

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

**Contact:**

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

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

**Signature:**



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

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

**This report reflects progress made between April 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 , please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

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

In preparing this Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) the Trust has used the template provided by the Equality Commission for Northern Ireland. Alongside this the Trust has developed 'Equality News' – a user friendly newsletter for stakeholders and staff to highlight the extensive work that has taken place across the Trust to promote equality of opportunity, good relations and the disability duties.

Part A of this report provides an overview of the work undertaken in compliance with its Equality Scheme obligations and does not detail all of the work that the Trust carries out to promote equality of opportunity and good relations and to address inequalities. It is important to note that a key element of the Trust's business is to improve health and wellbeing and address inequalities.

This year, the Trust has appended a detailed update of actions progressed in year 1 (2018-2019) of the Equality Action Plan and Disability Action Plan – see Appendix 1.

#### **Review of communications support services**

Communication Support Services (British Sign language (BSL)/ Irish Sign Language (ISL) interpreting) are required to ensure that deaf / hearing impaired people, who use BSL / ISL as their first language, are able to access health and social care services. Hard of Hearing people also require communication support including lip speaking / electronic note taking to access services and those with a dual sensory loss i.e. deafblind may require specialist interpreting services such as hand on hand/ restricted visual frame interpreting. During the reporting period there has been on-going consultation and engagement with the deaf and hard of hearing community through the Regional Communication Support Service (RCSS) Steering Group which 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. All of the constructive

feedback received during the consultation will be taken into consideration by the Advisory Group in the co-production of the new regional service model. Extensive engagement with the deaf community is integral to the on-going development of this regional service.

### **Supporting carers**

The carer support programme offered in the Northern Trust aims to encourage carers to have personal responsibility in their own health and wellbeing and promote personal development to support them in the caring role. Following a co-production day in 2018, Carers helped shape the events by co-delivering classes and sharing their experiences and supporting other carers through co-design of resources and training. The number of sessions offered on the carer support programme has increased from 61 sessions in 2017/18 to 95 sessions in 2018/19 following use of co-production (an increase of 56%).

In November 2018, the Trust commenced a new project in partnership with community pharmacists. The aim of the project is to identify hidden carers in the community by reaching out through the community pharmacist. The project will see the Pharmacist initiating a conversation with the carer and signposting them to the Carers Register in the Trust and Trust services. 55 pharmacies across the Trust have signed up to the project and to date 56 carers have been referred to the Trust.

WRAP – Wellness Recovery Action Plan is a programme to help people understand and manage their mental health and emotional wellbeing. Trust staff are now delivering specific carers WRAP co-delivered with a carer as part of the support programme across different areas of the Trust.

### **Accessible communication**

During the reporting period the Northern Trust made a total of 17, 888 requests for interpreters through the Northern Ireland Regional Health and Social Care Interpreting Service. In year this represents an increase of over 4,600 requests. The top three languages requested within the Northern Trust during 2018/19 were as follows.

<b>Language</b>	<b>Numbers</b>
Polish	6014
Romanian	3500
Arabic	2118

A total of 1054 appointments were supported with sign language interpreters and 169 documents were translated into minority languages.

## **Agencies Supporting Ethnic Communities (ASEC)**

The Trust has worked in partnership ASEC (Agencies Supporting Ethnic Communities) and the Inter Ethnic Forum to ensure the Roma Community was supported as a result of recent tensions in the Ballymena area. A factsheet has been developed and cultural awareness training and 'working well with interpreters' training was arranged for front line staff. Information was translated for health visiting and children's services - produced firstly in Easy Read format and then into Romanian and Bulgarian.

## **Regional Physical and Sensory Disability Strategy**

The end of the Regional and Physical and Sensory Disability Strategy was marked by a celebration on 3<sup>rd</sup> December 2018, on International Day of Persons with a Disability. The [Making Communication Accessible](#) guidance was featured as one of the positive outcomes and a commitment was made 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.

## **Positive Action Group**

The Trust's Day Opportunities services recently ran a job shadowing day which gave an opportunity for 27 job seekers with a learning disability the chance to experience jobs in various areas of the Trust. This was a very successful and well-received initiative, not only from the viewpoint of those who availed of the opportunity, but also from Trust staff who facilitated the day.

The Trust would now wish to build on the momentum and success of this to introduce a programme whereby people with learning disabilities can be signed up to an employability programme. This programme would allow participants to undergo a training programme, largely within Corporate Support Services, where successful completion would translate into a guaranteed job. We would intend to extend this programme to other areas of work and other areas of disability in the future, following assessment of the success of this initial programme. The 'Positive Action Group' has been established drawing on appropriate stakeholders from within and outside the Trust to oversee this piece of work.

## **Staff Disability Workshop**

On 5 December the Trust held a workshop to talk with staff members about their experience of living and working with a disability or long term health condition. The objective of the workshop was to get direct feedback from staff who have a disability about their experience of working in the Trust and to find out how they can best be supported in the workplace. The feedback received will shape how

the Trusts supports staff with a disability in the future and we look forward to working in partnership with you in taking the plan forward.

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

We have signed up to two Equality Commission initiatives - the Mental Health Charter and the disability access initiative 'Every Customer Counts'. Along with the other HSC Trusts the Trust has committed to the principles and objectives of both these Charters which can make a real difference to the lives of people facing difficulties. Every Customer Counts prompts organisations to think about how they offer their services – and to do so from the perspective of someone with a disability and by signing up to the Mental Health Charter, Trusts are demonstrating commitment to helping employees who may be going through a difficult time. The Trust is actively seeking to promote healthy workplaces for all our employees through its Health and Wellbeing Strategies and to foster a culture where all staff feel valued, supported and listened to.

- 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)*.

Please see Appendix 1 for a detailed update of actions progressed in year 1 (2018-2019) of the Equality Action Plan and Disability Action 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:

The table below details how application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during 2018-19.

<b>Equality Scheme Commitment</b>	<b>Action</b>	<b>Difference made for individuals</b>
<b>Arrangements for assessing our compliance with S75 duties</b>		
<b>Have in place appropriate structures and reporting mechanisms</b>	The Trust has prioritised Section 75 in all aspects of its business agenda and has established a range of governance, management and reporting mechanisms	Section 75 duties integral to Trust's Assurance Framework. Trust senior teams aware of and comply with statutory requirements during decision making.

	that reflect this. The Trust's Engagement, Experience and Equality Group (Triple EG). Triple EG reports directly to the Trust's Assurance and Improvement Group which reports through the Executive Team to Trust Board.	
<b>Ensure S75 duties are mainstreamed within the Trust</b>	<p>Membership of the Engagement, Experience and Equality Group (Triple EG) includes Trust Directors who are responsible for the mainstreaming of equality duties across their Divisions. Divisional Equality Leads have been identified to ensure equality is embedded across the organisation.</p> <p>The Trust's Equality Unit provides staff with the information, training and resources to support staff to have the appropriate level of knowledge, expertise and skill to mainstream S75 duties.</p> <p>The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory and compliance is monitored twice each year.</p>	<p>Individuals aware of the Trust's commitment to equality duties.</p> <p>Trust staff aware of equality duties and Trust commitment to not only avoiding discrimination but also to pursuing good practice, embracing diversity and promoting good relations.</p>
<b>Prepare Section 75 Annual Progress Report (APR) and include section in Trust's own Annual Report.</b>	<p>Annual Progress Report supported by "Equality News" to ensure updates available in a more accessible format.</p> <p>Equality Matters section included in the Trust's Annual Report.</p>	All consultees sent copy of newsletter and informed of availability of progress report - improving awareness of Trust's S75 duties and outcomes of work programme.
<b>Action Plan</b>		
<b>Development of Action Based Plan to include performance indicators and timescales. Aligned to corporate and business planning cycle</b>	Five year S75 Equality Action Plan developed in partnership with representative organisations. See Appendix 1 for actions progressed in year 1.	Its implementation is intended to have a positive impact on S75 groups.

