

Equality and Human Rights Annual Progress Report 2017-2018



Each year the Trust produces an Equality and Human Rights Annual Progress Report which details how we fulfil our statutory equality, human rights and good relations duties and how we implement our Equality Scheme, Action Based Plan and Disability Action Plan.

This newsletter looks at a few highlights of the work carried out in 2017-2018.

Newsletter Highlights

- Making a Difference: New E-Learning Modules
- Making Communication Accessible for All
- Equality and Disability Action Plans 2018-2023
- Human Trafficking
- Implication of Brexit on Migrant Workers Conference
- NI Pensioners Parliament
- Ards and North Down Intercultural Forum
- Corporate Social Responsibility
- Interpreting for Patients and Clients
- Staff Training/Awareness Raising
- Initiatives for 2018-2019

Equality, Good Relations and Human Rights Making a Difference: New E-Learning Modules 4th December 2017, Long Gallery, Stormont

Several members of Trust staff attended the Launch of two new e-Learning modules entitled 'Making a Difference'. These have been regionally developed focussing on equality, good relations and human rights. The aim of the new modules is to raise awareness and show staff how they can really make a difference by promoting positive attitudes to diversity by ensuring their actions and behaviours are in keeping with HSC organisational values and equality legislation.



Pictured at the launch, L-R Alison Irwin (NHSC), Estella Dorrian (BHSCT), Sandra Rafferty (BSO), John Gow (NIAS), Michelle Morris (BHSCT), Anne Basten (BSO)

The e-Learning programme and associated Training Manual, which complements the modules, were formally regionally launched on 4th December 2017 in the Long Gallery Stormont. Martin Dillon who opened the launch told the audience, "We may forget what is said or done to us, but we never forget how it made us feel."

Making a Difference: New E-Learning Modules



Equality Commission Northern Ireland Chief Executive, Evelyn Collins, welcomed and commended the programme which over 60,000 HSC NI staff can complete. Several members of South Eastern Trust staff attended the launch.

L-R Denise Cole, Kathey Neill (SET) and Susan Lewis (BSO)

The new interactive modules will take 30 minutes to complete and are scenario based introducing the concepts of equality, good relations and human rights. Part 1 is to be completed by **all** staff and part 2 by staff with line management responsibilities. Molly the Mentor guides staff through the training and feedback on the training has been very positive.

This e-Learning module replaces the previous Equality & Human Rights e-learning package offered in SE Trust and, as it has been developed regionally the training can be transferred with staff if they move to another HSCNI organisation thereby reducing duplication of training already undertaken.



Making Communication Accessible for All

The “*Making Communication Accessible to All*” Guide was co-produced with the community and voluntary sector and launched regionally and locally in 2016. The guide provides practical tips, advice and guidelines to enable staff to communicate more effectively with people who are disabled or have a communication support need including face-to-face communication, telephone communication, written communication or information on the web. It also builds on supporting people with a disability in becoming well informed and expert in their own needs.

The Trust audited the Guide in 2017 via a Survey Monkey questionnaire with staff chosen randomly from the following areas; Adults, Children’s & Hospital Services and Nursing, Primary Care and Elderly. Some findings from the responses were:

- Of the respondents who had read the guide 100% felt it was very, quite or somewhat useful with no one feeling that it was not at all or not very useful.
- Over 90% of replies felt the guide was useful to their service area and clients.
- 100% of staff felt the info in the guide was just right and no-one felt the document could be improved and no suggestions were offered to improve it.

Next Steps

Although the findings from the audit were positive, staff feedback would indicate that we would benefit from re issuing the guide to ensure as many staff, at all levels, are aware of it. The Equality Team are currently addressing awareness raising via:

- Trust Announcement on i-connect home screen
- Hard copies issued to each Trust facility and wards
- Include slides about the guide in all Equality training presentations and produce a one page takeaway hand out
- Promote the Guide via the desktop background
- Promoting at meetings attended by Equality staff
- Ensure inclusion of guide in Local Induction Checklist as part of new staff induction to the Trust



**To download the
Making Communication
Accessible for All
Guide, please [click here](#)**



The Trust has continued working in partnership with fellow Health and Social Care organisations to develop and consult on the new five year Equality and Disability Action Plans.



