

**Public Authority Statutory Equality and Good Relations Duties
Annual Progress Report 2017-18**


Contact:

• Section 75 of the NI Act 1998 and Equality Scheme	Name:	Alison Irwin
	Telephone:	028 2766 1377
	Email:	alison.irwin@northerntrust.hscni.net
• 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.htm>

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 2017 and March 2018

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 2017-18, 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.

In preparing this Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) the Trust has used the template provided by the Equality Commission for Northern Ireland. Alongside this 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 of this report provides an overview of the work undertaken in compliance with its Equality Scheme obligations and does not detail all of the work that the Trust carries out to promote equality of opportunity and good relations and to address inequalities. It is important to note that a key element of the Trust's business is to improve health and wellbeing and address inequalities.

This year, the Trust has not appended an update on its 2014-2017 Action Based Plan as last year's annual report included the final update. In addition much of work carried out during the reporting period was on the new five-year Equality Action Plan. Likewise the Trust reported on its 2014-2017 Disability Action Plan last year so Part B is not completed. Next year progress report will include a detailed update of actions progressed in year 1 (2018-2019) of the Equality Action Plan and Disability Action Plan.

Development of a new S75 Equality Action Plan and Disability Action Plan

The Health and Social Care Trusts have worked collaboratively to develop their S75 Equality Action Plans and Disability Action Plans which cover a five year period from 2018 to 2023. The content of the S75 Equality Action Plan (appendix 1) and Disability Action Plan (appendix 2) was informed by a review of what has been achieved through the implementation of our previous Plan and an audit of inequalities (appendix 3) which included an examination of new research and feedback from consultations and engagement with representative organisations.

In order to engage with a wide range of key stakeholders on the development of the new Plans, a regional stakeholder event was held on Thursday 19 January 2017. A copy of the outcome report from this event can be found on the Trust's website (www.northerntrust.hscni.net) or by following the link <https://view.pagetiger.com/Outcome-Report>.

In addition to the pre-engagement event the Trusts formally consulted on the plans from 7th August to 7th November 2017. Over 1500 groups, organisations and individuals listed in the Trusts' regional consultation database and local consultees received an email or letter informing them of the consultation arrangements. Consultees were encouraged to respond using Citizen Space, an online consultation platform, to simplify the process of responding to the public consultation. An overview of the plans and how to respond was also provided in British and Irish Sign Language. Plans were also available in easy read format and other formats on request. In recognition that some people may prefer to respond in a different way, views were welcomed by a variety of means including in writing, email, telephoning and face to face meetings.

The Plans were amended in light of the feedback received and the amended plans and consultation outcome report (appendix 4) were considered by Trust Board in April 2018 – both Plans were subsequently approved for implementation.

Making a Difference

The new regional 'Making a Difference' - Equality, Good Relations and Human Rights e-learning programme was launched at Stormont in December 2017. On behalf of all the Trusts, Martin Dillon, Chief Executive of Belfast Trust welcomed this training with Alison Irwin, Northern Trust and Gavin Woods, Aurion Learning (who developed the programme) giving an overview of the eLearning programme. Guest speakers also included Evelyn Collins, Chief Executive of the Equality Commission for NI and Professor Dorothy Whittington, Non-Executive Director of the Business Services Organisation who were delighted that Health and Social Care were launching such worthwhile training for all staff.

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. During this reporting period the Trust issued 1720 training manuals to staff including homecare workers, support staff and day care workers. 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.

Savings Proposals 2017/18

During the reporting period the Health and Social Care (HSC) system worked collaboratively to address the significant financial pressures facing health and social care services to meet the statutory requirement of achieving a balanced financial plan. HSC Trusts were tasked by the Department of Health (DoH) with developing draft savings plans to deliver their share of a total of £70m of savings in 2017/18. As part of the process the Northern Trust publicly consulted on specified proposals in its savings plan in line with the Department's policy guidance circular: Change or Withdrawal of Services – Guidance on roles and responsibilities, dated 26 November 2014. The consultation document contained specific proposals relating to a change or withdrawal of service, in the Northern area that were considered to be major and/or controversial. In the main the proposals were for a temporary change or withdrawal of service in 2017/18.

In order to deliver a balanced financial plan it was necessary that the public consultation should be concluded for Ministerial consideration and potential implementation from October 2017. The Trust committed to further public consultation if it was considered necessary to extend any of the proposals for a temporary change or withdrawal of service or in the event it is considered necessary that specific proposals should be made permanent.

On 24 August 2017, following approval from Trust Board we commenced a public consultation on our 2017/18 Savings Plan. The consultation closed on 5 October 2017. To raise awareness of the consultation process it was advertised in the local newspapers. Over 1500 groups, organisations and individuals listed in the Trust's Consultation Database received an email or letter informing them of the consultation arrangements. During the consultation period the Trust held five locality engagement meetings in each of the four Trust localities, a number of staff engagement meetings and attended a range of further meetings with interested parties.

A total of 496 written responses were received during the consultation period. It is important to recognise that while 157 responses were very detailed, the Trust received 339 individually signed copies of the same response. Alongside the written responses the Trust received a petition signed by 21,426 and 844 online signatures.

