities is appended for ease of reference in Section 2 of this report. This action plan was developed in accordance with the Equality Commission's recommendation that Equality Schemes ought to be accompanied by an action plan to address the residual Section 75 inequalities and has been informed by an inequalities audit.

Part B of the report annotates the Trust's progress concerning the Disability Duties action plan: to promote positive attitudes towards disabled people and to encourage their full participation in public life.

A complementary publication 'Equality Bites' has been produced for a third year to raise awareness of the ongoing, exemplar work that the Trust does to promote equality of opportunity and good relations. After its publication last year to coincide with the Annual Progress Report to the Commission, the Trust received positive feedback in relation to the bulletin and from which it was evident that the key messages were reaching a wider and more diverse audience than the comprehensive, lengthy annual progress report.

Figure 1:



The Trust, this year, has therefore taken a conscious decision to refine its annual progress report content and provide a more concise synopsis of the work undertaken to promote equality, good relations, human rights and disability.

## Context

Belfast Health and Social Care Trust is a large and complex organisation which provides care to the population of Belfast, and to the wider population of Northern Ireland. We are the largest integrated health and social care Trust in the United Kingdom. We deliver integrated health and social care to approximately 340,000 citizens in Belfast and provide the majority of regional specialist services to all of Northern Ireland. We have an annual budget of £1.3bn and a workforce over 20,000 (full time and part time). Belfast Trust also comprises the major teaching and training hospitals in Northern Ireland. We have responsibilities to improve health and well-being, reducing inequalities in health and inequalities in access to care.

A snapshot of what the Trust does, over the course of a year, perhaps best depicts the wide ranging and life changing services for which the Trust is responsible:

- Care for 150,000 inpatients
- Care for 600,000 outpatients
- 33,000 District Nurse Visits
- 7,500 community care packages
- 15,000 critical care bed days

PART A

- 160,000 + new attendances at our Adult & Children’s Emergency Departments
- Care for 65,000 non-elective inpatients in acute service
- Supported by 400 Volunteers
- Responsible for 350 children on the Child Protection Register & 750 Looked After Children.

The Trust’s [corporate management plan for 2016-2017](#) refers to the Trust’s plans to consult on its new Section 75 action based plan, the Disability Action Plan and its second generation good relations strategy. This work is detailed throughout the report and will be ongoing into the next reporting period.

In our [organisational development framework](#), the Trust acknowledges that it “has changed significantly since its inception in April 2007, moving from a young developing organisation to a maturing, better integrated organisation.”

Figure 2:



## Health and Wellbeing 2026: Delivering Together



In October 2016, a 10 year approach to transforming health and social care was launched, “Health and Wellbeing 2026: Delivering Together”. This plan was the response to the report produced by an Expert Panel led by Professor Bengoa tasked with considering the best configuration of Health and Social Care Services in Northern Ireland.

A programme of work is underway to deliver the ambition set out in Delivering Together. This work places a strong emphasis on ensuring the user’s voice is heard, as they will play a key role in developing and implementing new services and care pathways. Delivering Together sets out 18 specific actions to be taken forward over the first 12 months. Good progress has been made so far on these actions, with a number of them being achieved already. Two key groups are in place to provide strategic oversight to this work – the Transformation Advisory Board and the Transformation Implementation Group.

The Transformation Advisory Board acts in an advisory capacity to oversee the direction of reform. Members of the Board have been drawn from the field of independent experts, unions and user representatives.

The Transformation Implementation Group leads the design, development and implementation of the Transformation Programme. The Transformation Implementation Group is Chaired by the DoH Permanent Secretary, and includes leaders and clinicians from across the Department and the Health and Social Care system.

### Equality Programme

In keeping with the Delivering Together strategy, this reporting period has been significant in terms of engagement with our stakeholders on future strategic and regional HSC equality and disability plans for the next 5 year period. These are detailed throughout the document but by engaging and working together with service users, Section 75 representative organisations, we have been able to draft well informed, ambitious and relevant plans in relation to our new action based plan to tackle Section 75 inequalities, our Disability Action Plan and at a local level, our Trust new Good Relations strategy 2017-2022.



## New Directions 2

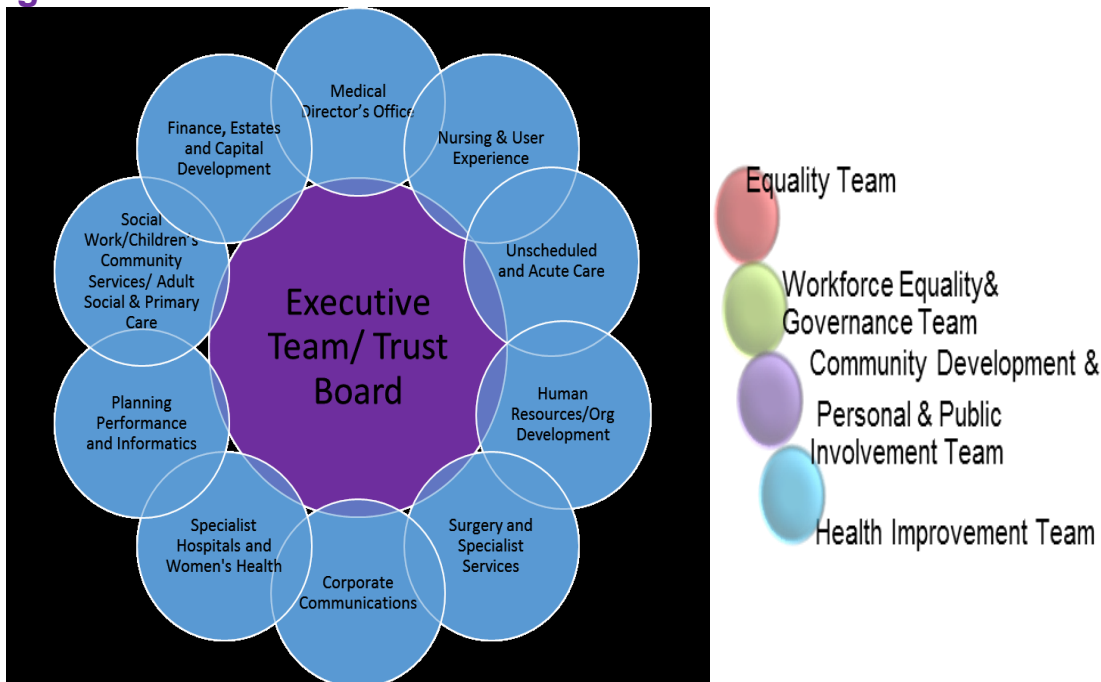
Belfast Trust is continuing to develop its strategic plan New Directions 2 - for our health and social care services for the next decade, underpinned by a robust workforce, activity and financial models, which will deliver the right care in the right place, resulting in safe, high quality outcomes for our population.

The purpose of New Directions 2 is to determine, with Trust Teams, the future shape of services for the population of Belfast and across the region (where appropriate) to sustain service safety and quality. In New Directions 2008-2012, the Trust sought to begin a conversation with the people we serve on how we should deliver services in a faster, more flexible, less bureaucratic and more effective way. The Trust recognised therein the benefits of ongoing engagement with stakeholders as proposals for specific service changes emerge. New Directions (2008-2012) and constructive meaningful public consultations helped to deliver significant change, and as such the Trust focus is now on meeting the health and social care needs of the population we serve for the next decade.

## Partnerships

Over the last decade, mechanisms and strong collaborative working relationships have been established both internally, regionally and cross sectorally – all of which have contributed to compliance and best practice concerning equality and diversity.

Figure 3:



Partnership working, one of the Trust's five corporate objectives, is fundamental to progress and mainstream equality of opportunity and good relations— it is imperative that the aforementioned teams work internally together along with all

the Directorates to ensure that equality, good relations and human rights are core to their every day working and practice and to tackle inequalities.

External partnerships are crucially important to reducing inequalities and the Trust has forged excellent strategic partnerships across the public sector and furthermore, with the community and voluntary sector both in Belfast and beyond.

Engaging with a broad range of partners is critical to the delivery of our purpose and our ambitious objectives. Carers and families make a significant contribution and we work in partnership with them, as well as our other internal and external stakeholders, to improve services for all service users.

Whilst everyone in the Trust is responsible for promotion of equality and good relations, the **Equality team**<sup>1</sup> is tasked with mainstreaming and communication of the need not only to comply with the Section 75 duties, but also to go beyond compliance and seek excellence and best practice in this regard. The team works collectively and collaboratively to improve health and well-being, reduce health inequalities and lead on promoting equality, good relations, human rights and social inclusion in the design and delivery of services and functions within the Trust. The Equality team works in accordance with its own detailed management plan and now resides within the Performance Planning and Informatics Directorate.

The Equality Team continue to work closely with Workforce Equality and Governance Team in regard to training, equality screenings and Equality Impact Assessments. The Workforce Equality and Governance Team ensure compliance with the requirements of equality legislation and delivers programmes of work to implement action plans to promote equality of opportunity in the workplace. The employment equality work of the Team is co-ordinated through the Trust's Employment Equality and Diversity Plan (EEDP).

Equality representatives from both the Health and Social Inequalities and Employment Equality team were present to celebrate in style at the Belfast City Hall on 31<sup>st</sup> March 2016.

### Equality and Diversity Gala & Awards



<sup>1</sup> Formerly known as the Health and Social Inequalities Team

The teams had jointly been successful in submitting an application to Legal Island for their Equality and Diversity inaugural awards and were duly interviewed on their application. They were then invited to celebrate amongst 285 people representing 45 nationalities and 30 organisations to celebrate equality & diversity across organisations.

Guests were treated to the unique vibrations of African Drummers Magwere, World Champion Irish Dancers, The Mc Cann sisters, Slovakian classical violinists Vladimir & Anton Jablokov and the soul gospesque vibes of Manukahunney Blue. The evening was a festive showcase recognising the benefits that diversity brings to Northern Ireland.

The proactive work that the Trust does to promote equality and diversity is core to helping achieve our overall purpose to improve health and well-being and reduce health inequalities. Belfast Trust serves an increasingly diverse population, we employ an ethnically rich workforce, and we wholly endorse the vibrancy that this yields.

As the Chief Commissioner of the Equality Commission, Dr Michael Wardlow said on Friday: “Difference isn't something to fear. It is an untapped power. When grasped it can change monochrome into colour! Seize it now”.

Equality, Human Rights, Disability and Good Relations remain a regular item on the Executive Team and Trust Board agenda via presentations or briefings. The Trust’s Annual Progress Report to the Equality Commission is submitted for approval to Trust Board, as are the draft Good Relations Strategy, the draft Equality Action and draft Disability Action Plan. The Trust acknowledges that strong leadership is necessary to ensure that the Section 75 duties are integrated into core business activities and put into effective and visible practice. The 3Es Equality, Engagement and Experience Steering Group also provides quarterly updates through the Assurance Committee.

The Trust’s Disability Steering Group continues to provide a leadership role in promoting the legislative duties to promote positive attitudes towards people with a disability and to encourage their full participation in public life.

The Trust’s Good Relations Strategic Group meet on a quarterly basis and the work of the group is ongoing. The group has overseen implementation and evaluation of the first Good Relations Strategy during this reporting period. This has helped inform development of Healthy Relations for a Healthy Future 2, which was issued for public consultation in June 2017.





## Review of Good Relations Strategy

The purpose of the evaluation was to help the Trust understand if the Strategy has made a difference or impact for staff and service users in the promotion of good relations over the last 4 years and to help inform the development of a new Strategy/Action Plan for 2017–2022 aimed at embracing diversity and challenging sectarianism and racism in both employment and services. The Trust secured the services of a 3rd year Psychology student from QUB through the Insight Programme to independently evaluate.

The Trust has worked in partnership with Belfast City Council on their Shared City Partnership to promote good relations and given their recent acquisition of Community Planning responsibilities, it was all the more relevant that the Trust Strategy would comprise cross-sectoral initiatives with the Council to address good relations issues jointly. The new Strategy aims to consolidate existing good practice and to progress new initiatives, so that accessible services are provided in shared spaces in an environment where everyone is valued, respected and treated with dignity and feels safe and comfortable accessing all Trust services irrespective of race, religion, belief or political opinion. Consultation on the Healthy Relations for a Healthy Future 2 strategy **will close on 8<sup>th</sup> September 2017.**

## International Day of Peace 21 September 2016

Staff and service users came together on Wednesday 21 September 2016 to make their own personal Peace Pledges to mark the United Nations International Day for Peace.

Andrea Spence, Arts Care Artist in Residence, assisted health and Social Inequalities staff, Trade Union colleagues, Medical students, staff members and service users to write their pledges for peace on coloured doves. These were displayed in the City Hospital Gallery.



The International Day for Peace coincides with Community Relations and Cultural Awareness Week - the theme of which in 2016 is 'Building the Future Together'. Stalls in the gallery distributed materials about our Good Relations Strategy – Healthy Relations for a Healthy Future. The atmosphere was enhanced by a series of beautiful songs performed by Fane Street Primary School Choir. This attracted a significant crowd of patients, staff and family members who were able to enjoy the dulcet tones of the children while fostering a real sense of community. Director of Human Resources and Organisational Development, Damian McAlister, addressed those present, reminding them of the importance of peace in our society, in our place of work and in our own lives. To end the event, a minute's silence was observed at noon. By joining with other organisations and individuals observing the same, a Peace Wave rippled around the world.

### Screening and Equality Impact Assessment Activity

During this reporting period, the Trust conducted one Equality Impact Assessment on a proposal regarding Improving Ophthalmology Outpatient Services. This proposal included consultation on the development of Ophthalmic Clinical Centres in Northern, Southern and South Eastern Local Commissioning Group/ Trust areas. This was issued for formal consultation from 5<sup>th</sup> May – 5<sup>th</sup> August 2016.

59 screenings were carried out during this reporting period across various directorates.