Following a pre-consultation stakeholder engagement event in January 2017, which was attended by over 90 groups and individuals, HSC Trusts worked collaboratively to draft and consult on new Plans to span the 5 year period of 2018-2023. Partnership working has been a key aspect of previous initiatives and has proved effective in developing these plans in previous planning cycles.

The Draft Plans and Pre-Consultation Outcome Report were presented to EMT and Trust Board in June 2017.

The formal 13 week consultation period ran from 7th August – 7th November 2017. Over 1500 regional and local groups, organisations and individuals were informed of the consultation arrangements. Consultees were encouraged to respond using Citizen Space, an online consultation platform. Links were available and easily accessed on Trust websites.

An overview of the Plans, and how to respond, was also available in BSL, ISL and Easy Read Format. Other formats were available on request. Views were also welcomed by a variety of means including writing, email, telephone conversations and face to face meetings.

During the formal consultation period written responses were received from a range of organisations including Alzheimer's Society, Autism NI, ECNI, Lisburn Castlereagh Borough Council, Sinn Fein, TILLI and UNISON.

Through Citizen Space 15 responses were received including those from staff, service users and community and voluntary organisations.

The Equality Leads met with UNISON representatives in January 2018 to discuss the Action Plans and future collaborative working.

Consultation Feedback

The HSC Trusts reviewed each response and the Plans were amended to reflect the feedback received.

In general the actions in the Plans were supported. Collaborative working between the six HSC Trusts was again welcomed.

There was support for an Annual Equality Event to showcase best practice and potentially highlight AHP work in supporting people with disabilities.



The Trust is committed to the establishment of a Joint Consultative Forum and to continuing to work with all trade unions to ensure effective partnership working.

Click below to access the [Consultation Outcome Report](#)

The Draft Plans and Consultation Outcome Report were presented to and approved by EMT and Trust Board in March 2018.

These Plans are living documents and the Trust looks forward to adding to, amending and reporting on them over their lifespan of the next 5 years, as more information becomes available or priorities change.



Human Trafficking



Northern Ireland

Working in partnership with Business in the Community the Equality Department facilitated a workshop in May 2017 at the Ulster Hospital.

The aim of the workshop was to raise awareness of Human Trafficking and to give staff information on what to do and who to contact if they suspect human trafficking.

INVISIBLE TRAFFICK



Feedback was very positive and 100% of staff found the workshop content relevant to their work and informative, challenging and practical.

It is planned to hold the workshop in other locations through the Trust and dates will be advertised on the News Section of i-connect.

A short awareness film entitle **NO HOPE** has been produced by Invisible Traffick and production company Green Lens Productions in a pursuit to battle Human Trafficking in NI. This film is shown to staff at Equality and Human Rights mandatory and bespoke training sessions.



Stronger Together Working Conference

On 17th May 2017, Kathey Neill, Equality Officer, attended a working conference hosted by 'Stronger Together' exploring the state of the BME sector in the current political Northern Irish and UK context.

Firstly, the delegates were faced with a session of 'Programme for Government Speed Dating' which proved a useful and lively exercise allowing them to get to know the PfG outcomes as well as to exchange opinions and ideas on how these could be achieved for ethnic minorities in NI. The morning session concluded with a facilitated round-table discussion of barriers to overcome, opportunities presented, resources and resourcefulness needed in order to make the outcomes achievable.

After a well-deserved lunch Stronger Together piloted a 'State of the Sector' questionnaire where the delegates commented on the validity and clarity of the questions and the whole survey exercise which is due to be distributed digitally among wider BME communities.

