



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-19

Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name: Susan Thompson Telephone: 028 9151 2177 Email: susan.thompson@setrust.hscni.net
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	Name: Susan Thompson Telephone: 028 9151 2177 Email: susan.thompson@setrust.hscni.net

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 2018 and March 2019

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 2018-19, 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 twelfth 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 has also produced 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.

This annual reporting period also marks the 20th anniversary of the Good Friday agreement and it is notable that the Section 75 legislation was a core outworking of this process. This agreement introduced the dual statutory responsibilities for public authorities in Northern Ireland to carry out their work with due regard to the need to promote equality of opportunity and regard to the promotion of good relations.

The report also goes to provide assurance to Trust Board and the Executive Management Team on how the Trust has fulfilled its legislative duties and in many instances, gone beyond compliance to achieve best practice and therein improve outcomes for patients, service users, carers and families and our staff.

The South Eastern Trust is an employer of more than 10,000 staff, providing integrated health and social care to the population of the Trust and beyond, and we are committed to instilling equality, good relations and human rights at the heart of all that we do, in service provision, employment and procurement.

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 all the activities which address inequalities will be detailed in this report.

Part A:

Section 1: highlights the range of corporate work to promote equality of opportunity and good relations.

Section 2 is based on progress to date in regard to our Equality Action Plan (2018-2023). Full progress update on our Equality Action Plan for 2018-2019 is appended for ease of reference and details achievements in Year 1.

It then goes on to illustrate our compliance with the Trust's Equality Scheme including details on Screening and Equality Impact assessments, Consultation, Training, Information Provision, Access, Monitoring and Complaints.

Section 3 of Part A " Looking Forward" seeks to lay out what work will be taken forward in regard to compliance with the Equality Scheme in the next reporting period.

Part B is appended (Appendix 1) and relates wholly to compliance with our legislative duties under Section 49A of the Disability Discrimination Order (DDO): to promote positive attitudes towards disabled people and to encourage their full participation in public life. This corresponds to our Disability Action Plan (2018-2023) and what we have achieved in our first year 2018-2019.

Policy and Service Delivery Developments

Action Based Plan and Disability Action Plan 2018-2023

The Trust has continued to work in partnership with fellow Health and Social Care organisations to deliver the actions, as consulted on and agreed, in the five year Equality and Disability Action Plans 2018-2023. Further detail of the progress on these two Action Plans can be found in Appendices 1 and 2.

Mental Health Charter and Every Customer Counts Charter

The South Eastern Health and Social Care Trust attended an event held on 31 January 2018 at Belfast City Hospital to mark the fact that all six Health Trusts across Northern Ireland have now signed up to two Equality Commission initiatives. These initiatives are the Mental Health Charter and the disability access initiative Every Customer Counts.

The Trusts, in signing up to the initiatives, have made a voluntary commitment to work to improve the working lives of any of their employees who are experiencing mental ill-health and to consider what steps they can take to help people with a disability access their services more easily.

Regional Physical and Sensory Disability Strategy (2012-2018)

The strategy purpose was to improve outcomes, services and support for people in Northern Ireland who have a physical, communication or sensory disability. The end of the Regional and Physical and Sensory Disability Strategy was marked by a celebration on 3rd December 2018, on International Day of Persons with a Disability. The Making Communication Accessible guidance was featured as one of the positive outworkings of the strategy. Another commitment is to establish a Regional HSC Disability Forum to ensure that there is a strategic focus on the health and social care needs of people with a disability.

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 Trust's commitment to ensuring and promoting equality of access to all our services. During 2018-19 the total number of interpreting episodes was 8761 with the top four languages being Arabic, Polish, Lithuanian, and Romanian. To support this work the Trust has, in conjunction with the NIHSCIS Manager, delivered 6 Working Well with Interpreters training sessions to 87 staff in Downpatrick, Lisburn and the Ulster Hospital.