<b>Arrangements for consulting</b>		
<b>Consultation list reviewed and updated</b>	Consultation list continually reviewed.	New consultees added to the consultation list on an on-going basis.
<b>Training re. Consultation</b>	Co-production workshops held with all operational Divisions to develop framework for ongoing engagement.	Offered additional insights and tools for engaging with others on service development and improvement projects, working to a co-design ethos.
<b>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</b>	Policy Development Process ensures engagement and consultation.	Views of representation groups and individuals considered during decision making process.
<b>Provide feedback report to consultees in timely manner in formats suited to consultees</b>	All consultees involved in Trust projects received detailed feedback reports. Reports available on staffnet and website.	Representative groups and individuals informed of how their feedback influenced the decision made.
<b>Screening</b>		
<b>Revise screening template and accompanying guidance notes.</b>	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 92 policies and proposals.	Transparent decision making process for consultees and impact on S75 groups identified during policy development process.
<b>Publish reports quarterly and in accessible formats on request.</b>	All quarterly reports for the reporting period were made available on the Trust's website.	Screening outcomes available to the public for consideration.
<b>Publishing of EQIA reports.</b>	No EQIAs completed	
<b>Monitoring</b>		
<b>Review of monitoring information</b>	The Trust continues to monitor staff by Section 75 categories and this has been enhanced by HRPTS Self-Service functions. During the	Increased understanding of the make-up of the workforce to ensure promotion of equality of opportunity and better information to identify

	reporting period this monitoring information was assessed for S75 screenings.	any potential impact.
<b>Staff Training</b>		
<b>Draw up a detailed training plan</b>	<p>During reporting period, implementation of the Trust's Equality Training Programme continued.</p> <p>The regional Equality, Good Relations and Human Rights: Making a Difference Programme has been rolled out across the Trust via Broadcast and Staffnet and compliance is monitored.</p>	<p>At the end of March 2019, 3808 staff had completed the e-learning training.</p> <p>Improved access to equality, good relations and human rights training and diversity training through availability of more condensed training package for staff and managers as well as the availability of a training manual for those who do not have access to computers.</p>
<b>Focused training</b>	<p>During the reporting period the Trust continued to provide face to face focused disability equality training, co-produced and co-delivered by disabled people who are members of Disability Consultation Panel.</p> <p>In addition to this specialist disability equality training was delivered to staff in Estates.</p> <p>Cultural awareness training and working well with interpreters training was delivered to front line staff to ensure they had the necessary knowledge to support the Roma community.</p> <p>During the year the Trust held specialised coproduction workshops to support the development of a coproduction culture attended by 139 service users, carers and staff</p> <p>64 staff attended deaf awareness sessions held across organisation.</p>	<p>Training delivered by the representative groups and individuals resulted in very positive feedback.</p> <p>Targeted training delivered by specialist facilitator enhanced the skills of Trust staff.</p> <p>Specific training improved awareness, knowledge and sensitivity for professionals coming into contact with client/service users from other minority ethnic communities.</p> <p>Targeted training delivered by specialist facilitator enhanced the skills of Trust staff.</p> <p>Deaf and hard of hearing service users and carers provided with the appropriate communication support.</p>



<b>Arrangements for ensuring and assessing public access to information and services we provide</b>		
<b>Ensure information we disseminate and services we provide are fully accessible to all parts of the community in Northern Ireland</b>	<p>Information is provided in alternative formats on request and Trust's website has been designed to ensure accessibility.</p> <p>During reporting period a total of 17,888 requests for face to face interpreting made to NIHSCIS, which is an increase of over 4,600 requests.</p> <p>During the reporting period a total of 1054 appointments were supported with sign language interpreting support.</p>	Improved access to information and services for equality groups – specifically those whose first language is not English and people with a disability.
<b>Provide information in alternative formats on request</b>	<p>169 documents translated into minority languages during reporting period.</p> <p>All minutes of Disability Consultation Panel provided on disk or Braille and minutes of Learning Disability Panel provided in Easy read.</p>	Information provided in alternative formats to increase understanding, ensure effective communication and improved access to services.
<b>Provide interpreters and sign language interpreters</b>	<p>On-going provision of communication support. 1054 appointments supported with Sign Language Interpreter. 17,888 interpreters were requested from NIHSCIS. Extensive use of telephone interpreting.</p>	Service users and staff supported to ensure good governance in information provision and communication.
<b>Complaints Procedure</b>		
<b>How complaints are raised, timetable for responding etc</b>	No S75 complaints received	
<b>Any other measures proposed in equality scheme</b>		
<b>Work closely with other public authorities to exchange learning and best practice</b>	<p>During reporting period the Trust participated in Regional Equality and Human Rights Steering Group and Regional Equality Leads meetings.</p>	More effective use of resources and consistent approach across health and social care

<b>Liaise closely with the ECNI to ensure that progress on the implementation of our Equality Scheme is maintained</b>	During reporting period the Trust met regularly with ECNI on S75 implementation.	Ensures effective use of resources and S75 implementation.
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**3a** With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

Please see third column in above table. It is important to note that the screening of policies, practices or procedures and/or service delivery areas has resulted in many considerations on how to promote equality of opportunity and good relations. For example there is better engagement with those affected by policies and decisions including with service users and carers. Through the screening process, decision makers are more aware of the need for effective and accessible communication. It is important to note that staff affected by policies and decisions in relation to management of change are engaged with to ensure that any adverse impact can be mitigated as required. This is done on an on-going basis and because of confidentiality issues relating to reasonable adjustments that are made this information is not included in the screening templates.

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

- As a result of the organisation's screening of a policy *(please give details)*:  
Examples provided above
- As a result of what was identified through the EQIA and consultation exercise *(please give details)*:  
No Equality Impact Assessments carried out during reporting period.
- As a result of analysis from monitoring the impact *(please give details)*:  
The Trust continues to monitor its workforce across the 9 equality categories. This monitoring information is used for all S75 screenings of proposals that impact on staff. This supports the assessment of impact and the identification of potential adverse impact.
- As a result of changes to access to information and services *(please specify and give details)*:

As result of the increase in the Roma community in the Trust area several documents were translated first into easy read format and then into Romanian and Bulgarian to ensure accessibility. These documents have been made available across health and social care.

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

As a result of the Trust's on-going engagement with carers it has updated the information available to support carers in their caring role as follows.

- Carer register form – this year again the carers register form has been updated and rebranded to encourage carers across all Programmes of Care to sign up to the carers register (a contact list of all carers to communicate effectively throughout the year)
- Carer newsletter – two issues were circulated in 2018/2019 with increased content to keep carers up to date with what is happening in the Trust and wider community. Carers now contribute to the newsletter with a “carers column” to increase the connection with other carers.
- Carer Pathway Steering Group – the focus this year has been towards improving access to services for carers and simplifying the contact with the Trust. The Steering Group is made up of carers, HSC staff and community and voluntary sector organisations. The Group is carer led and the carer membership endorses any suggestions of support for carers to ensure family carers receive the right support.
- Co-delivering carer support – whilst the support programme has been co-designed by carers elements of the programme are also co-delivered by carers such as the WRAP classes to give participants a lived experience perspective.

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:

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

- 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:

The national Knowledge and Skills Framework (KSF) continues to be the process linked to annual development reviews of all Trust staff and personal development plans. Equality and diversity is one of the 6 Core Dimensions and it reflects a key aspect of all jobs and underpins all dimensions in the KSF. During the reporting period the Trust continued to focus on the completion of appraisals to ensure staff have the knowledge and skills they need to do their job and that key areas for development are identified. Equality training is mandatory in the Trust and attendance at/completion of all mandatory training is determined through the appraisal process.

In the 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 2016-17 report
- Not applicable

Please provide any details and examples:

The Trust continues to prioritise Section 75 within all aspects of its business agenda and has established a range of governance, management and reporting mechanisms to reflect this. The Trust's Equality Unit sits within the Strategic Development and Business Services Division and supports all Trust Divisions to ensure Section 75 is mainstreamed and integral to planning processes. Objectives and targets relating to the Trust's duties under Section 75 are built into its corporate and directorate planning processes. The Trust has set appropriate objectives and targets for individual responsible officers.

The Trust's Engagement, Experience and Equality Group (Triple EG) ensures compliance with and mainstreaming of Section 75 duties. The Group seeks assurance that the Trust is compliant with Equality, including Section 75 of the Northern Ireland Act 1998, the Human Rights Act 1998 and Section 49a of the Disability Discrimination Act and in doing so ensures that the above is embedded in decision making. The Group is chaired by the Deputy Chief Executive and membership includes Trust Director and Non-executive Directors.

### Equality action plans/measures

**7** Within the 2018-19 reporting period, please indicate the **number** of:

Actions completed:	15	Actions ongoing:	7	Actions to commence:	13
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Please provide any details and examples *(in addition to question 2)*:

Examples provided in Appendix 1

- 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*):

Detailed update provided in Appendix 1

- 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

- 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:

The Trust recognises the importance of proper and timely consultation as an integral part of fulfilling its Section 75 obligations when making decisions and planning services. For all public consultations the details are sent out to over 1,500 individuals, groups and organisation on the Trust's Consultation Database. Consultation documents are made available on the Trust's website with the consultation document is available in alternative formats. Following consultation, a detailed consultation feedback report is drafted and time is taken to consider all the responses. All of those who provided feedback and participated in the consultation process are informed of how their feedback influenced the final decisions. During the reporting period no public consultations were carried out. As well as having a duty to involve, the Trust recognises the importance and benefit of effective engagement and communication with our local communities.

The following outlines the work we have done to support personal and public involvement and co-production to bring about a positive change in our culture.