Figure 4:

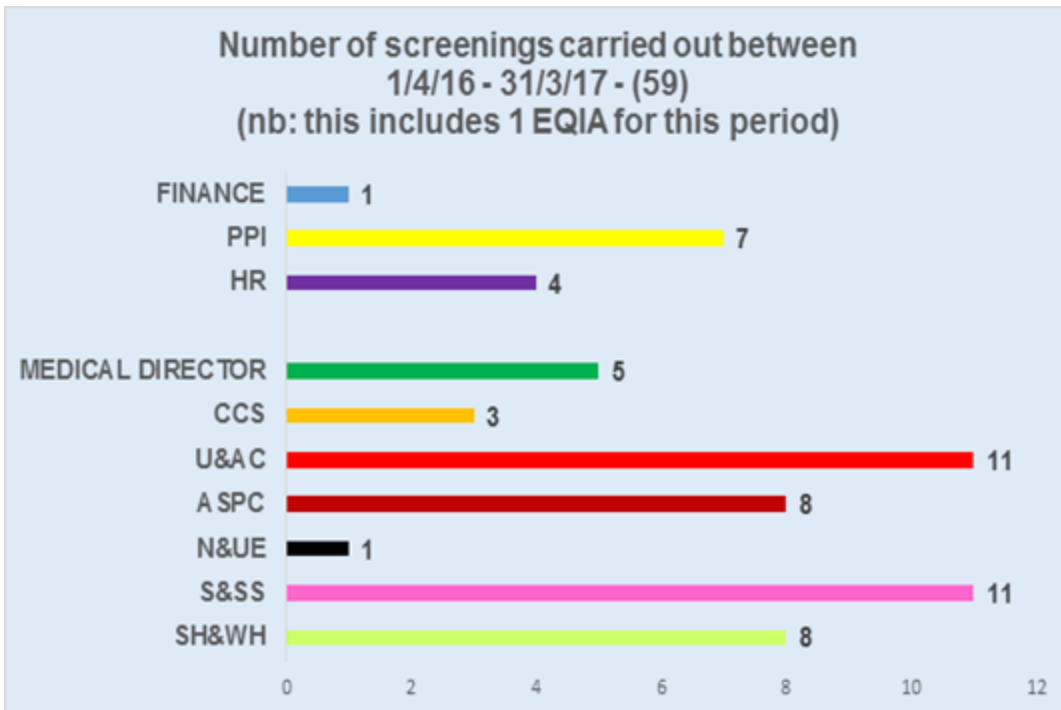
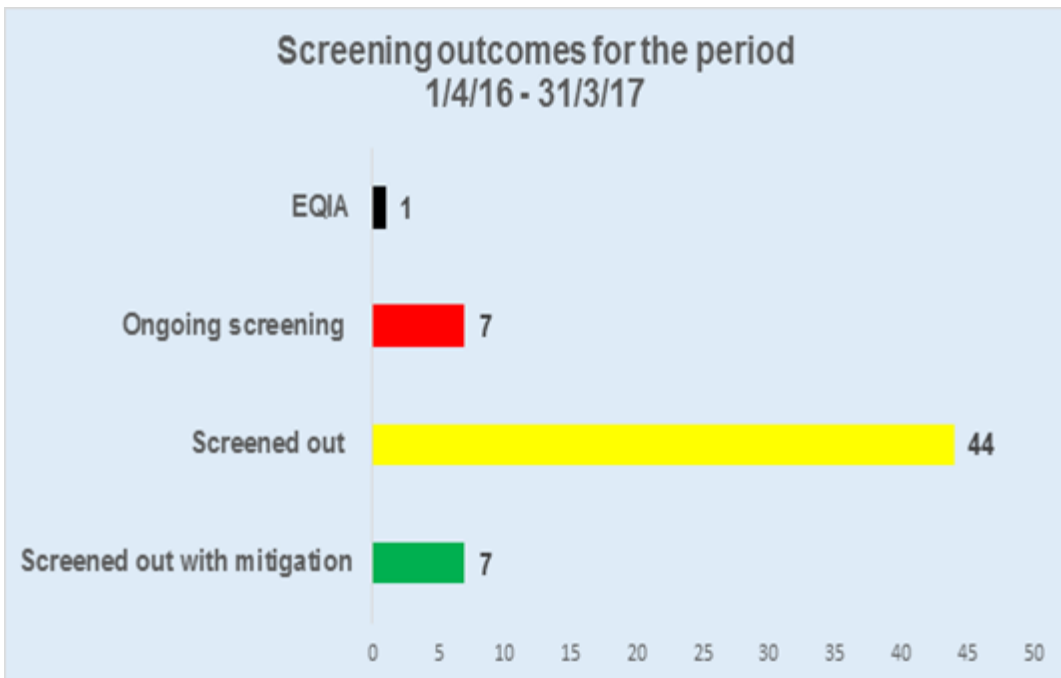


Figure 5:

The chart below shows the outcome of the 59 screenings.



## Revised Screening Template

As acknowledged in last year's progress report, Belfast Trust had commenced a pilot on a two part screening template in January 2015. This was after having engaged with the Equality Commission and providing them with details of safeguard and quality assurance methods and having advised our stakeholders of the pilot. Having more than 10 years of equality screening policies and proposals, it became evident that applying the same rigour to clinical or technical policies which had no bearing on equality of opportunity or good relations to those with either minor or indeed major impact was neither proportionate nor an effective use of resources. The two-part template was developed with part A to readily screen out those policies or procedures which patently had no relevance or potential impact on equality or good relations for example, Policy for the use of oral or enteral syringes in the safer measurement and administration of liquid medicines via oral and other enteral routes, Abdominal Compartment Syndrome – Measurement or Guidance or Procedure on Sensitivity to Latex. Part B would then remain for completion for those policies, which had potentially major or major impact in terms of equality of opportunity, good relations, the disability duties or human rights.

The Trust has subsequently conducted an internal review of those policy makers who had used the two-part screening template – 98% of whom provided feedback that they were happier with the amended template and could see that it was a more balanced approach to screening. The Trust has shared these findings with the Equality Commission for Northern Ireland.

## Training

Belfast Trust is committed to learning and development for its entire staff. Mandatory Equality Training is in place for all managers and staff, along with a suite of additional training comprising of Human Rights Awareness and Disability Awareness. During this reporting period, the Trust has worked with the Migrant Centre in Belfast to revamp its Good Relations and Cultural Diversity training – a package entitled Embracing Diversity, which will be delivered by both members of the Equality Team and the Community Development Team.

Our Learning and Development portfolio includes:

- ❖ Mandatory Equality Training for Staff
- ❖ Mandatory Equality Training for Managers
- ❖ Human Rights Training
- ❖ Managing Disability and Reasonable Adjustments in the Workplace
- ❖ Disability Awareness
- ❖ Domestic Abuse
- ❖ Working Well with Interpreters / Interpreter Awareness
- ❖ Migration Awareness
- ❖ Multi-faith & Multi-cultural Awareness
- ❖ Equality Screening and EQIAs : Practical guidance
- ❖ Traveller Cultural Awareness
- ❖ Roma Awareness

- ❖ LGBT Awareness: E-Learning
- ❖ Discovering Diversity: E Learning
- ❖ Good Relations (Embracing Diversity).

## Training manual

Belfast Trust 's very own Equality, Good Relations and Human Rights training manual which was recently drafted for staff has been adapted for and adopted by all Trusts and Business Services Organisation across Northern Ireland. 8,000 hard copies were printed and disseminated to targeted staff throughout NI. Extensive numbers of staff were also proactively emailed electronic versions of

the manual. The manual was drafted as a resource to complement our mandatory equality training. Everyone who attends the training is emailed a copy of the manual. It is also available on the hub to download.

The manual provides an overview of Equality, Good Relations and Human Rights law. It emphasises the responsibilities each person working for the Trust has in terms of avoiding discrimination, pursuing good practice and embracing diversity. It provides very meaningful examples of how staff and service users can enjoy equality of opportunity in service delivery and in work. Please click link below to access it:

<https://view.pagetiger.com/EqualityTrainingManual/issue1/>



## Good Relations and Human Rights: 'Making a Difference' Online



### Training

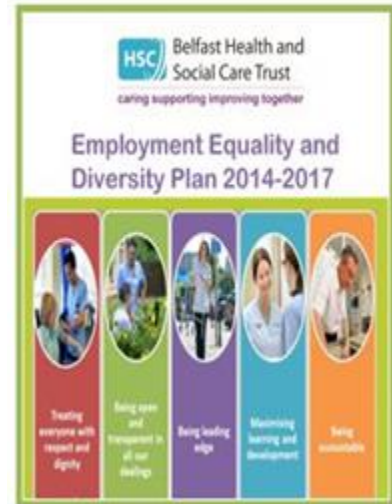
Belfast Trust staff have led in the significant work to develop a regional HSC e-learning module covering Section 75, Equality and Human Rights. Building on the existing Discovering Diversity e-learning package the new 30 minute programme will facilitate the delivery of mandatory training through interactive learning and sector specific case studies covering both service user and employee scenarios.- Managers will complete an additional 15 minutes of training to assist them fulfilling their responsibilities when managing staff and a service.

The aim of the training is to show, that, with small changes to our attitudes and behaviour, everyone can really make a difference to our working environment and to the delivery of services.

‘Making a Difference’ will be launched in September 2017. It is anticipated that more staff will complete the training, that new staff will undertake the training prior to commencing work for the Trust (as part of the new on-boarding initiative) and that completion of the training will carry across Trusts.)

## Employment Equality and Diversity Plan

The Trust’s three year Employment Equality and Diversity Plan provides a framework for our employment focused work of which 2016-17 is the final year of the current plan. The Plan is designed to ensure equality is embedded across our organisation and that our employment practices are fair, flexible and enabling so that each member of staff can reach their full potential. The Workforce Equality and Governance Team have responsibility for the delivery of the Plan which is incorporated into annual Human Resources and Organisational Development Management Plans under the direction of Joan Peden, HR Co-Director.



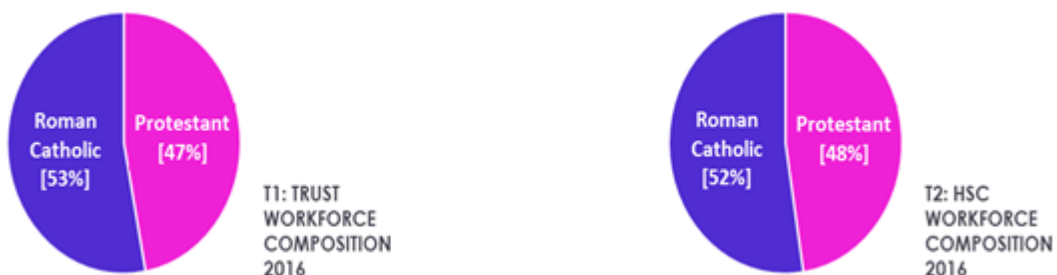
Our key priorities during the period April 2016 – March 2017 included:

## Fair Employment Article 55 Review and Affirmative Action Programme

The Trust has continued to implement the Affirmative Action Programme with outreach actions extended to include the development of 8 long term (51 week) work placement opportunities in partnership with the Trust’s Long Term Unemployed Working Group and West Belfast Works programme. The placements, open only to those meeting the long term unemployed criteria, commenced in September 2016 in various roles within Patient and Client Support Services and Medical Records.

The Trust’s third Article 55 Review covering the period January 2013 to January 2016 was completed and considered by Trust Board in June 2017. The report was submitted to the Equality Commission in July 2017.

Figure 6:



The overall number of staff employed by the Trust increased from 22,367 in 2013 to 23,061 in 2016.



Excluding those staff who are classified as neither Protestant nor Roman Catholic, the overall proportion of Roman Catholics employed by the Trust increased since the first Review in 2010 from 10860 [51.3%] to 11569 [53.3%] in 2016.

This increase in the overall Roman Catholic proportion of the workforce is in line with sectoral trends as outlined in the ECNI Fair Employment Monitoring Report 2016 where the Roman Catholic share of health sector employment continued to increase. The Roman Catholic share of health sector applicants [58%] and appointees [59%] also continued to increase.

### Assessment of Fair Participation

The trends reflected in the previous review have continued in this review period. The table below provides a summary of findings by job family.

**Table 1:**

<b>Job Family</b>	<b>Workforce Composition, Flows and Trends</b>
<b>Admin &amp; Clerical</b>  <span style="color: red;">●</span> <b>Affirmative action at Bands 1-4</b>	Overall Protestant representation lower than geographical and occupational comparators across management levels with increasingly negative trends since the previous review. Locational variances evident with most significant Protestant under-representation found in the Royal Hospital site [24%].
<b>Estates</b>  <span style="color: orange;">●</span> <b>Monitor Trends</b>	Small job family with lower Roman Catholic levels of participation at basic/supervisory level. Positive trends evidenced since previous review. Slightly lower Roman Catholic applicant rates than comparators however improving trends evidenced. Limited recruitment activity at middle/senior management levels.
<b>Support Services</b>  <span style="color: red;">●</span> <b>Affirmative Action</b>	Lower overall levels of Protestant participation than comparators. Locational variances evident with most significant Protestant under-representation at Royal site [4%]. Roman Catholic under-representation at Muckamore site [36%]. Lower Protestant applicant and success rates.
<b>Nursing &amp; Midwifery</b>  <span style="color: orange;">●</span> <b>Monitor Trends</b>	Fair participation at basic management level. Slightly lower levels of Protestant participation in other management levels as found in previous review. Applicant and appointee rates broadly in line with comparators at basic and senior management levels. Lower Protestant applicant rates at supervisory and middle management level. NB. ECNI sectoral fair employment report 2012 highlighted trends across all 5 HSC Trusts', notably within health specific professions where for example a higher enrolment rate of Roman Catholics in health related courses at Universities than the general population was identified.

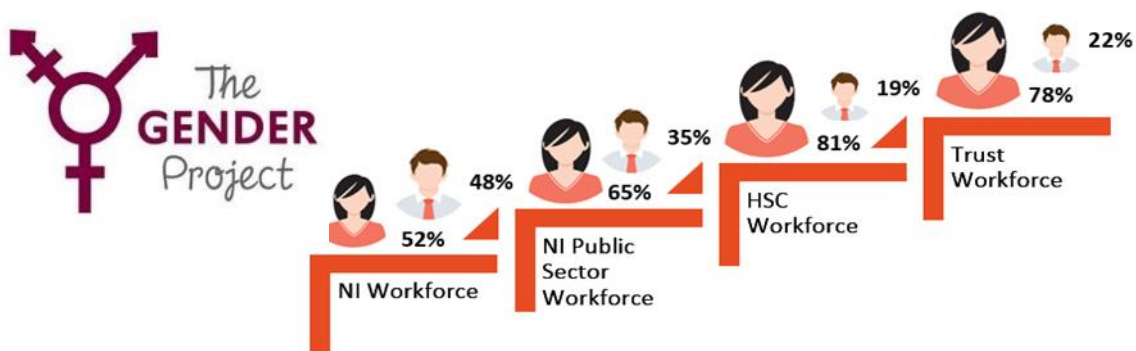
<p><b>Social Services</b></p> <p>●</p> <p><b>Monitor Trends</b></p>	<p>Lower levels of Roman Catholic participation at basic level with improving trends evidenced. Lower Protestant participation at middle and senior management levels.</p> <p>Applicant and appointee rates broadly in line with comparators. Lower Protestant applicant and success rates across supervisory, middle and senior management levels – refer note above regarding ECNI sectoral fair employment report findings.</p>
<p><b>Prof &amp; Technical</b></p> <p>●</p> <p><b>Fair Participation</b></p>	<p>Applicant and appointee rates broadly in line with comparators across management levels.</p> <p>Levels of participation broadly in line with comparators across management levels.</p>
<p><b>Medical &amp; Dental</b></p> <p>●</p> <p><b>Fair Participation</b></p>	<p>Applicant and appointee rates broadly in line with comparators across management levels.</p> <p>Levels of participation broadly in line with comparators</p>

**Affirmative Action Plan**

The Affirmative Action Plan will be implemented in partnership with staff, managers, Trade Unions and external stakeholders as part of the Trust’s Workforce Equality and Diversity Plan 2017-22 and reviewed following the next Article 55 Review in 2020.

