

Healthy Relations for a Healthy Future 3: Good Relations Bulletin



Volume 19 – May 2024

Welcome to the 19th edition of the Trust's Good Relations Bulletin. As always, we have been working hard to promote good relations in Belfast Trust. Our aim is to be welcoming, inclusive and accessible to everyone regardless of their race, religious belief and political opinion.

This edition is jam-packed and really does showcase the great work going on throughout the Trust. We have included articles on two staff who received awards for their fabulous work – an MBE in the New Year Honours List and Prime Minister's Points of Light Award.



Celebrations and events took place for Romanian National Day and International Roma Day Festival.

We have information on training for our staff in 'Cultural Competence' and 'Working Well With Interpreters.' The Trust has also secured funding to buy new handheld devices which will aid communication with people who are not proficient in English until a professional interpreter arrives. We are also promoting some health leaflets/advice which are available in various languages. We have highlighted the ongoing work in our Traveller Health and Wellbeing Programme and how Belfast Trust has now made the application to become a 'Trust of Sanctuary'

First Minister Michelle O'Neill and Deputy First Minister Emma Little-Pengelly came together with Carl Frampton, former world champion boxer and ambassador for promoting good relations in Northern Ireland. They launched Good Relations week, which will take place from 16 to 22 September 2024. The theme for this year's celebration is 'OpportUNIty' and will showcase the action, enthusiasm and commitment of local groups and organisations in their daily efforts to foster positive community relations and promote cultural diversity across the region. We cannot wait to celebrate Good Relations week again this year!



I hope you enjoy reading our 19th Good Relations Bulletin!

Alastair Campbell
Director of Planning, Performance and Informatics

Lead Chaplain Awarded MBE in New Year Honours

Congratulations to Rev Derek Johnston, who was awarded an MBE in the New Year Honours List for services to Chaplaincy and Well-Being during COVID-19.

Derek is our Lead Chaplain, working with almost 40 Chaplains from a range of different religions and faiths across the Trust. Derek became aware of the news via a letter he received at home. He remembers feeling very shocked when he first read it:

“I was standing up when I opened it and I actually had to sit on the stairs, my jaw dropped and I thought, ‘is this real?’ I had to take a couple of reads at it to make sure it was really for me.”

Being a member of the Chaplaincy team is a very rewarding and fulfilling role, it can also be difficult as Chaplains are visiting people when they are facing various challenges and feeling vulnerable. While it is a personal honour for Derek, he’s also keen that it pays tribute to the team around him.

“I see it as an acknowledgement of the role and value of Healthcare Chaplaincy. This recognition isn’t just for me but for the wider Chaplaincy team. I am privileged to lead the team, but it wouldn’t function with just me. It needs everyone doing their part and they all play their part. So, I want to say thank you to my wider team and to all my Health and Social Care colleagues.”

Thank you Derek for all you do and congratulations on your well-deserved honour.



Romanian National Day 1st December 2023

Belfast Trust Roma Project hosted an event to celebrate Romanian National Day. Bringing together Belfast Health and Social Care Trust, South Belfast Sure Start, Forward South Partnership - Roma Support Hub, Education Authority and Chinese Welfare Association. Romanian culture was celebrated with Roma families who use and access the Roma Health Service project.

Romanian traditional refreshments and music set the scene for the event and there was information displayed on Roma culture and history. The safe space created an environment for South Belfast Roma families to have a relaxed dialogue and celebrate the National Day.



International Roma Day Festival



On 8th April it was International Roma Day. To mark this event, a number of events were convened to raise awareness and celebrate Roma culture. The events were organised by a partnership consortium including Roma Support Hub Belfast, Belfast Trust and South Belfast Sure Start. Our own team from the Roma Health Project welcomed

people to each of the events. The events included an animated short film screening 'People Can Die Twice,' a Community Celebration, a Transylvanian Ceilidh, an Interactive Romani Language and Culture Workshop, Community Dialogue training and a Roma Living Library.

As part of the Roma Festival, there was a Living Library event in Belfast City Hall. A Living Library is just like an ordinary library, except all the books are people. Five Roma facilitators shared their stories and prepared a short story to challenge a common prejudice about the Roma people, namely: laziness, poverty of aspiration, equality of opportunity, lack of education and early marriages. The stories warned of the dangers of painting whole communities with the same brush, by providing an insight into 5 different personal experiences, which challenge stereotypes. The overall event aimed to challenge mainstream perceptions that Roma (marginalised/ vulnerable) people cannot speak for themselves. It facilitated a space where Roma individuals represented themselves, competently and authentically – a very powerful learning session for attendees!

