


Public Authority Statutory Equality and Good Relations Duties Annual Progress Report

Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name: Alison Irwin Telephone: 028 2766 1377 Email: alison.irwin@northerntrust.hscni.net
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input checked="" type="checkbox"/> Name: Telephone: Email:

Documents published relating to our Equality Scheme can be found at:
<http://www.northerntrust.hscni.net/services/914.html> _

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 2019 and March 2020

Introduction

This is the Trust's 13th Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) for submission to the Equality Commission of Northern Ireland. In preparing this Annual Progress Report the Trust has used the template provided by the Equality Commission for Northern Ireland. The Report provides assurance to Trust Board on how the Trust has fulfilled its legislative obligations and gone beyond compliance to achieve best practice in promoting equality of opportunity and good relations.

Part A of this Report provides an overview of the work undertaken in compliance with its Equality Scheme obligations. It is important to note that this Report does not detail all of the work that the Trust carries out to promote equality of opportunity and good relations and to address inequalities as a key element of the Trust's business is to improve health and wellbeing and address inequalities.

A full progress update on our Equality Action Plan for 2019-2020 is appended **(Appendix 1)** for ease of reference and details both achievements on both a regional and local level.

(Appendix 2) and relates to **compliance** with our legislative duties under Section 49A of the Disability Discrimination Act 1995 (as amended) (DDA) to promote positive attitudes towards disabled people and to encourage their full participation in public life. It provides an update on the progress of our **Disability Action Plan (2018-2023)** and achievement in year 2 - 2019-2020.

The Trust has developed 'Equality News' – a user friendly newsletter for stakeholders and staff to highlight the extensive work that has taken place across the Trust to promote equality of opportunity, good relations and the disability duties.

PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1 In 2019-20, 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.*

Health and Social Care Values

A key action from the regional HSC Collective Leadership Strategy (2017) was the development and embedding of a set of values and associated behaviours for everyone working in health and social care. There was an HSC extensive communication and engagement process last year, involving staff and the people who use our services right across the HSC system in Northern Ireland. This resulted in four values and associated behaviours for everybody working in, and using, Health and Social Care. The HSC 'Values for All' are Working Together, Excellence, Compassion and Openness and Honesty. These values are reflective of the principles established and commitments made in our Equality Scheme, Equality Action Plan and Disability Action Plan.

Respect...no excuses

The Trust has established a Steering Group to work in partnership with Trade Union colleagues to address issues of bullying and harassment. The Trust has implemented the new Regional Conflict, Bullying and Harassment Policy and Procedure. Awareness sessions, incorporating new guidance on investigations, were delivered to 1281 staff and managers during 2019-20. In line with the new regional policy the Group has worked together to develop a range of targeted actions and interventions under the overall strapline 'Respect ... no excuses!' Staff are provided with advice and support and access to resources and 'Respect ... no excuses' pull-up displays are displayed in hospitals and other high-footfall areas throughout the Trust.

Regional screening template and toolkit

Regional work has been carried out to develop a two part screening template that has been piloted in Belfast Trust. The aim is to develop user-friendly template for policy makers. There has been engagement with Equality Commission (ECNI) colleagues and suggested amendments have been incorporated and shared with the Commission for ratification. It is envisaged that this template will be adopted by the Trusts in collaboration with the Commission.

AccessAble regional pilot project

The Northern Trust, in partnership with the Trust's Disability Consultation Panel, has commenced as a pilot project for the region to invest in the creation of access guides for Antrim Area Hospital and Causeway Hospital. The guides will describe each patient journey and give disabled people, carers and those with long term health

conditions the information required to plan their visit. AccessAble, a third party provider, was appointed in March 2020 to survey and document all aspects of accessibility at the two hospital sites. The detailed guides will be available to access by website and as a mobile application and will be offered in a wide range of accessible formats

Mental Health Charter

During Mental Health Awareness Week (13-18 May 2020) the Trust sent a clear signal to all Trust staff that their mental health matters. The Trust has signed up to the Equality Commission's Mental Health Charter demonstrating a commitment to improving the working lives of staff experiencing mental ill-health. The Trust is committed to promoting a healthy workplace for all our employees and to fostering a culture where all staff feel valued, supported and listened to. A range of information and support is available for staff and a detailed action plan has been developed to take this work forward.

Regional Gender Identity and Expression Policy

In collaboration with other Trusts and representative organisations a Regional Gender Identity and Expression Policy has been developed. This Policy ensures that our services and workplace are accessible and welcoming to all people regardless of their sexual orientation or gender identity.

Launch of Carer Hub

On Carers Rights day, 21 November 2019, Northern Trust launched the Carer Hub, a central point of contact for carers and staff for signposting and support. The Carer Hub has its own designated telephone number which is available Monday-Friday from 9am-5pm. In order to signpost the Trust has been networking with community and voluntary organisations to ensure that the information held is up-to-date and accurate.

Northern Trust 'Committed to carer support' wins regional award for co-production

The Patient and Client Council celebrated their 10 years since formation and the launch of their new campaign Make Change Together at Belfast City Hall. They also announced the winner of their 'Excellence in Co-Production Award'. The Excellence in Co-Production award recognises and celebrates the best examples of Health and Social Care staff and the public working together to plan, design and deliver services. Entries were received from all six Trusts across Northern Ireland. The three shortlisted entries provided a short presentation or video to be shown at two Membership events in Belfast and Derry/Londonderry, where members voted for the project that demonstrated effective co-production with positive outcomes. The Northern Trust won the award with their project 'Committed to Carer Support'.

Supporting Working Carers

Northern Trust is a member of 'Employers for Carers' which is a designated website designed to help our own members of staff who are also looking after or supporting a loved with long term illness or disability. In February 2020 the Northern Trust hosted a regional workshop to highlight the issues faced by working carers who are employees across Health and Social Care. The workshop had a varied programme with input from Human Resources staff, Dietetics on nutritional advice and Carers NI and an activity on relaxation for those carers who attended. The workshop was attended by 80 people who were carers or managers and the opportunity was provided for them to provide feedback on how carers can be best supported.

INSPIRE Wellbeing Award

The Trust won the Inspire Workplace Innovation Award for the digital resources that are available to carers. The digital resources include a designated carers website www.carersdigital.org and the care co-ordination app "Jointly" which creates a circle of carers around the cared for person.

Deliberative workshop focuses on male carers

In partnership with Ulster University, the Trust hosted a deliberative workshop on 8 May 2020 to discuss the findings of a study about the experiences of men who are looking after their wife or partner who has a serious long term illness. Although family carers are traditionally thought of as female, the number of men caring for someone at home is rising and the estimated amount of male carers is now 43%. The expertise and contribution of all participants proved to be invaluable.

Accessible communication

During the reporting period the Northern Trust made a total of 18,125 requests for interpreters through the Northern Ireland Regional Health and Social Care Interpreting Service. In year this represents an increase of over 230 requests. The top three languages requested within the Northern Trust during 2019/20 were as follows.

Language	Numbers
Polish	5548
Romanian	3571
Arabic	3341

A total of 1153 appointments were supported with sign language interpreters and 174 documents were translated into minority languages.

Agencies Supporting Ethnic Communities (ASEC)

Agencies Supporting Ethnic Minorities (ASEC), chaired by the Trust, brings together 35 representatives from local public sector agencies including housing, education, police and health, the local council, MLAs, community and voluntary groups, local churches, local employers, recruitment agencies and Trade Unions to explore ways of sharing best practice and identify new approaches to support ethnic minority communities within the Mid and East Antrim area. The Group also works in partnership with the Inter-Ethnic Forum (Mid and East Antrim). During 2019-2020, ASEC has had a continued focus on their multi-agency approach to supporting the Roma community in the Trust area. This work was shortlisted for the 'Best Race Initiative' in the Legal Island regional awards.

Learning disability service users to play key part in staff recruitment

A group of service users who use learning disability services recently completed a bespoke training course so they can help take part in the recruitment and selection process for the service. A pilot of the training recently took place with eleven service users and feedback was very positive. As part of their role, the service user will meet with each candidate immediately before their interview to have 'a chat' about specific topics and then give a score using a feedback sheet, looking mainly at communication skills. Members of staff will remain with the service user throughout to provide support as required. Their mark will then contribute to the overall interview score. Those who have been trained will take part in recruitment for identified roles.

Regional Accessible Communication Group

During 2019-2020 a Regional Accessible Communication working group was established, chaired by NHSCT. The purpose of the Group is to guide the development and implementation of an information standard in line with the Accessible Information Standard in England for the provision of appropriate communications support and personalised, accessible information to disabled people by health and social care organisations. Membership includes representatives from voluntary sector organisations working with affected groups including RNIB, Mencap and Action on Hearing Loss. In 2019-2020 the group engaged with the regional Encompass programme to discuss accessibility to information for those with a visual or hearing impairment.

- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (or append the plan with progress/examples identified).

Please see Appendix 1 and Appendix 2 for a detailed update of actions progressed in year 2 (2019-2020) of the Equality Action Plan and Disability Action Plan.

