



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

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Documents published relating to our Equality Scheme can be found at:

<http://www.setrust.hscni.net/2081.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.*

This is the eleventh Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) prepared by the South Eastern Health and Social Care Trust (the Trust). As with previous reports, the Trust has used the template provided by the Equality Commission for Northern Ireland. The Trust will also produce a more accessible and user-friendly publication in the form of the Equality and Human Rights Newsletter to highlight some of the innovative work that the Trust advances to promote equality of opportunity and good relations and in addition the work to promote the disability duties.

The Trust has compiled Part A of this report to provide an overview of the work undertaken to progress statutory implementation of its Equality Scheme. It is important to note that the content within this annual report does not comprise an exhaustive list of all the work that the Trust undertakes to address inequalities. The Trust has as part of its core business the aim to improve health and wellbeing and to address inequalities and therefore not of all the activities which address inequalities will be detailed in this report.

This year, the Trust has not appended an Action Based Plan update as the Trust, along with regional counterparts, has spent this reporting period in engagement and due formulation of its new five year action-based plan (2018-2023) to address Section 75 inequalities. This action plan was developed in accordance with the Equality Commission's recommendation that Equality Schemes ought to be accompanied by an action plan to address Section 75 inequalities and has been informed by an inequalities audit. The Trust described in detail in its last Annual Progress Report 2016-2017 how it had fulfilled actions in its previous Action Based Plan 2014-2017.

Part B of the report generally annotates the Trust's progress concerning the Disability Duties Action Plan. This addresses the need to promote positive attitudes towards disabled people and to encourage their full participation in public life. As discussed with colleagues from the Equality Commission, HSC Trusts are in the unprecedented position of having completed their actions and associated updates pertaining to their 2014-2017 Disability Action Plan in last year's report, with the new action based plan not commencing until 2018. During this reporting period Health and Social Care Trusts have focused on pre-

consultation, drafting and formal consultation of their regional Disability Action Plan 2018-2023 for the forthcoming 5 year period. As such, this year the HSC Trusts will not complete Part B: the Disability Action Plan template but will provide a comprehensive update in next year's plan in regard to actions undertaken in year 1 i.e. 2018-2019

### **Development of Action Based Plan and Disability Action Plan 2018-2023**

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.

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.

### **Multi-Cultural and Beliefs Handbook**

The Multi-Cultural and Beliefs Handbook is available on the Trust Intranet and is promoted during Equality and Human Rights staff training. The Handbook has been updated to include information on the Roma Community and is subject to ongoing review to reflect changes in the Trust population and current migration trends. This has proved to be a very useful resource for staff. Please see link below:

[Multi-Cultural and Beliefs Handbook](#)

### **Provision of Face to Face and Telephone Interpreting**

The Trust continues to provide a robust face to face and telephone interpreting service for patients and clients who do not speak English as a first language. This is a part of the Trusts commitment to ensuring and promoting equality of access to all our services. During 2017-18 the total number of interpreting episodes was 6225 with the top four languages being Arabic, Polish, Lithuanian, Chinese Cantonese and Chinese Mandarin. To support this work the Trust has, in conjunction with the NIHSCIS Manager, delivered 3 Working Well with Interpreters training sessions to 48 staff in Downpatrick, Lisburn and the Ulster Hospital.

Work has been ongoing with thebigword, the telephone interpreting provider, to ensure that they can cater for the anticipated increase in demand as the new IT system went live in January 2016. Guidance and training was provided for Trust

Staff and a total of 753 South Eastern Trust staff have registered to use the NIHSCIS on-line interpreting system since it went live in January 2016 and 210 in the reporting period. A total of 3494 interpreters were successfully booked for appointments in various Trust locations. The top five location requests for an interpreter in the 2017-2018 period were: Maternity Outpatients, Outpatients, Family Intervention Team, Speech and Language Therapy and Health Visiting.

### **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

This Document is available on the Equality and Human Rights Intranet pages and in alternate formats and languages on request.