Trust Board considered the feedback received during consultation at its public meeting on 13 October 2017 and made recommendations that were shared with the Health and Social Care Board and the Department of Health, for approval.

During this process the Trust was mindful of its duty to ensure that its decisions complied with equality and human rights legislation. It carried out an initial equality and human rights indicative assessment with a commitment that all proposals would be subject to a more comprehensive equality screening assessment and where required, a full Equality Impact Assessment (EQIA). Four Equality Impact Assessments and five equality screening assessments were then completed and published. The feedback received during this consultation process informed these screenings and draft EQIAs. Additional funding was then made available in 2017, resulting in the Trust not having to implement a number of the proposals in its savings plan. A copy of the screening documents and EQIAs can be found on the Trust's website www.northerntrust.hscni.net or by contacting the Equality Unit.

Review of communications support services

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

providing the service in the future. The review concluded in January 2016 and proposed that communication support services should be supplied in future on the basis of a regional shared service provided by the Business Services Organisation.

In June 2016 a consultation on the recommendations from the regional review of communication support services for people who are deaf or hard of hearing across Northern Ireland was launched. The purpose of the consultation was to ensure that people who rely on Communication Support Services had opportunities to influence the development of the service regionally. A series of meetings held in partnership with Trusts and facilitated by the British Deaf Association NI, were held across all the health and social care Trust areas to enable people who are deaf or hard of hearing to express their views on a regional service model. The public consultation found overwhelming support for the recommendation that the Business Services Organisation would be commissioned to supply regional Communication Support Services for deaf and hard of hearing people who need to access to health and social care across Northern Ireland. The consultation findings have been approved by Health and Social Care Board members. All of the constructive feedback received during the consultation will be taken into consideration by the Advisory Group in the co-production of the new regional service model. Extensive engagement with the deaf community is integral to the ongoing development of this regional service.

Gender identity and expression employment policy

The Trust worked with other Trusts and HSC organisations to review the feedback received during consultation on the Draft Gender Identity and Expression Employment Policy. Taking all comments received into account, the policy was finalised regionally and a Consultation Outcome Report produced. The policy will be launched in Autumn 2018 within the Trust and made available on Staffnet. A regional task and finish group has been established to support the implementation of the policy, including through the development of checklists for staff and a training plan.

Supporting carers

The Trust is committed to providing a range of supports to ensure that family carers can maintain their caring role. Throughout 2017/2018 there were 61 carer support events held across the Trust area covering different topics to promote carer well-being and personal development. During carers' week in June 2017, the Trust worked with Barnardos to support young carers with different social activities so they could get a break from their caring role. In early March 2018, the Trust also supported young carers on a residential weekend to help them connect with other young people and get a break from their caring role. In March 2018 carers were invited to join us to co-design the new carer support events plan for the next year. Working in partnership with the Northern Region Recovery College we will develop bespoke supports for carers to help them develop their personal development and wellbeing. Carers will help shape the events by sharing their experiences and supporting other carers through co-design of resources and training.

On Carers Rights Day, November 2017 the Trust launched www.carersdigital.org a website dedicated to carers which gives 24/7 access to support with elearning

training, local resources, downloadable free guides from Carers NI/Carers UK and free access to download the care co-ordination “app” ‘Jointly’. In the roll-out of this resource IT classes were held to help carers create an account, log on and work through some modules at their own pace.

Accessible communication

During the reporting period the Northern Trust made a total of 13,233 requests for interpreters through the Northern Ireland Regional Health and Social Care Interpreting Service. In year this represents an increase of over 1,000 requests. The top three languages requested within the Northern Trust during 2017/18 were as follows.

Language	Numbers
Polish	5455
Romanian	1748
Lithuanian	1175

A total of 768 appointments were supported with sign language interpreters and 140 documents were translated into minority languages.

Agencies Supporting Ethnic Communities (ASEC)

On 21 September 2017 the Trust, in partnership with ASEC (Agencies Supporting Ethnic Communities), hosted an event to coincide with Community Relations and Cultural Awareness Week, the theme of which was ‘Safe Place, Shared Place’. The event focused on how to create a community where everyone feels safe and secure and included topics such as a human rights approach to supporting migrant workers, contraceptive and sexual health services for ethnic communities and mental health support to black and minority ethnic (BME) communities.

Chaplaincy Model Engagement Workshop

On 22 March 2018 the Trust held a workshop to engage with service users, carers and wider stakeholders to ensure that the Trust met the religious, pastoral, spiritual and denomination care needs of everyone using its services. Thirty seven people attended the workshop from a variety of organisations and faith communities and to give their views on the current models and future model of chaplaincy.

Deliberative Democracy

In partnership with Newcastle University and the Human Rights Commission the Trust tested a ground breaking method of public engagement called ‘deliberative democracy’. This is an approach to decision-making in which a range of service users and carers think about options or issues relating to a particular subject and are provided with key information and access to ‘experts’ in the subject area. Testing this engagement approach included a one day deliberative forum held on Saturday, 17 June 2017.

The findings from this deliberative process have resulted in a number of recommendations which have been discussed by Trust Board. As a result, the Trust is committed to the development of locality engagement forums based on the recommendations and will ensure that all forum members will be treated as equal participants and their views and opinions will be respected, listened to and acted on.