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2019-20 reporting period? *(tick one box only)*

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

Please provide any details and examples:

The table below details how application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during 2019-20

Equality Scheme Commitment	Action	Difference made for individuals
Arrangements for assessing our compliance with S75 duties		
Have in place appropriate structures and reporting mechanisms	The Trust has prioritised Section 75 in all aspects of its business agenda and has established a range of governance, management and reporting mechanisms that reflect this. The Trust’s Employment, Engagement, Experience and Equality Group (Quadruple EG). Quadruple EG reports directly to the Trust’s Assurance and Improvement Group which reports through the Executive Team to Trust Board.	Section 75 duties integral to Trust’s Assurance Framework. Trust senior teams aware of and comply with statutory requirements during decision making.
Ensure S75 duties are mainstreamed within the Trust	Membership of the Employment, Engagement, Experience and Equality Group (Quadruple EG) includes Trust Directors who are responsible for the mainstreaming of equality duties across their Divisions.	Individuals aware of the Trust’s commitment to equality duties. Trust staff aware of equality duties and Trust commitment to not only avoiding discrimination but also to pursuing good

	<p>Divisional Equality Leads have been identified to ensure equality is embedded across the organisation.</p> <p>The Trust's Equality Unit provides staff with the information, training and resources to support staff to have the appropriate level of knowledge, expertise and skill to mainstream S75 duties.</p> <p>The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory and compliance is monitored twice each year.</p>	<p>practice, embracing diversity and promoting good relations.</p>
<p>Prepare Section 75 Annual Progress Report (APR) and include section in Trust's own Annual Report.</p>	<p>Annual Progress Report supported by "Equality News" to ensure updates available in a more accessible format.</p> <p>Equality Matters section included in the Trust's Annual Report.</p>	<p>All consultees sent copy of newsletter and informed of availability of progress report - improving awareness of Trust's S75 duties and outcomes of work programme.</p>
<p>Action Plan</p>		
<p>Development of Action Based Plan to include performance indicators and timescales. Aligned to corporate and business planning cycle</p>	<p>Five year S75 Equality Action Plan developed in partnership with representative organisations. See Appendix 1 for actions progressed in year 2 and progress on actions carried forward from year 1.</p>	<p>Its implementation is intended to have a positive impact on S75 groups.</p>

Arrangements for consulting		
Consultation list reviewed and updated	Consultation list continues to be reviewed.	New consultees added to the consultation list on an on-going basis.
Training re. Consultation	Co-production workshops held with all operational Divisions to develop framework for ongoing engagement.	Offered additional insights and tools for engaging with others on service development and improvement projects, working to a co-design ethos.
In making any decision with respect to a policy adopted or proposed to be adopted, take into account any assessment and consultation carried out in relation to the policy	Policy Development Process ensures engagement and consultation.	Views of representation groups and individuals considered during decision making process.
Provide feedback report to consultees in timely manner in formats suited to consultees	All service users and carers involved in Trust projects received detailed feedback reports. Reports available on staffnet and website.	Representative groups and individuals informed of how their feedback influenced the decision made.
Screening		
Revise screening template and accompanying guidance notes.	Trust policy development process ensures all Trust policies are screened. All policies approved during the reporting period were subject to S75 screening and appropriate consultation. During the reporting period the Trust screened 144 policies and proposals.	Transparent decision making process for consultees and impact on S75 groups identified during policy development process.

Publish reports quarterly and in accessible formats on request.	All quarterly reports for the reporting period were made available on the Trust's website.	Screening outcomes available to the public for consideration.
Publishing of EQIA reports.	No EQIAs completed during reporting period	
Monitoring		
Review of monitoring information	The Trust continues to monitor staff by Section 75 categories and this has been enhanced by HRPTS Self-Service functions. During the reporting period this monitoring information was assessed for S75 screenings.	Increased understanding of the make-up of the workforce to ensure promotion of equality of opportunity and better information to identify any potential impact.
Staff Training		
Draw up a detailed training plan	During reporting period, implementation of the Trust's Equality Training Programme continued. The regional Equality, Good Relations and Human Rights: Making a Difference Programme has been rolled out across the Trust via Broadcast and Staffnet and compliance is monitored.	Improved access to equality, good relations and human rights training and diversity training through availability of more condensed training package for staff and managers as well as the availability of a training manual for those who do not have access to computers.
Focused training	During the reporting period the Trust continued to provide face to face focused disability equality training, co-produced and co-delivered by disabled people who are members of Disability Consultation Panel. During the year the Trust held specialised workshops and training	Training delivered by the representative groups and individuals resulted in very positive feedback. Targeted training delivered by specialist facilitator enhanced the

	<p>to support the continued development of a coproduction culture. These sessions were attended by 333 service users, carers and staff.</p> <p>Provision of in-house specialist screening training enabling policy and project leads in the Trust to complete screening templates. Two sessions were delivered in January 2020 to 39 policy leads.</p>	<p>skills of Trust staff.</p> <p>Enhanced skills of Trust policy makers.</p>
Arrangements for ensuring and assessing public access to information and services we provide		
Ensure information we disseminate and services we provide are fully accessible to all parts of the community in Northern Ireland	<p>Information is provided in alternative formats on request and Trust's website has been designed to ensure accessibility.</p> <p>During reporting period a total of 18,125 requests for face to face interpreting made to NIHSCIS, which is an increase of over 230 requests.</p> <p>During the reporting period a total of 1153 appointments were supported with sign language interpreting support.</p>	<p>Improved access to information and services for equality groups – specifically those whose first language is not English and people with a disability.</p>
Provide information in alternative formats on request	<p>174 documents translated into minority languages during reporting period.</p> <p>All minutes of Disability Consultation Panel provided on disk or Braille and minutes of</p>	<p>Information provided in alternative formats to increase understanding, ensure effective communication and improved access to services.</p>

	<p>Learning Disability Panel provided in Easy read.</p> <p>Library of translated documents available to trust staff.</p>	
Provide interpreters and sign language interpreters	<p>On-going provision of communication support. 1153 appointments supported with Sign Language Interpreter. 18,125 interpreters were requested from NIHSCIS. Extensive use of telephone interpreting.</p>	<p>Service users and staff supported to ensure good governance in information provision and communication.</p>
Complaints Procedure		
How complaints are raised, timetable for responding etc	<p>No S75 complaints received</p>	
Any other measures proposed in equality scheme		
Work closely with other public authorities to exchange learning and best practice	<p>During reporting period the Trust participated in Regional Equality and Human Rights Steering Group and Regional Equality Leads meetings.</p> <p>A Joint Equality, Good Relations and Human Rights Forum has been established in partnership with ECNI, HRC and CRC.</p>	<p>More effective use of resources and consistent approach across health and social care</p>
Liaise closely with the ECNI to ensure that progress on the implementation of our Equality Scheme is maintained	<p>During reporting period the Trust met regularly with ECNI on S75 implementation.</p>	<p>Ensures effective use of resources and S75 implementation.</p>

3a With regard to the change(s) made to policies, practices 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?

Please provide any details and examples:

Please see third column in above table. It is important to note that the screening of policies, practices or procedures and/or service delivery areas has resulted in many considerations on how to promote equality of opportunity and good relations. For example there is better engagement with those affected by policies and decisions including with service users and carers. Through the screening process, decision makers are more aware of the need for effective and accessible communication. It is important to note that staff affected by policies and decisions in relation to management of change are engaged with to ensure that any adverse impact can be mitigated as required. This is done on an on-going basis and because of confidentiality issues relating to reasonable adjustments that are made this information is not included in the screening templates.

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

As a result of the organisation's screening of a policy (*please give details*):

Examples provided above

As a result of what was identified through the EQIA and consultation exercise (*please give details*):

No Equality Impact Assessments carried out during reporting period.

As a result of analysis from monitoring the impact (*please give details*):

The Trust continues to monitor its workforce across the 9 equality categories. This monitoring information is used for all S75 screenings of proposals that impact on staff. This supports the assessment of impact and the identification of potential adverse impact.

As a result of changes to access to information and services (*please specify and give details*):

The provision of interpreters and translated accessible information continues to result in effective information provision and better communication in situations where a clear understanding is required.

As a result of the Trust's on-going engagement with carers, all information for carers is co-designed and available to support carers in their caring role as follows.

- Carer register form – this year again the carers register form has been updated and rebranded to encourage carers across all Programmes of Care to sign up to the carers register (a contact

- list of all carers to communicate effectively throughout the year)
- Carer newsletter – two issues were circulated in 2018/2019 with increased content to keep carers up to date with what is happening in the Trust and wider community. Carers now contribute to the newsletter with a “carers column” to increase the connection with other carers.
 - Carer Pathway Steering Group – the focus this year has been towards improving access to services for carers and simplifying the contact with the Trust resulting in the development and launch of the Northern Trust Carer Hub. The Steering Group is made up of carers, HSC staff and community and voluntary sector organisations. The Group is carer led and the carer membership endorses any suggestions of support for carers to ensure family carers receive the right support.
 - Co-delivering carer support – whilst the support programme has been co-designed by carers elements of the programme are also co-delivered by carers such as the WRAP classes to give participants a lived experience perspective. Carers have also told us that meeting others, reducing isolation and building networks is vital in sustaining the caring role – our popular ‘Carer Catch Ups’ are also co-hosted with a carer and encourage contact with peers.

Other (*please specify and give details*):

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 2019-20 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:

5. Were the Section 75 statutory duties integrated within performance plans during the 2019-20 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:

The national Knowledge and Skills Framework (KSF) continues to be the process linked to annual development reviews of all Trust staff and personal development plans. Equality and diversity is one of the 6 Core Dimensions and it reflects a key aspect of all jobs and underpins all dimensions in the KSF. During the reporting period the Trust continued to focus on the completion of appraisals to ensure staff have the knowledge and skills they need to do their job and that key areas for development are identified. Equality training is mandatory in the Trust and attendance at/completion of all mandatory training is determined through the appraisal process.

In response to the ECNI report 'Section 75 statutory Equality and Good Relations Duties: Acting on the evidence of public authority practices' June 2018 and in recognition that effective leadership is critical to the successful implementation of our Equality Scheme, new guidance for Board Members was drafted in March 2020. With an emphasis on mainstreaming equality the guide aims to support HSC Board Members to understand the statutory Board responsibilities as they relate to matters of equality, good relations and human rights.

6. In the 2019-20 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:

The Trust continues to prioritise Section 75 within all aspects of its business agenda and has established a range of governance, management and reporting mechanisms to reflect this. The Trust's Equality Unit sits within the Strategic Development and Business Services Division and supports all Trust Divisions to ensure Section 75 is mainstreamed and integral to planning processes. Objectives and targets relating to the Trust's duties under Section 75 are built into its corporate and directorate planning processes. The Trust has set appropriate objectives and targets for individual responsible officers.

The Trust's Employment, Engagement, Experience and Equality Group (Quadruple EG) ensures compliance with and mainstreaming of Section 75 duties. The Group seeks assurance that the Trust is compliant with Equality, including Section 75 of the Northern Ireland Act 1998, the Human Rights Act 1998 and Section 49a of the Disability Discrimination Act and in doing so ensures that the above is embedded in decision making. The Group is chaired by the Deputy Chief Executive and membership includes Trust Director and Non-executive Directors.