Please see link below:

[Making Communication Accessible for All Guidance](#)

### **Ethnic Monitoring**

A Guide to the Ethnic Monitoring of Service Users in Health and Social Care in Northern Ireland along with supporting materials was launched and distributed in February 2016. Trust Equality Leads played a significant role throughout the development of the guidance. The guidance aims to help health and social care commissioners and providers to robustly capture critical patient/service user information.

This will help HSC organisations to develop and enhance service provision to all members of the community, respond to the needs of the changing society, and also help to ensure that Equality and Human Rights obligations are met.

The following Ethnic Monitoring supporting materials are available on the Equality and Human Rights Intranet pages:

- 'Supporting Your Needs' (leaflet) which is available in English, Slovak, Chinese, Lithuanian, Polish and Portuguese.
- 'Key Tips for Staff' (poster)

### **Good Relations**

As part of its good relations work the Trust has a Good Relations Statement which is included in staff training and has been distributed to wards and facilities including clinics, health centres, EPHs, resource centres, children's homes and prison healthcare locations. This is displayed on patient and staff notice boards with an audit of Trust notice boards is being carried out in August/September 2017.

The Trust plans to develop a Good Relations Strategy as part of its revised Action Based Plan 2017-2022 and is working with ECNI to look at examples of good practice in taking this initiative forward.

### **Self-Directed Support**

The Trust in partnership with the Health and Social Care Board (HSCB) has introduced Self Directed Support as a new way of delivering Social Care Services.

Self-Directed Support allows eligible individuals and families more choice and flexibility and enables them to tailor a care package that best suits their needs. It will give them as much participation, flexibility and independence as they choose, from a number of options, to give them more control over their personal budget.

Where the individual chooses to employ a personal assistant (PA) to provide their care, the Trust has provided an e-Learning platform so the PA may access any relevant training that would assist them to provide safe, high quality care. Making A Difference – Equality, Good Relations & Human Rights e-Learning Training has been included on this platform and PA's are encouraged to complete it.

### **Consultation Timescales**

Following a consultation exercise by the Equality Commission for Northern Ireland on proposals to amend the ECNI advice to public authorities on timescales for consulting, the Trust received communication which stated that the ECNI has decided not to amend its advice that consultation should last for a minimum of 12 weeks. This advice will remain an interim measure, pending a planned review of the effectiveness of the Section 75 duties to be carried out in the next 3 years. Therefore the Trust continues to meet its statutory obligations and Equality Scheme commitments to continue to carry out 12 week consultation where an EQIA is involved.

### **Staff Training - 'Making a Difference' elearning module**

The Trust continues to develop and implement new ways for all staff to be aware of their Equality responsibilities and to access 3 yearly mandatory Equality, Human Rights and good relations training. A new regionally developed e-Learning module entitled 'Making a Difference' has been launched and rolled out in 2018. The aim of the new module 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.

The e-Learning programme and associated Training Manual, which complements the module, was formally regionally launched on 4th December 2017 in the Long Gallery Stormont.

The new interactive module will take 30 minutes to complete and is 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.

### **Human Trafficking**

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. 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 entitled 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.

### **Gender Identity and Expression Employment Policy**

The Trust worked with HSC partners to carry out a review of the 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 i-Connect.

Trust staff, including the Equality Manager, have been part of the Regional Task and Finish Group. This group was established to support the implementation of the policy through the development of checklists for staff and a staff awareness and training plan.

### **Cost Savings Proposals – Equality Screening**

The Equality Team worked in partnership with Trust leads as Cost Savings Proposals were developed in autumn 2017. All proposals were subject to Equality Screening to identify any potential adverse impact a proposal may have had on any of the nine Section 75 categories. Members of the Equality Team attended public consultation events held throughout the Trust and assisted the Planning and Performance Directorate to gather comments and produce the Consultation Outcome Report.