International Roma Day

Living Library
April 8th from 10:00 am.

A Living Library is just like an ordinary library, except all the books are people. You borrow a 'Book' you would like to know more about. Then you sit and talk for 20 -30 minutes and ask the questions you may not otherwise have the opportunity to ask.

You have 5 books to choose from, each challenging a common myth about the Roma people, through a personal story.

Booking advised but not essential. Please email jacqueline@forwardsouth.org

Belfast City Hall, Banquet room
Donegall Square North, Belfast BT1 5GS

Partners: Belfast City Council, South Belfast SureStart, Belfast Trust, T:buc, Executive Office, Belfast Health and Social Care Trust, MR, Community Support, 350 Community.



Update

We are delighted to inform that our application has been made to Belfast City of Sanctuary. We have provided details on the many initiatives and innovative work that Belfast Trust does to ensure people seeking sanctuary feel welcome. Belfast Trust hopes to become a 'Trust of Sanctuary' – the first Health Trust in Northern Ireland to do so!

We hope to join Belfast City Council and a number of schools and libraries, which have become sanctuaries in their own sectors. Sanctuary Awards recognise and celebrate the organisations who go above and beyond to welcome people seeking sanctuary. Our application is a key action from our current 5 year Good Relations Strategy and fits well with our commitment to welcoming newcomers. We will continue to ensure our facilities are shared spaces where differences are respected.

[Click here if you'd like to know more about City of Sanctuary UK](#)

If you wish to discuss our sanctuary application, please contact [Caroline McMenamin](#)



City of Sanctuary UK

Good Relations Week Launch

On 9th April the Good Relations/Together conference took place to launch good relations week. Since the Belfast/Good Friday Agreement was secured in Northern Ireland in 1998, it has built a proud legacy of peace building. The Good Relations /Together conference was organised by the Together Coalition in collaboration with the Community Relations Council. The event was about creating a platform for the celebration of best practices and networking among practitioners, organisations, corporations, and academics. It featured an array of speakers covering topics such as the changing landscape of connection, stories of social cohesion, challenges faced by the sector, and the campaigns that give your organisation an easy way to engage with social connection.

Carl Frampton MBE was in attendance and launched Good Relations Week 2024. Carl Frampton MBE is urging local groups and organisations to seize the ‘OpportUNIty’ to work together to address societal challenges such as sectarianism, racism and other forms of identity hatred as part of this year’s Good Relations Week. The former two-weight world boxing champion appealed to people to “fight against sectarianism and racism” at an event to launch Good Relations Week 2024 attended by First Minister Michelle O’Neill and Deputy First Minister Emma Little-Pengelly.

Good Relations Week 2024 Theme

The theme for this year’s celebration is ‘OpportUNIty’ and will showcase the action, enthusiasm and commitment of local groups and organisations in their daily efforts to foster positive community relations and promote cultural diversity across the region. Good Relations Week 2024 embraces ‘OpportUNIty’ to highlight the power of new beginnings, collaboration, and transformative action to deliver positive community relations and promote cultural diversity across the region. This year’s theme underlines the significance of unity and the strength found in diversity. It is a call to action for us all to come together and take the ‘OpportUNIty’ to embrace the potential of the present, to revisit our past, and build a brighter and more inclusive future for all. More than 200 cross-community and multi-cultural events are set to take place as part of the week in September.



HSC Regional Interpreting Service Training - Working Well with Interpreters

In 2023/24 the 'Working Well with Interpreters' training was delivered by the Regional Interpreting Service. This training was very well received. The interpreting service has taken on board feedback it received and is now splitting the training into 2 separate sessions for HSC Staff / Practitioners. You can book your training on [Learn HSCNI](#).



1. Working Well with Interpreters

Duration: 2.5 hours

Target Audience: Clinical / Front-line Staff working with Patients

Virtual - MS Teams (in-person sessions available upon request)

The session should ensure participants:

- Increase their knowledge and understanding of the BSO HSCNI Interpreting Service
- Have an awareness of why we provide Interpreters in HSCNI
- Understand the role of Community Interpreters
- Appreciate the risks/dangers of using untrained Interpreters/family members/friends
- Develop knowledge and skills to work effectively with Interpreters.