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2017-18 (*or append the plan with progress/examples identified*).

During this reporting period, the Trust worked collaboratively with the other HSC Trusts on the development of a regional five year Equality Action Plan and Disability Action Plan. The Equality Action Plan sets out the actions the five Health and Social Care Trusts and the Northern Ireland Ambulance Service will take forward collaboratively over the next five years and includes actions aimed at:

- Ensuring the effective discharge of our S75 equality duties
- Promoting equality in our services
- Supporting our Staff

Actions and priorities in this Plan have been informed by an audit of inequalities and there has been wide consultation with an extensive range of stakeholders to inform the content of the Plan and to identify key priorities. The draft plans were then issued for formal consultation from 7th August to 7th November 2017. Following consultation they were reviewed and amended as appropriate. Approved plans can be seen in appendix 1 and appendix 2.

While the majority of our actions are identified as beginning in year one and two it is important to note that realising the actions may take the full lifetime of the Plan. Our Plan will be reviewed on an on-going basis and when the Equality Commission publishes their statement on key inequalities in health.

- 3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2017-18 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 2017-18.

Equality Scheme Commitment	Action	Difference made for individuals
Arrangements for assessing our compliance with S75 duties		
Have in place appropriate structures and reporting mechanisms	<p>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 Engagement, Experience and Equality Group (Triple EG), chaired by Jennifer Welsh, Deputy Chief Executive and Director of Operations seeks assurance that the Trust is compliant with S75 statutory requirements. Membership includes all divisional directors, non-executive directors and the Patient Client Council. Membership now also includes a service user representative to ensure a central mechanism for service user input is built into the governance arrangements. Triple EG reports directly to the Trust's Assurance and Improvement Group which reports through the Executive Team to Trust Board.</p>	<p>Section 75 duties integral to Trust's Assurance Framework. Trust senior teams aware of and comply with statutory requirements during decision making.</p>
Ensure S75 duties are mainstreamed within the Trust	<p>Membership of the Engagement, Experience and Equality Group (Triple EG) – as detailed above – includes Trust Directors who are responsible for the mainstreaming of equality duties across their Divisions. Divisional Equality Leads have been identified to ensure equality is embedded across the organisation.</p> <p>To ensure Trust staff have the appropriate level of knowledge, expertise and skill</p>	<p>Individuals aware of the Trust's commitment to equality duties.</p> <p>Trust staff aware of equality duties and Trust commitment to not only avoiding discrimination but also to pursuing good practice, embracing diversity and promoting good relations.</p>

	<p>to mainstream S75 duties they are provided with the information, training and resources.</p> <p>The new regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme was launched on the 4 December 2017 at Stormont and monitoring of compliance began in January 2018.</p>	
Prepare Section 75 Annual Progress Report (APR) and include section in Trust's own Annual Report.	<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>	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.
Action Plan		
Development of Action Based Plan to include performance indicators and timescales. Aligned to corporate and business planning cycle	<p>Five year S75 Equality Action Plan developed in partnership with representative organisations. Content of Plan has been informed by an examination of new research, feedback from consultations and engagement with representative organisations. Approved by Trust Board for implementation following consideration of consultation feedback and amendments.</p>	Its implementation is intended to have a positive impact on S75 groups.
Arrangements for consulting		
Consultation list reviewed and updated	<p>Consultations carried out throughout the reporting period provided the opportunity to update the Trust's consultation list. Extensive work has also been carried out on the regional consultee database involving confirming if consultees wished to remain on the list and updating contact details.</p>	Refreshed consultees were added to the consultation list ensuring effective engagement.

	The refreshed consultee list will now be used for all consultations.	
Training re. Consultation	<p>Personal and Public Involvement (PPI) and specialised training on “building your skills in facilitation and engagement” was provided for staff.</p> <p>Trust Board workshop on legal requirements in relation to effective consultation.</p> <p>Citizen Space is a system we use to create online consultations and build surveys. It is the only tool of its kind which was designed in collaboration with government, specifically for public sector use. We have held a number of Citizen Space training sessions for our staff to make sure they have the tools to design and conduct their own surveys and get results faster.</p>	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	<p>During reporting period the Trust consulted on:</p> <ul style="list-style-type: none"> • Future model for acute paediatric services in Northern Trust hospitals • How we propose to purchase domiciliary care provided by non-statutory providers • NHSCT 2017/18 Financial Planning - Savings Plan <p>The review and consultation processes included targeted engagement with service users and carers.</p>	Views of representation groups and individuals considered during decision making process.