Since 2016 a total of 1142 South Eastern Trust staff have registered to use the NIHSCIS on-line interpreting system since it went live in January 2016 and since then a total of 18,052 interpreters were successfully booked for appointments in various Trust locations. The top five location requests for an interpreter in the 2018-2019 periods were: Maternity Outpatients, Outpatients, Speech and Language Therapy, Child Health and Health Visiting.

Sign Language Interpreting

The Regional Communication Support Service (RCSS) Steering Group continues to take forward the recommendations of the Health and Social Care Board (HSCB) review of communication support services for people who are deaf or hard of hearing. 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.

Much engagement and consultation has taken place during this reporting period with Sign Language users, interpreters and the relevant voluntary and community organisations in preparation for a change to the service.

As recommended a regional (throughout NI) service will be provided by the HSCB's Business Service Organisation (BSO). It is anticipated the regional service will be operational during 2019/20.

Making Communication Accessible for All

The “Making Communication Accessible to All” Guide was co-produced with the community and voluntary sector. 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 continues to highlight the guide during training sessions and on the Equality and Human Rights pages on i-connect awareness raising is carried out 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](#)

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 planned for Autumn 2019.

Workplace Guidance on Marks of Remembrance

During this reporting period, the Regional Employment Equality Network has revised the current guidance to permit the display of marks of remembrance in the workplace, subject to the general caveat as set out in the Equality Commission for Northern Ireland’s (ECNI) guidance – Promoting a Good and Harmonious Working Environment. This guidance advises that ‘when these and other marks of identity are displayed with decorum during the designated time and with a sense of due proportion then they are unlikely to create or sustain a hostile environment’.

HSC Trusts, NI Ambulance Service (NIAS) and Business Services Organisation (BSO) are in support of the recommendation this provides, giving clarity for staff

and management on the appropriate display of marks of remembrance in the workplace. Before and during development of the guidance, the network consulted with staff, Trade Unions and the Equality Commission for Northern Ireland. It is believed that this will help to promote equality of opportunity and good relations. The outworkings will be closely monitored and kept under review in the interests of maintaining a harmonious working environment.

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 regionally developed eLearning module entitled 'Making a Difference' has continued to be promoted and utilised by staff during 2018-2019. The aim of the 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 is accompanied by a Training Manual, which complements the module,

The interactive module will takes 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.

Regional Disability Toolkit

A Regional Tool kit has been developed during 2018/19 for Managers and Employees to increase understanding of the DDA 1995 and to further promote the effective application of the Disability Discrimination Act in the workplace.

The Tool Kit aims to promote greater understanding and staff awareness of the Disability Duties. These draft resources draw upon the Equality Commission for NI's Disability Code of Practice – 'Disability and Occupation', case law, best practice together with practical working experience. In addition to the interactive Tool Kit for staff and managers other resources developed include:

- Regional Disability Equality Policy
- Regional Staff Disability Etiquette Booklet
- Regional Staff information leaflet 'Should I Disclose to My Employer that I Have a Disability'

This resource will be disseminated widely across the region during 2019-2020 in the interest of extending and promoting best practice.

Human Trafficking

Working in partnership with Business in the Community the Equality Department facilitated workshops during February to April 2019 in Lisburn Health Centre, Downshire and Ulster Hospitals with over 50 staff attending.

The aim of these workshops 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.

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.

GCSE Awareness sessions

The Trust, in partnership with BITC, held three sessions in November to staff providing information on the changes to the GCSE grading system in Northern Ireland.

Information on this change coming into effect in summer 2019 was useful for staff who are involved in shortlisting, recruitment and selection and also for parents of those sitting these exams. A total of 43 staff attended the sessions in Lisburn Health Centre, Downpatrick and UHD with positive feedback from staff.