With 75 delegates actively engaging in the process and contributing their expertise and opinions, the day was considered to have been very successful. The questionnaire is now being amended accordingly and the conference report compiled and both will inform Stronger Together planning and give an up-to-date picture of what the BME sector currently looks like.

Feedback received from the event has been overwhelmingly positive which proves a clear need for a platform for people working on the ground to exchange ideas. There is a lot of interest and a willingness to engage in collaborative work to progress racial equality and overcome barriers faced by ethnic minorities.



NI Pensioners Parliament

The Trust attended this year's NI Pensioners Parliament as it gathered in the Europa Hotel, Belfast in October 2017. Around 180 older people from across the province attended the parliament, and sixteen motions were passed over the two days by Members of the Pensioners Parliament (MPPs).

The first plenary session focussed on the issue of scams and during the afternoon session, health and social care took centre stage. The session was opened with a video produced by the Pensioners Parliament – 'Our Health Service, Our Stories', which featured the experiences of three



parliamentarians. Following this, MPPs welcomed Professor Deirdre Heenan from Ulster University to provide her keynote address. The health and social care panel Q&A followed, with representatives from the Department of Health, NI Assembly's Health Committee and Patient and Client Council. The parliament also invited representatives from the Trusts Equality teams to attend the afternoon session to listen to the issues and concerns raised by the MPPs.

Implication of Brexit on Migrant Workers Conference



Kathey Neill attended a major conference in February 2018 which focussed on the impact of Brexit on migrant workers. There were concerns heard that Human Rights are being ignored in the potential scenarios of a final settlement. Held in Dungannon, there were over 80 delegates which indicated the level of concern over the

outcome of Brexit for the thousands of people from the EU and other countries who have made NI their home and place of work.

Topics discussed included the increasing role of public service providers and how there was a need to re-energise support for the protection of Human Rights for every person living here.

The conference was a partnership event with BREXIT Law NI, UNISON, the Equality Coalition, QUB, CAJ and Stronger Together.

Regional Hospital Passport Launch

A new Regional Hospital Passport was launched on 9 May 2017 to help improve the experience of hospital visits for people with a learning disability. Equality team members attended this event.

The Public Health Agency (PHA), in partnership with the Regional General Hospital Forum for Learning Disabilities, health and social care trusts, and people with a learning disability and their carers, developed the passport folder which holds details about the patient's likes, dislikes, how best to communicate with them and other helpful information.

The information in the passport will help all staff in hospital settings make reasonable adjustments to support the safe and effective care for people with a learning disability while also improving the patient experience.

Mary Hinds, Director of Nursing and Allied Health Professions at the PHA, said: *"The aim of the Regional Hospital Passport is to ensure that the staff can make hospital visits as comfortable as possible for the patient"*.

People with a learning disability can bring a copy of the Hospital Passport with them when they attend hospital. If they do not bring one with them, hospital staff will provide a blank copy and encourage them, with support from a relevant individual, to complete one on arrival.

The passport has been developed in line with Guidelines and Audit Implementation Network (GAIN) recommendations for caring for people with a learning disability in general hospital settings.



Members of the Lilliput Theatre Company helped launch the hospital passport at the Long Gallery in Stormont.

Copies of the passport can be downloaded [here](#)

Ards and North Down Intercultural Forum

The Trust is a member of the Ards and North Down Intercultural Forum which is an umbrella body of statutory bodies and groups including Ards and North Down Borough Council, Police Service for NI, NI Housing Executive, Stronger Together NI Community Network and North Down YMCA. This forum meets five times a year and addresses Good Relations issues and ensures representation and access to services for Ethnic Minority communities in Ards Borough Council.

Shared Voices Sub Group

The Shared Voices programme continues to deliver workshops on addressing prejudice, finding common ground and acceptance of difference to post primary schools across ANDBC. The Shared Voices programme aims to raise awareness of the diversity in our society and challenge preconceived perceptions and myths that may exist towards ethnic minority groups.