<p>Provide feedback report to consultees in timely manner in formats suited to consultees</p>	<p>When a final decision has been made, consultees receive a copy of consultation feedback report and are informed of how their feedback influenced the decision made. Consultation feedback reports are available on the Trust website and all Trust documents can be made available in an alternative format on request.</p>	<p>Representative groups and individuals informed of how their feedback influenced the decision made.</p>
<p>Screening</p>		
<p>Revise screening template and accompanying guidance notes.</p>	<p>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.</p> <p>During the reporting period the Trust screened 114 policies and proposals.</p>	<p>Transparent decision making process for consultees and impact on S75 groups identified during policy development process.</p>
<p>Publish reports quarterly and in accessible formats on request.</p>	<p>All quarterly reports for the reporting period were made available on the Trust's website.</p>	<p>Screening outcomes available to the public for consideration.</p>
<p>Publishing of EQIA reports.</p>	<p>EQIAs were completed for the following:</p> <ul style="list-style-type: none"> • Containment of growth in community care home placements and domiciliary care packages • Reduction of non-urgent elective day surgery and inpatient surgery • Reducing reliance on non-contract agency nursing staff • Temporarily close rehabilitation services at Whiteabbey Hospital and redirect Trust employed staff to temporarily work at Antrim Area Hospital 	<p>Trust assessment of impact of proposals published.</p>

	It is important to note that additional funding was made available in 2017, resulting in the Trust not having to implement a number of the proposals in its savings plan and the EQIAs were therefore published but not consulted on.	
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 and EQIA.	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	<p>During reporting period, implementation of the Trust's Equality Training Programme continued.</p> <p>The regional Equality, Good Relations and Human Rights: Making a Difference Programme has been rolled out across the Trust via Broadcast and Staffnet. Compliance monitoring commenced January 2018.</p> <p>Since November 1720 training manuals have been distributed to Trust staff who do not have access to the e-learning programme.</p>	<p>Since launch of the elearning until end March 2018, 993 staff had completed the training.</p> <p>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.</p>
Focused training	<p>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.</p> <p>In addition to this specialist disability equality training was delivered to community care staff to increase awareness of</p>	<p>Training delivered by the representative groups and individuals resulted in very positive feedback.</p> <p>Targeted training delivered by specialist facilitator enhanced the skills of Trust staff</p>

	<p>the physical and psychological effects of disabilities and how to ensure accessible services. On the 9 March 2018 the Trust funded the delivery of Cultural Competence Training which was facilitated by the Building Communities Resource Centre and supported by the Inter Ethnic Forum. It was aimed at professionals, service providers and friends of people from diverse cultural backgrounds to build the skills necessary to achieve cultural competence.</p> <p>During the year the Trust held specialised staff training on “building your skills in facilitation and engagement” helping staff to further develop engagement processes with stakeholders using a strengths-based approach.</p>	<p>Specific training improved awareness, knowledge and sensitivity for professionals coming into contact with client/service users from other minority ethnic communities.</p> <p>Targeted training delivered by specialist facilitator enhanced the skills of Trust staff.</p>
<p>Arrangements for ensuring and assessing public access to information and services we provide</p>		
<p>Ensure information we disseminate and services we provide are fully accessible to all parts of the community in Northern Ireland</p>	<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 13,233 requests for face to face interpreting made to NIHSCIS, which is an increase of over 1,000 requests.</p> <p>During the reporting period a total of 768 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>140 documents translated into minority languages during reporting period.</p> <p>All minutes of Disability Consultation Panel provided on disk or Braille and minutes of Learning Disability Panel provided in Easy read.</p> <p>A number of consultation documents have been developed in Easy Read, "Future model for acute paediatric services in Northern Trust hospitals" and "NHSCT 2017/18 Financial Planning - Savings Plan" for example.</p>	Information provided in alternative formats to increase understanding, ensure effective communication and improved access to services.
Provide interpreters and sign language interpreters	Ongoing provision of communication support. 768 appointments supported with Sign Language Interpreter. 13233 interpreters were requested from NIHSCIS. Extensive use of telephone interpreting.	Service users and staff supported to ensure good governance in information provision and communication.
Complaints Procedure		
How complaints are raised, timetable for responding etc	The Trust received one complaint citing non-compliance with Section 75 in relation to the Trust's Savings Plan	
Any other measures proposed in equality scheme		
Work closely with other public authorities to exchange learning and best practice	During reporting period the Trust participated in Regional Equality and Human Rights Steering Group and Regional Equality Leads meetings.	More effective use of resources and consistent approach across health and social care
Liaise closely with the ECNI to ensure that progress on the implementation of our Equality Scheme is maintained	During reporting period the Trust met regularly with ECNI on S75 implementation.	Ensures effective use of resources and S75 implementation.

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. For example the screening of the breast care early supported discharge pathway identified a positive impact for people with a disability and the need for accessible information provision.

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 ongoing 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):*

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. Over the reporting period the Trust carried out three consultations. During the consultation processes the Trust engaged with service users, carers, staff, a number of public representatives and the voluntary and community section. A number of stakeholder events were held throughout the reporting period to support the Trust's consultations.

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):*

As our population is becoming more diverse the Trust has begun to gain service user feedback into how our sexual health services connect with those

for whom English is not their first language and to examine what way we could improve communication. The Polish community is the second highest minority population in the Northern Trust area. In 2017 a questionnaire was carried out among the Polish community. The questionnaire was translated into Polish and issued through various channels. The questionnaire remained anonymous. The information gathered provided recommendations for both service delivery and in health promotion. The key findings are filtered into training sessions around sexual health to improve awareness of the key issues and barriers.