Equality action plans/measures

7 Within the 2019-20 reporting period, please indicate the **number** of:

Actions completed:	19	Actions ongoing:	8	Actions to commence:	2
--------------------	----	------------------	---	----------------------	---

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

Examples provided in Appendix 1

8 Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period (*points not identified in an appended plan*):

Detailed update provided in Appendix 1

9 In reviewing progress on the equality action plan/action measures during the 2019-20 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 2019-20 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:

The Trust recognises the importance of proper and timely consultation as an integral part of fulfilling its Section 75 obligations when making decisions and planning services. For all public consultations the details are sent out to over 1,500 individuals, groups and organisation on the Trust's Consultation Database. Consultation documents are made available on the Trust's website with the consultation document is available in alternative formats. Following consultation, a detailed consultation feedback report is drafted and time is taken to consider all the responses. All of those who provided feedback and participated in the consultation process are informed of how their feedback influenced the final decisions. During the reporting period no public consultations were carried out.

As well as having a duty to involve, the Trust recognises the importance and benefit of effective engagement and communication with our local communities.

While the Trust did not complete any public consultations during the reporting period much work was done to support personal and public involvement and co-production. Details of the extensive work carried out can be found in our [PPI and Co-production Annual Report](#).

- 12 In the 2019-20 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
- 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)*: The Trust continues to support and engage with its

established user groups – Disability Consultation Panel, Older People’s Panel, The Forum for people who use learning disability services and the Carers Steering Group. This ongoing engagement ensures representative groups and individuals views are taken into account in decision making.

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:

Please refer to Trust’s [Personal and Public Involvement and Co-production Annual Report](#)

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019-20 reporting period? *(tick one box only)*

Yes No Not applicable

Please provide any details and examples:

During the reporting period the following activities supported awareness raising of Equality Scheme commitments among consultees.

- Dissemination of Section 75 Annual Progress Report
- Equality Newsletter disseminated to all consultees
- “Equality Matters” section of Trust’s Annual Report
- Staff training programme
- All engagement exercises
- S75 screening reports published
- Ongoing guidance and briefings to senior management and Trust Board
- Equality section on Trust internet

14 Was the consultation list reviewed during the 2019-20 reporting period? *(tick one box only)*

Yes No Not applicable – no commitment to review

The consultation list is reviewed on an ongoing basis.

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

- Screening Outcome Report – June 2019
- Screening Outcome Report – September 2019
- Screening Outcome Report – December 2019
- Screening Outcome Report – March 2020

15 Please provide the **number** of policies screened during the year *(as recorded in*

screening reports):

144

16 Please provide the **number of assessments** that were consulted upon during 2019-20:

0

Policy consultations conducted with **screening** assessment presented.

*Please note while no public consultations were carried out during reporting period, engaging with those affected by a policy is integral to the Trust's policy development process.

0

Policy consultations conducted **with an equality impact assessment (EQIA)** presented.

0

Consultations for an **EQIA** 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:

No S75 public consultation carried out during the reporting period. It is important to note that main improvement projects included the involvement of S75 groups to ensure equality issues are integral to the development process. Examples of this can be found in the Trust's Personal and Public Involvement and Co-production Annual Report

- 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 2017-18 reporting period? (*tick one box only*)

Yes No Not applicable

Please provide any details and examples:

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 2019-20 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:

Staff monitoring is reviewed annually via HRPTS to ensure the Trust has an up to date equality profile of its workforce to support more effective screening of proposals and policies that may have an impact of staff.

Continual monitoring of interpreting identifies the top five languages requested in the Trust and ensures the Trust can provide accessible information and the appropriate type of interpreting is used for appointments.

It is envisaged that Encompass will greatly enhance and streamline HSC records and

systems, which will in turn help us capture better quality and consistent section 75 information for our service users. The Encompass programme is a HSC-wide initiative that will introduce a digital integrated care record to Northern Ireland. This will support the HSCNI vision to transform health and social care in order to improve health outcomes and create better experiences for those receiving, using and delivering services. The roll out of Encompass will allow service users to access their own information and use the system to communicate with their health and social care team, view test results and manage appointments. The system is due to go 'live' in summer 2021, starting in the South Eastern Trust before rolling out to the remaining Trusts by the end of 2023

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:

22 Please provide any details or examples of where the monitoring of policies, during the 2019-20 reporting period, has shown changes to differential/adverse impacts previously assessed:

The Trust's policy development process ensures that all policies are monitored and reviewed.

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:

The Trust continues to monitor the staff across the 9 equality categories and through this monitoring process. The monitoring of staff is enhanced by the self-service function of the Human Resources, Payroll, Travel and Subsistence System (HRPTS). It is anticipated that staff will be more likely to record their equality information on this online system. This information is used for screening purposes and helps to identify specific issues that need to be addressed to ensure the promotion of equality of opportunity.

Ethnic Monitoring of Service Users continues in a number of information systems including Child Health System, SOS CARE and NIMATS.

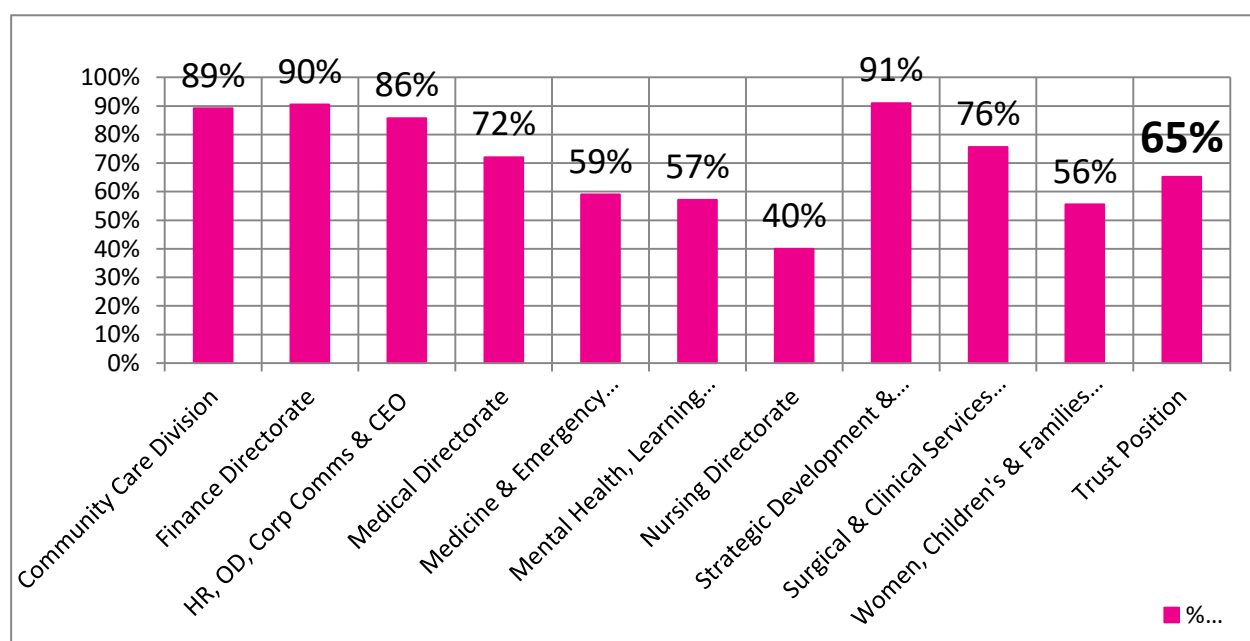
The Trust completes an Article 55 Review Report every three years which involves gathering and analysing to inform the completion of the review.

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 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

The Trust continues to provide training as a key component of meeting its legislative requirements and a range of training is delivered to ensure that staff are equipped with the necessary knowledge and skills to discharge the S75 equality duties.

Equality training in the Trust is mandatory and must be completed by all staff every three years. Uptake is monitored twice each year. The table below details compliance across all of the Trust Divisions.



During 2019-2020 the following numbers of staff have attended or accessed training

Corporate Induction Training	744
Equality and Human Rights e-Learning	2390
Dissemination of Equality Training Manual	1100
Disability Equality Training	66
Rural Needs Act Training	39

The Trust has a range of resources available for staff to increase awareness of equality and diversity matters including the following:

- Equality, Good Relations and Human Rights – A Training Manual for Staff
- Multi-Cultural and Beliefs Handbook
- Disability Etiquette Booklet

- Making Communication Accessible for all
- Screening Guidance
- Easy Way to EQIA

Specialist screening training was delivered to 39 policy leads to inform completion of equality screening in respect of policies and development of new services. This training includes case studies and ensures that policy and service leads consider equality when developing and reviewing policies and services.

- 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:

Feedback from and evaluation of the specialist screening training delivered to 39 policy leads was very positive with leads saying they had an increased understanding of the importance of screening, of their role in providing relevant and important information and data, and of the need to ensure that equality screening takes place as early as possible in any change process.

The evaluation of the Disability Equality Training is always very positive mainly because the training is co-delivered by a disabled person. This lived experience provided at the training is very powerful and provides participants with the opportunity to explore issues further.

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

- 26 Please list **any examples** of where monitoring during 2019-20, across all functions, has resulted in action and improvement in relation **to access to information and services**:

As a result of continually assessing the information provided in alternative formats the Trust continued to extend its library of translated material during the reporting period. This is available on Staffnet and the Internet for both staff and service users.

Provision of language assistance is a legal requirement for public sector organisations and an essential part of providing safe, high quality care to all patients and clients. The Trust is committed to ensuring everyone is given equal access to information about services in a format they can understand. The Trust provides interpreting services on request to help patients and clients and staff to communicate when using services.

The monitoring of interpreting usage ensures the Trust can provide its information in the main languages. It also ensures that the appropriate type of interpreting is used for appointments. For simple, straightforward and short appointments, telephone interpreting is the most appropriate and most cost effective. Face to face interpreters are then available for more complex or sensitive appointments.