## **Acute Co-Production Partnership**

The Acute Co-Production Partnership continues to amplify the voices of our service users/carers and the community to enable effective and meaningful involvement in decision making which may affect our services now and in the future. The Acute Divisions are passionate about making sure the views and preferences of service users shape how our services are developed. Members of the Acute Co-production Partnership, staff, service users and carers had a workshop in March 2019 to discuss some specific pieces of upcoming service development and improvement work relating to endoscopy services and discharge procedures for patients. The workshop enabled us to work in groups to identify starting points for co-production approaches and discuss the improvement projects in more detail. Members of the Partnership are now working with Trust staff on a range of improvement projects.

## **The Learning Disability Service User Forum**

After consulting with adults with a learning disability who using Trust services to seek views on the best way forward to engage and influence service design and delivery we have established a Trust-wide User Forum. In partnership with Compass Advocacy Network (CAN) we marketed the Forum and recruited its membership. Recruitment involved an inclusive application and selection methodology to make sure we could reach out to all service user stakeholders across the range of localities, services and demographics and at different life stages. The first meeting of the Forum was in February 2017 where the terms of reference was produced and agreed by members. The Service User Forum gives a formal voice to people with a learning disability to say what they want and how they want it. The Forum is facilitated by an advocacy organisation which supports members to participate in meetings through capacity building. The Forum provides a strong and lively platform to ensure the voice of people with a learning disability is heard. This year the Forum has co-designed a logo which will be used to evidence the work that the Forum has been involved in. The logo represents diversity, working together and the importance of being valued and having a voice together. The Forum has also coproduced an annual report to highlight and celebrate all of its great work.

## **Macmillan Pulmonary Prehabilitation Self-Management Programme: For adults with a newly diagnosed lung cancer**

The Trust has a very active Lung Cancer Support Group. The functions of the group have evolved over recent years and the members are encouraged to be actively involved in service development and design. Throughout the year, members are encouraged to give feedback regarding services and they highlighted they would be keen to access more detailed education and self-management techniques at the point of diagnosis. They had indicated that despite getting information when they were first told of their condition, they

often forgot this information and lacked the knowledge to self-manage. They also reported the 2-3 weeks between diagnosis and their first oncology or surgical appointment was often a period of 'limbo', which was a particularly anxious time for them, with great uncertainty about the future. The aim of this project was to improve the patient's ability to self-manage the side effects of disease and treatment by providing skills and information earlier in the patient journey. From the beginning it was the patients who identified a gap in service provision and by working with them we have co-produced an evidence based self-management pulmonary prehabilitation programme, for people with a new diagnosis of lung cancer. 63% of control group had a hospital admission (none of them for planned end of life care) compared with 21% of pilot group (43% when including those who passed away in hospital following admission for end of life care). Patients felt more confident in making informed decisions about their treatment and care. 100% of attendees felt they benefitted from programme and would recommend to a friend. The greatest impact from the pilot programme is its replication and roll out for cancer prehabilitation to other cancer specialties throughout the Trust.

### **Looked After Children**

The Switch Group is a young people's forum to improve services within Looked After Children. The Switch Group is working with Trust staff to take forward the development of an 'app' to improve working relationships with social workers. A 'drop in' facility in Ballymena, run by staff and young people, is now operating and open to all young people in partnership with Voices of Young People in Care (VOYPIC).

### **Child Health Development and Emotional Well-Being**

Clinicians from the Child and Adolescent Mental health Service (CAMHS) including Speech and Language Therapy, Paediatric Occupational Therapy, Behaviour Assessment Service and Community Paediatric Medical Service co-produced a neurodevelopmental impact partnership pathway. It was recognised that there is a cohort of children who are seen across many services, some of whom have complex needs who would be better served on a more integrated pathway that is not service specific. It is a needs based pathway rather than a service based one. The co-production process involved staff from each of the services outlined above and involved the Autism Spectrum Disorder (ASD) Reference Group. The Group endorsed the benefits of this approach to assessment for the cohort of children and young people.

### **Engagement Workshops**

Over the last year there have been a number of fantastic engagement workshops held across the Trust area involving service users and carers. The following is a summary of just a few.



**Better at Home** – This workshop was held with service users, Trust staff, community and voluntary groups and other statutory organisations. This workshop provided the opportunity for Trust staff to outline the strategic direction of services and showcase their work. We also heard directly from service users about the importance of being supported at home, what ‘home’ means to them and how technology is making it easier for people to remain independent for as long as possible.

**East Antrim Locality Engagement Event** - This Café Conversation style event took place on 7 November in Mossley Mill and was attended by over 100 people including Trust staff, representatives from local community and voluntary groups and citizens of East Antrim. This networking event gave our partner agencies the opportunity to showcase the services they provide and it gave staff the opportunity to move from stand to stand to view what is available, get more information and ask any questions.

**Safe at Home** – held in the Burnavon, Cookstown, and attended by over 80 people including representatives from local community and voluntary groups, service users and carers from the Mid Ulster locality and Trust staff from across all sections of the Community Care Division. This workshop gave everyone the chance to hear more about how we can keep ourselves and our family members safer at home and provided the opportunity for everyone to move around the exhibitions finding out more information on services available and ask questions.

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)*: The Trust continues to support and engage with its established user groups – Disability Consultation Panel, Older People’s Panel, The Forum for people who use learning disability services and the Carers Steering Group. This ongoing engagement ensures representative groups and individuals views are taken into account in decision making.

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees’ membership of particular Section 75 categories:

During the reporting period the Trust worked with Barnardos to support young carers with different social activities so they could get a break from their caring role. In early May 2018, the Trust to discuss the possibility of developing a young carers “toolkit” to help them connect with other young people and manage their caring role. Following the initial meeting Trust staff also met with young carers at a local youth club over pizza to co-design what they would find beneficial in a “toolkit”. Engagement with the young people aged 12 years and up highlighted the need for them to consider themselves as “children first” and also to take the time to prepare for a Carer Assessment once they reach age 16. This led to the development of the co-produced “Me First” Young Carers Guide, which Barnardos staff will use with the young people to discuss all aspects of the life as well as caring.

- 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:

During the reporting period the following activities supported awareness raising of Equality Scheme commitments among consultees.

- Dissemination of Section 75 Annual Progress Report
- Equality Newsletter disseminated to all consultees
- “Equality Matters” section of Trust’s Annual Report
- Staff training programme
- All engagement exercises
- S75 screening reports published
- Ongoing guidance and briefings to senior management and Trust Board
- Equality section on Trust internet

- 14** Was the consultation list reviewed during the 2018-19 reporting period? *(tick one box only)*

Yes                       No                       Not applicable – no commitment to review

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

Quarterly screening reports

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

92

16 Please provide the **number of assessments** that were consulted upon during 2018-19:

0	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment</b> (EQIA) presented.
0	Consultations for an <b>EQIA</b> alone.

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

No S75 public consultation carried out during the reporting period. It is important to note that main improvement projects included the involvement of S75 groups to ensure equality issues are integral to the development process. Examples of this can be found in the Trust's Personal and Public Involvement Annual Report

18 Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? (*tick one box only*)

Yes       No concerns were raised       No       Not applicable

Please provide any details and examples:

#### 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

Please provide any details and examples:

**Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)**

**20** From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2018-19 reporting period? *(tick one box only)*

- Yes  No, already taken place  
 No, scheduled to take place at a later date  Not applicable

Please provide any details:

Staff monitoring is reviewed annually via HRPTS to ensure the Trust has an up to date equality profile of its workforce to support more effective screening of proposals and policies that may have an impact of staff.

Continual monitoring of interpreting identifies the top five languages requested in the Trust and ensures the Trust can provide accessible information and the appropriate type of interpreting is used for appointments.

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. The encompass programme is a HSC-wide initiative that 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 roll out of Encompass will allow service users to access their own information and use the system to communicate with their health and social care team, view test results and manage appointments. The system is due to go 'live' in summer 2021, starting in the South Eastern Trust before rolling out to the remaining Trusts by the end of 2023.

**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 2018-19 reporting period, has shown changes to differential/adverse impacts previously assessed:

The Trust's policy development process ensures that all policies are monitored and reviewed.

- 23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

The Trust continues to monitor the staff across the 9 equality categories and through this monitoring process. The monitoring of staff is enhanced by the self-service function of the Human Resources, Payroll, Travel and Subsistence System (HRPTS). It is anticipated that staff will be more likely to record their equality information on this online system. This information is used for screening purposes and helps to identify specific issues that need to be addressed to ensure the promotion of equality of opportunity.

Ethnic Monitoring of Service Users continues in a number of information systems including Child Health System, PAS, SOS CARE, SureStart and NIMATS.

The Trust completes an Article 55 Review Report every three years which involves gathering and analysing to inform the completion of the review.

#### **Staff Training (Model Equality Scheme Chapter 5)**

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2018-19, and the extent to which they met the training objectives in the Equality Scheme.