**Gender Project (In partnership with BITC and PWC)**

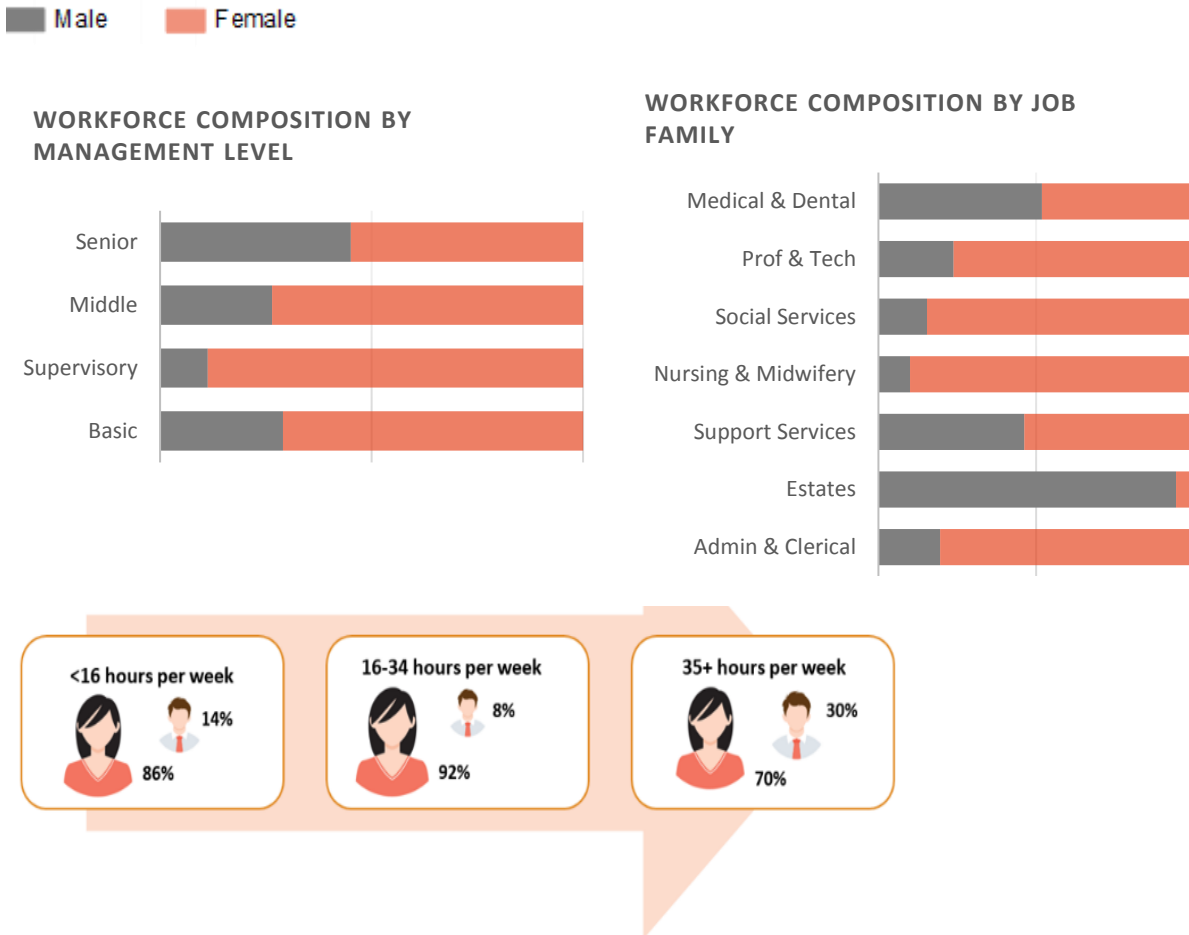
**Figure 7:**



Source: ECNI Fair Employment Monitoring Report 2016

The Trust has extended the Fair Employment Article 55 Review to encompass a full gender analysis of the workforce composition and flows and has completed the PWC baseline audit tool. Some overarching findings are provided below;

**Figure 8:**



These results will inform the Trust’s Gender Action Plan designed to promote gender equality and remove barriers within the workplace which will be incorporated into the new Workforce Equality and Diversity Plan 2017-22.

**Development of a Gender Identity and Expression Employment Policy**

The Trust, in partnership with regional HSC organisations and in consultation with a range of stakeholders has developed a draft Gender Identity and Expression Employment Policy.

This policy is aimed at creating a workplace where the dignity of and respect for Trans people is protected and promoted and where Trans people feel comfortable to express their gender identity. As an inclusive organisation, the Trust is committed to the health, well-being and dignity of all staff, irrespective of their gender identity and expression. The policy, which was subjected to a formal 12-week public consultation, will be launched later this year. Some of the views expressed by the consultees included;

**Figure 9:**

<p>“We acknowledge and applaud the efforts the HSC have gone to in attempting to ensure the policy is as inclusive as possible of the sometimes divergent views that were expressed in your various focus group discussions. We would be quite happy to endorse your draft with minor tweaks.”</p>	<p>“Policy is very clear and helpful, informing everyone about the issues and importantly the language associated with the policy.”</p>	<p>“Welcome a policy which seeks to establish consistency in the approach taken to those among us who are dealing with gender identity and expression issues.”</p>
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In keeping with best practice a consultation outcome report will be prepared showing how the views of consultees were taken into account in finalising this policy. To assist with the effective roll out of this policy, Equality Managers from HSC organisations plan to develop training materials to support key staff likely to be involved with the implementation of the policy.

### **Regional Employment Equality Network**

The Trust continues to work collaboratively across the sector on employment equality issues. The purpose and role of the network is to share employment equality good practice, to provide employment equality advice and support to other regional groups/partners and to work collectively to promote good practice. Over this past year the network has continued to work together to address equality reporting issues associated with the new HRPTS and E-Rec computer systems.

### **Regional Working Group on Harassment and Bullying in the Workplace**

A regional workshop was convened during the current reporting period to draw on the operational experience of senior Human Resource practitioners, Equality Managers and Trade Union representatives across Health and Social Care. The discussion provided the opportunity to share experiences and ideas in making a difference in dealing with dispute resolution in the workplace.

Trust HR Managers including the Workforce Equality and Governance Manager provided input to these discussions drawing on their wide experience of handling these types of disputes in the workplace.

This was followed up with a number of small focus group discussions in various HSC organisations where staff provided their views in a confidential and safe context. It is planned to take forward the development of a regional policy approach with input from a regional working group whose task it is to review and draft a regional policy/framework for future dispute resolution.

## **International Recruitment Campaign**

Work continued during the year under review to seek to address the current international shortage of qualified nurses. A number of overseas recruitment campaigns to both EU and Non-EU countries brought with it some successes with new recruits now taking up posts within Health and Social Care. Plans are well underway to continue with further recruitment drives in 2017.

## **Employment Opportunities for Asylum Seekers and Refugees**

The Trust facilitated an event in July to provide support for asylum seekers and refugees living in the Belfast area. Over 20 people attended the event from a range of professional backgrounds including pharmacists, nurses and doctors.

## **Equality Networks & Support Services**

The Trust continues to provide a confidential bullying and harassment support service for staff and supports the Disabled Employee Network and regional LGBT Network whose feedback has played an important role in the development of the Gender Identity Policy.

The Trust has over 400 international nurses and midwives in employment and developed an International Nurses and Midwifery Forum (INMF) during the year. The forum meets monthly.

## **HR Drop-In Clinics**

Ten drop in clinics were facilitated by HR staff across Trust locations during the year. The clinics provide an opportunity for staff to access information on a wide range of employment and equality policies, procedures and support.

## **Staff Survey**

Following the regional staff survey in early 2016, five Staff Survey Roadshows took place during the year to help inform the Action Plan. Staff survey data in relation to equality and work life balance will also be incorporated in the Gender Action Plan and Workforce Equality and Diversity Plan.

## **The New 5 Year Workforce Equality and Diversity Plan (2017-22)**

The new Plan supports the Trust's People Strategy of "caring, supporting, improving, together", where our people are at the core of everything we do for the benefit of the communities we serve. We aim to ensure that we support a diverse workforce and inclusive workplace culture in line with our five corporate objectives by:

Figure 10:



## Shopmobility

This is the ninth year that Belfast Trust has continued to improve equality of access to Hospital locations for service users with restricted mobility by providing a Shopmobility service at the Royal Victoria Hospitals. Through our partnership with Shopmobility Belfast people can hire, free of charge, a mechanised scooter or self-propelling wheelchair. Between April 2016 – 2017, 717 users have accessed the service at the RVH and since the service opened, approximately 6300 have availed of the scheme. This year Belfast Trust will ensure that service users that attend Belfast City Hospital



will also enjoy equality of opportunity to services by providing another Shopmobility Scheme at BCH. The new service at BCH will be centrally located adjacent to the disabled car parking bays just a few feet away from the Cancer Centre and the Tower Block. Funding has been secured for the extension of the service and a project group has been established to take this forward



and to oversee the Shopmobility service at the RVH. Plans are underway on the design and installation for the new purpose built unit, which will provide mechanised scooters and self-propelling wheelchairs as well as a 'Meet and Greet service and 'Sighted Guide' scheme.

It is envisaged – subject to planning permission that the Service could be operational by Autumn. Provision of this service will enhance patient experience; address issues of accessibility and is in keeping with the future footprint of the City site and the Trust values of respect and dignity.

## Caring together in Belfast

The Trust recently launched a Carers Strategy entitled '[Caring Together in Belfast](#)' – [A Plan for Supporting Carers in Belfast 2017 – 2020](#).

The key priorities of the Strategy are:

- Reaching carers of all ages,
- Developing carer support pathways
- Supporting carer health and wellbeing
- Communicating with and involving carers.

The new Strategy was greatly informed by the Carers' Reference Group, carers, Trust staff and partners from the voluntary and community sector.



The Trust recognises that Carers play an important role and significantly contribute to health and well being by the care they provide for families and friends. In the Belfast area there are approximately 44,000 people who have identified themselves as carers, and at least 36% of these carers are providing care for more than 20 hours a week.

The vision of this Strategy will be to deliver the highest quality support, for our carers living in the Belfast area and carers of people who use our regional services, and the enhancement of the range and quality of services provided for carers.

Being a Carer can be a very positive experience, but can be physically exhausting and emotionally stressful at times. For Trust employees who have a significant caring role at home, balancing the demands of work and caring responsibilities can be difficult. The Trust has developed a Carer's Strategy and information guide to provide an overview of the initiatives and support mechanisms in place to support carers in the workplace.

## Childcare Strategy

The Trust recognises that many staff have a range of caring responsibilities and we have a suite of policies and arrangements in place to support them. A specific priority within the broader context of supporting our staff's caring responsibilities is to develop a range of initiatives to support childcare. Our new Childcare Strategy is currently being developed with the following key priorities identified for the next year:



- The development of a range of profiles and pod casts showcasing the current Worklife Balance & Childcare options available and how they practically enhance employees' working lives.
- Increase uptake of work life balance & childcare initiatives in those areas currently under represented.
- Develop and review pilot extension of summer scheme and consider the feasibility of providing on-site childcare.
- Enable Trust employees to avail of discounted childcare places with private nursery providers through developing a central resource and provide access to places within South Eastern HSC Trust Nursery.

## Annual Summer Scheme

Last summer the scheme was extended from 3 to 4 locations across Belfast accommodating 492 children of Trust staff. 94% of parents rated the scheme as either excellent or very good and 99% agreed that the scheme enabled them to balance their work and family commitments more effectively.



## Employers for Childcare Vouchers scheme

During 2016-17, 953 parents benefited from this scheme which provides a beneficial and cost saving method for employees to pay for registered childcare.

Work Life Balance Policy: The Trust continues to promote a suite of work life balance options available to staff. To date this financial year 1296 formal applications were received with an 80% approval rate.

**Maternity information sessions** are held bi-annually in April and October. Parenting NI also hosted two information sessions aimed at parents/guardians. The sessions were "Effective Parenting" and "Understanding your Teen" and attended by 45 staff.

**Family  
Friendly  
Employer  
Awards  
2016  
Winner**

The Belfast Trust has been named the most family friendly employer overall in Northern Ireland scooping the prize from a field of more than 40 entries in the Family Friendly Employers' Awards.

We also earned the honour as Public Sector Organisation of the Year in the awards organised by the Employers for Childcare Charity.

## Trust Human Rights work featured at International Ombudsman Conference in Belfast



Joint work has been underway with the Northern Ireland Ombudsman and Northern Ireland Human Rights Commission to develop a human rights based approach with a bespoke staff manual. This was showcased at an international Conference entitled a 21<sup>st</sup> Century Approach to the work of Ombudsmen 25<sup>th</sup>-27<sup>th</sup> May 2016. The Trust's Medical Director, Dr Cathy Jack presented on the importance of a human rights based approach and the potential added value in the public sector arena.

### Review of communications support services

Communication Support Services (British Sign language (BSL)/ Irish Sign Language (ISL) interpreting) are required to ensure that deaf / hearing impaired people, who use BSL / ISL as their first language, are able to access health and social care services. Hard of Hearing people also require communication support including lip speaking / electronic note taking to access services and those with a dual sensory loss i.e. deafblind may require specialist interpreting services such as hand on hand/ restricted visual frame interpreting. In 2013, the Health and Social Care Board (HSCB) initiated a regional review of the provision of Communication Support Services in Northern Ireland to determine the most appropriate arrangements for providing the service in the future. The review concluded in January 2016 and proposed that communication support services should be supplied in future on the basis of a regional shared service provided by the Business Services Organisation.

In June 2016, a consultation on the recommendations from the regional review of communication support services for people who are deaf or hard of hearing across Northern Ireland was launched. The purpose of the consultation was to ensure that people who rely on Communication Support Services had opportunities to influence the development of the service regionally. A series of meetings held in partnership with Trusts and facilitated by the British Deaf Association NI, were held across all the health and social care Trust areas to enable people who are deaf or hard of hearing to express their views on a regional service model. The public consultation found overwhelming support for the recommendation that the Business Services Organisation would be commissioned to supply regional Communication Support Services for D/deaf and hard of hearing people who need to access to health and social care across Northern Ireland. The consultation findings have been approved

by Health and Social Care Board members. All of the constructive feedback received during the consultation will be taken into consideration by the Advisory Group in the co-production of the new regional service model.



## **Physical and Sensory Disability Strategy and Action Plan 2012-2015/17**

The Trust continues to support the Physical and Sensory Disability Strategy Implementation Group which directs, co-ordinates and manages the project infrastructure and implementation of the Physical and Sensory Disability Strategy and Action Plan 2012-2015. Implementation of the Strategy is carried out through the Strategy Implementation Group and its two supporting work streams as follows.

- Supporting Independent Living and Information and Training
- Regional Sensory Impairment Group

Other priorities for the PSDS workstreams have been the creation of an online sensory e-learning package for all Health & Social Care staff. This package went live in July 2016 and Trust Equality Leads have been raising awareness of this useful resource.

On 7 September 2016, Health Minister Michelle O'Neill announced an extension of the Physical and Sensory Disability Strategy and Action Plan to 30 September 2017.

Small task and finish groups have been established to complete the outstanding actions, where possible or to make recommendations on the future direction of this work. These task and finish groups will focus on a number of projects – one of which pertains to the following targets for training for health and social care staff.

- All health and social care staff should be given disability awareness training which includes equality and human rights training inclusive of PPI agenda.
- All health and social care staff in regular direct contact with clients or patients with a disability will be given disability equality and PPI training.
- All health and social care staff in regular direct contact with clients or patients with a disability should be given human rights training on legislation, on a human rights approach and on incorporating the new convention rights of people with disabilities.

Trust Equality leads will work together on this task and finish group to achieve what they can however are mindful of what can actually be realised within this timeframe and that recommendations for a consistent approach in regard to what is mandatory training across Trusts.

## Regional Communication Event



In June 2016 the new Making Communication Accessible guide was launched to enable Health and Social Care staff to communicate more effectively with people who are disabled or have a communication support need.

Development of the guide was led by the Belfast Health and Social Care Trust in partnership with the Health and Social Care Trusts, the Health and Social Care Board (HSCB), Public Health Agency (PHA), and partners from the community and voluntary sectors.

