



# DRAFT

## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2019-20

**Contact:**

• Section 75 of the NI Act 1998 and Equality Scheme	Name:	Susan Thompson
	Telephone:	028 9151 2177
	Email:	<a href="mailto:susan.thompson@setrust.hscni.net">susan.thompson@setrust.hscni.net</a>
• Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	Name:	Susan Thompson
	Telephone:	028 9151 2177
	Email:	<a href="mailto:susan.thompson@setrust.hscni.net">susan.thompson@setrust.hscni.net</a>

Documents published relating to our Equality Scheme can be found by clicking [here](#)

**Signature:**

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2019 and March 2020**

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

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

- 1 In 2019-20, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

This is the thirteenth Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Act (DDA) 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.

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 2019-2020 is appended for ease of reference and details achievements in Year 1 (see Appendix 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 2) 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 second year 2019-2020.

## **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.

### **Health and Social Care Values**

A key action from the Regional HSC Collective Leadership Strategy (2017) was the development and embedding of a set of values and associated behaviours for everyone working in health and social care. There was an HSC extensive communication and engagement process last year, involving staff and the people who use our services right across the HSC system in Northern Ireland. This resulted in four values and associated behaviours for everybody working in, and using, Health and Social Care.

The HSC 'Values for All' are Working Together, Excellence, Compassion and Openness and Honesty. These values are reflective of the principles established and commitments made in our Equality Scheme, Equality Action Plan and Disability Action Plan.

### **Regional Screening Template and Toolkit**

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

### **Mental Health Charter and Every Customer Counts Charter**

The Trust has signed up to the Equality Commission's Mental Health Charter demonstrating a commitment to improving the working lives of staff experiencing mental ill-health. The Trust is committed to promoting a healthy workplace for all our employees and to fostering a culture where all staff feel valued, supported and listened to. A range of information and support is available for staff.

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.

### **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 2019-20 the total number of interpreting episodes was 8693 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 27 staff in Downpatrick, Lisburn and the Ulster Hospital.

Since 2016 a total of 1402 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 31,354 interpreters were successfully booked for appointments in various Trust locations. The top five location requests for an interpreter in the 2019-2020 period were: Outpatients, Maternity Outpatients, Speech and Language Therapy, Health Visiting and Physiotherapy.

### **Regional Accessible Communication Group**

During 2019-2020 a Regional Accessible Communication working group was established and the Trust Equality manager sits on this group. The purpose of the Group is to guide the development and implementation of an information standard in line with the Accessible Information Standard in England for the provision of appropriate communications support and personalised, accessible information to disabled people by health and social care organisations. Membership also includes representatives from voluntary sector organisations working with affected groups including RNIB, Mencap and Action on Hearing Loss.

In 2019-2020 the group engaged with the regional encompass programme to discuss accessibility to information for those with a visual or hearing impairment.

### **Regional Sign Language Remote Interpreting Service during Covid-19**

A free remote Interpreting Service for British Sign Language (BSL) and Irish Sign Language (ISL) users in Northern Ireland has been introduced to meet the ongoing needs of our deaf and hard of hearing patients and clients and to provide support to the deaf community during the COVID-19 pandemic. This temporary service is provided by InterpreterNow.

As face to face Sign Language Interpreters are not as available during COVID-19, Trust staff can now access the Video Relay Service (VRS) and the Video Remote Interpreting (VRI) to facilitate communication with service users who require sign language interpreting services, in both community and acute settings.

### **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 2020.

### **Workplace Guidance on Marks of Remembrance**

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 2019-2020. 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.

The Equality Team deliver a wide range of training to ensure that staff are equipped with the necessary S75 knowledge and expertise to work effectively with each other and to ensure everyone can access our services.

Training this year was provided to over 3152 staff and has achieved an increase of 4% on the previous year.

### **Regional Disability Toolkit**

A Regional Toolkit has been developed during 2019/20 for Managers and Employees to increase understanding of the DDA 1995 and to further promote the effective application of the DDA in the workplace.

The Toolkit 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 Toolkit 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 2020-2021 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.