## **Regional Employment Equality Network**

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

- 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, HSC Trusts collectively focused on the development of their 5 year equality action plans. As aforementioned, this constituted a significant programme of work to ensure that key stakeholders were involved from the outset and that Trusts came to the process with a blank canvas and open mind in terms of what our actions would be to tackle Section 75 inequalities over the forthcoming 5 years. Some actions from the previous plan have rolled over into the new plan to ensure that the maximum outcome is realised – e.g. development of a Regional Gender Identity and Expression Policy or where legislation has not been introduced e.g. work with the Department of Health and other relevant stakeholders to make sure we are prepared for the introduction of Age Discrimination Regulations.

Both the regional and local equality and disability action plans were shaped and developed with input from a range of stakeholders during a pre-consultation event on 19 January 2017. The purpose of this Delivering Together Workshop was to engage with a wide range of key stakeholders regarding development of their new 5-year Section 75 Inequalities Action Plan and Disability Action Plan.

The draft plans were co-produced with a range of stakeholders and then issued for formal consultation from 7th August to 7th November 2017. The draft plans were then reviewed and amended as appropriate. Equality Leads met with Trade Union colleagues and the Equality Commission to discuss their plans and their process.

The plans are designed to be ambitious, meaningful and impactful – all of which will be enhanced through partnership working. The plans are living documents and it is recognised that new priorities or legislation may come to fruition in the 5 year period and the Trusts are committed to reviewing their plans accordingly.

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:

Equality Scheme Commitment	Action	Difference Made for Individuals
<b>Arrangements for assessing our compliance with S75 duties</b>		
Ensure S75 duties are mainstreamed within the Trust	A comprehensive, mandatory programme of training and awareness raising for all levels of staff. Training on conducting Equality Screening and EQIA. Use of face to face, eLearning module and specifically designed training for staff.	Individuals aware of the Trust's commitment to equality duties.  Trust staff aware of equality duties.
Prepare Section 75 Annual Progress Report (APR) and include section in Trust's own Annual Report	Annual Progress Report supported by "Equality Newsletter" to ensure updates available in accessible format.	Copies of APR and Newsletter added to Intranet, Internet and 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.
<b>Action Plan</b>		
Development of revised Action Based Plan 2018-2023 to include actions measures and timescales. Aligned to corporate and business planning cycle.	The development, consultation and approval of Action Based Plan 2018-2023.  The revised Action Based Plan 2018-2023 was approved by EMT and Trust Board in March 2018.	The content of the Action Based Plan has been informed by an 'Audit of Inequalities' and pre-consultation workshop held January 2017 with a wide range of stakeholders. Its implementation has a positive impact on all S75 Groups.

Arrangements for consulting		
Consultation list reviewed and updated	Communication with consultees in the reporting period provided the opportunity to update the Trust's consultation list. This is also an action in the approved Plan.	New consultees were added to consultation list resulting in more robust engagement process.
Training re Consultation	The Trust recognises the importance of proper and timely consultation as an integral part of fulfilling its S75 duties when making decisions and planning services. The ECNI has completed its consultation on timescales for consultation and has recommended that timescales for consultation on Equality Impact Assessments will remain unchanged.	S75 groups and consultees engaged consulted on Trust decisions.
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.	During reporting period all new and revised policies or proposals were screened and the result published in the Quarterly Screening Report (QSR).	Views of representative groups and individuals considered during decision making process.
Provide feedback report to consultees in timely manner in formats suited to consultees.	When final decision has been made, consultees are made aware of consultation outcome report and are informed of how their feedback	Representative groups and individuals informed of how their feedback influenced the decision made.