The Trust continues to provide training as a key component of meeting its legislative requirements and a range of training is delivered to ensure that staff are equipped with the necessary knowledge and skills to discharge the S75 equality duties.

Equality training in the Trust is mandatory and must be completed by all staff every three years. During 2018-2019 the following numbers of staff have attended or accessed training

Corporate Induction Training	744
Equality and Human Rights Face to Face Team Training	22
Equality and Human Rights e-Learning	3808
Dissemination of Equality training manual	1208
Disability equality training	45
Rural Needs Act Training	18
Deaf Awareness Training	63

In partnership with the Inter Ethnic Forum the Trust held a specialist cultural awareness workshop to provide staff with the knowledge in supporting the Roma Community in the Ballymena area. 31 of our front line staff attended, as well as gaining awareness it gave them the opportunity to raise any issues that were then address collectively.

The Trust has a range of resources available for staff to increase awareness of equality and diversity matters including the following:

- Equality, Good Relations and Human Rights – A Training Manual for Staff
- Multi-Cultural and Beliefs Handbook
- Disability Etiquette Booklet
- Making Communication Accessible for all
- Screening Guidance
- Easy Way to EQIA

- 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:

Cultural awareness training and 'working well with interpreters' training was delivered to front line staff to ensure they had the necessary knowledge and skills to support the increasing numbers of Roma moving into the Trust area. The training was developed in partnership with the Inter Ethnic Forum and delivered by advocacy workers who are supporting the Roma community.

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

- 26 Please list **any examples** of where monitoring during 2018-196-17, across all functions, has resulted in action and improvement in relation **to access to information and services**:

As a result of continually assessing the information provided in alternative formats the Trust continues to extend its library of translated material during the reporting period. This is available on Staffnet and the Internet for both staff and service users.

Provision of language assistance is a legal requirement for public sector organisations and an essential part of providing safe, high quality care to all patients and clients. The Trust is committed to ensuring everyone is given equal access to information about services in a format they can understand. The Trust provides interpreting services on request to help patients and clients and staff to communicate when using services.

The monitoring of interpreting usage ensures the Trust can provide its information in the main languages. It also ensures that the appropriate type of interpreting is used for appointments. For simple, straightforward and short appointments, telephone interpreting is the most appropriate and most cost effective. Face to face interpreters are then available for more complex or sensitive appointments.

During the reporting period the top 20 languages supported in the Northern Trust area were as follows.

<b>Language</b>	<b>Number of bookings</b>
Polish	6014
Romanian	3500
Arabic	2118
Slovak	1147
Lithuanian	1143
Portuguese	802
Bulgarian	558
Chinese - Mandarin	488
Russian	350
Czech	345
Hungarian	338
Chinese - Cantonese	311
Tetum	161
Latvian	153
Pashto Central	91
Spanish	69
Urdu	53
Italian	47
Bengali	43
Farsi	37

Interpreters are provided and funded regionally through the Northern Ireland Health and Social Care Interpreting Service (NIHSCIS). Interpreters are professionally trained and adhere to a Terms of Engagement. Interpreters are bound by confidentiality and provide their services on a 24/7 basis. NIHSCIS has 353 Interpreters registered in 35 different languages. Demand for interpreting continues to increase on an annual basis with over 130,025 requests made regionally for interpreters processed during 2018-19 and 98.3% of bookings successfully fulfilled. NIHSCIS registered 16 new Interpreters in October 2018 to meet priority language demand:

- 7 Arabic
- 2 Romanian
- 1 Farsi
- 4 Bulgarian
- 1 Slovak
- 1 Somali

Arrival of the Syrian Refugee Groups to Northern Ireland under VPR programme led to a

significant increase in requests for Arabic Interpreters (2<sup>nd</sup> most requested language during 2018/19). 19 new Arabic Interpreters registered in February 2019 to meet demand.

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

During the reporting period there has been on-going consultation and engagement with the deaf and hard of hearing community through the Regional Communication Support Service (RCSS) Steering Group which 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.

### Complaints (Model Equality Scheme Chapter 8)

27 How many complaints **in relation to the Equality Scheme** have been received during 2018-19

Insert number here:

0
---

Please provide any details of each complaint raised and outcome:

### Section 3: Looking Forward

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

During 2018/19 the Trust updated its existing Equality Scheme. Any changes are cosmetic and do not affect or dilute any of the legislative commitments. The Trust would propose that a larger scale, more encompassing review would be more appropriate after the next ECNI Effectiveness Review.

29 Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? (*please provide details*)

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



**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (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):

Please note progress against actions progressed in year 1 of the Disability Action Plan can be seen in Appendix 1.



Northern Health  
and Social Care Trust

## **Appendix 1**

# **Regional Equality and Disability Action Plans**

## **Year 1 Progress Report**

**2018/2019**

# Equality Action Plan

## Section 1 – Ensuring the effective discharge of our Section 75 Equality Duties

We want to ensure that the focus is on outcomes for people within the nine Section 75 equality categories and to make a positive difference for them. The following actions are therefore aimed at simplifying the process.

Action Measure	Description
<p>We will develop a Screening and Equality Impact Assessment (EQIA) Tool Kit to guide staff through the process.</p>	<ul style="list-style-type: none"> <li>• A regional toolkit will be available for policy and decision makers.</li> <li>• More robust and regionally consistent screening/EQIAs.</li> </ul>
<p><b>Progress Year 1 – Partially Completed</b></p> <p>Work has commenced on the development of a screening toolkit to increase understanding and familiarity with the concept of Screening and Equality Impact Assessments (EQIAs). This will provide legislative background and context as well as myths and facts about screening. It will also contain a readily completed template to illustrate the practical application of the screening tool.</p> <p>In the spirit of co-production, the concept of a draft toolkit was brought to an equality screening masterclass on 21 March 2019 to help inform the best design for a toolkit to aid managers and policy makers whilst screening. Feedback indicated that users of such a toolkit would really welcome a short, easy to follow toolkit – one which was preferably available online and would comprise of drop down boxes as well as free text to individualise each screening according to the policy or proposal. Managers indicated that they would not necessarily refer to standalone guidance and where possible it would be beneficial to have an online interactive tool, which could provide prompts and guidance within the integral screening template. It is anticipated that a second draft will be shared regionally for feedback and evaluation in August 2019. This will also be shared with ECNI, NIHRC and CRC as part of the new Joint Equality, Human Rights and Good Relations Forum for quality assurance. It is important that to facilitate mainstreaming the toolkit meets the needs of managers and policy makers. The toolkit will be reviewed, amended as necessary on the basis of regional feedback and will be launched during year 2 of the Equality Action Plan</p>	

Action Measure	Description
<p>We will develop a checklist to make sure Equality, Disability and Human Rights are at the heart of procurement.</p>	<ul style="list-style-type: none"> <li>• Checklist developed and adhered to by staff with responsibility for buying goods and services.</li> <li>• Raised awareness among staff of equality and human rights obligations in procurement process.</li> <li>• S75 and human rights issues identified at an early stage of procurement process.</li> </ul>
<p><b>Progress Year 1 – Partially Completed (denote)</b></p> <p>A draft checklist has been developed. Agreement that this would be taken forward in partnership with Trade Unions. Draft check list to be available 2019 for consultation with stakeholders. Co-production workshop to be held with staff responsible for procurement.</p>	
Action Measure	Description
<p>We will develop good practice guidance on effective engagement, consultation, co-design and co-production to include best use of a range of methods including social media and Citizen’s Space.</p>	<ul style="list-style-type: none"> <li>• Consistent approach used across health and social care and guidance on effective engagement in place for health and social care staff that links with Personal and Public Involvement (PPI) best practice.</li> <li>• Citizens/people closer to decision making and offering innovative ways of engagement and involvement</li> <li>• More effective and timely engagement with stakeholders and more involvement in addressing key inequalities.</li> </ul>
<p><b>Progress Year 1 - Completed</b></p> <p>The Department of Health launched the co-production guide for Northern Ireland, “Connecting and Realising Value Through People” on 31 August 2018. The practical guide will support the application of a co-production approach across our health and social care system and was developed as part of the Department’s programme of work to transform health and social care provision as envisaged in “Delivering Together 2026”. Developed using a system wide partnership approach, the guide provides underpinning principles for co-production, definitions of key terms and practical guidance to a range of stakeholders on the key steps to achieve effective co-production and has been adopted by all HSC Organisations.</p> <p>To support the development of the co-production guide, the Department of Health hosted a Future Search conference to bring</p>	

together a group of key stakeholders to make an action plan for Delivering the Future with People at the Heart of Health and Wellbeing. The purpose of the conference was to enable participants to agree a common mission, to take responsibility for action and to develop commitment to implementation. It took place over three days and involved 69 participants drawn from a wide range of stakeholder groups: Department of Health, people with lived experience of health and social care, community and voluntary sector, representatives of regional organisations, citizens, health and social care staff, health and social care trusts, statutory voice, and wider government.