During the reporting period the top 20 languages supported in the Northern Trust area were as follows.

Language	Number of bookings
Polish	5548
Romanian	3571
Arabic	3341
Slovak	946
Lithuanian	916
Portuguese	717
Bulgarian	647
Chinese - Mandarin	421
Czech	372
Russian	364
Hungarian	336
Chinese - Cantonese	229
Tetum	206
Latvian	154
Spanish	73
Urdu	39
Bengali	37
Turkish	32
Italian	22
Japanese	16

Interpreters are provided and funded regionally through the Northern Ireland Health and Social Care Interpreting Service (NIHSCIS). Interpreters are professionally trained and adhere to a Terms of Engagement. Interpreters are bound by confidentiality and provide their services on a 24/7 basis. NIHSCIS has 353 Interpreters registered in 35 different languages. Demand for interpreting continues to increase on an annual basis with over 132.434 requests made regionally for interpreters processed during 2019-20 and 98.4% of bookings successfully fulfilled. NIHSCIS reached 1 million interpreter requests in June 2019.

There are currently 363 active registered Interpreters covering 35 languages, with 15 new Interpreters registered in December 2019 to target priority languages including Bulgarian, Polish, Farsi, Romanian, Slovak, Turkish, Latvian, Urdu.

In March 2020 the Interpreting Service Customer Survey had 227 responses with 97% of HSC Staff and Practitioners surveyed rated the overall service received as 'very good' or 'good'.

Training in NIHSCIS continues as below:

- 17 Interpreters completed 'Pregnancy loss and the death of a baby: Sands Training for Interpreters' in September 2019
- 9 Interpreters completed NI Blood Transfusion Service 'Donor Selection Guidelines and Good manufacturing Practice training for Interpreters' in April 2019

- 14 Interpreters completed Belfast HSC Trust ‘Speech and Language Therapy Refresher Training for Interpreters’ in June 2019
- Over 150 Queens University Belfast School of Medicine 4th year medical students completed ‘Working Well with Interpreters Training’ as part of their 2019/20 General Practice training module
- 29 NI Approved Social Worker Training Programme Students completed ‘Working well with Interpreters Training’ in February 2020

Complaints (Model Equality Scheme Chapter 8)

- 27 How many complaints **in relation to the Equality Scheme** have been received during 2019-20

Insert number here:

0

Section 3: Looking Forward

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

Trust Equality Scheme updated during 2018/19.

- 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*)

On 11th March 2020, the World Health Organisation officially declared COVID-19 a pandemic due to the speed and scale of transmission of the virus. As a result the Trust concentrated on delivery of essential services only in order to maximize the number of staff and resources available to respond to emerging needs/demands, safeguard lives and prevent the HSC system from becoming overwhelmed. The Trust has now started the process of rebuilding services in an incremental way while ensuring the delivery of high quality and safe patient/client services.

The Trust recognises that there are a number of policy leads/decision makers across HSC who likewise must comply with the S75 Equality Duties, the Human Rights Act and the Disability Duties in the development, implementation and review of the Minister for Health’s “Strategic Framework for Rebuilding HSC Services” in NI and in the development and implementation of HSC Trusts Rebuild Plans. The Trust therefore commits to collaborate, as necessary, with all relevant HSC organisations in seeking to ensure the fulfilment of these statutory duties. This may entail, in some instances, the Trust feeding upward into regional EQIAs led by other HSC Policy Leads e.g. DoH, HSCB et al, contributing to equality screenings by other policy leads where there are for example regional themes, undertaking further individual equality screenings on Trust proposals and where necessary and appropriate conducting EQIAs and associated consultation in line with the commitments in approved Equality Schemes and in the fulfilment of the requirement of the DoH Circular Guidance ‘Change of Withdrawal of Services – Guidance on Roles and Responsibilities’ – September 2019 especially where temporary changes are being proposed as permanent.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2019-20) 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):

Please note progress against actions progressed in year 2 of the Disability Action Plan can be seen in Appendix 2.



Appendix 1

Equality Action Plan

Year 2 Progress Report

2019/2020

Equality Action Plan

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

We want to ensure that the focus is on outcomes for people within the nine Section 75 equality categories and to make a positive difference for them. The following actions are therefore aimed at simplifying the process.

Action Measure	Description
We will develop a Screening and Equality Impact Assessment (EQIA) Tool Kit to guide staff through the process.	<ul style="list-style-type: none"> • A regional toolkit will be available for policy and decision makers. • More robust and regionally consistent screening/EQIAs.
<p>Progress Year 2 – Completed for this reporting period</p>	
<p>Work on an Equality and Human Rights Screening Toolkit came to fruition, during the year under review, with the incorporation of positive comments from the Equality Commission for NI. The screening toolkit will facilitate the effective mainstreaming of the statutory Section 75 equality duties and will assist policy makers in completion of meaningful screening templates so that equality considerations are an integral part of policy development and inform decision making. The new toolkit will form the basis for future staff training which in turn will provide for consistency across the HSC Trusts in the application of screening and EQIAs methodology and best practice.</p> <p>This online Equality Screening Toolkit was developed using feedback obtained from senior managers together with feedback from the Equality Commission for NI. Some final tweaks to the toolkit are ongoing to ensure that it is user friendly, interactive, easy to navigate.</p>	
Action Measure	Description
We will develop a checklist to make sure Equality, Disability and Human Rights are at the heart of procurement.	<ul style="list-style-type: none"> • Checklist developed and adhered to by staff with responsibility for buying goods and services. • Raised awareness among staff of equality and human rights obligations in procurement process. • S75 and human rights issues identified at an early stage of procurement process.

Progress Year 2 – Ongoing Rollover Year 3

A Flowchart has been drafted and shared with Finance in NIAS initially for comments. This will then be shared more widely for agreement across the region. Discussion has taken place in terms of integrating an agreed flowchart into procurement training. This action has not fully been achieved as a result of Covid 19 pressures and will be picked up on in year 3.

Action Measure

We will review our staff training to ensure best practice is followed when screening and conducting EQIAs.

Description

- Up to date training programme for all policy makers across health and social care will be made available to ensure best practice.
- Skilled staff, policy leads and decision makers.
- Consistent and effective approach in the training programme across all Trusts (targets to be set).
- Effective compliance with the S75 Equality Duties.

Progress Year 2 – Ongoing Rollover Year 3

A regional training sub-group has been set up to develop a revised staff training programme which will be rolled out to ensure consistency across Trusts and adherence to best practice. The regional Screening Toolkit and amended screening template will form the basis for this new staff training programme. The Equality Commission for NI have been involved in discussions around the new screening toolkit and their input to the content of the new revised staff training programme will also be sought.

HSC Trust Equality Units continue to provide policy leaders and decision makers across HSC with specific advice and support on best practice in screening and EQIAs.

The roles of Trust Boards and Executive Management Teams are essential in ensuring that a meaningful and effective approach to implementing the Section 75 duties. The regional Trust Board Guidelines have been reviewed and updated to ensure leaders, senior managers and decision makers in HSC Trusts demonstrate good governance and best practice in equality screening and equality impact assessments.

It is important to note that in light of Covid-19 all face to face training has been suspended. HSC Trust Equality Leads are currently considering how staff training can be delivered remotely or through resources available online.

Action Measure	Description
<p>We will develop and implement a communication strategy to ensure that stakeholders are aware of Trust Equality Units, their functions and how they can be engaged on equality and human rights issues.</p>	<ul style="list-style-type: none"> • Strategy in place to improve communication. • Raised awareness among S75 groups of Trust Equality Units and how they can be involved in and influence Trust equality agenda.
<p>Progress Year 2- Completed for this reporting period</p> <p>HSC Trusts utilise a range of mediums to raise awareness of the roll and function of their respective Equality Units. This includes ongoing media, social media, newsletters etc. including a commitment to host an annual show case event as a conduit to raise the profile of the Equality Units.</p> <p>During this reporting period, the annual Show Case event focused on ‘Supporting Carers in the Workplace’. It was held on Thursday, 20 February 2020 in Mossley Mill, Newtownabbey and was attended by over 70 Health and Social Care employees who are currently working whilst caring for a family member or friend.</p> <p>HSC Trusts external websites have an Equality section where Equality Screenings, Annual Progress Report, Disability and Equality Action Plans and newsletters are published. Communication and awareness raising also continues through social media including Facebook and Twitter as well as press coverage of events/initiatives etc. Frequent articles are also drafted for staff and published on Staffnet.</p> <p>Other mediums include ongoing presentations at Senior Management /Executive Team and Trust Board meetings as well as Team Meetings. The Trust also tables its Annual S75 Progress Report at Trust Board as a further means of raising awareness and highlighting key achievements during the current reporting period.</p> <p>HSC Trusts continue to raise awareness through established networks and user panels such as the recently establish Equality, Human Rights and Good Relations Joint Consultative Forum which facilitates ongoing communication and collaboration between the Equality and Human Rights Commissions and the Community Relations Council in order to optimise outcomes for Section 75 groups.</p> <p>These partnerships ensure an effective network for on-going stakeholder involvement and co-production and provides an opportunity for stakeholders and their representatives to be involved in the developing and planning of services. HSC Trusts continue to support and value the networks that have already established and continue to work in partnership to ensure the most marginalised groups have a voice and are involved in HSC Trust work.</p>	

During the reporting period the implementation of the DoH Co-production guidelines has resulted in a network of service users and carers who are involved in Trust's PPI and co-production work. This includes service users and carers. Involvement can range from membership of a steering group or project team or by attending a workshop to provide feedback. Many members are now co-delivering training.

Action Measure	Description
We will work with the Department of Health and other relevant stakeholders to make sure we are prepared for the introduction of Age Discrimination Regulations.	<ul style="list-style-type: none"> • One regional event to raise awareness of potential implications of the new legislation on health and social care provision. • Better understanding amongst staff on the implications of the legislation.

Progress Year 2 – Ongoing Rollover Year 3

Regulations not yet enacted by the local Assembly.

Section 2 – Promoting Equality in our Services

The following actions have been developed in response to what we have heard and are aimed at providing welcoming, person-centred and accessible services for everyone.