	influenced the decision made. Consultation feedback reports are available on the Trust website. All Trust documents can be made available in an alternative format on request.	
Revise screening template and accompanying guidance notes.	Trust policy development process ensures all Trust policies are screened. All policies approved during the reporting period were subject to S75 screening and appropriate consultation.  Year 1 Action in ABP Plan 2018-2023 includes the development of screening and EQIA Tool Kit.  During the reporting period the Trust screened 96 policies and proposals.	Transparent decision making process for consultees and impact on S75 groups identified during policy development process.
Publish reports quarterly and in accessible formats on request.	All quarterly reports for the reporting period were made available on the Trust's website.	Screening outcomes available to the public for consideration.
Publishing of EQIA reports.	During the reporting period there were no EQIA consultations carried out.	When EQIA carried out consultees receive feedback on the proposed changes
<b>Monitoring</b>		
Review of monitoring information.	The Trust continues to monitor by Section 75 categories and this has been enhanced by HRPTS Self-Service functions. During the	Increased understanding of the make-up of the workforce to ensure promotion of equality of opportunity and better information to identify

	<p>reporting period this monitoring information was accessed for S75 screenings.</p> <p>The Guide to Ethnic Monitoring of Services Users in HSC in NI helps providers to robustly capture critical patient/service user information on existing and emerging BME communities using HSC services.</p>	<p>any potential impact.</p> <p>Guidance supports HSC organisations to identify any unmet need and to target their resources thus tackling health inequalities experienced by BME communities.</p>
<b>Staff Training</b>		
Draw up a detailed training plan.	During reporting period, implementation of the Trust's Equality Training Strategy continued.	2600 + staff received equality and human rights training during the reporting period.
Specific Targeted Training.	During the reporting period the Trust provided focused training for specific staff groups including mental health Staff, elderly care staff, PE staff, QCF candidates and student nurses.	Specific training is well received and more is planned for the coming year.
<b>Arrangements for ensuring and assessing public access to information and services we provide</b>		
Ensure information we disseminate and services we provide are fully accessible to all parts of the community in Northern Ireland.	<p>Ongoing implementation of the Northern Ireland Health and Social Care Interpreting Service (NIHSCIS) Review recommendations. .</p> <p>The New web-based IT Portal was successfully deployed to all HSC organisations during the year under-review.</p>	<p>Implementation of Review recommendations ensure cost effective services will be provided and service users can continue to get support when required.</p>

Provide information in alternative formats on request.	Trust staff access the translation of written material through the Regional Contract.  The Access to Health and Social Care Booklet has been translated into alternate languages and is available on our website.	Information provided in alternative formats to increase understanding, ensure effective communication and improved access to services.
Provide interpreters and sign language interpreters.	A total of 7213 episodes were delivered in 2017 - 2018.	Service users and staff supported to ensure good governance in information provision and communication
<b>Complaints Procedure</b>		
How complaints are raised, timetable for responding etc.	The Trust received no complaints relating to the implementation of its Equality Scheme.	N/A
<b>Any other measures proposed in equality scheme</b>		
Work closely with other public authorities to exchange learning and best practice.	During reporting period Trust participated in Regional Equality and Human Rights Steering Group and Regional Equality Leads meetings.	Collaborative working ensures 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 75category?

There have been many tangible differences resulting from the equality screening of policies, procedures and ways of working. There has been better engagement with service users and those affected by the relevant policies – ensuring people’s opinions are included and central to decisions made. There has been more explicit consideration of reasonable adjustments in regard to each policy and a greater emphasis placed on ensuring communication, in all its forms, is accessible.

The screening of policies often results in service leads thinking differently about their service, considering new perspectives.

Please also see column three of table above.

**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

As a result of what was identified through the EQIA and consultation exercise

As a result of analysis from monitoring the impact  
As part of Equality Screening the Trust monitors implementation of policies and proposals. This monitoring is an integral part of any ongoing screening and enables to the Trust to step up to an EQIA if required.

As a result of changes to access to information and services

Other (*please specify and give details*):

**Section 2: Progress on Equality Scheme commitmentand 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:

Trust Job Descriptions include information on the Trust 6 key themes: Safety, Quality and Experience; Access; Health and Wellbeing; Efficiency and Service Reform; Our Staff and Stakeholder Engagement

All employees are required to comply with the procedures, policies and codes of practice within the Trust which include the Equality Scheme and the Equal Opportunities Policy.