Transformation monies have been made available to all Arms-Length Bodies within HSC to provide resources to further the Personal and Public Involvement agenda.

Regional PPI Toolkit developed currently being adopted across the region by each Trust. The roll out of this guidance is further supported by on-line eLearning training.

In addition, HSC Quality Improvement initiative has developed and launched PPI checklists October 2018. These guides have been disseminated across the region.

<b>Action Measure</b>	<b>Description</b>
<p>We will set up a Regional Consultative Forum to work in partnership with the Equality Commission, Northern Ireland Human Rights Commission and the Community Relations Council</p>	<ul style="list-style-type: none"> <li>• Two meetings annually between health and social care sector and the respective Commissions.</li> <li>• Better communication and collaboration between Equality Commission, Northern Ireland Human Rights Commission and the Community Relations Council</li> <li>• Better partnership working to optimise outcomes for S75 groups.</li> </ul>
<p><b>Progress Year 1- Completed</b></p>	
<p>Terms of reference and suggested membership have been drawn up and disseminated to all parties for comment and agreement. It has been agreed to rename the forum as Regional Equality, Human Rights and Good Relations Forum and terms of reference will be discussed as a substantive agenda item at the inaugural meeting Monday 20 May 2019.</p>	

## Section 2 – Promoting Equality in our Services

The following actions have been developed in response to what we have heard and are aimed at providing welcoming, person-centred and accessible services for everyone.

Action Measure	Description
We will engage with the Regional HSC Interpreting Service to establish a process that ensures access to interpreting support when HSC practitioners refer into the voluntary sector for services.	<ul style="list-style-type: none"> <li>• Clear, consistent process established.</li> <li>• Improved access to interpreting support when referred to voluntary or community sector service.</li> </ul>
<p><b>Progress Year 1- Partially Completed</b></p> <p>This is work in progress and the timescale is likely to be September 2019.</p>	
Action Measure	Description
We will co-design a staff information booklet in partnership with representatives from the Traveller Community aimed at raising staff awareness and understanding of Traveller History and Cultural.	<ul style="list-style-type: none"> <li>• Staff information booklet on traveller history and culture available for all staff working across health and social care.</li> <li>• Increased staff awareness and understanding of traveller culture</li> <li>• Provision of culturally sensitive services that take account of Traveller needs</li> </ul>
<p><b>Progress Year 1- Completed</b></p> <p>Staff Information Booklet produced in collaboration with the Traveller Community. Booklet finalised and shared with Equality Leads for adoption across the region.</p>	
Action Measure	Description
We will hold an annual event to showcase best practice in equality and diversity within the health and social care.	<ul style="list-style-type: none"> <li>• An Annual Equality and Diversity event delivered</li> <li>• Health and social care viewed as a sector that promotes equality and</li> </ul>

	<div data-bbox="1070 193 1196 225" data-label="Text"> <p>diversity</p> </div> <div data-bbox="1034 233 2083 304" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Improved awareness of equality and diversity best practice models and shared across health and social care and beyond.</li> </ul> </div>
<p><b>Progress Year 1 - Completed</b></p>	
<p>HSC Trusts took part in an event to celebrate International Day of People with Disabilities on 3 December 2018 in the Long Gallery, Parliament Buildings. The key message from the event to mark International Day of People with Disabilities was that people living with disabilities, their families and carers working in partnership with local voluntary and health and social care organisations make a valuable contribution in ensuring inclusiveness and equality in society. The regional event, organised by HSC in partnership with Disability Action, showcased many initiatives developed and implemented through the Physical and Sensory Disability Strategy for NI. It also recognised the valuable contribution and involvement of local people with disabilities - who reflected on their experiences of working throughout the implementation of the Strategy.</p>	
<p><b>Action Measure</b></p>	<p><b>Description</b></p>
<p>We will work collaboratively with the Department of Health to assess the potential impact of Brexit for the Health and Social Care</p>	<ul style="list-style-type: none"> <li>• Scoping Exercise to be completed by HSC Trusts in collaboration with the Department of Health</li> <li>• Issues identified and possible solutions to ensure business continuity</li> </ul>
<p><b>Progress Year 1 - Completed</b></p>	
<p>All ALBs were tasked with actively scoping the potential impact on their functions against a ‘no deal’ scenario. (A ‘no deal’ scenario meaning no formal agreement being reached during the negotiations between the UK and EU). Trust CEs submitted a statement of assurance on 4 July 2018 confirming that they had actively scoped the impact of a ‘no deal’ scenario and highlighted any issues over and above those already identified by the DoH.</p> <p>From December 2018 contingency planning arrangements were stepped up in earnest by the DoH for a ‘no deal’ Brexit. ALBs were also directed to align their Brexit Delivery Planning activity with normal business continuity arrangements. As the situation remains fluid all ALBs will continue to work in collaboration with the DoH in ensuring business continuity post EU Exit. Over the ensuing weeks and alongside colleagues in the UK the DoH will be considering the EU Exit work programme and re-planning for the revised October date. Until a deal is agreed and ratified there remains a risk of a ‘no deal’ exit. As such the DoH will carefully review how best to</p>	

prepare for this scenario and in so doing will of course continue to work closely with colleagues across the HSC system and have given a commitment to share further guidance at the earliest opportunity.



## Section 3 – Supporting our Staff

The following actions help to promote equality of opportunity for our staff and support them to understand their responsibilities in valuing differences and advancing equality of opportunity to ensure an inclusive and welcoming environment.

Action Measure	Description
<p>We will work with regional recruitment colleagues and Shared Services to ensure equality is promoted within recruitment and selection policy and procedures.</p>	<ul style="list-style-type: none"> <li>• Promotion of best practice across health and social care.</li> <li>• Policy and procedures that reflect the needs of both external and internal applicants and the needs of people with communication support needs.</li> <li>• Consistent approach to the management of recruitment.</li> </ul>
<p>Progress Year 1 - Completed</p> <p>In conjunction with HSC organisations a Framework i.e. a newly designed recruitment and selection eLearning package has been developed. The Framework has been developed through the collective efforts of key stakeholders from across HSC. Its usage will support the provision of clear, consistent and transparent recruitment within HSC for all non-medical appointments.</p> <p>To accompany the new Framework an updated recruitment and selection eLearning package for new and refresher training is now accessible via the following link <a href="http://www.hsclearning.com/">http://www.hsclearning.com/</a></p> <p>In addition a review has taken place of the HSC Equal Opportunity Policy and a new Equality, Diversity and Inclusion Policy has been developed for adoption across the HSC on approval.</p>	
Action Measure	Description
<p>We will simplify our Recruitment and Selection Process through development of an easy-to-follow information leaflet.</p>	<ul style="list-style-type: none"> <li>• Easy to follow information leaflet available for people applying to work in health and social care to include overview of process, tips for successful application form, interview preparation and a section on frequently asked questions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Raised awareness of process among applicants.</li> <li>• Improved access for hard to reach groups and those unfamiliar with the health and social care recruitment and selection process.</li> </ul>
<p><b>Progress Year 1 - Completed</b></p>	
<p>An information booklet has been produced by SRIF (SIRF is a collaborative group of experienced HSC HR Practitioners). The information booklet entitled 'Making Application to the HSC' aims to support applicants in understanding the Recruitment &amp; Selection process within the HSC. The booklet provides an overview of the process, an explanation of who we are; our values; the benefits of working in the HSC; the purpose of the application form along with useful advice and tips when completing and submitting an applicant form and is produced in a user friendly, easy to follow format.</p> <p>In addition Jobs.hscni.net (Job Search) was relaunched and is more user friendly and accessible for job applicants than the former website. The SRIF group plan to work with stakeholders to further develop this website and to seek further improvements in design and accessibility.</p>	
<b>Action Measure</b>	<b>Description</b>
<p>We will work with regional colleagues and representative organisations to support the development of a Regional Gender Identity and Expression Policy</p>	<ul style="list-style-type: none"> <li>• Policy in place that promotes an inclusive workplace for Transgender and Non-Binary people.</li> <li>• Transgender and Non-Binary people feel comfortable to express their gender identity and can fulfil their full potential and fully contribute to the workplace.</li> <li>• Promotion of best practice across the all health and social care organisations.</li> <li>• Raised awareness among staff that discrimination against transgender and non-binary people is not acceptable.</li> </ul>
<p><b>Progress Year 1 - Completed</b></p>	
<p>Policy approved by HR Directors and 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</p>	

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.