Action Measure	Description
<p>We will review our equality training programme in collaboration with service users, carers and their advocates.</p>	<ul style="list-style-type: none"> • Consistent staff training and awareness raising, co-produced and delivered, where appropriate, across health and social care. • Raised awareness among staff of the best way to promote equality of opportunity for service users. • Each Trust to identify a process to monitor e-learning.
<p>Progress Year 2 – Completed for this reporting period</p> <p>The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory for all HSC Staff. Compliance is reported regularly within each HSC Trust utilising dedicated internal reporting mechanisms. Reports are drawn up per directorate and shared to influence how best to promote staff awareness of equality, good relations and human rights and ensure uptake of this mandatory training. Targeted action is taken as necessary to further ensure compliance. The latest training figures can be found in the ‘Training Section’ of this year’s S75 Annual Progress Report.</p> <p>A review of this training programme was undertaken, during the current reporting period, and has resulted in a number of amendments including e.g. the incorporation of the HSC Trust values, on the landing page, and a revision of the content of this programme to acknowledge that same sex marriage is now legalised in NI.</p> <p>HSC Trust Equality Units continue to provide staff with information, training and resources to ensure that have the appropriate level of knowledge, expertise and skill to mainstream Section 75 duties.</p>	
Action Measure	Description
<p>We will work with service users, carers and representative organisations to ensure Trust websites are accessible, user friendly and easy to navigate.</p>	<ul style="list-style-type: none"> • User friendly HSC websites containing up to date information. • Better communication with service users, carers and the public on access to our websites information.

Progress Year 2 – Completed for this reporting period

The Trust has recently set up a new website which has resulted in an improved design, layout and accessibility. Trust staff have access to Read and Write software to enhance accessibility.

Action Measure	Description
We will work in partnership with LGBT representative organisations to develop guidance for health and social care staff to ensure LGBT service users have access to services.	<ul style="list-style-type: none">• Consistent up to date staff guidance developed in partnership with LGBT organisations.• Enhanced awareness of access barriers for LGBT service users and carers.• Improved satisfaction with health and social care services for LGBT service users and carers.

Progress Year 2 – Completed for this reporting period

Initial meetings have taken place with Stonewall and S75 Equality Leads to discuss 'Diversity Champion' status. Arising out of piloted training there is a commitment to co-producing written guidance for staff on how to provide a responsive and sensitive service for people who are LGB and T. This guidance will be utilised across the HSC to further extend best practice.

Action Measure	Description
We will work in partnership with Black and Minority Ethnic (BME) groups and groups representing BME older people to develop guidance for health and social care staff on meeting the needs of older people in BME communities and ensure access to services.	<ul style="list-style-type: none">• Staff guidance co-produced with BME communities and representative organisations.• Raised profile of needs of BME older people.• Increased awareness among staff of the needs of BME older people.• Improved access to services for BME older people.

Progress Year 2 – Completed for reporting period

The Equality Leads have been liaising with the organisers of the NICON Conference and the ECNI to facilitate working and learning from with the BAME Network England. These include discussion with the Patient User Tsar and Director of Inclusion. This meeting will facilitate joint learning of systems, approaches and key learning opportunities for both HSC in NI and the BAME Network. This initiative was planned to take place Year 2 but due to the COVID-19 crisis was postponed until the end of 2020. Action will be carried forward and reported on in Year 3.

Action Measure	Description
<p>We will work in partnership with older people's groups, including the Pensioner's Parliament, to develop guidance for HSC staff on meeting the needs of older people.</p>	<ul style="list-style-type: none"> • Staff guidance co-produced with groups representing older people. • Raised profile of needs of older people in the delivery of services. • Increased awareness among staff of the needs of older people. • Improved communication and access to services for older people.
<p>Progress Year 2 – Completed for the reporting period</p>	
<p>Key developments include a prototype for a new integrated care system which is based on partnership at all levels and embeds and values co-production as integral part of this system. This new system has a focus on improving local population health outcomes, including the health outcomes of older people. It embodies an anticipatory care model in nursing homes looking at dementia pathways and the involvement of a user group of older people. This initiative is currently being tested in Northern area to be rolled out regionally.</p>	
<p>Other developments, which have come about through quality improvement initiatives, to improve meaningful personalised activity for people living with dementia in nursing or residential homes include:- a series of interventions such as 'All about Me' posters in client's bedrooms, another was co-production of activity boxes specific to the individual to allow carers, family or staff to engage meaningfully with the older person.</p>	
<p>There has also been significant in-roads into the development of a regional HSC delirium pathway so that people with delirium receive the right care in the right place at the right time. Resultant outcomes have been the production of a Delirium Pathway policy, a Care Pathway and associated Guidance developed to assist in the coordination of care and to improve how patients, over the age of 18 (as per NICE guidance) are managed during a delirium episode aimed primarily at improving their care and minimise adverse outcomes. The pathway sets out the steps that should be taken to recognise, diagnose and manage delirium for any patient over the age of 18 (in the community as well as in the acute setting) including when to refer for specialist management and to identify issues for discharge and follow up. It will help staff utilise evidence-based practice to prevent, treat and manage delirium.</p>	
Action Measure	Description
<p>We will hold an annual event to showcase best practice in equality and diversity within the health and social care.</p>	<ul style="list-style-type: none"> • An annual Equality and Diversity event delivered. • Health and social care viewed as a sector that promotes equality and diversity. • Improved awareness of equality and diversity best practice models and shared across health and social care and beyond.
<p>Progress Year 2 – Completed for this reporting period</p>	
<p>The annual showcase best practice event 'Supporting Carers in the Workplace' was held on Thursday, 20 February 2020 in Mossley</p>	

Mill, Newtownabbey. It was attended by over 70 Health and Social Care employees who are currently working whilst caring for a family member or friend.

This event was supported by Carers NI and Employers for Carers. The programme included learning how to manage caring responsibilities alongside working and how to build techniques that can help. The event provided everyone with the opportunity to share their stories and provide feedback on supports that would be beneficial to staff. This will contribute to the development of guidance and training for manager on how they can support working carers.

Section 3 – Supporting our Staff

The following actions help to promote equality of opportunity for our staff and support them to understand their responsibilities in valuing differences and advancing equality of opportunity to ensure an inclusive and welcoming environment.

Action Measure	Description
We will ensure compliance with any new legislation governing gender pay reporting and address any inequalities identified.	<ul style="list-style-type: none"> • Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation.
<p>Progress Year 2 – Completed for this reporting Period</p> <p>Legislation has yet to be enacted by the NI Assembly. In the interim period a Position Paper setting out the key requirements of this new legislation has been shared with the Human Resources Directors Forum.</p> <p>During the current reporting period representatives from the Equality Commission for NI and HSC Finance representatives were invited to a workshop hosted by the HSC Regional Employment Equality Network to explore with the Commission the level of detail and calculations required for reporting purposes. It was agreed that one Trust would undertake some modelling in line with legislative requirements. The NHSCT was identified as a pilot site. Learning to be shared with other HSC Trusts in preparation for legislation coming on stream now that the NI Assembly is up and running.</p>	
Action Measure	Description
We will work in collaboration with relevant stakeholders to extend the remit of our Employability Schemes to enhance employment opportunities for marginalised S75 groups.	<ul style="list-style-type: none"> • Scope in year 1 opportunities and availability for our employability schemes. • Employability scheme available to other marginalised S75 groups. • Improved employment opportunities for marginalised S75 groups. • Access to employment is improved for marginalised S75 groups.
<p>Progress Year 2 – Ongoing Rollover Year 3</p> <p>All HSC Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements, Job Shadowing, the Workable Programme leading to substantive employment opportunities</p>	

within Trusts, career events and targeted recruitment. HSC Trusts have forged closer links with the disability sector including USEL to further promote meaningful opportunities for disabled persons to participate in the workplace.

Working with the NI Union for Supported Employment, the Northern Trust participated in a pilot working interview programme for disabled applicants within Catering and Domestic Services in Causeway Hospital. Three candidates secured permanent employment opportunities with the Trust commencing in January 2020. Further development of the programme has been curtailed due to Covid 19 pressures.

Action Measure	Description
We will revise Equality, Human Rights and Disability guidelines for our Non-Executive Trust Board members.	<ul style="list-style-type: none"> • Up to date guidelines in place for Non-Executive Directors. • Increased awareness among Non-Executive Directors of statutory compliance and responsibilities.

Progress Year 2 – Completed for this reporting period

This Guidance has been developed and updated in conjunction with by ECNI. It has now been finalised and designed to complement existing resources and is moving to print ready stage.

Podcast has been written for respective HSC Trust Chairs/Non-Executive Directors. Recording of the podcast to be taken forward within in each HSC Trust. Feedback on the draft guidance has been extremely positive. Expected launch date June 2020.

Action Measure	Description
We will review our harmonious working environment advice in light of any new findings and recommendations from the work conducted by the Commission on Flags, Identity, Culture and Traditions.	<ul style="list-style-type: none"> • Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.

Progress Year 2 – Completed for this reporting period

The new regional policy is now finalised and waiting endorsement by Regional TU colleagues. The new policy is entitled Equality, Diversity and Inclusion and carries forward the values and principles in the former HSC Trusts’ Equal Opportunity Policy. The policy has been updated to take account of developments within the sphere of equality, human rights, disability and good relations duties.

This policy is concerned with the promotion of equality and the prevention of unlawful discrimination.

In addition, the former Joint Declaration of Protection Policy Statement has been replaced by a Harmonious Working Environment Statement included as an addendum to this new regional Equality, Diversity and Inclusion Policy for ease of access. In this statement Management, Trade Unions and Staff Organisations representing employees of HSC Trusts jointly agree a number of key principles to support a harmonious working environment: excerpt. *‘We Declare that we shall work together to ensure that our workplaces are harmonious and inclusive, where individual differences are valued and respected in line with the commitments and values of the organisation’.*

At this time, there have been no recommendations published by the Commission on Flags, Identity, Culture and Traditions.