If you would like further information on the Shared Voices team please contact Julie-Anne Eccles, Ards Intercultural Forum on 028 9151 2169



Lata Sharma, Chair Ards and North Down Intercultural Forum, delivering a story telling workshop to pupils at Priory Integrated School

No Hate Here Sub Group



L-R Councillor Noelle Robinson, Nikki Dorrian (ANDBC), Chief Inspector Gerry McGrath, Lata Sharma (Chair)



L-R CI Gerry McGrath, Monika Coil-Gieruga (YMCA), Deputy Mayor Councillor Gavin Walter, Stuart Buchanan (YMCA), Donna Mackey and Ruth Farr (ANDBC)

Under the remit of the Intercultural Forum a No Hate Here sub group has been established. The No Hate Here sub group consists of community and voluntary groups, statutory agencies, including the Trust and businesses who have agreed to support the No Hate Here campaign across Ards and North Down Borough Council. The initiative aims to support everyone who lives in the area regardless of race, religion or political opinion. The campaign encourages everyone to speak out against hate crime and hate incidents by reporting it to the PSNI. Young people from Bangor Alternatives and North Down YMCA worked together to produce a 'NO Hate Here' video to encourage inclusiveness. The video can be accessed via the link below: <https://vimeo.com/252121703/f6df2403e5>

If you are interested in supporting the No Hate Here campaign please contact Julie-Anne.Eccles@setrust.hscni.net

Time to Read

During 2017-2018 the Trust recruited 9 Time to Read volunteers and placed them in schools throughout the Trust's geographical area. These schools included:



- Brooklands Primary School, Dundonald
- Carrickmannon Primary School, Ballygowan
- Cairnshill Primary School, Belfast
- Drumlins Integrated Primary School, Ballynahinch
- Rathmore Primary School, Bangor
- St Finian's Primary School, Newtownards
- West Winds Primary School, Newtownards



The Trust will be recruiting again in Summer 2018 to offer new recruits the opportunity to participate in the initiative.

Feedback from a Trust Time to Read Volunteer

"For an hour each week I read with two P4 (Key Stage 2) children in Drumlins Integrated Primary School, helping them develop their reading skills, the class Teacher said the children's literacy skills had really improved. By the end of the year the children that had participated in the programme could participate in literacy work with their peers which they would not have been able to do without participating in the programme. The parents also said they had noticed a difference in their children's reading skills.

I would recommend and encourage staff to participate in the Time to Read programme".

**Sharon Graham, Carers Support Officer
Ballynahinch Community Services**



Time to Read Visit to Parliament Buildings



Time to Read Volunteers Dorothy Angus and Julie-Anne Eccles organised a workplace visit for West Winds Primary School pupils to Parliament Buildings on Tuesday 13th June 2017. This helps inspire the children about the world of work and gives them a greater understanding into the job their mentor does. It's also great fun!

We got to visit the Assembly Chamber and the P5 pupils were excited to sit in the First Minister and Deputy First Minister's chairs. We met our local MLA Kelly Armstrong and she told us how everything works in the Assembly. The P5 pupils even got to try to pass some new legislation and laws!

Kelly Armstrong MLA with West Winds Primary School P5 pupils participating in Time to Read Programme

As VIP guests we got to visit Stormont Castle and had a guided tour of the building. It was very impressive and even reminded us of Hogwarts Castle.

L-R: Julie-Anne Eccles and Dorothy Angus – Volunteers, West Winds Primary School P5 pupils, Mr Chris Turkington, P5 Teacher



Time to Read Celebration Event

Volunteers, schools and businesses gathered at Linenhall Library in Belfast on Friday 9 June 2017 to celebrate and recognise the success of Time to Read – a volunteering initiative developed by Business in the Community and supported by the Department of Education. The programme aims to improve literacy, foster a love of reading, and build confidence and social skills of children at Key Stage 2 in local primary schools.