Action Measure	Description
We will ensure compliance with any new legislation governing gender pay reporting and address any inequalities identified.	<ul style="list-style-type: none"><li>• Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation.</li></ul>
<p><b>Progress Year 1 – Partially Completed</b></p> <p>Position Paper prepared and shared with DHR to clarify the expectation of the new legislation which has not been enacted due to absence of a local Assembly.</p> <p>This action is a standing agenda item on the Regional Employment Equality Network. The Network invited senior representatives, from the ECNI to discuss and explore the requirement of this new legislative provision. It was agreed that a workshop should be convened to which key staff would be invited, including HR practitioners, S75 Equality Leads, Finance colleagues and the ECNI to review the legislation and consider what preparatory steps HSC organisations can reasonably take until such times as the legislation is fully enacted.</p>	
Action Measure	Description
We will improve awareness of options for flexible working arrangements.	<ul style="list-style-type: none"><li>• Accessible, easy to follow information available to all staff on flexible working arrangements.</li><li>• Improved awareness of and access to flexible working options for staff with caring responsibilities and for those with disabilities.</li><li>• Promotion of diversity in the workplace.</li></ul>

	<ul style="list-style-type: none"> <li>• Improved health and wellbeing of staff.</li> </ul>
<p><b>Progress Year 1 - Internal Review Completed</b></p> <p>A review of the Trust's Work Life Balance Policy took place at the close of the current reporting period. The revised policy now incorporates guidance for both managers and employees on <i>the right to request and the right to seriously consider</i> all such requests. Of note, the Trust's provisions extend beyond the statutory minimum requirements.</p> <p>Going forward:</p> <p>Theme 8 Action 17 of the HSC Workforce Strategy gives a commitment that by 31 December 2020, the HSC family will co-produce a Work Life Balance Policy for Health and Social Care workers. This policy recognises the needs of the workforce such as those with dependent relatives and/or caring responsibilities whilst balancing the demands of the service. The policy will also recognise support for the workforce to access their work remotely where appropriate and will also provide clarity around working time regulations/ sleepover duties and working hours in 24 hour services.</p> <p>A regional policy design group has been established and work is underway.</p>	
<p><b>Action Measure</b></p> <p>We will launch our new E-Learning Module and Equality and Diversity Staff Training Manual</p>	<p><b>Description</b></p> <ul style="list-style-type: none"> <li>• 20 minute E-Learning Training Programme for staff and managers and Equality and Diversity Staff Training Manual launched and available for all health and social care staff.</li> <li>• Marketing strategy to increase uptake of training across all Trusts.</li> <li>• Improved access to equality and diversity training for those with access to computers.</li> <li>• Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual.</li> <li>• Improved uptake of equality training, each Trust to set targets.</li> </ul>
<p><b>Progress Year 1 - Completed</b></p>	

E-Learning launched and currently being promoted and deployed in all HSC Trusts. Monthly/quarterly activity reports are being generated to reflect the current uptake and steps taken accordingly to encourage uptake by all staff. Steps are being taken to actively target hard to reach staff groups e.g. those who do not have easy access to PCs. The training manual has been disseminated to all staff via on-line digital copy/hard copy.

This programme is mandatory for all HSC staff. Further detail re uptake and arrangements are referenced in the main body of the Annual Progress Report.

Action Measure	Description
<p>We will work in collaboration with relevant stakeholders to extend the remit of our Employability Schemes to enhance employment opportunities for marginalised S75 groups.</p>	<ul style="list-style-type: none"> <li>• Scope in year 1 opportunities and availability for our employability schemes.</li> <li>• Employability scheme available to other marginalised S75 groups.</li> <li>• Improved employment opportunities for marginalised S75 groups.</li> <li>• Access to employment is improved for marginalised S75 groups.</li> </ul>
<p><b>Progress Year 1 – Partially Completed</b></p> <p>All Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements, Job Shadowing, the Workable Programme leading to substantive employment opportunities within Trusts. HSC Trusts have forged closer links with the disability sector including USEL to further promote meaningful opportunities for disabled persons to participate in the workplace. See also progress update on the Disability Tool Kit aimed at increasing managers and staffs understanding of the DDA 1995 and ensuring timely reasonable adjustments in the workplace.</p>	
Action Measure	Description
<p>We will make sure that our staff who are carers are supported in the workplace so that they can continue with their caring role.</p>	<ul style="list-style-type: none"> <li>• Consistent regional approach established to support carers in our workforce.</li> <li>• Improved support for staff who are carers.</li> <li>• Raised awareness among staff of the best way to support staff who are carers.</li> <li>• To pilot digital resources for carers and ‘jointly app’ carers app in Northern Trust area with learning disseminated regionally Year 3</li> </ul>

<b>Progress Year 1 - Completed</b>	
<p>On Carers Rights Day, November 2017 the Northern Trust launched <a href="http://www.carersdigital.org">www.carersdigital.org</a> a website dedicated to carers which gives 24/7 access to support with eLearning training, local resources, downloadable free guides from Carers NI/Carers UK and free access to download the care co-ordination “app” ‘Jointly’. In the roll-out of this resource IT classes were held to help carers create an account, log on and work through some modules at their own pace. During 2019 the learning from this project will be shared with regional colleagues for consideration of roll out across all Trusts.</p> <p>In partnership with Carers NI Trust delivered ongoing training programme for staff on how to support carers who work in the organisation.</p>	
<b>Action Measure</b>	<b>Description</b>
We will revise Equality, Human Rights and Disability guidelines for our Non-Executive Trust Board members.	<ul style="list-style-type: none"> <li>• Up to date guidelines in place for Non-Executive Directors.</li> <li>• Increased awareness among Non-Executive Directors of statutory compliance and responsibilities.</li> </ul>
<b>Progress Year 1 - Partially Completed</b>	
<p>These guidelines are being redrafted and will incorporate key elements of the Section 75 Duties, Effective Leadership Guidance and accompanying Checklist produced by the ECNI resulting from their recent report entitled ‘Acting on the Evidence’. The guidelines will be co-produced with expertise from participants on the newly established Joint Equality Human Rights and Good Relations Forum. These will be finalised and launched formally in year 2 of the Equality Action Plan 2019-2020.</p>	

<b>Total Actions in Year 1</b>	17	<b>Total Actions Completed in Year 1</b>	11	<b>Actions ongoing into Year 2</b>	6
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## Equality Action Plan - Local Actions

Actions	Measures
<p>We will develop an Equality Training Programme to ensure that our mandatory equality training is delivered to all Trust staff including our medical staff and to those who do not have access to a computer.</p>	<ul style="list-style-type: none"> <li>• 30 minute E-Learning Training Programme for staff and managers and Equality and Diversity Staff Training Manual available for all health and social care staff.</li> <li>• Local strategy to increase uptake of training.</li> <li>• Improved access to equality and diversity training for those with access to computers.</li> <li>• Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual.</li> <li>• Improved local uptake of equality training.</li> </ul>
<p><b>Progress Year 1 – Completed in year and on-going</b></p> <p>Equality training in the Trust is mandatory and must be completed every three years. As part of its wider monitoring of statutory and mandatory training, the Trust commenced formal compliance reporting on the uptake of Equality, Good Relations and Human Rights; Making a Difference training in early 2018. This eLearning programme is supported by the development and dissemination of a regional training manual for staff who may not have access to a computer. An online version has also been uploaded to Staffnet (the Trust’s intranet) enabling central access to those staff who have access to computers. Feedback received to date has indicated that this is a valuable training resource.</p>	
<p>We will test effective models of engagement, including the Deliberative Democracy model, to establish an ongoing engagement process to support our Reform and Modernisation Programme (RAMP)</p>	<ul style="list-style-type: none"> <li>• Deliberative Democracy event in partnership with NIHRC and Newcastle University</li> <li>• Analysis of deliberative democracy as method of engagement.</li> <li>• Establishment of 4 locality engagement forums across the Trust area</li> <li>• Evidence of effective engagement in all RAMP projects</li> </ul>
<p><b>Progress Year 1 – Completed in year and ongoing</b></p> <p>The Trust’s Personal and Public Involvement (PPI) Annual Report for 2018/19 outlines the work the Trusts is doing to promote personal and public involvement in the planning and delivery of services and highlights some of the best PPI practice across the organisation. This includes information on the implementation of the Department of Health’s Co-production Guide. During the year</p>	