Action Measure	Description
We will launch our new E-Learning Module and Equality and Diversity Staff Training Manual.	<ul style="list-style-type: none"> • 20 minute E-Learning Training Programme for staff and managers and Equality and Diversity Staff Training Manual launched and available for all health and social care staff. • Marketing strategy to increase uptake of training across all Trusts. • Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual. • Improved uptake of equality training, each Trust to set targets.

Progress Year 2 – Completed for this reporting period

HSC Trusts continue with the deployment of the Regional Making a Difference, Equality, Good Relations and Human Rights eLearning training. Please refer to the main body of this year’s report for the latest uptake figures. This programme is mandatory for all HSC staff. A review of this programme was undertaken, during the current reporting report, and a number of amendments have been recommended to keep abreast of legislative developments e.g. legalisation of same sex marriage as well as the inclusion of HSC Trust values on the landing page of the programme etc.

Total Actions in Year 2	16	Total Actions Completed in Year 2	12	Actions ongoing into Year 3	4
-------------------------	----	-----------------------------------	----	-----------------------------	---

Equality Action Plan - Local Actions

Actions	Measures
<p>We will develop an Equality Training Programme to ensure that our mandatory equality training is delivered to all Trust staff including our medical staff and to those who do not have access to a computer.</p>	<ul style="list-style-type: none"> • 30 minute E-Learning Training Programme for staff and managers and Equality and Diversity Staff Training Manual available for all health and social care staff. • Local strategy to increase uptake of training. • Improved access to equality and diversity training for those with access to computers. • Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual. • Improved local uptake of equality training.
<p>Progress Year 2 – Completed in year and on-going</p> <p>Equality training in the Trust is mandatory and must be completed every three years. As part of its wider monitoring of statutory and mandatory training, the Trust has commenced formal compliance reporting on the uptake of Equality, Good Relations and Human Rights; Making a Difference training in early 2018. This eLearning programme is supported by the development and dissemination of a regional training manual for staff who may not have access to a computer. An online version has also been uploaded to Staffnet (the Trust’s intranet) enabling central access to those staff who have access to computers. Feedback received to date has indicated that this is a valuable training resource.</p>	
<p>We will test effective models of engagement, including the Deliberative Democracy model, to establish an ongoing engagement process to support our Reform and Modernisation Programme (RAMP)</p>	<ul style="list-style-type: none"> • Deliberative Democracy event in partnership with NIHR and Newcastle University • Analysis of deliberative democracy as method of engagement. • Establishment of 4 locality engagement forums across the Trust area • Evidence of effective engagement in all RAMP projects
<p>Progress Year 2 – Completed in year and ongoing</p> <p>The Trust’s Personal and Public Involvement and Co-production Annual Report for 2019/20 outlines the work the Trust is doing to promote personal and public involvement and co-production in the planning and delivery of services and highlights some of the best PPI practice across the organisation. This includes information on the implementation of the Department of Health’s Co-production Guide. During the year the Trust held workshops with staff, service users, carers and communities to build on a network of</p>	

Actions	Measures
<p>partnership working. The Trust has established an Involvement Network of over 250 service users and carers who work with us to develop our services – whether co-designing a new service, co-producing training, or having input into the information we provide.</p>	
<p>We will review and update our Good Relations Strategy Action Plan in partnership with representative groups to ensure effective ongoing implementation.</p>	<ul style="list-style-type: none"> • Review group established • Survey of staff and service users/carers • New Good Relations Action plan developed in partnership with representative organisations
<p>Progress Year 2 - Ongoing Rollover Year 3</p> <p>A regional group has been established to review the Good Relations statement for health and social care. Membership includes the Community Relations Council and ECNI.</p>	
<p>We will work in partnership with carers on the implementation of our Carers Support Action Plan to support both family carers and carers in our workforce.</p>	<ul style="list-style-type: none"> • Ongoing development of carer led Carers Pathway Steering Group • Carers Support Action Plan detailing how carers will be supported • Identification of good practice that already exists • Establish project in partnership with Carers UK to support our staff who are carers using creative and innovative technology.
<p>Progress Year 2 – Completed and on-going</p> <p>The carer support programme offered in the Northern Trust aims to encourage carers to have personal responsibility in their own health and wellbeing and promote personal development to support them in the caring role. Following a co-production workshop, Carers helped shape the events by co-delivering classes and sharing their experiences and supporting other carers through co-design of resources and training. The number of sessions offered on the carer support programme was 68 classes with a total number of 700 carers attending.</p> <p>During 2019-2020, the Trust continued its project in partnership with community pharmacists. The project continues to identify hidden carers in the community by reaching out through the community pharmacist. Pharmacists talk with people during their visit to collect prescriptions, identify if they are caring for someone and direct them to the Trust Carers and associated services for carers including inclusion in the Carers Register to ensure that they are included in communications about opportunities available for carers.. 55 pharmacies across the Trust have signed up to the project and, to date, 74 carers have been referred to the Trust.</p>	

Actions	Measures
<p>WRAP – Wellness Recovery Action Plan is a programme to help people understand and manage their mental health and emotional wellbeing. Trust staff are now delivering specific carers WRAP co-delivered with a carer as part of the support programme across different areas of the Trust.</p> <p>On Carers Rights day, 21 November 2019, Northern Trust launched the Carer Hub, a central point of contact for carers and staff for signposting and support. The theme for Carers Rights Day 2019 was “Helping you find your way” which is was appropriate for the Hub launch. A carer member of the Carer Pathway Steering Group opened the Hub. The Carer Hub has its own designated telephone number which is available Monday-Friday from 9am-5pm. Since the launch we have seen an increase in telephone calls with carers and staff being signposted to the relevant support. So that we can best signpost our callers we have been networking with community and voluntary organisations to ensure that the information we hold is up-to-date and accurate. This work is ongoing as we strive to increase our knowledge of the services available to carers.</p> <p>The Northern Trust continue to work with Barnardos Young Carers Service to develop support for young carers aged 8-18 years who are looking after a parent, sibling with a long term health condition. During the summer 2019 a specific nutrition and exercise programme was developed in partnership with the Nutrition and Dietetics Team in the Trust. The class ran for three weeks in the summer holidays and involved a Cook-it programme and exercise and wellness focus for the young people. Twenty young carers attended for the three weeks.</p>	

Actions	Measures
<p>We will work with trade union colleagues to ensure the issues raised in the staff survey are addressed.</p>	<ul style="list-style-type: none"> • Staff Survey results shared and being used as one of our 3 people measurement tools (including Investors in People and Cultural Assessment Tool) to inform the Corporate People agenda.
<p>Progress Year 2 – Completed and on-going</p> <p>The Trust shared the 2019 Staff Survey results, across the Trust. There were a number of significant improvements from the 2015 staff survey:</p> <ul style="list-style-type: none"> - 69% of staff felt the organisation supports them to achieve a work life balance (increase of 36%) - 54% felt satisfied with the recognition or praise they got for good work (increase of 8%) - 77% felt valued by the organisation following their appraisal/ review (increase of 14%) - 89% of staff felt their training; learning and development needs were met (increase of 15%) <p>However, the Trust committed to continuing to make improvements towards creating a great place to work for all staff. A workshop was held with Trade Union Colleagues to review the three key areas for improvement:</p> <ul style="list-style-type: none"> - Line manager Support - Communication - Recognition <p>A number of suggestions were put forward and will be reviewed as part of the Trust’s review of the People agenda, which will continue to be taken forward in partnership with our Trade Union Colleagues.</p>	

Total Actions in Year 1	5	Total Actions Completed in Year 2	4	Actions ongoing into Year 3	1
-------------------------	---	-----------------------------------	---	-----------------------------	---



Appendix 2

Disability Action Plan

Year 2 Progress Report

2019/2020

Disability Action Plan

Section 1 – Promoting positive actions and increased participation through training, awareness and resources

Disabled people have told us that promoting well-informed social attitudes to disability is central to securing the right to equality for all disabled people. We are committed to providing training and resources to support our staff in the implementation of our disability duties.

Actions to promote positive attitudes towards disabled people

Action Measure	Description
<p>We will co-design and deliver bespoke disability equality training for frontline staff in partnership with disabled people.</p>	<ul style="list-style-type: none"> • Consistent staff training and awareness raising, co-designed and delivered, where appropriate, across health and social care. • Co-designed training programme in each Trust that includes specific guidance on communication on disability and autism. • Increased staff awareness on disability equality and how to promote positive attitudes and participation in public life. • Disability equality training that will reflect all disabilities (including hidden, autism, sensory) and will challenge negative stereotypes / attitudes about disabled people.
<p>Progress Year 2 – Complete for this reporting period</p> <p>The Making A Difference E-Learning mandatory training is the main training resource which all staff are required to complete. This incorporates disability awareness training and scenario based learning. In addition, HSC Trusts have revised the Staff Disability Etiquette Booklet which includes important information on Autism. This resource is aimed at raising staff awareness.</p> <p>Nearing completion is a new regional Staff Information Booklet entitled: ‘Staff Guidance – Autism in the Workplace’. This booklet aims to increase staffs’ understand and appreciation of Autism and how to provide practical support in the workplace.</p>	

Action Measure	Description
<p>We will work with the consortium of mental health organisations and the ECNI to ensure health and social care is signed up to the Mental Health Charter.</p>	<ul style="list-style-type: none"> • Workplace that welcomes and supports staff with a mental health issue. • Development of best practice models that ensure services are accessible to people with a mental health issue. • Availability of long-term sustainable information and training support that will help managers to identify and offer help and support to staff with a mental health issue.
<p>Progress Year 2 – Completed for this reporting period</p> <p>All HSC Trusts have now signed up to the Mental Health Charter in collaboration with the Equality Commission for NI. The Charter commitments are currently being mainstreamed in the outworking of HSC Trusts respective Health & Well-Being Strategies.</p> <p>HSC Trusts continuously promotes the mental health and wellbeing of staff and notably during the outbreak of Covid 19, many psychological resources were disseminated and much more focused attention was given to mental health and wellbeing and resilience. It is clear that this will be a priority going forward.</p>	
Action Measure	Description
<p>We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy.</p>	<ul style="list-style-type: none"> • Promotion of regional sensory awareness e-learning programme. • Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports.
<p>Progress Year 2 – Completed for this reporting period</p> <p>The Regional Service Group is a forum for engagement and collaborative working focused on services for people with sensory loss. It includes Health and Social Care service representatives, community and voluntary sector organisations, and Service Users. The purpose of the RSG is to consolidate and build upon service improvements made for people with sensory disabilities under the <i>Physical and Sensory Disability Strategy and Action Plan 2012-18</i>.</p> <p>The overarching objectives of the <i>Physical and Sensory Disability Strategy</i> continue to apply to the work of the RSG. They include:</p> <ul style="list-style-type: none"> • To support disabled people to better exercise their rights, choices and life opportunities; 	

- To support the continuing development of an inclusive and effective range of high quality health and social care services; and
- To develop a more integrated approach to the planning and management of services within and across government departments, the HSC and the independent community and voluntary sector.