More than 50 volunteers were in attendance, most of whom have supported the programme for five years or more; and some for over 15 years. Local author and illustrator, Paul Howard inspired those attending with a sketch from one of his most famous books, 'The Owl that was Afraid of the Dark' and encouraged everyone to get reading!

Local author and illustrator, Paul Howard along with Ciara Mulgrew, Business in the Community, shared some **Time to Read** with pupils from St Teresa's Primary School and Elmgrove Primary School.

Claire Gordon, Director of Education & Jobs, Business in the Community said, "we are delighted to bring together volunteers, schools and businesses for this special thank you event. Business investment, of both time and money, brings huge benefits to the community, and especially in schools."

Julie-Anne Eccles, Equality and Human Rights Department, SET was presented with a certificate by Paul Howard for helping to improve literacy in NI for more than 5 years by volunteering at West Winds Primary School



If you are interested in becoming a Time to Read volunteer please email:

Julie-Anne.Eccles@setrust.hscni.net

Charter Work Inspiration Programme

As part of the Trust Corporate Social Responsibility Action Plan 2017-2018, the Trust has been working with Business in the Community to continue to engage in the Charter Work Inspiration Programme. The Trust will be recruiting in January 2018 for a new cohort of participants.

During the period 1st April 2017 – 31st March 2018 the Trust facilitated 320 work experience placements, 44 students attended open days, staff attended job/careers fairs and schools requested support for interview practice sessions with pupils.

Occupation Area	Placements
Administration	1
Audiology	3
Befriending	2
Catering	1
Clinical Scientists	2
Day Care	13
Day Procedure Unit	2
Dentistry	3
Dietetics	3
Finance	1
Labs	9
Learning Disability	1
Medical Programme	74
Midwifery Career Day	77
Nursing	100
Occupational Therapy	3
Orthoptic	1
Pharmacy	2
Physiotherapy	3
Planning and Performance Development	1
Radiography	10
Social Care	7
Speech and Language Therapy	1



Open days were held in:

Occupation Area	Pupils attended
Dietetics	4
Physiotherapy	29
Pharmacy	11



Charter Work Inspiration



Midwifery Careers Day



South Eastern Trust
first choice for midwifery careers day

Join us and:

- learn about the exciting world of Midwifery
- gain insight into midwifery roles and training
- strengthen your university application
- build on your employability skills, knowledge and confidence

Careers Day includes:

- Tour of Midwifery departments
- Skills stations and practical application
- Employability: understanding your chosen career and applying for midwifery courses

NEW for 2017!

Speak to your careers lead to find out more!

HSC South Eastern Health and Social Care Trust

Ulster Hospital

The Trust is committed to ensuring the young people within its geographical area are offered work experience programmes that support them to identify and progress towards particular goals and career pathways. In partnership with Work Inspiration (Business in the Community), the Trust continues to grow and develop its careers support activities, with a number of innovative opportunities having been developed over the last few years; these include the launch of the Nursing Work Placement Programme and the introduction of a Medical Work Experience Programme, together ensuring our young people gain as much insight as possible into their selected future career paths.

Following feedback from students, parents, staff and schools, the Trust designed a new programme for those young people interested in, and having the required aptitude, academic results and ability to pursue, Midwifery as a career choice. Our aim in developing the programme was to ensure that the Trust offers equality of access to work experience so that as many students as possible can avail of the opportunity to learn more about the exciting world of Midwifery and, equally important, the key requirements for degree courses set out by universities. Previously less than 30 students per year were offered work experience opportunities within the Trust, unfortunately due to demands of the service. In its first year the new programme was able to facilitate 68 students which was a significant increase and alongside a new midwifery e-magazine for students we are demonstrating that the Trust is an 'Employer of First Choice'.



Lisburn Business Education Partnership



Lisburn Business Education Partnership Committee (LBEP) is a group made up of all local schools in the Lisburn area and a variety of employers including the Trust who help and support pupils in their transition from school life to working life.