### **Mid-Career Review Workshop**

In partnership with Business in the Community, the Trust hosted a mid-career review workshop in February 2020 which was provided by Age NI. Twenty-two staff attended the review which was aimed at employees to take stock of where they are now and where they would like to be in the next stage of their life in terms of finance, career, health & wellbeing and work. Feedback was very positive and consideration is being given to roll out future workshops across the Trust.

### **Regional Gender Identity and Expression Policy**

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

### **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.

### **Ards and North Down Intercultural Forum**

The Trust Equality Assistant 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, NI Housing Executive 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 is part of the Vulnerable Persons Relocation Scheme (VPRS). The aim of the scheme is to ensure those coming from Syria and surrounding areas are welcomed to the Ards and North Down area with housing and education. The Forum is tasked with ensuring the families are safe e.g. reporting any hate crime, linking them up with English for Speakers of Other Languages (ESOL) classes and integrate in partnership with other voluntary agencies. To date we have 18 families in our borough through the scheme.

### **Newry, Mourne and Down Intercultural Forum**

The Equality Officer is a member of the Newry, Mourne & 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 real needs of BME communities, maximise resources and opportunities to promote equity, diversity and interdependence and 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.

During 2019/2020 there was a focus on supporting BAME communities during BREXIT. Also Newry has been selected as an Inclusive City which is a knowledge exchange initiative to support UK cities and their local partners to achieve a step-change in their approach toward the inclusion of newcomers in the city and the forum will play a role in assisting and advising the Newry, Mourne and Down Council.

### **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 established by the PHA to advise on and support the planning, development and implementation of action to address



## PART A

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.

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

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

While the majority of our actions are identified as beginning in year 2 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 2019-20 reporting period? *(tick one box only)*

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

Please provide any details and examples:

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>		
Continued delivery of Year 2 Actions in Action Based Plan 2018-2023 to include actions measures and timescales. Aligned to corporate and business planning cycle.	Five year S75 Equality Action Plan developed in partnership with representative organisations. See Appendix 1 for actions progressed in year 2 and progress on actions carried forward from Year 1.	Its implementation is intended to have a positive impact on S75 groups

Arrangements for consulting		
Consultation list reviewed and updated	Consultation list continues to be reviewed.	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.

Revise screening template and accompanying guidance notes.	Trust policy development process ensures all Trust policies are screened. All policies approved during the reporting period were subject to S75 screening and appropriate consultation.  During the reporting period the Trust screened 71 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 reporting period this monitoring information was accessed for S75 screenings.  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.	Increased understanding of the make-up of the workforce to ensure promotion of equality of opportunity and better information to identify any potential impact.  Guidance supports HSC organisations to identify any unmet need and to target their resources thus tackling health inequalities experienced by BME communities.

Staff Training		
Draw up a detailed training plan.	<p>During reporting period, implementation of the Trust's Equality Training Strategy continued.</p> <p>The regional Equality, Good Relations and Human Rights: Making a Difference Programme has been rolled out across the Trust and compliance is monitored.</p>	<p>3000+ staff received equality and human rights training during the reporting period.</p> <p>Improved access to equality, good relations and human rights training and diversity training through availability of more condensed training package for staff and managers as well as the availability of a training manual for those who do not have access to computers.</p>
Specific Targeted Training.	<p>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.</p>	<p>Specific training is well received and more is planned for the coming year.</p>
Arrangements for ensuring and assessing public access to information and services we provide		
Ensure information we disseminate and services we provide are fully accessible to all parts of the community in Northern Ireland.	<p>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 8693 episodes were delivered in 2019 - 2020	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 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.

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

As a result of the organisation’s screening of a policy  
Please see examples above

As a result of what was identified through the EQIA and consultation exercise  
No EQIA carried out

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

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

Other (*please specify and give details*):



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

**Arrangements for assessing compliance (Model Equality Scheme Chapter 2)**

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2019 - 20 reporting period? *(tick one box only)*
- Yes, organisation wide
  - Yes, some departments/jobs
  - No, this is not an Equality Scheme commitment
  - No, this is scheduled for later in the Equality Scheme, or has already been done
  - Not applicable

Please provide any details and examples:

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 2019-20 reporting period? (*tick one box only*)
- Yes, organisation wide
  - Yes, some departments/jobs
  - No, this is not an Equality Scheme commitment
  - No, this is scheduled for later in the Equality Scheme, or has already been done
  - Not applicable

Please provide any details and examples:

#### **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.

#### **Guidance for Trust Board Members**

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

relate to matters of equality, good relations and human rights. Guidance will be launched Autumn 2020.