Gender Identity and Expression Employment Policy

The Trust continues to collaborate with our regional Trust colleagues in delivering best practice. The Regional Gender Identity and Expression Policy has been approved by HR Directors and is progressing for adoption by HSC organisations. To aid with the effective application of this new policy the Task and Finish Group brought the following supplementary guidance to fruition during the current reporting period 2018/19:

- Gender Identity HR staff
- Guidance Gender Identity Individual Guidance
- Gender Identity Line Manager
- Guidance Gender Identity Recruitment and Selection Guidance

The task and finish group will continue to review the outworking of the Policy and Guidance drawing on operational experience.

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.

ECNI Effective Leadership Guidance

The Executive Management Team invited Patrice Hardy and Eileen Lavery from ECNI to join them at a Strategic EMT Meeting on 29 January 2019 for an update on, and discussion about, ECNI guidance on 'Section 75 - Demonstrating Effective Leadership'.

In June 2018 the Equality Commission for Northern Ireland (ECNI) published their report entitled 'Acting on the Evidence of Public Authority Practices'. The Report identifies a number of issues which the ECNI believe are fundamental to the effective implementation of the Section 75 duties. A key theme arising from the ECNI review was the importance of leaders in public authorities maintaining a clear focus on equality considerations, including mainstreaming and good governance throughout the business of the organisation.

The ECNI has produced a short guidance on 'Section 75 - Demonstrating Effective Leadership'. The aim of this guidance is to remind leaders, senior managers and decision makers what is required to ensure the effective implementation of the Section 75 duties. One of the actions for the Equality Commission was to engage specifically with Senior Leaders in public authorities and to remind them of their roles and responsibilities.

The January meeting with Patrice and Eileen was very useful and the Trust welcomes the continued supportive relationship and ongoing communication with the ECNI. As part of the Equality Action Plan 2018-2023, the Trust is leading the Regional Work to produce new Leadership Guidance for Health and Social Care Trust Board Members. This will incorporate the key principles of the ECNI guidance and will be launched in Autumn 2019.

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, Department of Education, Czech Consulate, Alternatives 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. The Forum has tried to be more informative sharing information on the UK Home Office and Brexit.

The Forum is part of the Vulnerable Persons Relocation Scheme (VPRS) helping local families to access English for Speakers of Other Languages (ESOL) classes and integrate in partnership with other voluntary agencies.

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.

Newry, Mourne and Down Intercultural Forum

The Trust Equality Officer, Kathey Neill, is a member of the Newry, Mourne and Down Intercultural Forum which is an interagency partnership committed to working together towards an inclusive community to create opportunities that embrace diversity. It aims to adopt a strategic approach to identify the real needs of BME communities, maximise resources and opportunities to promote equity, diversity and interdependence. It aims to develop communication channels to encourage people to live, learn, work and play together and embrace a partnership approach encompassing all sectors of the community to create a shared future for all residents of Newry, Mourne and Down through positive action.

Regional Minority Ethnic Health and Social Wellbeing Advisory Group

South Eastern H&SC Trust is a member of the Regional Ethnic Minority & Migrant Health and Social Wellbeing Advisory Group. This was established by the PHA to advise on and support the planning, development and implementation of action to address the health and social wellbeing needs of ethnic minority & migrant communities in Northern Ireland. The group meets 3 times a year with members attending from across the public and voluntary sectors.

The aim of the Group is to provide leadership, advice and support for health and social care professionals, community and voluntary groups and others seeking to improve the health and social wellbeing of ethnic minority and migrant groups across Northern Ireland.

To promote, as appropriate, the integration of action to address ethnic minority and migrant health and social wellbeing issues, into all relevant health and social wellbeing programmes and plans, through consultation and partnership working with the statutory, community and voluntary sectors.

PART A

- 2** Please provide **examples** of outcomes and/or the impact of **equality action plans/measures** in 2018-19 (*or append the plan with progress/examples identified*).

Full details with regard to progress on the Trust Equality Action Plan is appended for ease of reference (Appendix 2).

While the majority of our actions are identified as beginning in year one and two it is important to note that the actions may take the full lifetime of the Plan.