The committee plan, organise and support the education curriculum through events such as:

- Breakfast careers events
- Career Fairs
- Business Enterprise training and awareness
- STEM events
- Fun Maths
- Entrepreneurship Programmes

On Wednesday 1 February 2017 a career fair was held in Lisburn which over 1200 local year 12 & 13 pupils and over 80 potential employers attended. There was a fantastic representation of staff from South Eastern Trust informing pupils of the vast array of careers available in HSC. This should help them with the important decision of which career path they should embark on after year 12 and 13.



Employment Forum – Employment East

The Trust has been fully involved in the Employment Forum, a project which runs from October 2016 to March 2019.

Funded by the Social Investment Fund (SIF), Employment East is the Belfast East SIF Zone employability initiative, which aims to deliver projects to bring about social change in parts of Northern Ireland identified as suffering real disadvantage. It is led by Charter NI and delivered through a partnership between GEMS NI (service-delivery lead), Bryson Future Skills, East Belfast Enterprise and Business in the Community.

Hugh McCaughey, Chief Executive of South Eastern Trust Chairs the Forum which includes representatives from SET and fellow Trusts and Belfast City Council. Local businesses are also represented including Henderson Retail, Firstsource, Bombardier, Carillion, Phoenix Natural Gas, Mount Charles, and Praxis Care.



This year the Trust has been involved in identification of possible job opportunities which have been promoted at a number of local Job Fairs. The Trust is also planning to offer 26 week job placement for eligible participants living in the Belfast East SIF Zone to improve their access to employment, training and up skilling opportunities. Work is ongoing to identify opportunities in 2018-2019 for roles in both the Patient Experience and Domiciliary Care Departments.

A parallel strand of this project is the Schools based element which aims to provide support to schools in the greater Belfast Area. Initiatives include workplace visits, mock interviews, careers talks and school presentations.



Ashfield Girls' High School

Challenging girls today, creating women of value for the future

The Trust is now delighted to be partnered with Ashfield Girls High School and to be working closely with Head of Careers Penny Bowers



In addition to workplace visits and career taster sessions, the Trust will also be delivering a number of career presentations at the school in 2018 – 2019. These will include a presentation to the BTech Health and Social Care Students by the Trust Nursery Manager and a Career Information session with Year 13 pupils. This presentation will look at the many and varied the career opportunities available within Health and Social Care, and also a personal talk on her career pathway by Myra Weir, Director of Human Resources and Corporate Affairs. The Trust looks forward to reporting further on this important initiative in the next Equality and Human Rights Newsletter.

Employment Forum – Employment East

In January 2018 an Employment East ‘Celebration of Achievement’ event was held. There were a number of impressive presentations from those who have benefited from the projects and very positive feedback on the event.



Pictured at the event L-R Hugh McCaughey, Kieran Harding, Jim Rodgers and Gavin Robinson

The event was attended by Hugh McCaughey and Susan Thompson and the Trust received a certificate of recognition for its participation to date.



Interpreting for Patients and Clients

Top 10 Languages

Top 10 Languages	Total
Arabic	1944
Polish	1919
Lithuanian	643
Chinese - Cantonese	322
Chinese - Mandarin	288
Slovak	267
Latvian	262
Bulgarian	208
Russian	179
Bengali	163



Face to Face and Telephone Interpreting

The Trust continues to provide face to face and telephone interpreting for patients and clients who do not speak English as a first language. Staff book face to face interpreters for pre-planned appointments with telephone interpreting being available to patients who arrive at the Emergency Department or unexpectedly for treatment. From April 2017-March 2018 the Trust provided 7213 interpreting episodes with languages ranging from Arabic, Hungarian and Portuguese to Kurdish, Czech, Pashto Central and Farsi. This is a 27% increase on the previous year.