The Job Descriptions of the Trust Equality Manager and Equality Officer specifically reflect responsibility for day to day delivery of Section 75 Targets for each year. Job Descriptions for the Director of Human Resources and Corporate Affairs and the Assistant Director HR, Organisation and Workforce Development also reflect their responsibility with regard to the Section 75 statutory duties.

- 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:

#### **Trust Corporate Plan 2017-2021**

The Trust Corporate Plan 2017 – 2021 sets out the strategic direction for the Trust and our commitment to service users. The Plan sets out the values which are the guiding principles which shape and influence everything we do. Trust values are Compassion Excellence Trust and Integrity.

The Trust Corporate Plan states that the Trust will treat everyone with dignity and respect and also notes the 6 key themes that will guide all our actions: Safety, Quality and Experience; Access; Health and Wellbeing; Efficiency and Service Reform; Our Staff and Stakeholder Engagement.

#### **Human Resources Management Plan**

The Human Resources Management Plan covers a range of Equality Actions including implementation and monitoring of the Equality Scheme, Action Based Plan and Disability Action Plan; delivery and evaluation of Working Well with Interpreters training; participation in the production of Article 55 returns; working in partnership with Business in the Community and ensuring completion of Equality Screening and EQIA's as necessary along with publication of Quarterly Screening Report on website.

#### **HR Balanced Scorecard**

The HR Balanced Scorecard is updated on a quarterly basis. It includes the actions of ensuring Equality Screening of all policies and proposals and staff being able to access an interpreter either face to face or telephone.

#### **KSF Annual Appraisal**

All staff are required to complete an annual KSF appraisal which includes Core Competency 6: Equality and Diversity.

6 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 2017-2018 report
- Not applicable

Please provide any details and examples:

Section 75 duties are incorporated and mainstreamed at a strategic level into the business of the Trust. The Trust's Equality Team sits within the Human Resources and Corporate Affairs Directorate and supports all Trust Directorates through Equality Business Partners to ensure Section 75 is integral to planning processes.

Please also see answers noted in Question 5.

### Equality action plans/measures

- 7 Within the 2017-18 reporting period, please indicate the **number** of actions completed:

Please see Section 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 in Question 1, the Trust has developed, consulted on and had approved a new Action Based Plan 2018-2023 and a Disability Action Plan 2018-2023 in partnership with stakeholders and fellow HSC organisations. The Trust looks forward to reporting on the actions and outcomes from the new plans 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

### 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

The Trust carries out targeted consultation for relevant consultees as required.

- 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:

### 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. 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. During the reporting period at total of 96 policies were screened and published in the QSR.

### Consultations

During 2017-2018 the Trust consulted fully on its draft Action Based Plan and Disability Action Plan and also the Cost Savings Proposals 2017.

<b>Consultation</b>	<b>Good Practice</b>
Equality and Disability Action Plans	<ul style="list-style-type: none"> <li>• Shaped with input from a range of stakeholders during pre-consultation engagement work</li> <li>• Use of citizen space - a cloud-based software consultation tool which allows rich media embeds PDF document views and on-demand fact banks.</li> <li>• Explanatory videos in BSL and ISL hosted on the consultation home page</li> <li>• Easy read versions of consultation document available on consultation home page</li> </ul>
2017/2018 Financial Planning - Savings Plan	<ul style="list-style-type: none"> <li>• Consultation process was advertised in the local newspapers</li> <li>• Documents were also available in paper copy and in easy read</li> <li>• 4 locality engagement meetings held in each of the Trust localities to engage directly with service users, carers, the public and local representatives</li> <li>• Meetings held with staff and Trade Unions</li> </ul>



**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*):

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:

The Trust continues to use a variety of consultation methods including targeting pre-existing groups, internal fora, face to face meetings, and discussions with relevant staff, public consultation meetings and work with advocacy groups, for example, VOYPIC and hospital support groups.