2. BSO Interpreting Online Booking System - Practical Guidance - Regional

Duration: 45 mins to 1 hour

Target Audience: HSC Staff who need to book Interpreters

Virtual - MS Teams (in-person sessions available upon request)

The session should ensure participants:

- Know how to self-register to use the BSO Interpreting online booking system
- Can effectively book and cancel an Interpreter via the online system
- Understand how to access their HSC Department QR code / barcode.

Traveller Health and Wellbeing Programme

Belfast Trust has a long-established Traveller Health and Wellbeing programme. The Traveller Early Intervention Project works in partnership with a group of Community and Voluntary agencies to support the Traveller communities and this is delivered by The Heart Project, Community Restorative Justice, Extern and Barnardos. The organisations involved in this project provide a myriad of support to the Traveller Communities in Belfast; from health and wellbeing activities to early years' childcare and education, and offer linkages to legal support, advice and housing support. The work of this group is a vital part of the Community Development and Good Relations ongoing work within Belfast.

As part of the project, the partnership group meets regularly. In early 2024, representatives from the Trust and the four Community and Voluntary organisations came together to share experience and best practice. It also provided an opportunity to meet with the Belfast Trust's newly appointed Inequalities and Inclusion Coordinator, Laura Euler. Looking ahead, the group are planning an event to help raise awareness about the Traveller communities and to share work which is being undertaken.

For more information, please contact [Laura Euler](#), BHSCT Inequalities and Inclusion Coordinator



From left to right: Laura Euler BHSCT, Pauline McCarry The Heart Project, AnnMarie McKee CRJ, Eileen Casey Extern

Take 5 leaflets translated into several languages

The Take 5 steps to wellbeing (Connect, Keep learning, Be active, Take notice and Give) are simple activities we can all build into our daily lives. Research shows that the Take 5 steps can improve our wellbeing in its fullest sense, both in terms of our physical and mental health. The Take 5 campaign has been rolled out across the region since 2015 and campaign flyers have been translated into an ever increasing number of languages to ensure that as many people as possible can be inspired to improve their wellbeing through adopting the 5 steps. Programmes aimed at engaging people in activities under the Take 5 Steps to Wellbeing themes are being rolled out in a number of settings in Belfast including schools, workplaces and community organisations with some activities being targeted at those from ethnic minority backgrounds.



Did you know?

- Around 1 in 15 people in NI come from outside the UK/Ireland
- NI is more diverse than ever – 3.4% of our population belong to ethnic minority groups
- For 4.6% of people in NI English is not their first language.

Pocket guide - suicide prevention and bereavement support services Belfast – translated in 5 languages

Last year the Public Health Agency developed a Pocket Guide - promoting Public Health Agency-funded suicide prevention and bereavement support services available across Belfast. The guide has been produced by Belfast Protect Life Implementation Group a strategic partnership established to address the objectives of the Protect Life 2 Strategy. The pocket guide has been translated into five languages – Arabic, Lithuanian, Polish, Romanian and Slovak.