For quick access to thebigword NHS Telephone Interpreting Service please follow the steps in the link by clicking [here](#)



Working Well with Interpreters Training Sessions

To support staff a series of 'Working Well with Interpreters' training Sessions has been held throughout the Trust. These are provided in conjunction with the Northern Ireland Health and Social Care Interpreting Services and 34 staff have attended during 2017-2018 in the Ulster, Downe and Lagan Valley Hospitals. All relevant information and booking forms are available on the Equality and Human Rights I-Connect pages.

Northern Ireland Health and Social Care Interpreting Service (NIHSCIS)





Northern Ireland Health & Social
Care Interpreting Service

A total of 720 South Eastern Trust staff have registered to use the NIHSCIS on-line interpreting system since it went live in January 2016. A total of 3494 interpreters were successfully booked for appointments in various Trust locations between 1 April 2017 and 31 March 2018. The top five location requests for an interpreter were:

- | | |
|-------------------------------|-----|
| • Maternity Outpatients | 736 |
| • Outpatients | 588 |
| • Family Intervention Team | 465 |
| • Speech and Language Therapy | 234 |
| • Health Visiting | 229 |

When to use Telephone Interpreting/Face to Face Interpreting

Telephone Interpreting	Face to Face Interpreting
	
<p>When to use telephone interpreting</p> <ul style="list-style-type: none"> • Primary Care appointments • When the content to be discussed is relatively simple • When it is preferable not to have another person in the room i.e. when anonymity or modesty might be a consideration • When there are health issues such as highly infectious diseases • When the appointment is 30 minutes or less, especially a primary care appointment • For quick inpatient sessions i.e. doctors rounds • For follow up appointments when a face to face interpreter is not essential • In an emergency situation where time is limited • To aid the booking of an appointment and establish patient's needs • When a face to face interpreter cannot be made available • NB: cost is £0.57 per minute*. <p>By selecting this service you indicate that you have read, understood and accepted the above guidelines</p> <p>Click here for further information regarding Telephone Interpreting</p>	<p>When to use face to face interpreting</p> <ul style="list-style-type: none"> • For a new patient's/client's initial visit • When the appointment is over 30 minutes • When the appointment is sensitive in nature i.e. delivering test results which may be distressing • Consultations involving two or more participants i.e. family conferences • When the patient/client has specific communication needs and/or where non-verbal cues are needed • When the patient/client indicates that they are not comfortable with telephone interpreting • For any sight translation where a document needs to be read to the patient/client • NB: cost is £20 + £5 prep for 1-60 minutes and £0.33 per minute thereafter (plus mileage)* • Out of Hours: cost is £30 for 1-60 minutes and £0.50 per minute thereafter (plus mileage)* <p>By selecting this service you indicate that you have read, understood and accepted the above guidelines</p> <p>Click here to create a request for Face to Face Interpreting</p>
<p>*Costs for services from NIHSC Interpreting Service and The Big Word are funded by the Health and Social Care Board</p>	





In 2015/16, the Health and Social Care Board (HSCB) looked at how Communication Support Services for people who are deaf or hard of hearing was provided. Communication Support Services include:

1. British Sign Language (BSL)/Irish Sign Language (ISL) interpreting for those who use BSL/ISL as their first language;
2. Lip Speaking/Electronic note taking for People who are Hard of Hearing;
3. Specialist interpreting services for deafblind people.

The report recommended that future services should be provided by one organisation so that they are available to everyone who needs it no matter where they live in Northern Ireland. The HSCB's Business Service Organisation (BSO) was chosen as the best provider to deliver a regional service. Therefore sign language interpreter provision would be provided alongside existing alternative language provision.

The HSCB carried out a public consultation to make sure they spoke to as many people as possible including those from the Hard of Hearing and Deafblind communities. A total of 61 submissions were received in response to the consultation document which included an Equality Impact Assessment and represented the views of 234 individuals and organisations.