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 ongoing engagement with carers it has updated the information 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 2017/2018 with increased content to keep carers up to date with what is happening in the Trust and wider community.

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 2017-18 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:

All staff are required to comply with Trust policy including the Equality Scheme and the Equal Opportunities Policy.

PART A

5 Were the Section 75 statutory duties integrated within performance plans during the 2017-18 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 the 2017-18 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:

Our vision is "To deliver excellent integrated services in partnership with our community". And our CORE values are Compassion, Openness, Respect and Excellence. This includes the commitment to respect the dignity, diversity and individuality of all our patients, clients and colleagues promoting equality and addressing inequality. Respect is a strong element of the culture we want to create.

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 has established an Engagement, Experience and Equality Group (Triple EG) to ensure compliance with and mainstreaming of Section 75 duties. The Group maintains an overview of all Trust corporate consultation and engagement processes to ensure compliance with the Trust’s Consultation Scheme. 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. In doing so the Group ensures that the above is embedded in decision in the outcome measures established for the Trust’s Reform and Modernisation Programme. 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 2017-18 reporting period, please indicate the **number** of:

Actions completed: Actions ongoing: Actions to commence:

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

Please see answer to question 2.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period (*points not identified in an appended plan*):

As detailed above the Trust has developed and consulted on its new Equality Action Plan 2018-2023 and Disability Action Plan 2018 -2023. The Trust will provide an update on the relevant actions in its 2018-2019 Annual Progress Report.

9 In reviewing progress on the equality action plan/action measures during the 2017-18 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

During the development of the Equality Action Plan 2018-2023 and as were at the end of the three years implementation of our first equality plan we have carried out a review to consider what actions to include in our new plan. In carrying out the review we considered what actions had already been delivered and if intended outcomes had been

achieved. We also looked at a range of new research and the issues that have been raised with us during consultations and engagements carried out over the last three years.

Substantial progress was noted during this review - please see below a summary of some of the key achievements.

- Establishment of an award winning service for the provision of face to face interpreting for those who do not speak English as a first language in order to ensure equality of access to service provision.
- Establishment of a collaborative contract across government departments for the provision of interpreting, translation and transcription services.
- Production of regional guidance on 'Making Communication Accessible for All'.
- Production of a regional Training manual for Health and Social Care Staff – 'Equality, Good Relations and Human Rights – A Training Manual for Staff'.
- Launch of a regional E-Learning programme to raise awareness of Equality, Human Rights, Good Relation and S75 equality duties– entitled 'Making a Difference'.

Details of what we have done so far can be found in last our Annual Progress Report which is available online or by contacting the Equality Unit.

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 2017-18 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.

The table below highlights the Trust's public consultations carried out during the reporting period and associated good practice.

Consultation	Good Practice
Equality and Disability Action Plans	<ul style="list-style-type: none"> • Shaped with input from a range of stakeholders during pre-consultation engagement work • Use of citizen space - a cloud-based software consultation tool which allows rich media embeds, PDF document viewers and on-demand fact banks. • Explanatory videos in BSL and ISL hosted on the consultation home page • Easy read versions of consultation document available on consultation home page
2017/2018 Financial Planning - Savings Plan	<ul style="list-style-type: none"> • Advertised in the local newspapers • Documents were also available in paper copy and in easy read • 5 locality engagement meetings held in each of the four Trust localities to engage directly with service users, carers, the public and local representatives • 18 meetings with staff and Trade Unions
How we propose to purchase domiciliary care provided by non-statutory providers	<ul style="list-style-type: none"> • Review of existing research and engaged with service users and carers through interviews • Questionnaire issued to service user and their carers to help shape the development and delivery of the Trust's domiciliary care services. • Direct engagement and meetings with independent sector domiciliary care providers • Two public engagement events in Ballymena and Coleraine to engage directly with service users, carers, the public and local representatives

<p>Future model for acute paediatric services in Northern Trust hospitals</p>	<ul style="list-style-type: none"> • Professional Advisory Group (PAG) set up to carry out a review of how our acute paediatric services are provided • Ongoing professional discussion in development of proposal through specialty interface meetings • PAG group met in the run up to the consultation period and was attended by cross directorate representatives and representatives from the General Practice (GP) Federation • Meetings with staff and involvement of trade unions throughout • Availability of Citizen Space, an online consultation platform, to simplify the process of responding to the public consultation • Public engagement event in Magherafelt (area most affected) to engage directly with service users, carers, the public and local representatives • Ward managers and service leads available at public meeting to describe the new service and answer questions directly
---	---

The Trust also recognises the importance of better engagement with affected and interested parties to develop shared decision making. The following are examples of good practice in targeted engagement/involvement in decision making during the reporting period.

Deliberative Democracy

In partnership with Newcastle University and the Human Rights Commission the Trust tested a ground breaking method of public engagement called 'deliberative democracy'. This is an approach to decision-making in which a range of service and carers think about options or issues relating to a particular subject and are provided with key information and access to 'experts' in the subject area. Testing this engagement approach included a one day deliberative forum held on Saturday, 17 June, 2017. This involved inviting a range of service users and carers to deliberate on the topic of 'delivering local community services for older people' and participants had the opportunity to put their questions to an expert panel during an afternoon plenary session. As the topic for discussion was 'delivering local community services for older people', members

of the Northern Trust's User Groups, Carers on the Northern Trust's Carers register, members of the Patient and Client Council and members of Mid and East Antrim Age Well Partnership (MEAAP) were invited to participate in the project. The findings from this deliberative process have resulted in a number of recommendations and the Trust is committed to the development of locality engagement forums based on the recommendations and will ensure that all forum members will be treated as equal participants and their views and opinions will be respected, listened to and acted on.