- 3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 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
Arrangements for assessing our compliance with S75 duties		
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.
Action Plan		
Continued delivery of Year 1 Actions in Action Based Plan 2018-2023 to include actions measures and timescales. Aligned to corporate and business planning cycle.	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.	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 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.	Representative groups and individuals informed of how their feedback influenced the decision made.

<p>Revise screening template and accompanying guidance notes.</p>	<p>Trust policy development process ensures all Trust policies are screened. All policies approved during the reporting period were subject to S75 screening and appropriate consultation.</p> <p>Year 1 Action in ABP Plan 2018-2023 includes the development of screening and EQIA Tool Kit.</p> <p>During the reporting period the Trust screened 65 policies and proposals.</p>	<p>Transparent decision making process for consultees and impact on S75 groups identified during policy development process.</p> <p>Toolkit to be launched in Year 2</p> <p>See Appendix 2 for further detail</p>
<p>Publish reports quarterly and in accessible formats on request.</p>	<p>All quarterly reports for the reporting period were made available on the Trust's website.</p>	<p>Screening outcomes available to the public for consideration.</p>
<p>Publishing of EQIA reports.</p>	<p>During the reporting period there were no EQIA consultations carried out.</p>	<p>When EQIA carried out consultees receive feedback on the proposed changes</p>
<p>Monitoring</p>		
<p>Review of monitoring information.</p>	<p>The Trust continues to monitor by Section 75 categories and this has been enhanced by HRPTS Self-Service functions. During the 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</p>	<p>Increased understanding of the make-up of the workforce to ensure promotion of equality of opportunity and better information to identify any potential impact.</p> <p>Guidance supports HSC organisations to identify any unmet need and to target their resources thus tackling health inequalities experienced</p>

	information on existing and emerging BME communities using HSC services.	by BME communities.
Staff Training		
Draw up a detailed training plan.	During reporting period, implementation of the Trust's Equality Training Strategy continued.	3000+ 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 Emergency Department Teams, Statutory Residential Home staff, Patient Experience staff, Pharmacy staff, CSSD, Ward Managers, Domiciliary Care staff, Nursing Assistants at their induction and Prison Healthcare Staff.	Specific training is well received and more is planned for the coming year.
Arrangements for ensuring and assessing public access to information and services we provide		
Ensure information we disseminate and services we provide are fully accessible to all parts of the community in Northern Ireland.	Ongoing implementation of the Northern Ireland Health and Social Care Interpreting Service (NIHSCIS) Review recommendations. The New web-based IT Portal was successfully deployed to all HSC organisations during the year under-review.	Implementation of Review recommendations ensure cost effective services will be provided and service users can continue to get support when required.
Provide information in alternative formats on request.	Trust staff access the translation of written material through the Regional Contract.	Information provided in alternative formats to increase understanding, ensure effective communication and

	The Access to Health and Social Care Booklet has been translated into alternate languages and is available on our website.	improved access to services.
Provide interpreters and sign language interpreters.	A total of 8761 episodes were delivered in 2018 - 2019.	Service users and staff supported to ensure good governance in information provision and communication.
Complaints Procedure		
How complaints are raised, timetable for responding etc.	The Trust received no complaints relating to the implementation of its Equality Scheme.	N/A
Any other measures proposed in equality scheme		
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 75 category?

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 3 above.

PART A

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
Written translation of information as requested or as need identified.

- 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
Written translation of information as requested or as need identified

- Other *(please specify and give details):*

Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2018 - 19 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 2018-19 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 2018-19 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 2018-2019 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 2018-19 reporting period, please indicate the **number** of actions completed:

Total Actions in Year 1	17	Total Actions Completed in Year 1	12	Actions ongoing into Year 2	5
-------------------------	----	-----------------------------------	----	-----------------------------	---

8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

Please see SET Appendix 2 EAP Progress Report Year 1 2018-2019

9 In reviewing progress on the equality action plan/action measures during the 2018-19 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. As aforementioned the Trust did not formally consult on any proposals during this reporting period. However in accordance with our Equality Scheme obligations, screening outcome reports were uploaded onto the Trust website on a quarterly basis.