A work plan has been drawn up covering the period December 19-20 for the 4 following Task and Finish Groups: Sight Loss Services Framework, Hearing Loss Services Framework, Tinnitus, Sign Language in Care Settings Sight Loss Services Framework. Other worksteams will include: the approach to service users involvement, palliative and end of life care and regional awareness raising and accessible information provision.

Actions to encourage participation by disabled people in public life

Action Measure	Description
<p>We will develop for staff a welcome pack with information about accessibility such as:</p> <ul style="list-style-type: none"> • arrangements for sign language interpreting • provision of auxiliary aids • disability etiquette • alternative formats. 	<ul style="list-style-type: none"> • Accessibility welcome pack available for all disabled service users to improve access to services. • Improved service user and carer experience. • Resource available for staff to support them to meet the needs of disabled service users and carers.
<p>Progress Year 2 – Completed for this reporting period</p> <p>Ongoing work continues to produce a digital Welcome Pack which will provide front line staff (Health and Well Being Centres) with practical advice and guidance about inclusive and accessible communication. It was initially planned to have this in hard copy but for a number of factors it was decided to have this digitally so that it is accessible for community staff and it can be updated and added to as new information emerges. Being led by the Belfast Trust – this resource will be shared across the region in the interest of extending best practice.</p>	
Action Measure	Description
<p>We will work with relevant organisations to adopt a communication standard in line with the Accessible Communication Standard in England to ensure</p>	<ul style="list-style-type: none"> • Establishment of a consistent communication standard across all Trusts. • Improved communication with service users and carers.

information is accessible for all disabled people including those with autism and those with communication disability.

- Improved experience for people using our services.
- Improved accessibility to information and services.

Progress Year 2 - Completed for this reporting period

A Regional Accessible Communication group has been established. Membership includes HSC Trusts, Disability Action, RNIB, Action on Hearing Loss, RNIB and Mencap. The purpose of the Group is to guide the development and implementation of a communication standard in line with the Accessible Information Standard in England for the provision of appropriate communications support and personalised accessible information to disabled people by health and social care organisations. It has been agreed that a round table discussion will be convened to explore how the information standard would be taken forward across Northern Ireland learning from those with experience of taking this forward in England and Scotland.

Section 2 – Supporting full participation of disabled people by improving accessibility

We have done much work over the years in enhancing the accessibility of health and social care services but disabled people continue to tell us that barriers to full accessibility remain. We are committed to working with disabled people on the initiatives listed below to improve accessibility for and participation of disabled people when accessing our buildings, information and services.

Actions to promote positive attitudes towards disabled people

Action Measure	Description
<p>We will work with disabled people to make sure we are ready for the introduction of new legislation including:</p> <ul style="list-style-type: none"> • Mental Capacity • Age Discrimination (Goods/Facilities/Services) 	<ul style="list-style-type: none"> • Actions plans available to ensure readiness for forthcoming legislation
<p>Progress Year 2 – Completed for this reporting period</p> <p>The Mental Capacity Act (NI) 2016 (“the Act”) is a piece of legislation which, when fully implemented, will bring together mental capacity and mental health law for those aged 16 years and over within a single piece of legislation. The Deprivation of Liberty Safeguards as set out in the Mental Capacity Act (Northern Ireland) 2016 (MCA) became law on 2nd December 2019 - this was following an extension by the Department of Health.</p> <p>The Act provides a statutory framework for people who lack capacity to make a decision and people who now have capacity but wish to make preparations for a time in the future when they lack capacity. Where a person who lacks capacity is being deprived of their liberty, the Deprivation of Liberty Safeguards must be applied.</p> <p>This new law states that by December 2020, the Trust must make sure that everyone who is currently deprived of their liberty has been reviewed and safeguards have been put in place by a special Trust Panel known as a Trust Authorisation Panel which can authorise a deprivation of liberty. There are different levels of training – according to people’s role within the Trust and under the legislation– much of this is mandatory. Simulation training was convened for practitioners to help them understand the complexities and intricacies of the legislation and its implementation. A Mental Capacity Implementation Team has been established along with appointment of Short Term Detention authorisers and coordination of Authorisation Panels. Much work has been led regionally to</p>	

coordinate implementation and ensure consistency of approach. Regular regional meetings are convened with the Department of Health and other Trusts. Regular newsletters are produced to ensure there is a sound level of awareness.

Action Measure	Description
<p>We will review how we communicate with and seek feedback from disabled people (staff and service users) about health and social care and develop guidance to ensure effective engagement in the future</p>	<p>Introduction of new methods of seeking feedback and communication identified such as Citizen Space.</p> <ul style="list-style-type: none"> • Use of all available media (including social media) considered. • Guidance available for staff to ensure effective engagement with disabled people. • Improved development of policy and practice by drawing on wide range of views and experiences.

Progress Year 2 - Completed for this reporting period

The Regional Initiative ‘Care Opinion’ – platform facilitates real time feedback from service users and their families. Easy Read formats are available.

HSC Trusts have used CitizenSpace successfully in the past when engaging with S75 groups including the disability sector on the development of their current Equality and Disability Action Plans.

HSC Trusts are committed to the principles of the [Co-Production-Guide.pdf](#). HSC Trusts, other Arms Length Bodies and the DOH are the only public bodies in Northern Ireland which have a statutory duty to involve and consult its stakeholders, therefore the guide augments and builds on the requirements set out in current PPI Policy. The goal is to support transformational change through a co-productive approach and promote the opportunity for all sections of the Northern Ireland community to partner with health and social care staff in improving health and social care outcomes. This guide illustrates that we want a system that partners and organises health and wellbeing with people, for people, and by people. The [Trust’s PPI and Co-production Annual Report](#) provides further detail.

Actions to encourage participation by disabled people in public life

Action Measure	Description
<p>We will work with representative groups to develop an accessibility checklist to ensure that health and social care facilities are considered accessible spaces for all.</p>	<ul style="list-style-type: none"> • Accessibility checklist for health and social care facilities developed in partnership with ECNI and voluntary and community sector. • Health and social care facilities accessible for service users and carers. • Information from checklist to support prioritisation of programme of accessibility works. • Resource developed to promote best practice in the built environment including autism friendly spaces. • Promotion of best practice when working with colleagues on modernisation projects or new builds. • Guidance available on autism friendly spaces. Promote principles of autism friendly spaces and services.
<p>Progress Year 2 – Completed for this reporting period</p> <p>Using an adapted version of the ECNI accessibility audit tool it is hoped that a range of changes will be implemented and developed using an 'Access Checklist' to ensure physical environments are more accessible. Learning will be shared across the Trust and regionally.</p> <p>The Northern Trust, in partnership with the Trust's Disability Consultation Panel, has commenced as a pilot project for the region to invest in the creation of access guides for Antrim Area Hospital and Causeway Hospital. The guides will describe each patient journey and give disabled people, carers and those with long term health conditions the information required to plan their visit. AccessAble, a third party provider, was appointed in March 2020 to survey and document all aspects of accessibility at the two hospital sites. The detailed guides will be available to access by website and as a mobile application and will be offered in a wide range of accessible formats.</p>	

Action Measure	Description
<p>We will work to ensure access to all forms of communication support including support for BSL/ISL users, Makaton users and people who have Autism Spectrum Disorder.</p>	<ul style="list-style-type: none"> • Regional services established for the provision of communication support for people who are deaf or hard of hearing. • Health and social care communication accessible to all service users and carers. • Improved access to services. • Improved communication with service users and carers. • Improved experience for people using our services.
<p>Progress Year 2 – Ongoing Rollover year 3</p> <p>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 public consultation supported for the recommendation that the Business Services Organisation would be commissioned to supply Regional Communication Support Services (RCSS) for deaf and hard of hearing people who need to access to health and social care across Northern Ireland. The RCSS service development has been driven by the need to improve the accessibility, quality and safety of current communication support to service users as intended by RQIA in its Recommendation in 2011. The RCSS Service Delivery Model has been developed based on the recommendations from the review of communication support in 2016. Over the reporting period a number of meetings have been held with sign language service users and a range of organisations and individuals across all of the Trust areas, providing an opportunity to discuss the service model. Work on developing the model continues.</p>	
Action Measure	Description
<p>We will join the Equality Commission’s ‘Every Customer Counts’ initiative to try and ensure that services and the physical environment are accessible.</p>	<ul style="list-style-type: none"> • Public commitment to ‘Every Customer Counts’ and formal sign up by all Trusts being a campaign signatory. • Health and social care services accessible and open to all potential service users and carers. Raised awareness of three good practice guides to illustrate reasonable adjustments which have been made by various service providers in a range of sectors.

Progress Year 2 – Completed for this reporting period

Every Customer Counts is an initiative developed by the Equality Commission to help organisations to make their services more accessible and inclusive to all our service users, patients, visitors and carers. The aims are closely linked to HSC Trusts regional values.

A regional workshop was held during the year under review. Attendees included Section 75 Equality Leads, a representative from AccessAble UK and Estates officers from each HSC Trust. The Equality Commission have developed a self-audit tool which the sub-group agreed could use to evaluate how accessible services are. The sub-group has had its initial meeting and are in consensus that it would be more appropriate and feasible to undertake this audit in a number of key areas in the first instance and then mainstream and roll out good practice across the other sites on an incremental basis.