The “Making Communication Accessible” Guide is available in electronic and hard copy versions. To access the electronic version visit the Belfast Health and Social Care

Trust website at [Making Communication Accessible](#).

The Guide provides practical tips, advice and guidelines for health and social care staff to enable them to be more inclusive and accessible in their communication with service users. It aims to make staff aware of current legislation and will help staff create communication friendly environments that will improve access to health and social care services.

Speaking at the event, David Galloway, Director RNIB NI and Co-Chair of the Physical and Sensory Disability Strategy Supporting Independent Living, Information & Training Workstream, said: *“Long after today, this guide will provide a useful reference point to staff across health and social care. It will ensure that people with communication difficulties receive written and oral information in a way that is easily understood. The guide demonstrates how, by making a small effort, and taking the time to communicate better we can make a big difference to people’s lives.”*

The guide reflects the vision and values laid down in the Department of Health’s Physical and Sensory Disability Strategy (2012-15). In particular it builds on the Strategy’s focus on supporting people with a disability in becoming well informed and expert in their own needs.

Praising the partnership ethos central to the development of this resource, Donal Diffin, Co-Chair of the Physical and Sensory Disability Strategy Implementation Group, *“We wish to acknowledge the value we place on working alongside people with real life experience of using disability services, and, with our partners from disability representative organisations. By co-producing resources which are service-user focused and practical, we can improve experience and outcomes for people with disabilities in health and social care. “In 2012 the regional Physical and Sensory*



*Disability Strategy set our direction in supporting disabled people to better exercise their rights, choices and life opportunities. Furthermore, it provided us with a regional steer towards developing inclusive and effective high quality health and social care services. The introduction of resources like Making Communication Accessible for All ensures that we consolidate past work and can continue to strive in our efforts to improve accessibility to services in the future.”*

## Health and Wellbeing Strategy

In a sector where the workforce is ageing and there are challenging recruitment and retention issues it is positive that our focus is on supporting staff back into work and in providing a range of health and wellbeing initiatives under our b well Strategy and Action Plan. Our focus on preventative and supportive initiatives is creating a culture shift in the Trust as staff awareness of these initiatives increases (as evidenced by the Staff Survey 15/16) and staff take more responsibility for their health and wellbeing.

The context of absenteeism in the workplace is also changing. Developments in medicine and more effective rehabilitation, phased return and reasonable adjustments mean that increasingly staff are returning to work after a period of sick leave and are supported to remain in work. In the past many of our staff would not have been fit to return. Indeed, employees with cancer diagnosis and long term chronic conditions are increasingly able to return to work following treatment. While this in itself may inflate the absence levels the long term impact will be the successful return to work of these valued and experienced employees through our supportive return to work arrangements.

The “Creating a Healthy Workplace” report (Faculty of Public Health, 2006) points out that the cost of making reasonable adjustments to keep an employee who develops a health condition or disability will almost certainly be far lower than the cost of recruiting and training a new employee. It is important therefore that we support and promote both preventative and rehabilitative approaches to all health conditions.

As a Bronze Accredited Investor in People Employer, we aim to be exemplary in improving the working lives of our people, helping them to become champions of their own wellbeing, and that of their families and the wider community we serve.

Our strategy incorporating a range of initiatives promoting equality of opportunity and in particular the areas of age, gender and disability focuses on 4 key strands:

- Better physical and psychological health
- Better work
- Better relationships
- Better specialist support.



## **‘B-Well’ Interactive Tools for Staff**



In late 2015 the Trust launched a Website and App providing 24/7 access to a range of wellbeing resources, advice and support including guidance on work-life balance. Five B-Well health events were held during the year attended by over 500 staff. One of the key areas identified by the Steering Group as a priority during the year was the promotion of good mental health. The Trust have now signed up to the NI Mental Health Charter produced by the Equality Commission, Action Mental Health, Disability Action, Mindwise, Mental Health Foundation and Niamh, and are committed to working towards a mentally healthy workplace.

The b well initiative was the winner of the Irish News Workplace & Employment Awards in the Employee Wellbeing (Public Sector) category in June 2016.

## **Disability Action Plan**

The HR Team continues to provide employment equality support to the Disability Steering Group and provide the following on-going activities:

- Support for managers on making reasonable adjustments for staff with disabilities and long term health conditions including six training sessions throughout the year.
- 16 placement opportunities for disabled persons provided across Service Groups.
- Ring-fenced posts for disabled persons with mental health conditions through the government Workable programme – a further two opportunities provided within this period. The Trust are currently scoping a positive action strategy for people with learning disabilities.
- Currently reviewing the regional disability policy and framework.

## **Regional Pre-Consultation Engagement Event**

Health and Social Care (HSC) Trusts wanted to engage with a wide range key stakeholders regarding development of their new 5-year Section 75 Inequalities Action Plan and Disability Action Plan which will span the 5-year period from 2017-2022.

These HSC Trusts are namely Belfast, Northern, South Eastern, Southern, Western and the Northern Ireland Ambulance Service. Partnership working has been key and proved effective in developing these plans in previous planning cycles.

A pre-consultation engagement event was held on Thursday 19<sup>th</sup> January 2017. Colleagues from the Department of Health, Health and Social Care Board and Public Health Agency, whilst at different cycles in terms of their equality and disability action plans, also took the opportunity for us to come together as a sector and meet with representatives from across the voluntary and community sector and staff and Trade Unions to share ideas to help inform their future plans.

The HSC sector came to the event with the clear intent of starting with a “blank canvas” and co-designing the proposed actions within their respective plans in partnership with

a wide range of participants. This is in keeping with the clear direction set out by the Health Minister in her Health and Wellbeing: 2026 Delivering Together Strategy. The purpose of working in this way is that plans will be designed for and with people and communities rather than by organisations and services.



Café conversations were convened to allow participants to identify what they felt had worked well, what areas that need to be improved, what actions could address and who ought to be involved and there were five different rounds covering the following areas:

- Simplifying Section 75 Processes
- Promoting equality
- Our Staff
- Disability Duties
- Good Relations.

Other engagement opportunities included use of a graffiti wall, a Big Brother style diary room and postcards with a postbox on each table. The event was extremely informative and a full copy of the outcome report is included. The outcome report was also sent to all participants from the event. When cross-referencing the outcome report with the draft Disability and Equality Action Plans, it is clearly evident that the engagement event has significantly informed content of the plans.



Since coming into existence in 2007 the Belfast Health and Social Care Trust has always seen its staff as being core to everything it does and everything it has and will achieve. As its most valued resource the Trust is proud to have over 20,000 people dedicating their working lives to caring for people in Belfast and beyond. The Trust is proud of the fact that so far it has attained (2010) and twice retained Investors in People

Accreditation (in 2013 and 2016), which as an international standard for best practice in how people are 'led, managed and developed' continues to be an integral part of the Trust's commitment to becoming a high performing organisation.

To achieve the bronze award in IIP there were 44 Framework Evidence Requirements (ERs) to be satisfied including 12 relating to the theme of 'Engaging, Involving and Empowering Employees' details of which include:

**Table 2:**

<b>Work life balance (6 ERs)</b>	
<b>3.8</b>	Top Managers can describe strategies they have in place to support work-life balance to meet the needs of the organisation and its people.
<b>3.13</b>	Top Managers can describe how the organisation's work-life balance strategies are linked to its business strategy and applied throughout the organisation.
<b>3.16</b>	Managers can describe how they make sure work-life balance solutions are effectively put into practice.
<b>3.21</b>	Managers can describe how they value the work-life balance strategies and apply them creatively to benefit individuals, teams and the organisation.
<b>3.24</b>	People can describe how they are supported in balancing their work and personal life's.
<b>3.29</b>	People believe work-life balance is valued and part of the culture of the organisation.
<b>Equality &amp; Diversity (6 ERs)</b>	
<b>3.7</b>	Top Managers can describe strategies they have in place to promote equality and manage diversity in the workplace.
<b>3.12</b>	Top Managers can describe how the organisation's equality and diversity strategies are linked to its business strategy and applied throughout the organisation.
<b>3.15</b>	Managers can describe how they value people's differences and how they are effective in promoting equality and managing diversity in the workplace.
<b>3.20</b>	Managers can describe how they value diversity and create an environment where people can use their unique talents and achieve their potential.
<b>3.23</b>	People believe managers value people's differences and can give examples of how they promote equality and manage diversity in the workplace.
<b>3.28</b>	People believe everyone in the organisation values diversity.

Achieving Bronze level accreditation in its IIP Assessment in March 2016 is both a testament to the excellent and ongoing work the Trust has been engaged in since coming into existence in 2007, while also being a recognition of the very positive improvements the Trust has made in terms of how it leads, manages and develops its people. In order to realise our ambition of being a world class leader in the provision of health and social care while also supporting the implementation of the Trust's Organisational Development Framework, the Trust has decided to seek accreditation against the new IIP Generation 6 Standard and achieve further performance

improvement through assessment. The Trust will be reviewed against the new Standard for its next review in 2019.

**Figure 11:**



**Domestic Abuse Support Service for staff**

The Trust continues to co-ordinate a domestic abuse support service for staff – offering free, confidential emotional and practical support for any member of staff who is experiencing domestic abuse. This year the Trust has funded extra resources to increase awareness of the support service as depicted below,



**Irish Congress of Trade Unions – Domestic Abuse conference**

The Equality Lead co-ordinates the internal domestic abuse support service and delivers training to raise awareness amongst managers and staff. To mark international human rights week in December 2016, the Irish Congress of Trade Unions convened a



conference on domestic and sexual violence in the workplace. The Minister for Justice Claire Sugden MLA, came to the MAC Belfast to open and address the seminar. Speakers included Rhian Bowen, Davis the Welsh National Adviser on Violence against Women, Jan Melia, from Women’s Aid Federation NI, Cara Cash, Nexus NI and the panel speakers included Orla Barron, Equality Lead and member of Strategic Group of Belfast Domestic Violence Partnership and Geraldine Alexander, NIPSA, Laura Graham, and Pamela Dooley, Unison. The Seminar examined the impact of domestic violence and sexual violence in the workplace and presented ideas for good practice in terms of policy at both a government and workplace level.

## Domestic Abuse – Christmas Appeal

Prior to Christmas 2016, the Human Resources Senior Team agreed that as a Directorate, they would undertake to support a charitable cause as a small measure of our Corporate Social Responsibility. The chosen and very worthwhile cause this year was “Silent Night, Violent Night’, which is conducted by Women’s Aid to support women and children who have to spend Christmas in a hostel due to domestic abuse. The Trust developed and has co-ordinated a domestic abuse support service for staff in conjunction with its Trade Union colleagues since 2008. The Trust and TU side have a sound track record in recognising the silent endemic of domestic abuse whereby one in four women can experience domestic abuse in their lifetime. Human Resources, Support Services staff and Trade Unions worked collaboratively to collect toiletries, toys, books, clothes as well as money and vouchers for those who were spending the holiday period in a refuge. The assembled collection, which resembled a ‘veritable Santa’s grotto’, was formally accepted by Patricia Lyness, Director of Belfast and

Damian McAlister, the Director of Human Resources and Organisational Development commented “*I feel that this initiative typifies the true spirit of Christmas and I speak on behalf of everyone that we have been genuinely pleased to have chosen this worthwhile cause*”.



## Age Friendly Charter



Belfast was the first city in Northern Ireland to join the World Health Organisation's Global Network of Age-friendly Cities. An age-friendly city is one in which organisations work together to make sure the quality of life for people is enhanced as they age. The Age-friendly Belfast Charter is a statement of commitment by participating organisations to work together towards a more age-friendly city. Belfast, along with most developed nations, has an ageing population. We have seen a 17% increase in the numbers of people age 85+ since 2001. Currently 19% of the population

is over 60 and this is expected to increase to 36% by 2050.

### The Age-friendly principles include:

- Customer care that presents opportunities for older people to provide feedback and shape services
- Communication which provides accessible information and respects diverse decisions and lifestyle choices of older people, promoting a positive view of ageing
- Accessibility and signage which anticipates and responds flexibly to the needs of older people
- Valuing a diverse workforce by recognising the wide range of capabilities and resources for people of every age.

Belfast Health and Social Care Trust has signed up to the Age-friendly Charter. Its aim is to help organisations and business to sign up to shared standards that will help make Belfast a city where older people live life to the fullest.

The Trust's purpose is to improve health and wellbeing, and reduce health inequalities, so the opportunity to further develop Age-friendly services and locations is important for us. Medical Director, Cathy Jack, is coordinating Charter work with an expert team across Belfast Trust. She said, "We are delighted to be part of the Age-friendly Belfast Charter and look forward to continuing to improve our services and in becoming more age friendly."

As part of the Trust's Age-friendly Action Plan, there will initially be focus on two hospital sites – Belfast City Hospital and Royal Victoria Hospital – delivering customer care training, as well as working on communication, signage and accessibility. The Trust will also aim to raise dementia friendly awareness with a number of dementia friendly champions. In accordance with this, the Trust will be implementing 'John's Campaign' – allowing families and carers of people with dementia to remain with them in hospital for as many hours as they are needed, and as they are able to give.

The Trust is also a member of the **Age at Work Collaborative Network** supported by Business in the Community and has worked during the period with other public and private sector employers to share best practice and take forward initiatives. The **NHS**



**Working Longer Group** age readiness checklist is being reviewed by HR teams and the health and wellbeing objectives overseen by the B-well Steering Group.

In particular, a series of focus groups centred on age-related issues at work have taken place across the Trust. The five main themes emerging from the focus groups were:

1. Preparing for Retirement
2. The Use of IT
3. Relationships with Managers
4. Flexible Working
5. Health

These themes will help inform our action plan which is under development. The Trust also provided two pre-retirement workshops for staff and are working with colleagues regionally to review the Flexible Retirement Policy.

### Dementia Champions

Twelve Belfast Trust staff members graduated amongst Northern Ireland's second cohort of Dementia Champions at a ceremony held in their honor in Antrim earlier this year. The Dementia Champions Training Programme was developed and provided in partnership by the Health and Social Care Board, the Public Health Agency, Connected Health, North West Regional College, the Department of Health and Atlantic Philanthropies.

The programme was specifically designed to support the development of Dementia 'champions' as agents of change in improving the experience, care and outcomes for people with a dementia. It represents a landmark on our journey towards a better quality of life and well-being for people receiving dementia services

### Interpreting Services

The primary aim of Northern Ireland Health and Social Care Interpreting Service is to significantly improve access to health and social care for patients who do not speak English as a first or competent second language. Interpreters are bound by confidentiality and provide their services on a 24/7 basis. NIHSCIS has 300 accredited, trained interpreters registered in 36 different languages.

Demand for interpreting continues to increase on an annual basis with over 106,000 requests for interpreters processed during 2016-17. Of these, Belfast Trust made 31,852 requests. The top 5 languages requested by Belfast Trust are as follows:

**Table 3:**

Language	Number of requests
Polish	6721
Romanian	4748
Chinese - Mandarin	3735
Arabic	3622
Slovak	3016

Whilst demand increases in general for interpreting so too does the diversity of those languages requested. For instance, we have unprecedented language requests for Sylheti, Oromo and Miripuri – all of which would indicate the growing cultural diversity of Northern Ireland.

Working Well With Interpreters training continues to be provided to Belfast Health and Social Care Trust staff by the Northern Ireland HSC Interpreting Service and this training includes guidance on how best to use the online booking software, which was introduced in January 2016.