Making Involvement Work

In December 2017, over 40 service users, carers and Trust staff attended a workshop called 'Making Involvement Work' in the Adair Arms Hotel, Ballymena. Partnership is a strong element of the Trust's vision and it is also a strong element of the culture we want to create. Glenn Houston, Non-Executive Director welcomed everyone to this co-design workshop which was held to learn how service users and carers want to be involved in decision making and to design our new personal and public involvement (PPI) plan. We used the session to find out how people want to be involved. The workshop confirmed that participatory approaches to gathering service user and carer views also offer participants the opportunity to network and learn from each other. The information gathered will now shape our new engagement/involvement plan, which will be developed in 2018.

Acute Co-Production Partnership

On Monday 12 February 2018, the Divisions of Medicine and Emergency Medicine and Surgery and Clinical Services launched the Acute Co-Production Partnership. The Co-Production Partnership (the partnership) connects the right people to work together to improve services, connects service users and carers, community and voluntary sector organisations and acute hospital services. The partnership will make a significant contribution towards adopting a co-production approach to achieve the necessary changes required to deliver the world class health and social care services people deserve as outlined in "Delivering Together". The partnership provides a real opportunity to achieve positive change by creating the conditions for more shared decision making in the planning, delivery and evaluation of services. The launch event took place in Fern House, Antrim Hospital site and presentations were provided on Emergency Services, the work of AgeNI, Cancer Services and the work of the Patient Client Council and how to get involved. A second event is scheduled for 10 September 2018.

Building relationships towards better engagement in Children's Services

Children's Services held an exciting workshop as part of their journey in developing a service user and carer engagement strategy. Senior staff took some protected time to consider how best to involve and engage children, young people and parents in the planning and delivery of services. The workshop involved hearing about best practice engagement models in Involve Youth, a voluntary organisation that works closely with staff. Participants also heard from a service user about her experiences as a foster parent. Participants left the workshop feeling motivated and excited about their future engagement plan.

Service User Involvement within Cancer Services

In 2017 Cancer Services ran two focus groups to gain an understanding of how users of the service view their current care and to identify if there were any improvements that could be made to the services in the future. The gynaecological cancer focus group discussed a number of key learning opportunities including the benefits of the holistic needs assessment and useful feedback on the information pack that patients receive. A focus group held with patients who are attending Laurel House Chemotherapy Unit identified a number of patients who are interested in participating on a Cancer Services Steering Group. Both events have provided Cancer Services with an excellent insight into the services they provide and will enable the service to further develop person-centred pathways for patients and their families.

Mental Health Older People Services – Service User Working Group

Mental Health Older People Services have established a service user working group specifically focusing on service users with a functional mental illness. The Group has been set up in the Antrim and Ballymena locality initially and has reviewed the services operational policy. The Group has also made recommendations for how the service is delivered, such as the use of text reminders for appointments. In the coming year the group aims to develop materials for service users with a functional mental illness and to establish groups in other Trust localities.

Mid Ulster Community Engagement Workshop

On 1 December 2017, the Community Care Division, Mid-Ulster Locality hosted a successful engagement event which provided the Trust with the opportunity to engage with local service users, carers, public representatives and the community and voluntary sector to find out how they visualise the delivery future services in light of the increasing demands and complexities of an ageing population. There was a wide and varied programme for the day with highlights including presentations of service user and family experiences of their journey through local services including the local Rehabilitation Ward at Mid-Ulster Hospital. Community and voluntary sector organisations provided information on how they can complement health care provision to promote independence and self-care.

Engaging with carers

On-going engagement with carers is central to the Trust's equality agenda. In 2016 the opportunity arose to review the structure and Terms of Reference of our Carers Steering Group. Through engagement with carers it was agreed that the Carers Steering Group will be more carer led and Chaired by a Carer. In the spirit of partnership, voluntary and community organisations helping to support Trust carers have been invited to become members of the Steering Group. It was agreed that 50% of the membership of the group will be carers and a number of new carer members have been welcomed. On 28 March we invited carers to co-design the new carer support events plan for the next year. The workshop was an opportunity for carers to let us know how they see carer support and what events will help them develop their personal development and wellbeing. Carers will also help shape the events by sharing their experiences and supporting other carers in the next year through co-production of resources and training.

12 In the 2017-18 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:

See response to question 11. Detailed feedback reports on each consultation and engagement initiative are available by contacting the Equality Unit.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 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.