<p>HSC Agencja Zdrowia Publicznego</p> <p>Projekt wspierany przez Agencję Zdrowia Publicznego</p> <p>Ta ulotka została opracowana przez grupę realizacyjną projektu Belfast – Ochrona Życia, strategiczne partnerstwo powołane w celu realizacji celów strategii Ochrona Życia 2. Zawiera ona informacje na temat zapożyczenia samobójstwu i usług wsparcia dostępnych w całym Belfastcie finansowanych przez Agencję Zdrowia Publicznego.*</p> <p>Ta ulotka została przygotowana wraz z filmami promocyjnymi klubów organizacji, które dostarczają esencjonalnych informacji na temat rodziców oferowanego wsparcia. Aby uzyskać dostęp do tych filmów, wystarczy zeskanować kod QR znajdujący się obok każdej organizacji, co spowoduje bezpośrednie przejście do odpowiedniej strony internetowej. Można również skorzystać z linków do stron internetowych.</p> <p>* Istnieje również szereg innych organizacji, które mogą Cię wesprzeć na drodze do dobrego samopoczucia. Możesz uzyskać dostęp do dalszych informacji i zasobów na stronie: www.mindinyourhead.info</p>	<p>Suicide Awareness Support Group 209 Falls Road Belfast BT12 6FB</p> <p>Tel: 028 9623 9967 www.facebook.com/suicideawarenesssupportgroup</p>	<p>Survivors of Suicide Counselor community centre Severn Street Belfast BT4 1SX</p> <p>Tel: 028 9048 0201 www.facebook.com/soofbelfast</p>	<p>Public Health Agency 13-22 Linfield Street Belfast BT7 8SE</p> <p>Tel: 0300 551 0114 www.publichealth.hscni.net</p>	<p>action mental health Belfast 105-106 Newmarket Road Belfast BT4 1YR</p> <p>Tel: 028 9039 1600 www.actionmentalhealth.org</p>	<p>Albert Street Community Centre Ltd (Belfast Project) The Shalom Shalom Centre 106 Albert Street Belfast BT12 4AL</p> <p>Tel: 028 9031 0348 www.belfast.com/HSARTproject</p>	<p>extern NI 23 Malvern Rd Newmarket Road BT12 4PL</p> <p>Tel: 028 9048 0545 www.extern.org</p>	<p>Falls Women's Centre Lancaster Park Road Belfast BT12 6PL</p> <p>Tel: 028 9242 7974 www.fallsnwomenscentre.org</p>
<p>The Conservation Volunteers Beach House 159 Ravenhill Road Belfast</p> <p>BT6 6BP www.tvv.org.uk</p>	<p>Widow's Welfare Centre 136-144 Broadway Belfast BT12 6HY</p> <p>Tel: 028 9023 5451 www.widowswelfarecentre.org</p>	<p>Public Health Agency 13-22 Linfield Street Belfast BT7 8SE</p> <p>Tel: 0300 551 0114 www.publichealth.hscni.net</p>	<p>action mental health Belfast 105-106 Newmarket Road Belfast BT4 1YR</p> <p>Tel: 028 9039 1600 www.actionmentalhealth.org</p>	<p>Albert Street Community Centre Ltd (Belfast Project) The Shalom Shalom Centre 106 Albert Street Belfast BT12 4AL</p> <p>Tel: 028 9031 0348 www.belfast.com/HSARTproject</p>	<p>extern NI 23 Malvern Rd Newmarket Road BT12 4PL</p> <p>Tel: 028 9048 0545 www.extern.org</p>	<p>Falls Women's Centre Lancaster Park Road Belfast BT12 6PL</p> <p>Tel: 028 9242 7974 www.fallsnwomenscentre.org</p>	
<p>ASHTON Bridge of Hope Ashdon Community Trust McIntosh Centre Henry Place Belfast BT15 2AY</p> <p>Tel: 028 9027 1927 www.ashdon.com/ashdon</p>	<p>AWARE Aware Deaf Depression 124-126 Belfast BT12 5GZ</p> <p>Tel: 028 9035 7820 www.aware.org.uk</p>	<p>Holy Trinity Centre 124-126 Belfast BT12 5GZ</p> <p>Tel: 028 9027 0507 www.holytrinity.org.uk</p>	<p>Lanahan Community Counselling Service 124 Greenfield Road Belfast BT11 4JQ</p> <p>Tel: 028 9060 0641 www.facebook.com/LanahanCommunity</p>	<p>Believe in children Barnardo's Barnardo's 102-104 Upper Newmarket Rd Belfast BT4 1HE</p> <p>Tel: 028 9067 2366 www.barnardos.org.uk</p>	<p>Charter for Northern Ireland 174-176 Upper Newmarket Road Belfast BT4 1JF</p> <p>Tel: 028 9045 9458 www.charter.org.uk</p>	<p>Lighthouse 124-126 Belfast BT12 5GZ</p> <p>Tel: 028 9075 5070 www.lighthousecharity.org</p>	<p>MACS MACS Supporting Young People 124 Greenfield Road Belfast BT11 4JQ</p> <p>Tel: 028 9031 3153 www.macs.org.uk</p>
<p>East Belfast Community Development Agency 55 Templemore Avenue Belfast BT5 4FP</p> <p>Tel: 028 9461 1912 www.ebdca.org</p>	<p>EBIAC East Belfast Independent Agency 55 Templemore Avenue Belfast BT5 4FP</p> <p>Tel: 028 9075 9840 www.ebiac.org</p>	<p>Rainbow Project 11-13, Elmwood, LOR Centre 23-21 Waring Street Belfast BT1 2DK</p> <p>Tel: 028 9031 9000 www.rainbow-project.org</p>	<p>Start 360 Start 360 11-13, Elmwood St Belfast BT1 2DK</p> <p>Tel: 028 9443 5410 www.start360.org</p>				

...don't suffer in silence | #hatecrimehurts | see it report it...