Belfast Trust also currently uses 'The Big Word' for telephone interpreting services, which is used when a face-to-face interpreter is not required or in the event of an emergency situation.

### Contract Adjudication Group for written translations and telephone interpreting

Health and Social Care has a regional contract to procure written translations, telephone interpreting and back up face to face interpreting services. The contracts with current suppliers are due for renewal and the HSC Equality Leads have partaken in the contract adjudication group to procure the language support services for coming years.

### LGBT Awareness Week NI 2016



**LGBT Awareness Week NI 2016**  
in association with The Rainbow Project, HereNI and Cara-Friend

You are cordially invited to attend the launch of this Week  
**In the Reception Hall, Belfast City Hall**  
on Monday 16th May 2016 at 9.30am for 10.00am  
with speakers

Deputy Lord Mayor of Belfast, **Alderman Guy Spence**  
**Ellen Murray**, GenderJam NI and Cara-Friend  
**Ruth McCarthy**, Director, Outburst Queer Arts Festival  
**Patrick Corrigan**, NI Programme Director, Amnesty International UK

Belfast LGBT Centre, 1st & 2nd Floors, War Memorial Building, 9-13 Waring St, Belfast, BT1 2DX

Trust representatives were delighted to partake in the launch of LGBT Awareness Week NI on Monday 16<sup>th</sup> May 2016 in Belfast City Hall. The theme for this year's week was Challenge Homophobia and Transphobia (CHAT). The International Day against Homophobia, Transphobia and Biphobia is on **Tuesday 17<sup>th</sup> May** with a theme of "Mental Health and Wellbeing." Studies show that lesbian, gay and bisexual people show higher levels of anxiety, depression and suicidal feelings than heterosexual men and women. Rates of drug and alcohol misuse have also been

found to be higher, but the real picture is uncertain because of the reluctance of some patients to disclose their sexuality and some healthcare staff feeling uncomfortable asking the question.

The Trust used the week to raise awareness of the e-learning programme or tailored training on request from the Equality team and also to re-issue information and details on the HSC LGBT forum.

## Read and Write Software

Whilst it is estimated that 10% of the population has dyslexia, RCN noted recently that the prevalence amongst nursing staff is higher at 14%. In addition, 4% of Trust staff are BME - this is likely to rise with international nursing recruitment. Finally, of note is the low literacy levels in NI. It is estimated that 24% of the population are at Reading Level 1 and below (2nd highest figure in Europe).

The Trust has undertaken a pilot to trial digital inclusion software called Read and Write (R&W) with a view to making the software available to all Trust staff.

The software assists staff with dyslexia, visual impairments, cognitive deficits, low literacy skills and those not proficient in English as a first language with day-to-day tasks such as writing documents and reading online materials. R&W can be accessed on Windows PCs, Macs, Google, iPad and Android tablets. It is produced, managed and supported by a local company TextHelp.

R&W makes lots of everyday literacy tasks simpler, quicker and more accurate. The software has many features including the ability to:

- Produce a glossary for complex words (inc. medical/pharmaceutical words)
- Convert written documents into MP3 / speech formats – these can then be transferred to a phone and listened to whilst staff are on the move or emailed out to service users requiring alternative formats
- Convert pdf documents to word for editing
- Create alternative formats such as Easyread through the use of Widgets
- Tint the screen which helps staff with visual stress and dyslexia

The software was first demonstrated to the Director of Planning, Performance and Informatics, Director of Human Resources and Co Director of Informatics and it was agreed that the resource could yield many benefits for staff within an Investors in People organisation.

A pilot of the software was subsequently undertaken with 25 Trust staff across a range of directorates, roles/bands (clinical and non-clinical staff) between January and March 2017. 90% of those surveyed rated the software as Excellent / Very Good.

A business case has been drafted outlining this feedback and the rationale for introducing the software for all staff to seek funding for it.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2016-17 (*or append the plan with progress/examples identified*).

A copy of the Trust's [S75 Action Plan](#) was included with last year's S75 annual progress report 2015/16 which was submitted to the Equality Commission for NI by the deadline of 31st August 2016. The plan included notes of attainment and examples of progress over the lifespan of the Trust's previous Action Plan 1st May 2014 – 1st May 2017. All the actions were completed except for 4 which will roll forward into the Trust's new draft S75 Action Plan covering the period 2017-2022. Further detail in Section 7.

- 3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2016-17 reporting period? (*tick one box only*)

√  Yes                       No (go to Q.4)                       Not applicable (go to Q.4)

Please provide any details and examples: Include screening outcome reports –

**Screening outcome reports:**

[April – June 2016](#)

[July – Sept 2016](#)

[Oct – December 2016](#)

[January – March 2017](#)

3a) With regard to changes made to policies, practice or procedures and/or service delivery areas, what difference was made or will be made for individuals i.e. the impact on those according to Section 75 category.

3b) What aspect of the Equality Scheme prompted or led to the change(s)? (*tick all that apply*)

### **Centralisation of Ophthalmology Clinical Centres**

In 2016 the Trust conducted a formal Equality Impact Assessment on the development of the Ophthalmic Clinical Centres in Northern, Southern and South Eastern Local commissioning Groups/Trust areas. The proposal was aimed at modernising delivery of Ophthalmology outpatient services to ensure that a wide range of services were available at each centre. This in turn would mean that patients would no longer to have attend for multiple visits or travel to Belfast for some treatments and were able to access 'one-stop' facilities which provided enhanced, modern imaging and diagnostic capacity, ensuring people saw the right person in the right place at the right time.

Through the EQIA consultation process the Trust was informed that whilst the majority of users welcomed the proposal, it would for a small number of patients result in them having to travel further in certain instances.

The Trust recognised the potential for impact on service users as a result of this proposal and sought to mitigate any adverse impact by ensuring that there was enhanced information provision regarding support such as access to transport and transport costs e.g. Trust Travel Expenses Scheme and how to reclaim for travel costs, or access a taxi. The Trust also provided the option for patients to indicate which centre would suit them best.

This was a result of what was identified through the EQIA and Consultation exercise.

### **Shopmobility Scheme at Belfast City Hospital**

Shopmobility Services have been provided at the Royal Victoria Hospital since 2007. The scheme in partnership with Belfast HSC Trust offers the use of free to hire mechanised scooters and self-propelling wheelchairs to service users with restricted mobility. It also provides a Meet and Greet and Sighted Guide Schemes.

Monitoring and evaluation of the service clearly demonstrated the value and importance of the service at the Royal and that there would be merit in scoping the extension of it to the Belfast City Hospital. Funding has now been secured to extend the service to the City Hospital.

Provision of this Scheme at the Belfast City Hospital will ensure that service users with restricted mobility can access services and appointments with independence and dignity. Expansion of the service will help promote equality of opportunity and equality of access.

Extension of the service has been successfully funded as a result of analysis from monitoring the impact.

### **Black and Minority Ethnic Welcome Pack**

Feedback from engagement and consultation in regard to the Trust's Good Relations Strategy illustrated that it would be beneficial to develop a Welcome Pack for each of the Trust Wellbeing and Treatment Centres for both staff and service users. The pack would provide information for staff on how to access interpreting services and various literature to help them provide a culturally competent service to service users, who may be new to Northern Ireland or are not proficient in English.

The pack for service users would contain pictorial information and written detail on services provided at each of the centres, maps, as well as useful contact details, how the Health and Social Care service operates in Northern Ireland etc.

## PART A

The impact of the Welcome Pack for BME service users will mean that reception staff have a better understanding of their needs and that the staff will be better able to provide a culturally competent, accessible and welcoming service.

This project has been brought forward to ensure that service users who are new to Northern Ireland or who are not proficient in English – this is a change to promote access to information.



**Section 2: Progress on Equality Scheme commitments and action plans/measures**



**Arrangements for assessing compliance (Model Equality Scheme Chapter 2)**

4 Were the Section 75 statutory duties integrated within job descriptions during the 2016-17 reporting period? *(tick one box only)*

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

Belfast Trust includes the following information on its job descriptions:

Employees of the Trust are required to promote and support the mission and vision of the service for which they are responsible. Employees must adhere to Equality and Good Relations duties throughout the course of their employment.

5 Were the Section 75 statutory duties integrated within performance plans during the 2016-17 reporting period? *(tick one box only)*

PART A

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

Equality training is part of the statutory and mandatory training matrix. The Trust's statutory and mandatory training policy highlights the Trust's recognition that statutory and mandatory training is of vital importance in the provision of high quality services to our patients and clients and is essential for effective risk management and the maintenance of required standards. The highest levels of compliance are expected right across the organisation. All individual teams and departments are assessed in terms of their compliance with statutory and mandatory training through regular audits and information pertaining to compliance is included in every accountability review. Each Director, Co-Director and Senior Manager within the organisation receives a detailed report on compliance. Targets for improvement in compliance have been established for each directorate within the incoming Corporate Management Plan.

The national Knowledge and Skills Framework (KSF) is the process linked to annual development reviews of all Trust staff and personal development plans. Equality and diversity is one of the six Core Dimensions and it reflects a key aspect of all jobs and underpins all dimensions in the KSF.

In the 2016-17 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? (*tick all that apply*)

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2016-17 report
- Not applicable

Please provide any details and examples:

Within the Corporate Management Plan 2016-2017, the Trust committed to develop Action plans on disability, Section 75 inequalities and Good Relations.

### Equality action plans/measures

7 Within the 2016-17 reporting period, please indicate the **number** of:

Actions completed:	25	Actions ongoing:	2	Actions to commence:	2
--------------------	----	------------------	---	----------------------	---

Please provide any details and examples (*in addition to question 2*):

The four actions identified as either ongoing or still to commence have been rolled over into the forthcoming action based plan.

#### Ongoing actions:

- 1) Development of a Regional Recruitment Policy for the management of regional recruitment exercises.
- 2) Development of a Regional Transgender Policy.

#### Actions to commence

- 1) To work with Trust service areas to identify the key issues to address in preparation for extension of Age Discrimination Regulations into the sphere of goods, facilities and services. This has not progressed as there has been no progress on potential to introduce the legislation.
- 2) To work with the ECNI to develop best practice Equality Impact Assessment Template –  
Work with the Commission has not yet commenced as we await feedback on the outcome of the pilot screening template.

All detail on progress on the completed actions has been outlined extensively in [plan](#). The majority of the focus in this reporting period was preparation and drafting of the forthcoming S75 inequalities plan, the disability action plan and the good relations plan – all of which will span 2017-2022.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2016-17 reporting period (*points not identified in an appended plan*):

There have been no changes or amendments to the plan or measures other than the anticipated completion for 4 of the actions – as detailed above.

9 In reviewing progress on the equality action plan/action measures during the 2016-17 reporting period, the following have been identified: (*tick all that apply*)

- Continuing action(s), to progress the next stage addressing the known inequality

- Action(s) to address the known inequality in a different way
- √  Action(s) to address newly identified inequalities/recently prioritised inequalities
- √  Measures to address a prioritised inequality have been completed

### Arrangements for consulting (Model Equality Scheme Chapter 3)

- 10** Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: (*tick one box only*)

All the time      √  Sometimes       Never

- 11** Please provide any **details and examples of good practice** in consultation during the 2016-17 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

#### Early engagement to inform our plans

Key to this reporting period was the pre-consultation activity, which took place in January 2017 on the formulation of draft Equality Action Plans, Disability Action Plans and the new Good Relations Strategy. The regional engagement event used a variety of different involvement means – using innovative approaches e.g. Café Style conversations, Big Brother Diary room, Graffiti Wall and Postbox. This meant that people could engage in different ways – either openly and publicly or express their views privately. The feedback was very favourable and afforded participants more choice in how they responded. Some prime examples of the level of participant satisfaction included comments such as “Fabulous start, this is a long and exciting road to travel” and “thank you for listening”.

#### Appreciative Inquiry Model

Belfast Trust is taking forward an appreciative inquiry approach whereby we are talking with carers and staff. Appreciative inquiry is about talking to people to appreciate and discover shared stories of experiences, successes and strengths. The focus is on what is good and sharing these stories to get everyone’s views and listen to what they have to say. It is a model that seeks to engage stakeholders in self-determined change and is very much in accordance with co-design and co-production, which was outlined in the Minister for Health’s Delivering Together strategy. Pilots of the appreciative inquiry are being taken forward within Dementia services and Learning Disability Services- and the learning will be rolled out in other areas. The concept is seeking to involve people who use our services or whose dependants use these services and acknowledging that people with ‘lived experience’ of a condition or health need are often best placed to advise on what support and services will make a positive difference to their lives.

## **Good Relations Workshop**

A Good Relations Workshop was held on the 2<sup>nd</sup> November and those in attendance were the Good Relations strategic group members. The feedback will help inform the development of the incoming Good Relations strategy 2017-2022.

## **Interviews**

Throughout October and November of 2016, a number of interviews were conducted with key persons in the Trust regarding Good Relations. The feedback provided will help inform development of the incoming Good Relations Strategy 2017-2022.

## **Questionnaire deployment**

During 16<sup>th</sup> to 30<sup>th</sup> November, staff and service users were invited to complete a voluntary questionnaire in each of the acute Hospitals and all seven Wellbeing and Treatment Centres across Belfast. Staff had the opportunity to either complete the questionnaire face-to-face or online via Survey Monkey.

Work was also ongoing to engage with community groups across Belfast in 2017 on the findings of the survey and interviews. Working with community groups and key stakeholders has proved effective to date since co-design ensures that everyone's priorities are considered and mainstreamed into the Strategy.

## **Online consultation**

Belfast Trust has also acquired licenses to use Citizen Space, a cloud based software consultation tool. Citizen Space facilitates managing all consultations in one place. Citizen Space includes a wealth of easy-to-use tools to make your consultations more interesting and informative – this will allow rich media embeds, PDF document viewers and on-demand fact banks. The purpose of the software is to try to simplify consultations. The software will be used for the first time in the Trust for our consultation on our draft Good Relations Strategy. The Equality Team in Belfast Trust will also co-ordinate and administer the more multi-faceted regional consultation on the draft Disability Action Plan and Equality Action Plan and each respective Trust's local action plans during the next reporting period.

## **BSO Interpreting Service Customer Survey 2016/17**

As reported in previous annual reports, the Northern Ireland Health and Social Care Interpreting Service was subject to a regional review and amongst the recommendations, was the transition from Belfast Trust to Shared Services in the Business Services Organisation. Another was introduction of new online booking software and the use of barcodes for practitioners to verify appointments. It has been important to monitor the efficacy of the service and as such, HSC Staff and

Practitioners were asked to complete an Interpreting Service Survey in December 2016.

**165** responses were received in total from a range of HSC Staff and Practitioners who access the Service.

### **Summary of Results:**

#### **How would you rate the overall service you received?**

**96%** answered "Very good" or "Good"

#### **Would you say that our service has improved over the past 12 months?**

**72%** of HSC Staff and Practitioners who use the Service either "strongly agreed" or "agreed" with this statement (**26%** neither agreed or disagreed).