The Trust has been progressing work around the provision of Lisburn PCCC and as part of this work meets with local service users to discuss proposals and options for the new facility. These meetings are attended by the Project Manager, Strategic and Capital Development, Lead Architect for Health Estates and the Trust Equality Manager. Discussions and feedback are reported to the Project Team and Project Board Meetings.

All consultation documents are published on the Trust website and are available in alternate formats on request. Consultation documents during 2017-2018 included easy read and alternate format on request. During the reporting period the Trust used Citizenspace consultation platform. This platform included ISL and BSL videos to enable those with hearing difficulty or loss to be fully involved in the consultation and feedback.

- 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:

**Initiatives include**

- Staff Training and Awareness Raising
- Staff Summary Equality and Human Rights
- Guidance for Board members
- Consultation documents available on website and Citizenspace
- QSR publication on website
- Team working with Equality team and PPI/ Consultation Manager
- PPI Strategy
- Consultation and Engagement exercises
- Guidance and Briefings to EMT and Trust Board
- Dissemination of Section 75 Annual Progress Report
- Equality Newsletter available on Trust Intranet, Trust Internet and disseminated to consultees
- Equality Information in Trust Annual Report

- 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)**

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

During 2017-2018 a total of 96 policies were screened and published on the Trust website in the Quarterly Screening Report.

Please click [here](#) to access Quarterly Screening reports

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

During the reporting year the Trust screened 96 policies and published them on the Trust website. There were no EQIA consultations.

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

During the reporting year there were no EQIA consultations.

**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

**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

**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:

- Staff Monitoring via HRPTS
- Publication of Quarterly Screening Reports
- Collection and analysis of Interpreting provision and uptake
- Gathering of Ethnic Monitoring data
- The Trust's Audit of Inequalities required for the development of its previous and new Action Based Plan, was reviewed and updated during the reporting period and is available for decision makers to support the completion of screenings and equality impact assessments.

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

Yes

Not applicable

Please provide any details and examples:

### **Regional Review of Interpreting Provision**

The review commissioned by the Health & Social Care Board (HSCB) in 2011 recommended a re-profiling of interpreting usage by increasing the ratio of telephone interpreting to face to face interpreting, the transfer of management responsibility from Belfast Health & Social Care Trust (BHSCT) to the Business Services Organisation (BSO) in accordance with strategic direction for regional transactional services and significant investment in a new booking system. The management of the NIHSCIS was transferred to BSO on 1st October 2014.

The new booking system went live in January 2016 following extensive training and awareness raising for Trust Staff. Interpreters use a barcode to scan in each practice or with each practitioner to verify the duration of the appointment. Work is ongoing with thebigword, the telephone interpreting provider, to ensure that they can cater for the increased in demand. A Regional Advisory Group including SET Equality Manager meets regularly to address any ongoing issues. To support this work the Trust has in conjunction with the NIHSCIS Manager delivered 3 Working Well with Interpreter training session to 48 staff in Downpatrick, Lisburn, Maghaberry Prison and the Ulster Hospital.

During 2017 – 2018 the Trust has continued to monitor the number of interpreting episodes requested and completed, the number of staff who have registered to allow them to book an interpreter and the number and range of languages which are requested.

A total of 7213 interpreting episodes were delivered in the reporting year with the main languages being polish Arabic, Polish, Lithuanian and Chinese.

A total of 753 South Eastern Trust staff have registered to use the NIHSCIS on-line interpreting system since it went live in 2016. A total of 3494 interpreters were successfully booked for appointments in various Trust locations. The top five location requests for an interpreter were: Maternity Outpatients - 833, Outpatients – 614, Family Intervention Team – 410, Physiotherapy – 377, Speech and Language Therapy – 221.

PART A

- 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:

Monitoring is integral to ongoing screening of policies and proposals. 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.

- 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:

### **Ethnic Monitoring**

Ethnic Monitoring of Service Users is in place 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 and is available on the Trust Intranet site.