HELPinHAND

An app to help you report hate crime and understand the process.

The app uses multi-lingual AI avatars to help, guide and support users in their own language, removing the frustration and worry for those for whom English is not their first language.

Report an incident directly to the Police in your own language and have it instantly translated for the call handler

DOWNLOAD NOW!



English, Chinese, Arabic, Polish & Romanian

Available on all your favourite app stores



www.cwa-ni.org/helpinhand

Mr Gupta receives award from Prime Minister

Congratulations to Mr Ananda Gupta, Consultant Ophthalmologist, for receiving the Prime Minister's Points of Light Award for his work as chair of the 'London Durgotsav Committee' for the last 20 years.

Mr Gupta's work within this charity includes organising events and promoting Bengali culture, increasing cultural awareness within communities across the UK.

Within this role, Mr Gupta has particularly been involved in organising Durga Puja, an annual Hindu festival that celebrates and showcases the heritage of West Bengal. This festival has been included on the UNESCO Representative List of the Intangible Cultural Heritage of Humanity.

Mr Gupta said: *"I feel extremely delighted and humbled to have been awarded the Prime Minister's Points of Light Award. Celebrating Durga Puja as an intangible cultural heritage of humanity here in the United Kingdom is a matter of pride. In a world of diversity, where often our values clash, it feels so good to contribute towards art and culture, festivals and events within the hearts of a diverse population in the United Kingdom."*

Thanks Mr Gupta for being a leading light in all that you do!



Cultural Competency Training



INTRODUCTION TO CULTURAL COMPETENCY

How do we interact effectively with people of different cultural backgrounds?

This interactive training session introduces cultural competence and recognises that Belfast Trust is delivering health and social care to an increasingly diverse society.

To improve accessibility and Equality for people of all backgrounds, this 3.5 hour cultural competency workshop aims to facilitate a safe environment for learning and exploring your own intercultural competency journey.

Training Outcomes

- Increased awareness of some cultural competence models and the relevance to the work practice
- Reflection on own level of cultural competence
- Improved appreciation of cultural diversity
- Shared understanding of commonly used terminology
- Gaining primary tools for enhancing own cultural competence.

To register your interest or book on either of the dates below, please click or scan the QR code:



19 June 2024 9.30am-1pm
HSC Leadership Centre, 12 Hampton Manor Drive,
Belfast BT7 3EN

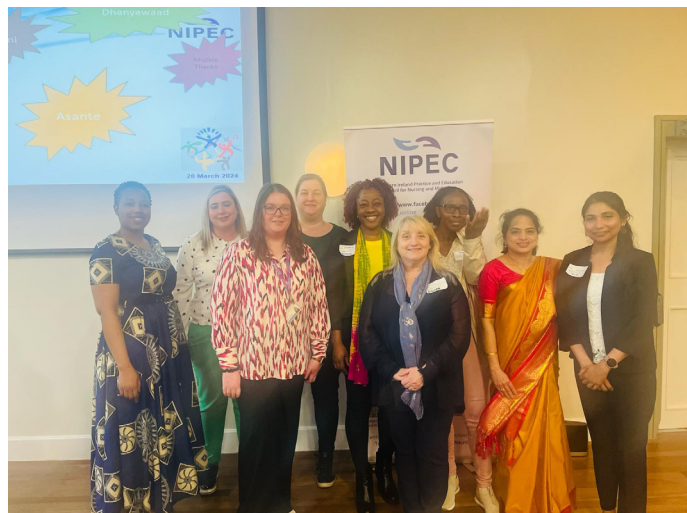
10 September 2024 1.30pm-5pm
Elliot Dynes, Clinical Skills Centre lecture room, RVH

Further dates will be scheduled.