- 11** Please provide any **details and examples of good practice** in consultation during the 2018-19 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 65 policies were screened and published in the QSR.

12 In the 2018-19 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:

As previously indicated, the Trust will tailor the format or content of its consultation and its method of engagement accordance with the subject matter. The Trust tends to offer a range of materials and means of engagement or consultation to meet the needs of all relevant consultees.

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.

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 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 2018-19 reporting period? *(tick one box only)*

Yes No Not applicable – no commitment to review

This was done on both a regional and local level in collaboration with other HSC Trusts to facilitate effective regional consultation.

GDPR

In line the new General Data Protection Regulations (GDPR) requirements the Equality Team contacted organisations on the Regional and Local Consultation Lists by telephone or email to confirm if they were happy to remain on the lists and to check if all their details were correct.

Any incorrect details were updated and some organisations removed as requested. Organisations were advised that they could ask to be taken off the lists at any time.

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

PART A

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

During 2018-2019 a total of 65 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 2018-19:

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 2018-19 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 2018-19 reporting period? *(tick one box only)*

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

encompass

The encompass programme is a HSC-wide initiative which will introduce a digital integrated care record to Northern Ireland. This will support the HSCNI vision to transform health and social care in order to improve health outcomes and create better experiences for those receiving, using and delivering services.

The system is due to go 'live' in summer 2021 with The South Eastern HSC Trust being chosen as the Pathfinder Trust, before rolling out to the remaining Trusts by the end of 2023.

It is envisaged that encompass will greatly enhance and streamline HSC records and systems, which will in turn help us capture better quality and consistent Section 75 information for our service users.

HSCNI currently uses a lot of different systems which cannot easily, communicate with each other. Many of them are out dated and need to be replaced or cannot readily nor routinely capture Section 75 information. It is the vision of the HSC that, rather than continuing to rely on paper records and replacing out dated technology system by system, we can better use the investment needed in ICT to transform the way we care for people in Northern Ireland. This means that everyone involved in a person's care will have access to their health and care information from one record.

It means that people can also access their own information and use the system to communicate with their health and social care team, view test results and manage appointments. Also health and care staff will not have to enter the same data on different systems and in paper records and forms and can make better use of their time.

In addition the Trust will continue to monitor via:

- 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 No Not applicable

Please provide any details and examples:

Changes to proposals or policies would ordinarily take place during the screening process. Managers who are responsible for monitoring the impact of their proposal would contact their Equality Manager in the case of identifying a more adverse impact to seek advice as to how best to amend or mitigate.

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 increase 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 6 Working Well with Interpreter training session to 87 staff in Downpatrick, Lisburn, and the Ulster Hospital.

During 2018– 2019 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 8761 interpreting episodes were delivered in the reporting year with the main languages being polish Arabic, Polish, Lithuanian and Romanian.
A total of 1142 South Eastern Trust staff have registered to use the NIHSCIS on-line interpreting system since it went live in 2016 and since then a total of 18,052 interpreters were successfully booked for appointments in various Trust locations. The top five location requests for an interpreter were: Maternity Outpatients - 838, Outpatients – 718, Speech and Language Therapy – 322, Child Health – 279 and Health Visiting - 276.

- 22 Please provide any details or examples of where the monitoring of policies, during the 2018-19 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 requirement 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.

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 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

Training Initiatives

The Trust Equality Team 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 2018-2019 over 3,000 staff have attended or accessed training.

Training includes:

Corporate Induction	893
Mandatory Training	337
Practical Manager	117
E-Learning Module	1215
Equality and Human Rights Directorate and team specific training including Emergency Department Teams, Statutory Residential Home staff, Patient Experience staff, Pharmacy staff, CSSD, Ward Managers, Domiciliary Care staff, Nursing Assistants at their induction and Prison Healthcare Staff.	451

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.

- 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, Pharmacy staff, CSSD, Ward Managers, Domiciliary Care 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.