#### **How satisfied are you with the time taken to complete the Service?**

**92%** of HSC Staff and Practitioners who use the Service answered that they were "very satisfied" or "satisfied".

#### **How would you rate the Interpreting Service Online Booking System?**

**93%** answered "Excellent" or "Good".

#### **Overall, how satisfied are you with the quality of our customer service?**

**93%** of HSC Staff and Practitioners who use the Service answered that they were "very satisfied" or "satisfied".

### **6. The Interpreting Service (and its staff):**

Provides an effective service	<b>98%</b> either "strongly agreed" or "agreed" with this statement
Is approachable	<b>94%</b> either "strongly agreed" or "agreed" with this statement
Is consistent and dependable	<b>94%</b> either "strongly agreed" or "agreed" with this statement
Is courteous	<b>94%</b> either "strongly agreed" or "agreed" with this statement
Provides prompt confirmation of bookings	<b>96%</b> either "strongly agreed" or "agreed" with this statement

- 12** In the 2016-17 reporting period, given the consultation methods offered, which consultation methods were **most frequently used** by consultees: *(tick all that apply)*

√  Face to face meetings

√  Focus groups



PART A

- √  Written documents with the opportunity to comment in writing
- √  Questionnaires
- √  Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- Telephone consultations
- Other (*please specify*):

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

At our regional engagement event in January 2017, 90 individuals and organisations came from across the Section 75 categories – people indicated in their feedback that they preferred the interactive type event with many different ways to engage and communicate.

- 13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2016-17 reporting period? (*tick one box only*)

√  Yes                       No                       Not applicable

Please provide any details and examples:

[Equality Bites](#)

And Bi-Annual Good Relations bulletins:

[Good Relations April 2016](#) [Good relations bulletin March 2017 VOL 7.pdf](#)

- 14 Was the consultation list reviewed during the 2016-17 reporting period? (*tick one box only*)

The consultation list is reviewed on an annual basis

√  Yes                       No                       Not applicable – no commitment to review

**Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**

**Screening outcome reports:** [April – June 2016](#) [July – Sept 2016](#) [Oct – December 2016](#) [January – March 2017](#)

- 15 Please provide the **number** of policies screened during the year (*as recorded in screening reports*):

59
----

- 16 Please provide the **number of assessments** that were consulted upon during 2016-17: 1 EQIA

	Policy consultations conducted with <b>screening</b> assessment presented.
x	Policy consultations conducted <b>with an Equality Impact Assessment (EQIA)</b> presented.
	Consultations for an <b>EQIA</b> alone.

- 17 Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

Engagement event re Good relations strategy and action plan, Disability Action Plan and Inequalities Action Plan

Provision of Ophthalmology outpatient centres

- 18 Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (*tick one box only*)

Yes       No concerns were raised       No       Not applicable

Please provide any details and examples:

**Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)**

- 19 Following decisions on a policy, were the results of any EQIAs published during the 2016-17 reporting period? (*tick one box only*)

Yes       No       Not applicable

Please provide any details and examples:

[Improving Ophthalmology OP Services Consultation Document and Equality Impact Assessment May 2016\(1\).pdf](#)

**Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)**

**20** From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2016-17 reporting period? *(tick one box only)*

- Yes  No, already taken place  
 No, scheduled to take place at a later date  Not applicable

Please provide any details:

**21** In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

- Yes  No  Not applicable

Please provide any details and examples:

By applying an equality and human rights lens through the screening process, these policies have been changed to ensure equality of opportunity for people within the Section 75 categories and to introduce mitigating measures.

[Protocol for patients who cancel or DNA outpatient appointments 2.pdf - Pilot of sending referral acknowledgement letters by text and letter service.pdf](#) – this pilot was introduced further to ongoing engagement with British Deaf Association, Action on Hearing Loss and Royal National Institute for the Blind. This was regarding the accessibility of health and social care related information and the need to improve it.  
[CCTV at Muckamore Abbey Hospital 280217.pdf](#)

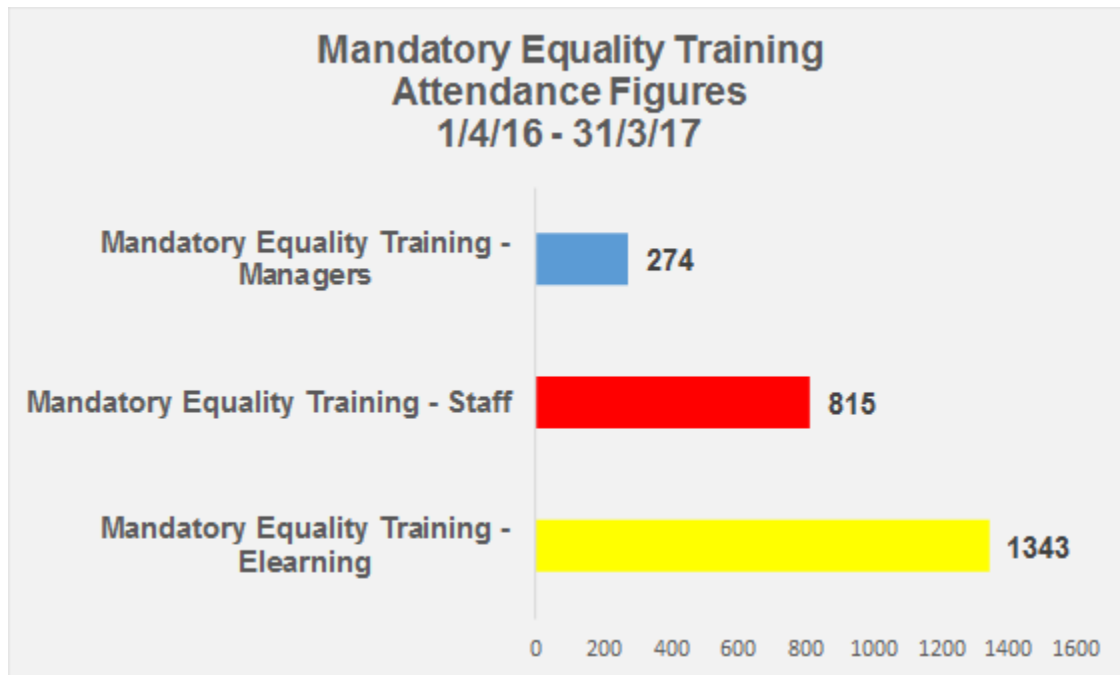
**22** Please provide any details or examples of where the monitoring of policies, during the 2016-17 reporting period, has shown changes to differential/adverse impacts previously assessed:

**23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

### Staff Training (Model Equality Scheme Chapter 5)

- 24 Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2016-17, and the extent to which they met the training objectives in the Equality Scheme.

Figure 12:



During this reporting period, 90 people attended Disability Awareness training and 33 attended human rights awareness training.

- 25 Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The Trust is proactive in reviewing evaluations of its training to ensure that it is meaningful, impactful and meets the stated objectives. Below are a snapshot of some of the feedback that has been received in terms of the mandatory equality training.

**Figure 13:**



All those who attend the training are also furnished with a copy of the Equality, Good Relations and Human Rights training manual as a go-to resource to help ensure that equality, good relations and human rights are core to their considerations in service delivery and policy formulation.

**Public Access to Information and Services (Model Equality Scheme Chapter 6)**

**26** Please list **any examples** of where monitoring during 2016-17, across all functions, has resulted in action and improvement in relation **to access to information and services**:

As earlier referenced, the Trust launched the Making Communication Accessible guidance in June 2016 but in order for the guidance to be impactful thereafter, it was important to maximise the distribution and to raise awareness.

3,000 hard copies were printed as were 1,000 coasters/post-its and mouse mats

The hard copies were disseminated to:

- All Equality Leads in each Trust plus BSO and HSC Board with advice to promote internally and beyond
- BSO’s 10 affiliated bodies e.g. RQIA and all GP surgeries
- BHSCT Section 75 database which includes community & voluntary groups & MLAs
- Members of the Regional Physical and Sensory Disability Strategy Group
- Learning and Development Team in HR at NI Assembly.



The online resource is available to download from BHSCT website and also on the intranet. The Making Communication Accessible guidance was promoted at ECNI conference June 2016 'Every Customer Counts' and now via <http://www.equalityni.org/Employers-Service-Providers/Disability-GFS/Public-Sector-good-practice>.

Internally, the guidance was distributed amongst:

- Human Resources Managers
- Disability Steering Group
- Band 4 managers and above
- Trust Board
- Trust SMT
- Face to face : Mandatory Equality Training for Managers and Staff.

## Public Sector NI Wide Framework for Translation, Interpreting and Transcription

The Central Procurement Directorate (CPD) established a public sector NI framework for Translation, Interpreting and Transcription during the current reporting period. The Steering Group comprises of representatives from the HSC, BSO, CPD and PaLs. The Group met on a number of occasions during the year under review to explore the potential for these services to be procured on a regional basis and across a range of government departments. CPD identified Interpreting and Translation as a suitable category for public sector collaboration.

**NB:** Collaboration involves the centralisation of the procurement of services which are common across multiple organisations leading to the aggregation of demand with a view to achieving improved value for money. All public sector collaboration is being driven by the Public Accounts Committee (PAC) with ministerial input.

The collaboration led by CPD for the provision of Interpreting, Translation and Transcription requirements for the NI public sector covers a range of services including face to face interpretation, written translation and telephone interpretation. The Trust's Equality lead has participated in this collaborative venture, as one of the biggest users of interpreting provision.

### Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2016-17?

Insert number here:

0

Please provide any details of each complaint raised and outcome:

No complaints were received in relation to the Equality Scheme during the reporting timeframe. The Equality Team do offer support, advice and recommendations to colleagues in Complaints and Service Group areas should

there be a complaint alleging a lack of equality or discrimination. The Complaints and Compliments now automatically forward correspondence of this nature to the Equality Lead by way of quality assurance in this regard.

The Trust produces an Annual Report covering the areas of Complaints and Compliments.<sup>2</sup>

### Complaints:

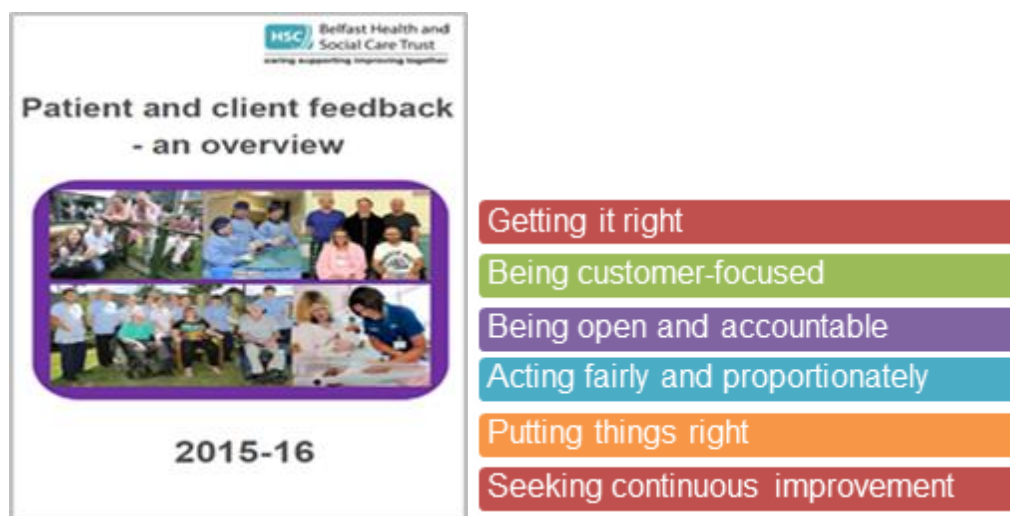
In 2015 – 2016, the number of formal complaints received by the Trust has reduced by 21% in the last year to 1713.

The most frequent reasons for complaints about our services this year were:

- Length of wait for treatment / appointments
- Quality of treatment & care
- Communication/provision of information
- Staff attitude/behaviour.

The Trust's response to feedback about our services is based on principles of good complaint handling:

### Figure 14:



### Compliments:

The Complaints Team were formally notified of **5,665** compliments by wards and departments during 2015/16.

Compliments are always appreciated as they allow patients' positive experiences to be shared with our staff members, as well as identifying good working practices that can potentially be shared and expanded into other services.

<sup>2</sup> Report available here - <http://www.belfasttrust.hscni.net/pdf/BHSCT-Patient-and-client-feedback-2015-16.pdf>

## PART A

We continually work to make sure that where concerns or criticisms are raised by patients, these are dealt with in an effective way by the Trust. In particular we aim to ensure that:

- The process of making a complaint is **easy** for patients
- Patients' issues are investigated in a **fair, thorough** and **timely** manner
- Appropriate **actions** are taken to address the investigation findings in a way that fully resolves the matter for the complainant.

### Section 3: Looking Forward

**28** Please indicate when the Equality Scheme is due for review:

Any changes that currently need to be made to the Scheme at this juncture are merely cosmetic and do not affect or dilute any of the commitments in the Scheme. The Trust would propose that a larger scale, more encompassing review would be more appropriate after the next Effectiveness Review, which will take place during the Commission's current corporate planning cycle.

**29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? (*please provide details*)

Given the sheer size and scale of the organisation, screening, consultation and training will all continue to be a focus during the next reporting period. If there are proposed changes emanating from New Directions 2, the Trust will ensure that equality, good relations and human rights considerations will be at the heart of their formulation. The Trust will also work collaboratively with other regional HSC organisations in a partnership capacity to progress proposals at a strategic level which stem from Health and Wellbeing 2026: Delivering Together.

The Trust has also a number of key strategic action plans for the period 2017-2022 on which it will consult formally in the next reporting period from August until November 2017:

- The Trust's second draft Good Relations strategy: Healthy Relations for a Healthy Future 2
- The Regional HSC Trust draft Equality Action Plan, and the Trust's local draft Equality Action Plan.

And

- The regional HSC Trust draft Disability Action Plan, and the Belfast Trust local draft Disability Action Plan.

The Belfast Trust's Good Relations Strategy and Action plan will be consulted on from May until September 2017. It is based on the following themes, which have been informed by engagement and involvement with key stakeholders:

- 1) Ensure cohesion and consistency with National, Regional and Council Strategies e.g. Together Building a United community, Programme for Government, Race Equality Strategy and Belfast City Council's Belfast Agenda and good relations Action Plan and the Peace IV Programme.
- 2) Partnership/collaborative working with Belfast City Council to explore possible joint initiatives and Peace IV Programme.
- 3) Development of Initiatives for staff and service users which promote respect, dignity, mutual understanding, embrace diversity and ensure Trust facilities are shared spaces and accessible to everyone.

- 4) Develop Initiatives for staff to foster respect, mutual understanding, cultural awareness and improved access to services.
- 5) Improved Communication externally and internally re the Trust good relations strategy, activities and initiatives.
- 6) Link Trust strategy and action plan to Trust values.
- 7) More involvement/communication and participation with local communities and partnerships to consider local issues in terms of strategy.
- 8) Consider initiatives that address needs of Syrians/Roma/ Traveller communities
- 9) Review Trust good relations strategic group to enable wider representation.
- 10) Promoting Diversity and Good Relations for Staff.

The Equality and Disability Action plans detail the proactive work that the Trust will undertake at both a regional level to tackle Section 75 inequalities and to promote positive attitudes towards disabled people and to encourage their full participation in public life.

The Equality Plan includes actions aimed at:

- ✓ Simplifying our Section 75 processes
- ✓ Promoting equality in our services
- ✓ Supporting our Staff.

The Disability Action Plan includes actions aimed at:

- ✓ Promoting positive actions and increased participation through training, awareness and resources
- ✓ Supporting full participation of disabled people by improving accessibility
- ✓ Supporting full participation of and positive attitudes towards disabled people in our workforce.

The actions in these plans and compliance with our Equality Scheme in terms of equality screening and impact assessments and training provision, along with communication and information provision) will constitute a significant and ambitious programme of work. The Trust anticipates that it will continue to deliver an exemplar model and good practice in the equality arena.