- Pre-consultation engagement event during development of new 5-year Section 75 Action Plan and Disability Action Plan.
- Launch of ‘Making Communication Accessible Guide for Health and Social Care Staff’ which provides practical tips, advice and guidelines for health and social care staff to enable them to be more inclusive and accessible in their communication with service users.
- Dissemination of Section 75 Annual Progress Report
- Equality Newsletter disseminated to all consultees
- “Equality Matters” section of Trust’s Annual Report
- Staff training programme
- Training and guidance for Board members

PART A

- Consultation documents available on website and Citizenspace
- All consultation and engagement exercises
- S75 screening report published
- Ongoing guidance and briefings to senior management and Trust Board
- Equality section on Trusts internet

14 Was the consultation list reviewed during the 2017-18 reporting period? *(tick one box only)*

- Yes No Not applicable – no commitment to review

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

<http://www.northerntrust.hscni.net/services/914.htm>

Consultations carried out throughout the reporting period provided the opportunity to update the Trust's consultation list. Alongside this extensive collaborative work has also been carried out on the regional consultee database involving confirming if consultees wished to remain on the list and updating contact details. The refreshed consultee list will now be used for all consultations.

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

114

16 Please provide the **number of assessments** that were consulted upon during 2017-18:

3	Policy consultations conducted with screening assessment presented.
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:

See table below.

Consultation	S75 assessment consulted on
2017/2018 Financial Planning - Savings Plan	<ul style="list-style-type: none"> • Equality and human rights indicative assessment • Four Equality Impact Assessments and five equality screening assessments were then completed and published. Please note additional funding was then made available in 2017, resulting in the Trust not having to implement a number of the proposals in its savings plan.
How we propose to purchase domiciliary care provided by non-statutory providers	<ul style="list-style-type: none"> • Completed S75 screening template – providing detailed assessment and outcome for consideration
Future model for acute paediatric services in Northern Trust hospitals	<ul style="list-style-type: none"> • Completed S75 screening template – providing detailed assessment and outcome for consideration

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:

During consultation on the Trust's 2017/2018 Financial Planning - Savings Plan concern was raised about the initial indicative assessment. In responding the Trust detailed that it carried out an indicative assessment to determine any potential adverse impacts under Section 75. The outcomes of this S75 assessment were made available as an appendix of the Trust's savings plan. As well as the initial indicative assessment and, in keeping with the commitments in the Trust's approved equality scheme, the Trust had also completed draft EQIAs and equality screening assessments on all of its proposals.

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

- | | |
|--|--|
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No, already taken place |
| <input type="checkbox"/> No, scheduled to take place at a later date | <input type="checkbox"/> Not applicable |

Please provide any details:

The content of the Trust's new S75 Action Plan and Disability Action Plan 2018-2023 have been informed by an 'Audit of Inequalities' which was refreshed and updated in order to identify key inequalities for service users and those affected by Trust policies.

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.

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

- | | | |
|------------------------------|--|---|
| <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | <input type="checkbox"/> Not applicable |
|------------------------------|--|---|

Please provide any details and examples:

22 Please provide any details or examples of where the monitoring of policies, during the 2017-18 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. The process also ensures that if there are any substantial changes to a policy it is screened again to identify any adverse impact across the 9 equality categories. Commencing on the 1 April 2017 a 'cleansing' policy review exercise was undertaken to ensure good governance in policy development. The Trust's Policy Committee oversees the policy development process and where appropriate raise issues at Directorate Governance meetings

- 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 and EQIA 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 key information systems – Child Health System, PAS, SOS CARE, SureStart and NIMATS. The Ethnic Monitoring Leaflet for service users has been translated into the top five languages for use across all Trusts. Information for staff in the form of ‘Key Tips’ has also been circulated. The Guide to Ethnic Monitoring of Services Users in Health and Social Care in Northern Ireland was issued by the Chief Executive of the Health and Social Care Board to all health and social care organisations for implementation where ethnic monitoring data is currently being collected or planned to be introduced on information systems. The use of this new Guide will help to robustly capture critical patient/service user information on existing and emerging Black and Minority Ethnic communities using health and social care services.

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 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

The Trust is committed to the provision of 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.

In December 2017 the new regional Equality, Good Relations and Human Rights: Making a Difference e-learning programme was launched at Stormont. The aim of the training is to show, that, with small changes to attitudes and behaviour, everyone can really make a difference to their working environment and to the delivery of services.

The objectives from this training are as follows:

- To demonstrate an understanding of how the anti-discrimination legislation, Section 75 NI Act and the Human Rights legislation impact on their roles and responsibilities as employees and service providers (equality of opportunity and good relations; human rights; nine groups; obligations arising for individuals and organisations);
- Demonstrate an understanding of equality scheme commitments (include link to equality scheme);

- Describe the key needs, issues and experiences of the nine groups in the context of health and social care in Northern Ireland;
- Demonstrate an understanding of their roles and responsibilities to ensure a good and harmonious environment for both staff and service users.

This programme also consists of a 'landing page' which provides users with access to supporting information such as Useful Websites, Additional Reading and Training to support equality, good relations and human rights and relevant Trust policies. This has been rolled out across the Trust via Broadcast and Staffnet. NIMDTA have adopted the training and are rolling it out to medical staff. This e-learning programme is supported by the development and dissemination of a regional training manual for staff who may not have access to a computer.