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 helps to robustly capture critical patient/service user information on existing and emerging Black and Minority Ethnic communities using health and social care services. Ethnic Monitoring of staff continues to be collated by the Trusts and this has been enhanced by HRPTS Self-Service functions.

The Trust has been working in conjunction with HSC providers to proactively promote Equality of Opportunity with regard to our contracts with recruitment agencies. Facilitated by the BSO Procurement and Logistics Services, specific tender requirements for bidders have been included. This means that bidders must demonstrate how they promote equality with reference to:

- training their staff
- gathering feedback from agency workers
- their provisions on making reasonable adjustments for agency workers; and
- ongoing outreach work to attract an adverse range of workers.

The tender specification also includes requirements relating to the collection of equality monitoring of data for all nine equality groups. This will enable us to monitor the diversity of agency workers placed with us and, if necessary, to engage with recruitment agencies in relation to measures to address under-representation of special equality groups.

### **Monitoring via HRPTS**

With the deployment of HRPTS within the Trust, staff are now able to log into the Employee Self Service function to update their own Equality and Diversity data which includes disability and ethnic background information. This provides more accurate information for conducting Equality Screening and EQIA's.

### **Article 55 Review**

The Article 55 Review Report is completed every three years by the Trust. The ECNI met with Employment Equality leads to discuss the findings from the previous reviews and the Trust takes forward actions as they relate to their local workforce.

The Trust has gathered and analysed information to inform the completion of the Article 55 Report which was submitted to the ECNI in June 2017 and plans to meet with the ECNI in Autumn 2018 to discuss the Trust return.

**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.

**Training Initiatives**

The Trust Equality Team and OWD advisors deliver a range of training to ensure that staff is equipped with the necessary S75 knowledge and expertise to work effectively with each other and to ensure everyone can access our services. During 2017-2018 over 2,600 staff have attended or accessed training.

Training includes:

Corporate Induction (including e-Learning)	501
Equality and Human Rights Face to Face	248
Equality and Human Rights e-Learning	1142
Practical Manager	135
Equality and Human Rights Directorate and team specific training; Patient Experience, Prison Healthcare, Pharmacy, HCAs, and Mental Health staff	579

Uptake of training is reported annually in the Trust Annual Progress Report.

Regionally, Health and Social Care Trusts have developed an e-Learning module 'Making a Difference' which is available through The Leadership Centre. This regional module will enable staff who move from Trust to Trust to carry forward Equality and Human Rights training as part of their ongoing Training Portfolio. This module was launched December 2017.

- 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:

### **Targeted Training**

The Trust has identified the need for specific training to be developed and delivered to staff groups at a time and in a place that is appropriate for them. Specific training has been delivered to Emergency Department Teams and Statutory Residential Home staff, Patient Experience Staff, Nursing assistants at their induction and Prison Healthcare Staff. These training sessions continue to be well received and staff feedback would demonstrate that staff respond positively to this type of training.

### **Human Trafficking Seminar**

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. 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.

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

**26** Please list **any examples** of where monitoring during 2017-18, across all functions, has resulted in action and improvement in relation **to access to information and services**:

- Monitoring of uptake of face to face and telephone interpreting provision. The top five languages requested in the Trust area were - Arabic, Polish, Lithuanian, Chinese Cantonese and Chinese Mandarin. A total of 7213 episodes were provided during 2017-2018. 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.
- 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. This newly revised resource is available on the Trust's intranet and now includes information on the Roma community.
- Ethnic Monitoring of Service Users.
- The Quarterly Screening Report.
- Monitoring of requests for Written Translation Contract which enables staff to produce information in alternate languages and format. For example the Trust has translated appointment letters into a range of languages and the Access to Health and Social Care Booklet has been translated regionally and is available on our website.
- BME Carers leaflet.
- Self Check in Booths in Trust facilities.