**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2016-17) reporting period? *(please tick any that apply)*

- ✓  Employment
- ✓  Goods, facilities and services
- ✓  Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

**PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans**

**1. Number of action measures for this reporting period that have been:**

**34**

Fully achieved

**6**

Partially achieved

**1**

Not achieved

**2. Please outline below details on all actions that have been fully achieved in the reporting period.**

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

Level	Public Life Action Measures	Outputs <sup>i</sup>	Outcomes / Impact <sup>ii</sup>
National <sup>iii</sup>			
Regional <sup>iv</sup>	Trusts will work regionally in partnership with disability groups such as Disability Action and other local groups to enhance participation in public life positions.	All Trusts continue to work in a proactive and engaging way with disability representative organisations, either through our internal forums and groups or in our consultation with Section 75 organisations in relation to our policies and proposals.	Mainstreaming of disability issues; improved communication; input from Disability Representative Organisations into the ongoing work of Trusts.



PART B

	<p>To further promote the health of people with a learning disability.</p>	<p>In the case of Belfast Trust, our Disability Steering Group includes representation from a range of disability organisations.</p> <p>A standardised regional Hospital Passport was produced for people with a learning difficulty. Following a public launch, the resource is being adopted and promoted by all HSC Trusts. In Belfast, the hospital passport will form part of an online resource guide for staff across all hospitals.</p>	<p>Improved communication between patients with a learning difficulty and HSC staff. Ensures that relevant information regarding patients with a learning disability is known by staff members and acted on accordingly, thus contributing to an improved experience overall.</p>
<p>Local<sup>v</sup></p>	<p>Belfast Trust has a Mental Health service user consultant to inform service provision and policy formulation.</p>	<p>Dedicated appointed person in place. The mental health service user consultant has been involved in the development of the Trust's new adult mental health inpatient facility. Service user feedback on the mocked up bedroom is being used to inform the design.</p>	<p>Improved communication with service users and carers during ongoing engagement and consultations.</p>

	<p>The Trust also has a range of forums to ensure people with disabilities are involved and influencing how the Trust provides health and social care and employs its staff.</p>	<p>Examples in BHSCT are Disability Steering Group: where a number of disability representative organisations and individuals with disabilities are core members.</p> <p>Belfast Trust trained staff and carers in 'Appreciative Inquiry' - a consultation methodology that focuses on positive constructive co-design - in two pilot areas Dementia and Learning Disability. The model is being used to progress reviews of services in these areas.</p>	<p>Improved communication between Trust and Disability representative organisations. Relevant strategic decisions are discussed and agreed mutually. Trusts benefit from the knowledge and experience of those who use and benefit from our services.</p> <p>Service modernisation and reform co-designed which best meets service user's needs.</p>
	<p>Disabled Employee Network was established in 2012. It is a network for disabled employees run by disabled employees. DEN aims to take forward initiatives designed to ensure disabled staff play a full role in the Trust, promoting a positive culture and highlighting the contribution of disabled staff.</p>	<p>Disabled Employee Network (DEN) established and promoted through staff mandatory equality training. Chair of DEN is a member of the Trust's Disability Steering Group.</p>	<p>Staff with a disability are involved in decisions that affect them, can input into relevant policy formation and can access relevant information and guidance.</p>

PART B

	<p>User forum for People with a sight loss User forum for people who are Deaf.</p>	<p>Belfast Trust held a service user event for service users who are hard of hearing on 28<sup>th</sup> September 2016 where we demonstrated new items of equipment and technology we were considering purchasing. This was a resounding success with numbers in excess of what was expected, great service user involvement and participation. The trust received a lot of very positive feedback on the equipment and similar events are planned in the future.</p> <p>Belfast Trust has a service user forum for service users with a sight loss. The group recommended a design for an ID card for Blind and Partially sighted service users, which could be used, by service users as a means of identifying themselves to staff and seeking support in places such as airports etc. This in turn led to a meeting with</p>	<p>Enhanced service user involvement and participation in initiatives and issues directly affecting them. High levels of service user satisfaction.</p> <p>Belfast Trust service users involved in the creation of new initiatives that will benefit people with sight loss on a large scale.</p>
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PART B

		<p>the Department of Culture where Translink cards for Blind and Partially sighted people are now being considered for people over the age of 65 as they are now only provided for those under the age of 65.</p> <p>A regional Hearing Aid User Support Service (HAUSS) and Tinnitus Support Service was awarded to Action on Hearing Loss. Both contracts are for a 36-month period until 31<sup>st</sup> March 2020.</p>	<p>Enhanced consistent service user experience.</p>
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PART B

	<p>TILII (Tell It Like It Is ) is an innovative and unique project aimed at increasing awareness of learning disability in Northern Ireland through empowering individuals with a learning disability.</p>	<p>A number of TILII Groups are in place across Belfast Trust. They undertake a number of roles including facilitating training to the sector on understanding the needs of people with a learning disability; respond to public consultations and meet with various stakeholders including departments and regulators as a turn to expert by experience group.</p> <p>In the reporting period, TILII delivered induction training to 28 Health &amp; Social Care staff within the Belfast Trust.</p>	<p>Ensures the voices of people with a learning disability are heard and included.</p> <p>Enhanced service user involvement and participation in initiatives and issues directly affecting them.</p> <p>Greater understanding of issues affecting people with a Learning Disability.</p>
	<p>Promote a culture that attracts disabled applicants and supports disabled employees.</p>	<p>The Trust welcomes applications from disabled applicants and advertises via the Employers for Disability website. The Trust also encourages applicants to request any reasonable adjustments required for the selection process.</p>	<p>Ensures applicants/employees with disabilities are supported and valuable skills retained within the organisation.</p> <p>Promotes the organisation as an employer of choice.</p>

PART B

		<p>All employees participating on selection panels are required to have completed a recruitment and selection training programme, which includes guidance on disability and equality issues.</p> <p>The Trust's HR Team provides advice and guidance to both individuals and their managers on reasonable adjustments in the workplace.</p>	
	<p>Continue to implement Trust strategy on employing persons with a disability and associated reasonable adjustment guidance</p>	<p>The Trust has a Framework on the Employment of People with a Disability, which provides guidance to managers on making reasonable adjustments.</p> <p>In addition to the Trust's mandatory equality training the Trust provides disability and reasonable adjustment training to managers. The Trust also incorporates reasonable adjustment training into the attendance management training programme for managers.</p>	<p>Duty to make reasonable adjustments mainstreamed into policy and decision-making.</p> <p>Improved communication between disabled staff and their managers.</p> <p>Proactive strategy (Bwell) focusing on supporting the mental and physical health of Trust employees.</p>



PART B

		<p>The Trust is committed to improving the health and wellbeing of all its employees through its Bwell Strategy focusing on supporting the mental and physical health of employees and our focus on the ageing workforce. Subsequently, the Trust has signed up to the Age Friendly Charter and also committed to sign up to the Mental Health Charter.</p>	
	<p>Further extend ring fenced supported employment opportunities across Trust.</p>	<p>Ring-fenced posts for disabled persons with mental health conditions through the government Workable programme – a further two opportunities provided within this period. The Trust is currently scoping a positive action strategy for people with learning disabilities.</p>	<p>Supported employment opportunities in Belfast Trust assists people with disabilities with barriers to employment, to find and keep work.</p>
	<p>Maintain member of Excellence accreditation with Employers for Disability.</p>	<p>Member of Excellence accreditation with Employers for Disability maintained</p>	<p>The Trust continues to benefit from membership of Employers for Disability and the Trust is recognised as being committed to demonstrating implementing</p>

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			<p>an array of practical measures to attract and retain employees and service users with disabilities.</p>
	<p>Participate in Trust's Disability Steering group and sub working groups to further develop practice across key areas including Communication, Access, Training and Legislative Reform and Employability.</p>	<p>Belfast Trust Disability Steering Group (DSG) exists to provide strategic leadership and direction to ensure that we comply with our statutory and legislative requirements with regard to employment and service provision. DSG is chaired by the Director of Performance, Planning and Informatics meets quarterly. Membership includes representatives from key service and corporate groups together with community and voluntary sector representatives. Key DSG achievements include: review and update of appointments letter, validation of Trust disability awareness training, Consultation on the new Disability Action Plan 2017-2022, awareness session on forthcoming mental health capacity legislation</p>	<p>DSG continues to have a positive strategic impact, ensuring that the area of disability is forefront as a consideration for the Trust. At a practical level, much of the work emanating from this group contributes to the Trust ensuring equality of access to our services for people with a disability and enables us to fulfil our legislative duties.</p>

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		and monitoring of car parking.	
	<p>To review and consult on an Assistance Dogs Policy for implementation across all HSC Trusts.</p> <p>The Policy will be disseminated via normal communication channels to ensure its effective implementation E.g. via Corporate Communications, Staff E-Briefs, staff New sheets, communications and via staff training.</p>	<p>The Trust's Assistance Dogs Policy was amended and updated, in consultation with Guide Dogs for the Blind and Employers for Disability NI.</p>	<p>The policy minimises restrictions of access to Assistance Dogs in order to reduce distress to the person, the dog, staff and other patients and to fulfil Trust legislative duties. It is a guide for staff and aims to ensure services are accessed on an equal basis.</p>
	<p>Provide a minimum of 15 mentoring/ placements each year for disabled people in partnership with the Disability Sector.</p>	<p>16 placement opportunities for disabled persons provided across Service Groups.</p>	<p>Increased employability.</p>

2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
	<p>Provide training for managers on the reasonable adjustment duty and good practice.</p>	<p>Support for managers on making reasonable adjustments for staff with disabilities and long-term health conditions including six training sessions throughout the year.</p>	<p>Managers are better aware of their responsibilities towards members of staff who have a disability and are better equipped to facilitate reasonable adjustments. Managers aware of good practice and of the practicalities of ensuring the right support for their staff.</p>

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			Promotion of positive attitudes towards staff with a disability.
	<p>Ensure the continued staff uptake of face-to-face equality training and access to the e-learning Discovering Diversity disability module. Including office holders and those involved with selection and recruitment processes.</p> <p>To include the dissemination and use of the Disability Etiquette Leaflet developed in partnership with the disability sector.</p>	<p>1,343 staff availed of online mandatory equality training. 815 staff availed of face-to-face mandatory equality training. 274 managers availed of face-to-face mandatory equality training. The online training considers the following issues: Exploring fairness, Understanding prejudice, Dealing with difference in groups, Disability awareness, Stereotypes, Language, Medical/Social Model and Guidance for specific groups (physical, sensory, learning mental health).</p> <p>A new regional E-Learning Equality training programme for staff that complements the Discovering Diversity programme is being developed. The new mandatory programme is entitled 'Making a Difference' and references Disability Duties and case studies focusing on good practice when delivering a service to disabled service users and employing disabled staff.</p>	<p>Improved staff awareness of a range of issues and initiatives pertaining to equality, disability, human rights and good relations.</p> <p>Improved manager awareness of their roles and responsibilities to staff and service users, from an equality perspective.</p>
	<p>Training to include the principles of the UNCRPD.</p>	<p>The UNCRPD is covered in depth at the Trust's Disability awareness</p>	

		<p>Training and Human Rights training sessions.</p> <p>Human Rights are referenced in the new E-Learning Equality training programme for staff “Making a Difference”. One of the five interactive case studies focuses exclusively on human rights in a healthcare setting.</p> <p>The Social Work /Social Care Training and Development Coordinator in Belfast delivers a suite of training relating to human rights including:</p> <ul style="list-style-type: none"> <li>• Human rights awareness module for social workers which focuses on the implications of ECHR on practice with reference to relevant case law Children’s rights and the role if the NI Children’s Commissioner</li> <li>• Human Rights Act 1998– Implications for Mental Health Practice</li> <li>• Deprivation of Liberty Safeguards – Interim Guidance</li> <li>• Human Rights Act 1998 - Implications for Designated</li> </ul>	<p>Staff aware of the existence and importance of the UNCRPD and how it relates to their everyday work</p> <p>Raise staff awareness of the ECHR, UNCRPD and the UN Convention on the Rights of a Child.</p>
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		<p>and Investigating Officers (Adult Safeguarding).</p> <ul style="list-style-type: none"> <li>• Protecting Children with Disability.</li> </ul>	
	<p>Introduction of new training on Inclusive Communication for Reception staff.</p>	<p>New training module created by Trust Health &amp; Social Inequalities team, as part of induction training for reception staff. The module focused on inclusive communication with persons with a disability.</p> <p>Bespoke Disability Awareness training was delivered to 50 frontline staff - Nursing Auxiliaries and Healthcare support workers - from across the Trust as part of the Level 3 Qualification Credit Framework (QCF).</p>	<p>Improved communication skills among reception staff; fewer barriers to communication experienced; enhanced service user experience.</p> <p>Improved staff awareness and understanding in relation to the experience of service users who are disabled.</p>
	<p>To review provision of all Disability training across BHSCT</p>	<p>This has been conducted and the core disability equality awareness training has been presented to and reviewed by the Disability Steering Group. In response to the review and feedback Trust Health and Social Inequalities Team successfully bid for funding from the Trust Charitable Funds to film disabled service users experiences for use in disability equality awareness training.</p>	<p>Quality-assured training which has been informed by people with disabilities and organisations who represent them</p>



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	Sensory E-Learning	A Sensory Awareness e-learning programme was developed in collaboration with Royal National Institute of Blind People (RNIB) and Action on Hearing Loss (AoHL). This is available to all Trust staff to access. The programme will be included as a resource for staff through the forthcoming regional E-Learning Equality, Human Rights and Good Relations “Making a Difference” training.	Improved staff awareness and understanding in relation to the experience of people with sensory loss/impairment

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

Communications Action Measures	Outputs	Outcome / Impact
Conduct a base-line audit of current documents produced in Easy Read.	A base-line audit was carried out in 2016.	A combined list of all Easy Read publications is available for any staff member who requests it and for future planning purposes.
Work regionally to develop a comprehensive list of providers of accessible formats for persons with disabilities	A regional list of providers of accessible formats for persons with disabilities has been created.	Any HSC staff member can access up-to-date information about how and where to produce documentation in a large range of alternative formats, thus ensuring information is provided efficiently when required.