Actions	Measures
<p>the Trust held workshops with staff, service users, carers and communities to build on a network of partnership working.</p> <p>In partnership with Newcastle University and the Human Rights Commission the Trust tested a ground breaking method of public engagement called 'deliberative democracy'. This is an approach to decision-making in which a range of service and carers think about options or issues relating to a particular subject and are provided with key information and access to 'experts' in the subject area. Testing this engagement approach included a one day deliberative forum which involved inviting a range of service users and carers to deliberate on the topic of 'delivering local community services for older people' and participants had the opportunity to put their questions to an expert panel during an afternoon plenary session. Trust Board has considered the findings of this engagement approach and has agreed that the key elements should be integral to future engagement and coproduction plans.</p>	
<p>We will review and update our Good Relations Strategy Action Plan in partnership with representative groups to ensure effective ongoing implementation.</p>	<ul style="list-style-type: none"> <li>• Review group established</li> <li>• Survey of staff and service users/carers</li> <li>• New Good Relations Action plan developed in partnership with representative organisations</li> </ul>
<p><b>Progress Year 1 - Partially Completed</b></p> <p>The Trust has worked in partnership with the Inter Ethnic Forum as a result of recent tensions relating to an increase of people from the Roma Community settling in the area. A factsheet has been developed and cultural awareness training and 'working well with interpreters' training has been arranged for front line staff. Information has been translated for health visiting and children's services - produced firstly in Easy Read format and then into Romanian and Bulgarian.</p>	
<p>We will work in partnership with carers on the implementation of our Carers Support Action Plan to support both family carers and carers in our workforce.</p>	<ul style="list-style-type: none"> <li>• Ongoing development of carer led Carers Pathway Steering Group</li> <li>• Carers Support Action Plan detailing how carers will be supported</li> <li>• Identification of good practice that already exists</li> <li>• Establish project in partnership with Carers UK to support our staff who are carers using creative and innovative technology.</li> </ul>
<p><b>Progress Year 1 – Completed and on-going</b></p> <p>Carers Co-Production event held to plan what support a carer would find valuable in their caring role. Using the Take 5 initiative as a guide a co-designed support programme was developed, with events and classes provided across the Trust area, many co-delivered</p>	



Actions	Measures
<p>by carers. By working with our carers, the community and voluntary sector and Trust staff, carers now have access to a co-designed and co-produced programme to support them in their caring role.</p> <p>The Trust has partnered with Carers UK/Carers NI to offer support to carers via an online platform that can be accessed 24/7. Carers have free access to the Digital Resource Platform for Carers - an online environment that hosts a different resources to help carers manage care and caring. The digital platform for carers includes the following:</p> <ul style="list-style-type: none"> <li>• About Me: building resilience for carers: an e-learning resource that helps carers identify and build networks of support and promotes self-care.</li> <li>• Jointly: a care co-ordination app for people sharing care – among others offers group messaging, task, calendar, medication and contacts management.</li> <li>• The role of good nutrition when caring for someone: an e-learning course that aims to help carers understand the role of nutrition both for themselves as well as the person they are looking after.</li> <li>• Upfront Guide to Caring: a simple assessment tool to guide people new to caring or seeking support for the first time to navigate the Carers UK website.</li> <li>• Looking after someone: Carers Rights Guide: which helps carers understand their rights as a carer and where to go for financial or practical help.</li> <li>• Being Heard: a self-advocacy guide for carers: which helps carers develop the skills to self-advocate.</li> <li>• Plus links to local information and support for carers</li> </ul> <p>Northern Trust is an active member of Carers UK’s business forum, Employers for Carers and by working with Carers NI/UK and Employers for Carers the Trust offers a number of tools to help carers stay in employment.</p>	
<p>We will work with trade union colleagues to ensure the issues raised in the staff survey are addressed.</p>	<ul style="list-style-type: none"> <li>• Staff Survey Corporate Action Plan Sub Group will ensure that the Trust meets the objectives set out in the Staff Survey Corporate Action Plan</li> </ul>
<p><b>Progress Year 1 - Partially Completed</b></p> <p>The Trust reviewed recommendations and key themes identified, at both a regional and Trust level, these were used as the basis for the Trust’s Corporate Staff Survey Action Plan. This action plan was developed in partnership with Trade Union Colleagues, Professional Leads and the Workforce Learning and Development Committee (WLDC). A sub-group was established to take forward actions set out in the corporate staff survey action plan. This sub-group included Trade Union colleagues, professional leads, HR</p>	

Actions	Measures
<p>Business Partners and was chaired by an Assistant Director, HR (Jacqui Reid). The group reported updates to the WLDC on a bi-annual basis before sharing with staff.</p> <p>There were a number of areas improved in response to the survey. Those include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Our 'Making a Difference' e-learning was launched, which includes a scenario on flexible working, to help all staff achieve a balance between work and home life. There is on-going work with Carers NI to train managers in supporting those staff with caring responsibilities.</li> <li>• Our new reward and recognition strategy was launched on 5 February 2018. It brings an organisational focus to recognising staff within our Trust. The strategy focuses on valuing staff through recognition, work-life balance and development opportunities.</li> <li>• The new Leadership and Management pathway for staff was launched in June 2017. Buddy 2 Boss is aimed at our Band 1 – 4 staff and Inspired 2 Lead for our Band 5 – 7. This new modular approach is aimed to make it easier for staff to access development.</li> </ul>	

Total Actions in Year 1	5	Total Actions Completed in Year 1	4	Actions ongoing into Year 2	1
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# Disability Action Plan

## Section 1 – Promoting positive actions and increased participation through training, awareness and resources

Disabled people have told us that promoting well-informed social attitudes to disability is central to securing the right to equality for all disabled people. We are committed to providing training and resources to support our staff in the implementation of our disability duties.

### Actions to promote positive attitudes towards disabled people

Action Measure	Description
We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy	<ul style="list-style-type: none"> <li>Promotion of regional sensory awareness e-learning programme</li> <li>Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports.</li> </ul>
<p><b>Progress Year 1 - Completed</b></p> <p>A Task and Finish Group was established to address actions 17, 18 and 19 within the Regional Physical and Sensory Disability Strategy Action Plan before the strategy comes to an end in 2018. These actions are interlinked and specify the level of disability equality, human rights and PPI training required dependant on the level of regular direct contact with disabled clients/patients. A position paper was developed to give an overview of what equality, disability and human rights learning and development opportunities are available for HSC staff across the region and more specifically, which are mandatory. The position paper acknowledges that despite this progress, regional consistency across HSCNI in terms of statutory and mandatory training and introduction of a minimum standard for accessible communication/information (similar to NHS England) would be beneficial. This has been submitted to the DOH for consideration. To maximise access to mandatory training, encourage uptake and overcome logistical difficulties, Trusts have worked together to develop eLearning as an alternative to face to face training. This eLearning resource 'Making a Difference' focuses on recognising and respecting the different needs of colleagues and service users. The key themes on which the scenarios are based include disability, dignity, ethnicity, good relations and human rights.</p>	

To mark the end of the lifespan of the Regional PSD strategy, a celebration event was held on International day of persons with a disability on 3 December 2018. The event in the Long Gallery at Stormont showcased some of the best examples of best practice in terms of disability across the region – Making Communication Accessible and the Sensory Support DVD were two regional initiatives highlighted on the day. As a legacy of the strategy, it has been agreed that there will be a Regional Disability Forum, convened by the Department of Health to continue to look at priorities and any barriers to HSC for people with a disability. (An inaugural meeting of the forum has yet to take place).

Action Measure	Description
<p>We will work with the consortium of mental health organisations and the ECNI to ensure health and social care is signed up to the Mental Health Charter.</p>	<ul style="list-style-type: none"> <li>• Workplace that welcomes and supports staff with a mental health issue.</li> <li>• Development of best practice models that ensure services are accessible to people with a mental health issue.</li> <li>• Availability of long-term sustainable information and training support that will help managers to identify and offer help and support to staff with a mental health issue.</li> </ul>

**Progress Year 1 - Completed**

All six Health and Social Care Trusts (which includes the NI Ambulance Service) signed up to the Mental Health Charter on 31 January 2019. The Charter is modelled on the knowledge that everyone in the workplace has a responsibility to create an environment that promotes wellbeing and to look after their mental health. The Charter is framed around a number of key commitments.

HSC Trusts in signing up to the Charter, 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. The Charter will be taken forward via Trusts Health and Wellbeing Working Groups/internal arrangements.

## Actions to encourage participation by disabled people in public life

Action Measure	Description
<p>We will support the regional initiative to promote awareness of Hospital Passports and undertake actions accordingly.</p>	<ul style="list-style-type: none"> <li>• Promotion of the initiative across all the health and social care organisations</li> <li>• Improved communication between staff and service users with a learning disability</li> <li>• Improved experience for people with a learning disability across health and social care when accessing hospital services</li> <li>• Enhanced support for staff to meet the needs of service users with a learning disability</li> </ul>
<p><b>Progress Year 1 - Completed</b></p> <p>The Hospital Passport for people with a Learning Disability has been published and promoted across HSC Trusts and widely disseminated across professionals and different disciplines. The Trusts recognise that promotion of this resource will need to be an ongoing initiative. The resource is referenced in mandatory equality training. Trusts await results and any recommendations from the evaluation of the resource that the Public Health Agency is undertaking on behalf of the regional HSC Family.</p>	

## Section 2 – Supporting full participation of disabled people by improving accessibility

We have done much work over the years in enhancing the accessibility of health and social care services but disabled people continue to tell us that barriers to full accessibility remain. We are committed to working with disabled people on the initiatives listed below to improve accessibility for and participation of disabled people when accessing our buildings, information and services.