## Complaints (Model Equality Scheme Chapter 8)

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

There was **one** complaint received during 2017-2018 which related to the Trust Equality Scheme. This complaint was with regard to the exceptional circumstances whereby the Trust was required to consult on Cost Savings proposals over a 6 week period rather than 12 weeks. The Trust responded to this complaint and detailed the rationale behind this approach.

The Trust provides an accessible complaints procedure for all its patients and clients and in accordance with this procedure maintains a register of complaints. The Equality and Human Rights Department works closely with the Head of Complaints and Patients Liaison to identify any complaints which may be relevant to the Section 75 duties.

The Trust helped to produce a seven minute DVD, Complaints Procedure – A Guide on How to Complain which includes both sign language and speech recording. This is available on the Trust website and has been promoted to local groups. There has been no notable increase in the volume of complaints from service users who have learnt about the complaints process through the DVD has been noted. Also no quantifiable increase has been identified in the number of complaints from the deaf and hard of hearing community. Various ways have been discussed with regard to potentially capturing further information – e.g. anecdotal, working with the BDA and accessing Survey Monkey.

SET Complaints/Patient Liaison Manager is working with colleagues from other Trusts to identify any potential regional increase in complaints from this community. The Trust continues to investigate complaints in an open and transparent way, and we consider complaints to be an important source of learning. Discussing and sharing the outcome of complaints investigations is one of the ways we improve the experience of people using our services, and ultimately the safety and quality of the treatment and care we provide.

## Section 3: Looking Forward

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

The Trust Equality Scheme was approved in 2014.

The Equality Leads plan to undertake a review of their existing Equality Schemes, and publically consult on revised Schemes, when in receipt of the outcome of the ECNI Effectiveness Review, expected to commence in the next year.

The Trust has updated its existing Equality Scheme in August 2018 with regard to staff details including Directors and Non-Executive Directors and also population figures. The Trust looks forward to completing a full review when ECNI guidance is available.

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*)

### **Action Based Plan 2018-2023 and Disability Action Plan 2018 -2023**

As stated above, in 2018-2019 the Trust will focus on addressing the year 1 Actions from its approved plans. The Trust looks forward to working in partnership with fellow HSC organisations.

#### **Screening**

The Trust is working with the ECNI and fellow Trusts to review the Equality Screening template and the EQIA template. A year 1 Action from the new Action Based Plan is to develop a Screening and EQIA toolkit for staff.

#### **Transformation Funding Proposals**

The Trust will in 2018-2019 screen and monitor all transformation proposals and bids to identify any potential impact for any of the nine section 75 categories. If necessary, the Trust will carry out a full EQIA on any proposals which have been identified during the screening as having a major impact on service users or staff.

#### **Training**

Ongoing delivery and evaluation of a wide range of training and awareness raising for staff. In the coming year the Trust will continue to promote the use of the regional e-learning module 'Making a Difference' Training materials are subject to ongoing review and are updated in the light of new case law and information.

### **Good Relations Strategy**

The Trust plans to develop a Good Relations Strategy in 2018-2019 as part of its Action Based Plan 2018-2023. The Trust is working with ECNI and fellow Trusts to look at examples of good practice in taking this initiative forward.

### **Human Trafficking Lunchtime Awareness Session**

The Trust plans to hold further Lunchtime Awareness Sessions on Human Trafficking in locations throughout Trust. The aim of these sessions is to raise awareness of Human Trafficking and to help staff to recognise the signs and understand what to do if they suspect this is happening to patients or clients they see, or people in their own community.

Delivered by Invisible Traffick, a registered charity located in Newtownards, this session will give staff information on what signs to look out for and what to do if we suspect that someone in our care or in our community is at risk of harm from traffickers.

**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) reporting period?  
*(please tick any that apply)*

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

### **Equality Scheme**

The Trust looks forward to receiving guidance from the ECNI on the review of its Approved Equality Scheme. HSC Trust Equality Leads plan to undertake a review of their existing Equality Schemes, and publically consult on revised Schemes, when in receipt of the outcome of the ECNI Effectiveness Review, expected to commence in the coming year.

## PART B

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.