NIPEC's first Ethnic Diversity workshop

Northern Ireland Practice and Education Council for Nursing and Midwifery (NIPEC) recently hosted the first Ethnic Diversity workshop for nurses, midwives and their associated support and AHPs. A number of nurses, midwives and their related support staff and AHPs from Belfast Health and Social Care Trust attended. Accompanying the group was Biji Jose, the Professional Officer for Ethnic Diversity with NIPEC who links with BHSCT on this work. Biji is one of the regional officers working with NIPEC to promote **access to education for the ethnically diverse workforces of nurses, midwives, AHPs and their support staff in Health and Social Care Trusts**. Beena Tharun, Assistant Service Manager, Belfast Health and Social Care Trust, is a co-chair of the Project Board for this regional work and addressed the audience at the workshop.



BHSCT Chaplaincy Service

Whatever your faith, belief or cultural background, you can request support from the hospital chaplaincy team who are available to offer confidential pastoral, religious and spiritual care to patients, families and staff.

Support is available from Christian, other Faith and non-religious/Humanist members of our Team. Some are on site more often than others; some are only available as needed.

You can contact the service by leaving a voicemail at (028) 9615 0182. NB: This number is not checked every day.

In case of **urgency or emergency** call Switchboard (028 9024 0503) asking for the Catholic or Protestant/Others chaplain on-call.



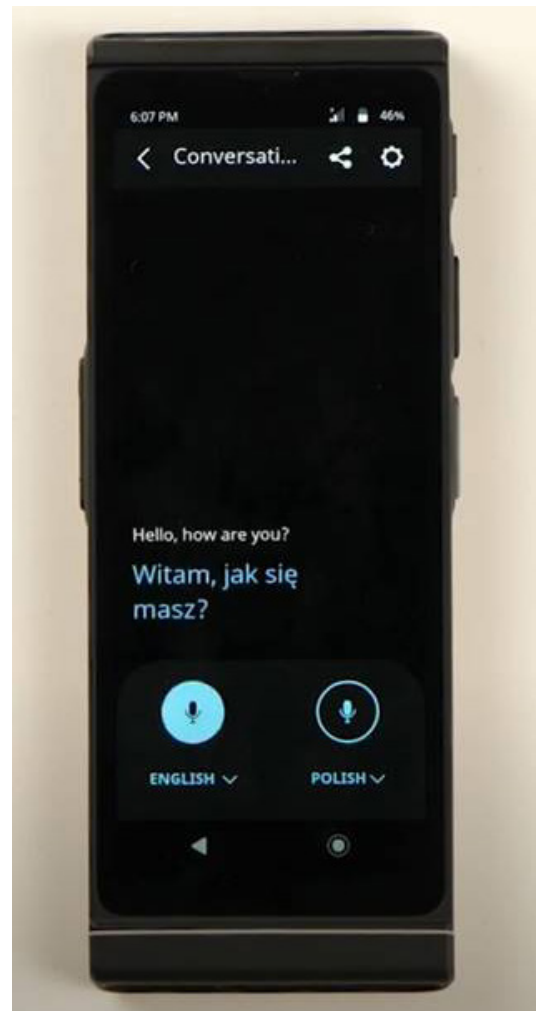
Belfast Trust piloting new handheld translator devices

Belfast Trust has invested in 33 new devices that will aid communication with people who are not proficient in English. This is a pilot project which will be reviewed in 6 months. The new devices are being made available for unscheduled first contacts or in emergency/ crisis situations for individuals who do not speak English or struggle to communicate/ understand English as a first or second language. The new devices will only be used until a professional interpreter is secured. It is important to acknowledge that this is only an interim measure and this will not and does not replace or dilute people's right to access interpreting services.

We are hugely aware of the importance of inclusive and accessible communication to ensure mutual understanding and to be assured of informed consent. It is essential to provide an interpreter for service users who are not proficient in English, this includes face-to-face, telephone/virtually. Any written information should also be translated into other languages as appropriate.

The devices translate spoken language between two or more people and can translate calls over speakerphone, photographed text and text typed using the on-screen keyboard. It translates into **108 languages** which means you can communicate with over 90% of the world's population.

Guidance will be provided to staff who are piloting the devices and this will give clear instructions on how and when to use the device.



If you have any comments or would like to be involved in Good Relations Week 2024 or if you require this bulletin in alternative formats or translated into another language please contact: The Equality & Planning Team on: Equality.team@belfasttrust.hscni.net