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	<p>Improve accessibility to website</p>	<p>Belfast Trust’s website benefits from a range of accessibility features including BrowseAloud. A new site with enhanced accessibility has been identified as a corporate priority.</p>	<p>Enhanced web user experience due to increased accessibility functions.</p>
	<p>Working with disabled people and representative organisations to ensure that all relevant information provided by health and social care is available in an accessible format for people with a disability by reviewing the Making Communication Accessible for all Guide.</p>	<p>The Making Communication Accessible guide was disseminated widely in the reporting period across all HSC Trusts including the NIAS, BSO, members of the Regional Physical and Sensory Disability Strategy Group, Learning and Development Team in HR at NI Assembly.</p> <p>3,000 hard copies and 1,000 coasters/post-its and mouse mats were disseminated. The guide is available to download on BHSCT website via <a href="http://www.belfasttrust.hscni.net/about/MakingCommunicationAccessible.htm">http://www.belfasttrust.hscni.net/about/MakingCommunicationAccessible.htm</a></p> <p>Belfast Trust provides a copy of the guide to all staff who attend mandatory equality training. In addition, the guide was proactively disseminated to Trust Senior Management Team, Trust Board members, Section 75 database (which includes community and</p>	<p>Staff have an easily accessible, relevant and up to date resource, which they can consult for information and advice relating to communicating with a service user with a disability.</p>

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		<p>voluntary groups &amp; MLAs) and to all Band 4 managers and above.</p> <p>The guide was promoted at ECNI conference June 2016 'Every Customer Counts' and is referenced as a good practice example by the Equality Commission via <a href="http://www.equalityni.org/Employers-Service-Providers/Disability-GFS/Public-Sector-good-practice">http://www.equalityni.org/Employers-Service-Providers/Disability-GFS/Public-Sector-good-practice</a></p> <p>The guide will be included as a resource for all HSC staff through the forthcoming regional E-Learning Equality, Human Rights and Good Relations "Making a Difference" training.</p>	
	<p>To contribute to the Regional Support Services Review (RCSSR) Task and Finish Group established to scope and review communication support service provision for health and social care in Northern Ireland.</p>	<p>Communication Support Services (British Sign language (BSL)/ Irish Sign Language (ISL) interpreting) are required to ensure that deaf / hard of hearing people, who use BSL / ISL as their first language, are able to access health and social care services. Hard of Hearing people also require communication support including lip speaking / electronic note taking to access services and those with a dual sensory loss i.e. deafblind may require specialist interpreting services such as hand on hand/</p>	<p>More equality of opportunity and consistency for people who are deaf or hearing impaired when accessing health and social care.</p>

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		<p>restricted visual frame interpreting. In 2013, the Health and Social Care Board (HSCB) initiated a regional review of the provision of Communication Support Services in Northern Ireland to determine the most appropriate arrangements for providing the service in the future. The review concluded in January 2016 and proposed that communication support services should be supplied in future on the basis of a regional shared service provided by the Business Services Organisation.</p> <p>In June 2016, a consultation on the recommendations from the regional review of communication support services for people who are deaf or hard of hearing across Northern Ireland was launched. The purpose of the consultation was to ensure that people who rely on Communication Support Services had opportunities to influence the development of the service regionally. A series of meetings held in partnership with Trusts and facilitated by the British Deaf Association NI, were held across all the health and social care Trust areas to enable people who are</p>	
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		<p>deaf or hard of hearing to express their views on a regional service model. The public consultation found overwhelming support for the recommendation that the Business Services Organisation would be commissioned to supply regional Communication Support Services for D/deaf and hard of hearing people who need to access to health and social care across Northern Ireland. The consultation findings have been approved by Health and Social Care Board members. All of the constructive feedback received during the consultation will be taken into consideration by the Advisory Group in the co-production of the new regional service model.</p>	
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2 (d) What action measures were achieved to ‘**encourage others**’ to promote the two duties:

	Encourage others Action Measures	Outputs	Outcome / Impact
	Safety Quality Belfast (SQB)	Approximately 150 Trust staff underwent a quality improvement training programme which consisted of a combination of online learning,	Many of the quality improvement projects arising from this cohort of SQB will have a beneficial impact on patients and clients with a disability, for example, improved meal time

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		monthly workshops and participation in a quality improvement project.	experiences for patients and improving referral processes etc. in some clinical areas.
	Disability Awareness Training	Dedicated Disability Awareness training is provided throughout the year for any member of staff who wishes to attend.	<p>Staff receive detailed, health and social care-specific information, guidance and advice in relation to disability.</p> <p>Increased staff awareness of service users and colleagues with disability.</p> <p>Promotion of best practice to staff.</p> <p>Dissemination of key resources such as Making Communication Accessible, Disability Etiquette Guide and Staff Guide to the UNCRPD.</p>
	Equality Screening	As demonstrated in the Annual Progress Report, the Trust undertook a large number of equality screenings in the reporting period (totalling 59). Undergoing screenings with managers and policy authors affords the Equality team the opportunity to explore any implications of Disability legislation arising from policies/procedures as the two duties are explicitly referenced in the screening documentation.	Staff are better aware of the implications of policies and proposals on the Disability duties and can demonstrate how the duties are being fulfilled.
	Regional Equality Manual	A regionalised Equality, Good relations and Human Rights training	Manual can be consulted by any staff member who wishes to find out more

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		<p>manual was produced to be used as part of staff equality trainings across all HSC organisations. Manual was disseminated widely – online and hard copy 8,000 hard copies were printed and disseminated to targeted staff throughout NI. Extensive numbers of staff were also proactively emailed electronic versions of the manual.</p> <p>The manual was drafted as a resource to complement our mandatory equality training.</p> <p>Everyone who attends the training is emailed a copy of the manual. It is also available on the hub to download.</p> <p>The manual provides an overview of Equality, Good Relations and Human Rights law. It emphasises the responsibilities each person working for the Trust has in terms of avoiding discrimination, pursuing good practice and embracing diversity. It provides very meaningful examples of how staff and service users can enjoy equality of opportunity in service delivery and in work.</p>	<p>information regarding equality, good relations or human rights in relation to health and social care. Manual helps with the delivery of training and provides an additional detailed resource for staff.</p>
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2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

	Action Measures fully implemented (other than Training and specific public life measures)	Outputs	Outcomes / Impact
	Participate in World Autism Awareness Day/ Month.	<p>As part of Autism Awareness Week running from 27th March – 2nd of April 2017, Belfast Autism Service for Children and Young People held an Art Exhibition on the Ground Floor of the Arches Well-being Centre. The gallery included poems, artwork and information about what it is like to be a young person with ASD. For example, how difficult social interactions can be for a young person with ASD. Staff and service users were invited to drop in to view the exhibition during Arches Centre normal opening hours throughout this week. All pieces were submitted by children and young people known to the service, and their siblings to showcase how talented and creative these children and young people truly are!</p> <p>Three young people wrote about what it is like to have an Autism Spectrum Disorder and agreed for</p>	Enhanced understanding, acceptance and awareness of ASD across the Trust.

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		us to share their stories with staff within Belfast Trust to help raise understanding, acceptance and awareness of ASD across the Trust.	
	Shopmobility	Belfast Trust operates a Shopmobility service on the Royal Hospital site. The service, which provides electronic scooters and wheelchairs for patients, has been operational for almost 10 years.	The service ensures that those with limited mobility have equality of access to services and can reach their destination, also provides users with more independence.
	Hospital Passport	A new standardised regional Hospital Passport was created to help improve the experience of hospital visits for people with a learning disability.	The patient's information contained in the passport will help all staff in healthcare settings to make reasonable adjustments to support safe and effective care for people with a learning disability while also improving the patient experience.
	New Equality E-Learning training package developed	Significant work has been undertaken in the creation of a new Equality e-learning platform for HSC staff. The training will go live in the coming months.	Trust staff will be able to access a dedicated, new and modern online training module for mandatory training purposes. This will offer staff more flexibility and options in relation to availing of training as it offers an alternative to face-to-face training sessions.
	Regional Physical & Sensory Disability Strategy	Belfast Trust continues to be involved in a number of the groups associated with the Strategy.	The Trust plays a vital role in directing the work of the Strategy. The expertise at Belfast Trust is

		<p>Action to address inequalities and identify gaps in service provision. Cross Departmental work including HSC Board, PHA, Trusts, DEL, DSD, voluntary organisations and service users. Review of communications support services</p> <p>Physical and Sensory Disability Strategy and Action Plan 2012-2015/17</p> <p>The Trust continues to support the Physical and Sensory Disability Strategy Implementation Group, which directs co-ordinates and manages the project infrastructure and implementation of the Physical and Sensory Disability Strategy and Action Plan 2012-2015. Implementation of the Strategy is carried out through the Strategy Implementation Group and its two supporting work streams as follows.</p> <ul style="list-style-type: none"> <li>• Supporting Independent Living and Information and Training</li> <li>• Regional Sensory Impairment Group</li> </ul> <p>Other priorities for the PSDS workstreams have been the creation</p>	<p>contributes towards progressing this work.</p>
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		<p>of an online sensory e-learning package for all Health &amp; Social Care staff. This package went live in July 2016 and Trust Equality Leads have been raising awareness of this useful resource.</p> <p>On 7 September 2016, Health Minister Michelle O’Neill announced an extension of the Physical and Sensory Disability Strategy and Action Plan to 30 September 2017.</p> <p>Small task and finish groups have been established to complete the outstanding actions, where possible or to make recommendations on the future direction of this work. These task and finish groups will focus on a number of projects – one of which pertains to the following targets for training for health and social care staff.</p> <ul style="list-style-type: none"> <li>• All health and social care staff should be given disability awareness training which includes equality and human rights training inclusive of PPI agenda.</li> <li>• All health and social care staff in regular direct contact with clients or patients with a disability will be</li> </ul>	
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		<p>given disability equality and PPI training.</p> <ul style="list-style-type: none"> <li>All health and social care staff in regular direct contact with clients or patients with a disability should be given human rights training on legislation, on a human rights approach and on incorporating the new convention rights of people with disabilities.</li> </ul> <p>Trust Equality leads will work together on this task and finish group to achieve what they can however are mindful of what can actually be realised within this timeframe and that recommendations for a consistent approach in regard to what is mandatory training across Trusts.</p>	
	Mental Health Bulletin	A regular 'Acute Mental Health Inpatient New Build Newsletter' is distributed by the Trust to update all stakeholders on the progress of this work.	All stakeholders are up to date with building progress and feel involved in the process. Contact information for key contacts ensures that a person can access further information if required.
	Ophthalmology EQIA	The Trust conducted an EQIA on the Development of Ophthalmic Clinical Centres in Northern, Southern and South Eastern Local Commissioning Group/ Trust areas.	The modernisation of the delivery of Ophthalmology outpatient services. Services previously delivered in 12 sites across Northern Ireland at Ophthalmic

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		<p>The consultation period dates were from 5th May 5<sup>th</sup> – 5<sup>th</sup> August 2016.</p> <p>During this consultation period, Belfast Trust engaged with the relevant Trusts and representative groups. Patient surveys were conducted at a selection of outreach clinics and Hospitals. The consultation document was distributed to 400 stakeholders and was available on the Trust website.</p>	<p>Clinical Centres (OCCs) will be delivered in 3 centres of Excellence at <b>to</b> 3 key locations Health and Care Centre, Ballymena (Northern area), Banbridge Polyclinic (Southern area) and Downe Hospital (South Eastern area). The existing outpatient service would also be retained at Lagan Valley Hospital (Lisburn)</p> <p>The proposal would have the potential to impact differentially on people who are aged over 65.</p> <p>The proposal is designed to improve services for patients by providing more specialised services in each of the centres of excellence. Many of the new services were only available in Belfast. The proposal would result in the majority of patients travelling less to Belfast or not having to travel at all.</p> <p>Information illustrated that 18,000 patients currently attend clinics in Belfast per year. It is estimated that due to the enhanced service that will be provided in the clinics in each Trust area the number of</p>
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			patients that will have to travel to Belfast will drop by approximately 50%.
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3. Please outline what action measures have been **partly achieved** as follows:

	Action Measures partly achieved	Milestones/ Outputs	Outcomes/Impacts	Reasons not fully achieved
	To increase accessibility to information, the Trust will increase the number of its documents produced in an easy-read format and to ensure that this information is readily available in an online Easy-read library.	The most recent Equality and Disability Action Plans have been put into easy read – similarly the Trust provided its consultation on Day Opportunities in easy read. All of these documents are in the easy read library online.	More accessible information and better participation for people with learning disabilities.	This is an ongoing measure and so will be rolled over in each plan so that progress is maintained.
	New Mental Capacity Legislation - Training for HSC staff.			Delays in bringing forward the legislation.
	Promote, organise and deliver autism awareness training for all relevant front line staff. Disseminate Autism Factsheet. Disseminate/launch of Autism Factsheet to coincide with Autism Awareness Day/Month.	Belfast Autism Service for Children and Young People is delivered by a multi-professional team who are trained and experienced in Autism	Greater awareness and responsiveness to people with autism Better accessible services.	A staff vacancy regarding a key person in bringing forward this initiative. This will be included in the new plan.

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		<p>Spectrum Disorders (ASD). The Team provide a range of specialist services including diagnostic assessment and intervention for children, young people and their families. Interventions include workshops, parent training and specialised individual interventions for young people to support them to manage aspects of having ASD.</p>	<p>An autism factsheet has not yet been produced but this will be taken forward in next DAP timeframe.</p>	
	<p>To review the accessibility of all Learning and Development provision across the Trust and scope reasonable adjustments.</p>	<p>Review of the HR Learning and Development provision completed.</p>	<p>Opportunities to request a reasonable adjustment increased and clearer.</p>	<p>Limited by HRPTS/IT capability.</p>
	<p>To improve accessibility as regards appointment letters.</p>	<p>The Trust has progressed plans to introduce a new template for appointment letters, initially in the Mater site, then expanding to other sites in due</p>	<p>A more accessible appointment letter which will benefit all, particularly a person with sight loss.</p>	<p>A staff vacancy regarding a key person in bringing forward this initiative. This vacancy has now been filled. This will be included in the new plan.</p>

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		<p>course. The new letter format will be double-sided on yellow paper with an increased font size, thus making it more accessible and adhering to best practice guidance.</p>		
	<p>To improve signage and make use of LED screens across Trust facilities.</p>	<p>The new Emergency Department building has been considered a good practice example in terms of signage. The Trust is committed to the Age Friendly Belfast Campaign and will work to improve and standardise signage LED screens are being regularly updated with relevant information.</p>	<p>More accessible facilities.</p>	<p>This is an on-going measure and so will be rolled over to the next plan so that progress is maintained.</p>

4. Please outline what action measures **have not been achieved** and the reasons why.

	Action Measures not met	Reasons
	Scope out capacity for easy read options via social enterprise models	Time has not permitted however plans are underway to take this forward in the new plan

5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

Action measures in the DAP will be subject to on-going monitoring and review. Progress on the implementation of the DAP is monitored on a 6-8 weekly basis at the Regional Equality Leads meeting. Progress will continue to be recorded in the Trust’s Annual S75 Progress Report to the ECNI. In addition, evaluation will be achieved using:

(a) Qualitative

- PPI Initiatives and Consultation processes
- Feedback from Service Users
- Update of Themed Inequality Audit
- Review of complaints/compliments
- Disability Steering Group.

(b) Quantitative

- Performance Indicators in DAP
- Update of Themed Inequality Audit
- Consultations on specific areas

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- HRPTS – Employee Self Service – more accurate and up-to-date staff data on S75 characteristics
- 2011 Census data – utilisation in Screening and EQIA processes
- Screening and EQIA Processes
- Quarterly Screening Reports.

6. As a result of monitoring progress against actions has your organisation either:

- made any **revisions** to your plan during the reporting period or
- taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?

Please select

If yes please outline below: Not applicable

	Revised/Additional Action Measures	Performance Indicator	Timescale
1			
2			
3			
4			
5			

7. Do you intend to make any further **revisions to your plan** in light of your organisation's annual review of the plan? If so, please outline proposed changes?

A draft Disability action Plan for the period 2017 – 2022 will be consulted on in the coming months, which will form the body of work in this area in the short to medium term. The document will be consulted using Citizen Space, which is a highly accessible platform. In addition, sign language (both BSL and ISL) and audio translations of key information will be uploaded onto Citizen Space and the information will be produced in Easy read format.

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<sup>i</sup> **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level.

<sup>ii</sup> **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training.

<sup>iii</sup> **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

<sup>iv</sup> **Regional**: Situations where people can influence policy decision making at a middle impact level

<sup>v</sup> **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.