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 commenced formal compliance reporting on the uptake of Equality, Good Relations and Human Rights; Making a Difference training in early 2018.

During 2017-2018 the following numbers of staff have attended or accessed training.

Corporate Induction (including e-Learning)	574
Equality and Human Rights Face to Face including Trust Board	183
Equality and Human Rights e-Learning – from 1 December 2017	993
Dissemination of training manual	1720
Disability equality training including specialist disability equality training for community staff	118
Specialist Screening Masterclass	17
Equality training for social work students	50

Section 75 equality screening training is delivered to policy authors and decision makers and in addition, screening and EQIA guidance along with worked examples is made available to support staff.

The Trust has in place arrangements to ensure recruitment panels receive training on ensuring a fair selection process. A regional e-learning platform has also been developed which is used for refresher training. Current equality law and best practice is incorporated as part of the overall assessment.

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
- Threads of Compassions – guidelines for multi-faith and interfaith events

- 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:

During the reporting period much energy has gone into the launch and dissemination of the new e-learning programme and supporting Equality Training Manual for Staff. The focus has been to ensure the training can deliver key messages to all health social care staff and improve accessibility.

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

- 26** Please list **any examples** of where monitoring during 2017-186-17, 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 continues 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.

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	5455
Romanian	1748
Lithuanian	1175
Slovak	842
Portuguese	789
Chinese - Mandarin	488
Czech	471
Arabic	404
Chinese - Cantonese	323
Russian	308
Bulgarian	269
Hungarian	232
Latvian	194
Pashto Central	148
Tetum	109
Spanish	69
Urdu	49
Bengali	38
French	38
Malayalam	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 325 Interpreters registered in 36 different languages. Demand for interpreting continues to increase on an annual basis with over 114,382 requests made regionally for interpreters processed during 2017-18 and 98.85% of bookings successfully fulfilled. NIHSCIS registered 12 new interpreters in July 2017 to meet priority language demand, in the languages below.

- 6 Arabic
- 2 Romanian
- 1 Latvian
- 1 Bulgarian
- 1 Russian
- 1 Slovak

It is clear from monitoring information that the Trust’s population is culturally and linguistically diverse and the Multi-Cultural and Beliefs Handbook continues to be updated to ensure that it is reflective of all our communities.

The Regional Review of Communication Support Services for People who are Deaf/Hard of Hearing was consulted on during the reporting period. The public consultation found overwhelming support for the recommendation that the Business Services Organisation would be commissioned to supply regional Communication Support Services for D/deaf and hard of hearing people who need to access to health and social care across Northern Ireland. All of the feedback received during the consultation and ongoing engagement is taken into consideration by the Advisory Group in the co-production of the new regional service model.

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.

A project facilitated by BSO Procurement and Logistics Service took action to proactively promote equality of opportunity with regards to contracts with recruitment agencies. The tender specification included requirements for bidders to demonstrate how they promote equality and collect equality monitoring data. This will enable health and social care to monitor the diversity of agency workers and where necessary to engage with recruitment agencies to address under-representation of specific equality groupings.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2017-18

Insert number here:

1

Please provide any details of each complaint raised and outcome:

The Trust received a complaint stating it was in breach of its Equality Scheme in relation to its 2017/2018 Financial Planning - Savings Plan. There was concern that given the major impact identified in the initial indicative assessment no equality impact assessments had been completed and proposals were screened after they had been identified and not as part of the decision making process.

The Trust's response detailed that it carried out an indicative assessment to determine any potential adverse impacts under Section 75. The outcomes of this S75 assessment were made available as an appendix of the Trust's savings plan. As well as the initial indicative assessment and, in keeping with the commitments in the Trust's approved equality scheme, the Trust had also completed draft EQIAs and equality screening assessments on all of its proposals. All this information, including the views of consultees in the consultation outcome report, was taken into account in making any final recommendations to the HSCB and DoH.

Additional funding was then made available in 2017, resulting in the Trust not having to implement a number of the proposals in its savings plan. A copy of the screening documents and EQIAs can be found on the Trust's website www.northerntrust.hscni.net or by contacting the Equality Unit.

Section 3: Looking Forward

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

The Trust has updated its existing Equality Scheme. Any changes are cosmetic and do not affect or dilute any of the legislative commitments. The Trust would propose that a larger scale, more encompassing review would be more appropriate after the next ECNI Effectiveness Review.

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)*

- Implementation of year one of the Trust's new Equality Action Plan covering the same period 2018-2023.
- Implementation of year one of the Trust's new Disability Action Plan covering the same period 2018-2023.
- Continued roll out of new e-learning equality training and establishing effective monitoring process.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2017-18) reporting period? *(please tick any that apply)*

- Employment
- Goods, facilities and services

PART A

- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

Please note as previously referenced, Part B on progress against actions within the Disability Action Plan has not been appended because actions from the 2014-2017 DAP have been completed and comprehensively detailed in last year's annual progress report. The Trust will report on progress against Year 1 actions of its 2018-2023 Disability Action Plan in next year's annual progress report.

Appendices

Appendix 1 – Equality Action Plan – see attached

Appendix 2 – Disability Action Plan – see attached

Appendix 3 – Audit of Inequalities – see attached