NI HPMA Organisational Development Learning and Development Award

The HPMA (NI) awards are local awards which recognise, reward and share outstanding work in Human Resources in HSCNI, by individuals and teams who have made a real difference to their organisation or department.

This year there was a new category “OD, Learning and Development Award” which demonstrated the strong link between OD/L&D initiatives and key business objectives. The Equality Team were delighted to be announced 2019 winners of the new award at the Awards Dinner for their initiative which looked at how they addressed the need to creatively rethink how to best deliver Equality Diversity and Human Rights Training to all staff in the Trust.

What did we need to do?

- Improve working relationships and better mainstream Equality
- Introduce an Equality Business Partner approach to create a spirit of partnership working that would be key to the Team’s success
- Introduce a toolkit of training interventions to help support managers and staff to achieve training targets (approximately 4000 staff per year)

How did we do it?

- Development and procurement of a regional e-learning module
 - Particular benefit to teams/staff in far reaching locations and irregular work patterns
- Delivering face to face training
 - Additional trainer
 - Mandatory days, freeze, bespoke, out of hours
- Collaborative working
- Tailored solutions
- Case Studies

How well did we do it?

- Improved uptake by 15% on previous year
- Raised staff awareness of what they need to do – 21% increase in interpreting episodes

Feedback:

- “Very useful session with information and case studies that have given me food for thought”
- *The instructor delivered an in-depth session. As a newly qualified nurse the session has provided me with the necessary knowledge when needing to use the interpreter service”*
- 100% of the participants strongly agree or agree that the training met their expectation.

How did we know anyone was better off?

The organisational benefits from ensuring that staff have completed their training include:

- We now have a regionally agreed eLearning module that is fully transferable across the HSC family
- Staff have more confidence of their role in ensuring they meet the relevant legislation
- Staff understand the potential adverse impact to our service users if Equality and Human Rights is not considered at all points of service delivery

The benefits and impacts on patient and staff of this initiative can be demonstrated by:

- Increase in staff booking interpreters
- Increase in sign language requests
- Increase in compliments from patients re quality of service provided

The judges’ comments included: *“This application demonstrated how training could be refreshed and delivery tailored to suit remote groups of staff. Return on Investment already outlines 15% growth in staff trained. Impressive to see such a positive increase in uptake of attendance for what is often seen as a tick box exercise that needs to be achieved for a clear business and governance need.”*

Human Trafficking

Working in partnership with Business in the Community the Equality Department facilitated workshops during February to April 2019 in Lisburn Health Centre, Downshire and Ulster Hospitals with over 50 staff attending.

The aim of these workshops 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.

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.

GCSE Awareness Sessions

The Trust, in partnership with BITC, held three sessions in November to staff providing information on the changes to the GCSE grading system in Northern Ireland.

Information on this change coming into effect in summer 2019 was useful for staff who are involved in shortlisting, recruitment and selection and also for parents of those sitting these exams. A total of 43 staff attended the sessions in Lisburn Health Centre, Downpatrick and UHD with positive feedback from staff.

Working Well with Interpreters Training

To support staff who need to access interpreters the Trust has in conjunction with the NIHSCIS Manager delivered 6 Working Well with Interpreter training session to 87 staff in Downpatrick, Lisburn, and the Ulster Hospital.

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

26 Please list **any examples** of where monitoring during 2018-19, 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, Romanian and Latvian. A total of 8761 episodes were provided during 2018-2019. 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.

PART A

- 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 2018-19?

No complaints were raised in regard to the Equality Scheme. The Equality and Planning Team have forged a strong working relationship with the Complaints and Compliments Team and their advice is sought in regard to issues where any of the 9 Section 75 protected groups, human rights, good relations or discrimination are cited.

Section 3: Looking Forward

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

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.

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*)

Screening and training will remain part of core business for the Trust- formal consultation will be undertaken in accordance with statutory responsibilities and best practice as and when services are reconfigured or are of strategic importance or involve significant finance.

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.

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):