6 In the 2019-20 reporting period were **objectives/targets/performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation’s ongoing corporate plan
- No, the organisation’s planning cycle does not coincide with this 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 2019-20 reporting period, please indicate the **number** of actions completed:

Actions Completed	19	Actions ongoing	8	Actions to commence	2
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8 Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period *(points not identified in an appended plan)*:

Detailed update in Appendix 1

9 In reviewing progress on the equality action plan/action measures during the 2019-20 reporting period, the following have been identified: *(tick all that apply)*

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

### Arrangements for consulting (Model Equality Scheme Chapter 3)

10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*

- All the time                       Sometimes                       Never

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 2019-20 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

#### 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 71 policies were screened and published in the QSR.

**12** In the 2019-20 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: (*tick all that apply*)

- Face to face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- Telephone consultations
- Other (*please specify*):

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 in 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.

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

Yes       No       Not applicable

Please provide any details and examples:

**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 2019-20 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.

**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 2019-2020 a total of 71 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 2019-20:**

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 2019-20 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 2019-20 reporting period? (tick one box only)**

- Yes       No, already taken place  
 No, scheduled to take place at a later date       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.
- Continual monitoring of interpreting identifies the top five languages requested in the Trust and ensures the Trust can provide accessible information and the appropriate type.

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

Yes                       No                       Not applicable

Please provide any details and examples:



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

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 2019-20, 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 2019-2020 3,152 staff have attended or accessed training.

### Training includes:

Corporate Induction	488
Mandatory Training	201
Practical Manager	139
E-Learning Module	1584
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.	740

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 enables 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.

### **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.

### **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 3 Working Well with Interpreter training session to 27 staff in Downpatrick, Lisburn, and the Ulster Hospital

### **Delivering Training in the Post Covid-19 World.**

The Equality Team recognises that new ways of delivering training will need to be developed and implemented. As with other training programmes it is envisaged that the Team will take a blended approach to training. Face to Face training will be delivered for appropriate staff groups and will take into account social distancing, group size, IPC guidelines and suitable location/accommodation. Virtual training will be delivered when possible and appropriate. As always the training delivered will be evaluated and adapted to staff requirements.

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

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

- 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 Bulgarian. A total of 8693 episodes were provided during 2019-2020. 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 2019-20?

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*)

### COVID-19

On 11th March 2020, the World Health Organisation officially declared COVID-19 a pandemic due to the speed and scale of transmission of the virus. As a result the Trust concentrated on delivery of essential services only in order to maximize the number of staff and resources available to respond to emerging needs/demands, safeguard lives and prevent the HSC system from becoming overwhelmed.

The Trust has now started the process of Rebuilding services in an incremental way while ensuring the delivery of high quality and safe patient/client services.

The Trust recognises that there are a number of policy leads/decision makers across HSC, who likewise must comply with the S75 Equality Duties, the Human Rights Act and the Disability Duties. This will be evident in the development, implementation and review of the Minister for Health's "Strategic Framework for Rebuilding HSC Services" in NI and in the development and implementation of the Trust Rebuild Plans.

The Trust therefore commits to collaborate, as necessary, with all relevant HSC organisations in seeking to ensure the fulfilment of these statutory duties. This may entail, in some instances, the Trust feeding upward into regional EQIAs led by other HSC Policy Leads e.g. DoH, HSCB et al, contributing to equality screenings by other policy leads. This will be vital where there are, for example, regional themes, or when undertaking further individual equality screenings on Trust proposals and where necessary and appropriate conducting EQIAs and associated consultation. The Trust will carry out its responsibilities in line with the commitments in our approved Equality Scheme and in the fulfilment of the requirement of the DoH Circular Guidance 'Change of Withdrawal of Services – Guidance on Roles and Responsibilities' – September 2019, especially where temporary changes are being proposed as permanent.

### Training

Ongoing delivery and evaluation of a wide range of training and awareness raising for staff in a blended approach or virtual and face to face. 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 (2019-20) reporting period?  
*(please tick any that apply)*

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

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