Estates officers agreed to work collaboratively and in collaboration with AccessAble UK to identify a few pilot sites where work could commence on the introduction of Accessibility Guides to provide ease of access for patients, clients, visitors and staff. Audits will be completed in Antrim Area Hospital and Causeway Hospital sites in July/August 2020.

Section 3 – Supporting full participation of disabled people in our workforce

We know that there continues to be gaps between the proportion of disabled people employed in health and social care compared with non-disabled people. We are committed to ensuring that disabled people are afforded equality of opportunity in respect of entering and continuing employment in health and social care. We will work in partnership with disabled people to make sure our employment policies and practices and working environments are as inclusive and accessible as possible. Please note the nature of the actions detailed below will relate directly to participation by disabled people in public life.

Action Measure	Description
<p>We will work in partnership with Recruitment Shared Services to promote a review of recruitment and selection processes to promote equality and ensure any barriers that may discourage a disabled person from applying are identified and mitigated action as appropriate.</p>	<ul style="list-style-type: none"> • Barriers to recruitment and selection process improved. • Best practice model developed in relation to online recruitment. • Increased applications from people with a disability.
<p>Progress Year 2 – Completed for this reporting period</p> <p>The Health and Social Care Workforce Strategy 2026: Delivering for Our People sets out ambitious goals for a workforce that will match the requirements of a transformed health and social care system. It also addresses the need to tackle serious challenges with supply, recruitment and retention of staff. The Strategy document includes a very detailed look at the workforce problems and challenges facing health and social care in Northern Ireland.</p> <p>Theme 1 in the Strategy is about Attracting, Recruiting and Retaining and includes the commitment to set up and roll out a regional HSC careers service to help ensure a good supply of people in the future; to inform and excite people on the range of jobs and professions and to publicise health and social care as a career option.</p> <p>Trusts have been working collaboratively to improve access for those seeking employment with the Trusts. Examples include:</p> <ul style="list-style-type: none"> • Improvements in website accessibility – providing greater ease of access for job applicants. • Production of a series of recruitment - How to Guides. • Outreach measures – regional and local career events to promote the HSC as an employer of choice. <p>The deployment of the Regional Disability Tool Kit is soon to commence starting with the Human Resources Directorate. The tool kit</p>	

will be rolled out to other service managers. This resource was informed with input from the Disability Sector, ECNI, managers and staff across HSC as well as Equality practitioners. The Tool Kit provides very practical advice for both managers and staff when managing disability in the work place and will be used across the region as a resource to aid best practice and understanding of the out workings of the Disability Discrimination Act 1995.

The Equality Commission's recently revised 'Outreach/Positive Action Measures for Employers' will be included within the HSC Disability Tool Kit as soon as it is launched and available.

Action Measure	Description
We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.	<ul style="list-style-type: none"> • Development of our work placements and employability programmes • Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions

Progress Year 2 – Completed for this reporting period

HSC Trusts continue to work with the Disability Sector to promote itself as an Equal Opportunity Employer. Within the body of the Annual Progress report, there is further detail about Positive Action measures aimed at encouraging the participation of persons with a disability in employment, volunteering, job experience.

Action Measure	Description
We will review opportunities for staff to disclose their disability.	<ul style="list-style-type: none"> • Staff encouraged to declare that they have a disability. • Promotion of the benefits of disclosure and importance of monitoring. • Increased awareness of the importance of staff keeping personal equality monitoring records up to date (via HRPTS). • Increased staff disclosure and staff supported. • Robust equality monitoring statistics to ensure meaningful analysis to support decision making and benchmark workforce profile.

Progress Year 2 – Completed for this reporting period

A staff information booklet entitled 'Should I Disclose to My Employer that I have a Disability' has now been produced setting out the benefits of disclosure. Whilst disclosure is voluntary there are clear benefits for an employee in being open about their disability status. Firstly, it enables an employer, in this instance HSC Trusts, to provide for timely and practical implementation of reasonable

adjustment in the workplace for new or existing employees with a disability. This is particularly important where there are health and safety considerations. This staff information booklet draws on best practice advice provided by Disability Action.

Action Measure	Description
We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.	<ul style="list-style-type: none"> • Promotion of revised best practice guidance on employing persons with a disability. • Development and delivery of bespoke equality and human rights training to Occupational Health staff. • Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers. • Improved support for disabled staff. • More robust reasonable adjustment process.

Progress Year 2 – Completed for this reporting period

The new Disability Tool Kit includes a complete section on Reasonable Adjustments in the Workplace to ensure managers fully understand their legal responsibilities under the Disability Discrimination Act 1995.

The deployment of the tool kit will be underpinned by bespoke training for managers to ensure compliance and importantly the provision of timely reasonable adjustment for new and existing employees with a disability.

Action Measure	Description
We will develop guidance on supporting people with autism in employment in partnership with representative organisations.	<ul style="list-style-type: none"> • Co-designed guidance produced which will raise awareness among staff of reasonable adjustments for people with autism. • Promotion of guidance across health and social care.

Progress Year 2 – Completed for this reporting period and ongoing

A regional Staff information Booklet completed and when approved regionally will be adopted by HSC Trusts. This resource provides practical advice for managers and staff re managing Autism in the Workplace.

Total Actions in Year 2	15	Total Actions Completed in Year 2	14	Actions ongoing into Year 3	1
-------------------------	----	-----------------------------------	----	-----------------------------	---

Disability Action Plan - Local Actions

Action Measure	Description
<p>We will review the current processes and systems available for booking appointments for outpatient clinics and identify methods to improve accessibility for people with sensory disability.</p>	<ul style="list-style-type: none"> • Review group established – membership to include service users • Review of current processes and systems used in the Trust to check if these meet the needs of the service users • Improved access for disability groups to booking systems in acute services • Improved patient experience and outcomes • Patient confidentiality maintained
<p>Progress Year 2 – Ongoing Rollover Year 3</p> <p>The Trust has established and Chairs a regional Accessible Communication Group to guide the development and implementation of a communication standard in line with the Accessible Communication Standard in England for the provision of appropriate communications support and personalised, accessible information to disabled people by health and social care organisations. Membership of the regional working group includes individuals and organisations representing people with sensory disability. Its remit is to scope the standards required to deliver accessible, personalised information and communications support for disabled patients, service users and carers.</p> <p>The Trust has signed up to the ECNI ‘Every Customer Counts’ initiative. Ongoing engagement with the Trust’s Disability Consultation Panel ensures the implementation and monitoring of this initiative.</p>	
<p>We will review our library of accessible information and ensure staff are aware of the availability of alternative formats.</p>	<ul style="list-style-type: none"> • Availability of material reviewed • Gaps in material identified • New material in alternative formats sourced from other Trusts and organisations • Promote availability of translation library • Increased awareness among staff of need for alternative formats and availability of library of material.

Action Measure	Description
<p>Progress Year 2- Completed and ongoing</p>	
<p>The Trust's library of accessible information has been reviewed. During the year, 22 information leaflets were translated into easy read and made available to staff both in Trust and across other Trusts.</p>	
<p>We will work in partnership with our Disability Consultation Panel to review our current methods of involving disabled people and develop new guidelines for staff.</p>	<ul style="list-style-type: none"> • Develop baseline of current methods of involvement used • Engage with disabled people specifically when developing our Personal and Public Involvement Strategy to ensure their specific needs are addressed • PPI Strategy that identifies the most effective methods of involving disabled people in decision making
<p>Progress Year 2- Ongoing Rollover Year 3</p>	
<p>Ongoing engagement with the Trust's Disability Consultation Panel ensures the implementation and monitoring of this initiative. A coproduction planning workshop has been held with the Trust's Disability Consultation Panel to develop an action plan that will ensure effective involvement of disabled people.</p>	

Action Measure	Description	
<p>We will Review our Disability Equality Training in partnership with disabled people to ensure that it reflects awareness of and our commitment to the 'disability duties'.</p>	<ul style="list-style-type: none"> • Training review group established • Current training programme reviewed • Identification of good practice that already exists • Model of co-delivery established • Increased awareness among staff of disability duties 	<p>Year 2 and ongoing</p>
<p>Progress Year 2 – Completed</p>		
<p>The Trust's Disability Consultation Panel has reviewed and amended the Disability Equality Training. New module co-delivered to 66 members of staff. Training currently being developed as a webinar for staff – this will also be co-delivered.</p>		
<p>We will work with sign language users in the Trust area to ensure a smooth transition into the new regional sign language interpreting service.</p>	<ul style="list-style-type: none"> • Support BSO in development of new service • Provide guidance for Trust staff on new procedures • Inform service users of new process 	<p>Year 2 and ongoing</p>
<p>Progress Year 2 – Ongoing Rollover Year 3</p>		
<p>Over the reporting period the Trust continued to participate in all the meetings held with sign language service users and a range of organisations and individuals across all of the Trust areas to discuss the new service model. Work on developing the model continues.</p>		
<p>We will provide training for managers to provide them with the skills and resources to support members of their team who have a disability.</p>	<ul style="list-style-type: none"> • Review current training in partnership with Disability Consultation Panel members • Survey staff with a disability to identify how support could be provided • New training developed and 4 sessions provided for managers each year • Increased awareness among managers of the range of ways to support staff with a disability 	<p>Year 2</p>

Action Measure	Description
<p>Progress – Completed and ongoing</p> <p>The Trust held a workshop to talk with staff members and about their experience of living and working with a disability or long term health condition. The objective of the workshop was to get direct feedback from staff who have a disability about their experience of working in the Trust and to find out how they can best be supported in the workplace. It was clear from the feedback we received that those who participated valued the opportunity to have their views heard. Participants were asked to discuss in groups their experience of living with a disability or long term health condition and working in the Trust. The feedback received will shape how we support staff with a disability in the future.</p>	

Total Actions in Year 1	6	Total Actions Completed in Year 2	3	Actions ongoing into Year 3	3
-------------------------	---	-----------------------------------	---	-----------------------------	---