### Actions to promote positive attitudes towards disabled people

Action Measure	Description
<p>We will work with disabled people to make sure we are ready for the introduction of new legislation including:</p> <ul style="list-style-type: none"> <li>• Mental Capacity</li> <li>• Age Discrimination (Goods/Facilities/Services)</li> </ul>	<ul style="list-style-type: none"> <li>• Actions plans available to ensure readiness for forthcoming legislation</li> </ul>
<p><b>Progress Year 1 - Partially Completed</b></p> <p>At the time of compiling this update, the Trust received notification that the Department of Health alongside the Department of Justice, have decided to proceed with a partial implementation of the Mental Capacity Act (NI). The Department of Health has notified Trusts that the partial implementation is for the purpose of providing a statutory framework for deprivation of liberty. The proposed date for the legislation to go live is 1 October 2019. NB: There is much to be done in the coming months in terms of implementation of this legislation.</p> <p>Age Discrimination legislation has yet to be enacted due to the absence of a local Assembly.</p>	

## Actions to encourage participation by disabled people in public life

Action Measure	Description
<p>We will join the Equality Commission 'Every Customer Counts' initiative to try and ensure that services and the physical environment is accessible.</p>	<ul style="list-style-type: none"> <li>• Public commitment to 'Every Customer Counts' and formal sign up by all Trusts being a campaign signatory.</li> <li>• Health and social care services accessible and open to all potential service users and carers. Raised awareness of three good practice guides to illustrate reasonable adjustments which have been made by various service providers in a range of sectors.</li> <li>• Share practical examples of how to improve services for disabled service users and carers</li> </ul>
<p><b>Progress Year 1 - Completed</b></p> <p>All HSC Trusts have signed up to the Every Customer Counts Initiative on 31 January 2019. Every Customer Counts initiative prompts organisations to think about how they offer their services and to do so from the perspective of someone with a disability. It can help to identify changes that are needed. Some may involve commitments of time and resources while others can be quite simple adjustments or changes which can be implemented quickly. Ultimately, the key issue is that the changes should enable people with a disability to access services more easily and benefit more from them.</p> <p>HSC Trusts recognise that this will constitute a multifaceted programme of work in terms of accessibility – including information, physical access, car parking, training, service provision which will need to ensure that the work includes the range of disabilities including physical, sensory, mental health, hidden and intellectual disabilities. To be rolled out over the lifespan of the plan and beyond. HSC Trusts will continue to work collaboratively to maximise resources and ensure that there is regional equity of access.</p>	

## Section 3 – Supporting full participation of disabled people in our workforce

We know that there continues to be gaps between the proportion of disabled people employed in health and social care compared with non-disabled people. We are committed to ensuring that disabled people are afforded equality of opportunity in respect of entering and continuing employment in health and social care. We will work in partnership with disabled people to make sure our

employment policies and practices and working environments are as inclusive and accessible as possible. Please note the nature of the actions detailed below will relate directly to participation by disabled people in public life.

Action Measure	Description
<p>We will review the Employment of Persons with a Disability Policy in partnership with disabled people and trade union representatives and extend the associated guidance.</p>	<ul style="list-style-type: none"> <li>• Guidance updated to take account of any new research and to ensure issues relating to hidden disabilities / autism / mental health / negative attitudes and stereotypes is included</li> <li>• Promotion of guidance across health and social care</li> </ul>
<p><b>Progress Year 1 - Completed</b></p> <p>A Regional Tool Kit has been developed for Managers and Employees to increase understanding of the Disability Discrimination Act (DDA) 1995 and to further promote the effective application of the DDA in the workplace. The Tool Kit aims to promote greater understanding and staff awareness of the Disability Duties.</p> <p>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.</p> <p>In addition to the interactive Tool Kit for staff and managers other resources developed include:</p> <ul style="list-style-type: none"> <li>➤ Regional Disability Equality Policy</li> <li>➤ Regional Staff Disability Etiquette Booklet</li> <li>➤ Regional Staff information leaflet 'Should I Disclose to My Employer that I Have a Disability'</li> </ul> <p>These resources will be disseminated widely across the region in the interest of extending and promoting best practice.</p>	
Action Measure	Description
<p>We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.</p>	<ul style="list-style-type: none"> <li>• Development of our work placements and employability programmes</li> <li>• Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions</li> </ul>



## Progress Year 1 – Completed

All Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements Job Shadowing, the Workable Programme leading to substantive employment, largely within Support Services, within Trusts after undergoing a training programme. Trusts would intend to extend this programme to other areas of work and other areas of disability in the future, following assessment of the success of this initial programme. A Supported Employment Steering Group has been established drawing on appropriate stakeholders from within and outside the Trusts to oversee this programme of work.

Trusts have also forged closer links with the disability sector including USEL to further promote meaningful opportunities for disabled persons to participate in the workplace. See also progress update on the Disability Tool Kit aimed at increasing managers and staffs understanding of the DDA 1995 and ensuring timely reasonable adjustments in the workplace.

### Action Measure

We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.

### Description

- Promotion of revised best practice guidance on employing persons with a disability
- Development and delivery of bespoke equality and human rights training to Occupational Health staff
- Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers.
- Improved support for disabled staff
- More robust reasonable adjustment process

## Progress Year 1- Completed

Ongoing programme of reasonable adjustment training for staff continues throughout HSC Trusts.

DLS and Employee Relations Teams in HR provided a number of employment law sessions to provide managers with an update on important legal decisions from recent employment law cases, and in particular, in relation to our statutory responsibilities under the DDA. These sessions were aimed at managers responsible for making decisions in complex employment matters in respect of their staff.

The Disability Tool Kit incorporates information on the Reasonable Adjustment duty and the importance of timely adjustments in the workplace. Good practice is covered and along with examples of case law. The reasonable adjustment duty is mainstreamed in absence management training. Bespoke advice and support for managers is provided on each case by the HR Professionals. Further advice is also provided by Employment Equality Managers.

### Disability Action Plan - Local Actions

Action Measure	Description
<p>We will review the current processes and systems available for booking appointments for outpatient clinics and identify methods to improve accessibility for people with sensory disability.</p>	<ul style="list-style-type: none"> <li>• Review group established – membership to include service users</li> <li>• Review of current processes and systems used in the Trust to check if these meet the needs of the service users</li> <li>• Improved access for disability groups to booking systems in acute services</li> <li>• Improved patient experience and outcomes</li> <li>• Patient confidentiality maintained</li> </ul>
<p><b>Progress Year 1- Completed and on-going</b></p> <p>The Trust has established and Chairs a regional Accessible Communication Group to guide the development and implementation of a communication standard in line with the Accessible Communication Standard in England for the provision of appropriate communications support and personalised, accessible information to disabled people by health and social care organisations. Membership of the regional working group includes individuals and organisations representing people with sensory disability. Its remit is to scope the standards required to deliver accessible, personalised information and communications support for disabled patients, service users and carers.</p> <p>The Trust has signed up to the ECNI ‘Every Customer Counts’ initiative. A coproduction planning workshop has been held with the Trust’s Disability Consultation Panel to develop an action plan that will ensure the implementation and monitoring of this initiative.</p>	
<p>We will review our library of accessible information and ensure staff are aware of the availability of alternative formats.</p>	<ul style="list-style-type: none"> <li>• Availability of material reviewed</li> <li>• Gaps in material identified</li> <li>• New material in alternative formats sourced from other Trusts and</li> </ul>

Action Measure	Description
	organisations <ul style="list-style-type: none"> <li>Promote availability of translation library</li> <li>Increased awareness among staff of need for alternative formats and availability of library of material.</li> </ul>
<p><b>Progress Year 1- Partially completed</b></p> <p>The Trust's library of accessible information has been reviewed. During the year, 22 information leaflets were translated into easy read and made available to staff both in Trust and across other Trusts.</p>	
<p>We will work in partnership with our Disability Consultation Panel to review our current methods of involving disabled people and develop new guidelines for staff.</p>	<ul style="list-style-type: none"> <li>Develop baseline of current methods of involvement used</li> <li>Engage with disabled people specifically when developing our Personal and Public Involvement Strategy to ensure their specific needs are addressed</li> <li>PPI Strategy that identifies the most effective methods of involving disabled people in decision making</li> </ul>
<p><b>Progress Year 1- Partially completed</b></p> <p>A coproduction planning workshop has been held with the Trust's Disability Consultation Panel to develop an action plan that will ensure effective involvement of disabled people.</p>	

<b>Total Actions in Year 1</b>	3	<b>Total Actions Completed in Year 1</b>	1	<b>Actions ongoing into Year 2</b>	2
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