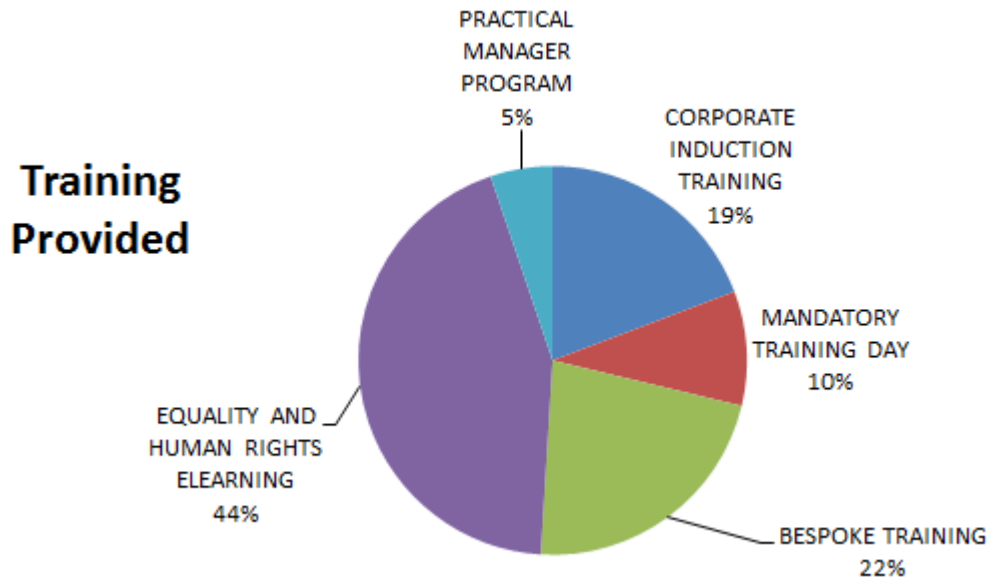
Most of those who responded supported the recommendation in the consultation document for the BSO to supply regional Communication Support Services for deaf and hard of hearing people. The consultation findings were presented at the HSCB Public meeting on 11 May 2017 and approved by Board members.

All of the constructive feedback received during the consultation is now being considered by the Advisory Group in the co-production of the new regional service model at BSO. It is anticipated that the new services will commence in April 2019. All SE Trust staff will be updated and made aware of the new model and provider.



Training Update

The Trust Equality Team and OWD Trainers deliver a wide range of training to ensure that staff are equipped with the necessary S75 knowledge and expertise to work effectively with each other and to ensure everyone can access our services. Training this year was provided to over 2600 staff.



Quarterly Screening Report



The Trust continues to Equality Screen all new and revised policies and proposals to identify any potential adverse impact for any of the nine Section 75 Equality categories. A total of 96 policies have been screened in 2017-2018 and the results of these screenings are published on the Trust website every three months in a Quarterly Screening Report to promote transparency and inform our staff, consultees and our Trust population. Copies of these can be found by clicking [here](#)



e-Learning

The Trust's e-Learning module on Equality and Human Rights focuses specifically on Section 75 and Human Rights responsibilities. During the reporting year, over 1100 staff completed this module and feedback has been very positive.



Initiatives coming up in 2018-2019



- Implementation of Action Based Plan and Disability Action Plan 2018-2023
- Equality Screening of Transformation Funding Proposals
- Launch of Gender Identity and Expression Employment Policy
- Further Evaluation and Implementation of Making Communication Accessible for All Guide
- Working Well with Interpreters Training Sessions
- Supporting implementation of Rural Needs Act 2016 including Information and Training Sessions for Staff
- Continued mandatory and bespoke training for staff
- Promotion of 'Making a Difference' e-Learning module
- Employment East initiatives and work in partnership with Ashfield Girls High School
- Support Trust Action Plan following publication of COPNI Report on Dunmurry Manor Care Home



Contact Us

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Find Us!



on the Equality and Human Rights I-Connect Pages – click [here](#)