



Northern Health
and Social Care Trust

Trust Equality Scheme S75 Action-based Plan

Period 1st May 2014 – 30th April 2017

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Introduction

The Northern Health and Social Care Trust directly employs approximately 12,000 people and is geographically the largest health and social care trust in Northern Ireland. It operates from approximately 150 locations and provides services to a population of over 460,000 people.

The Equality Commission for Northern Ireland has recommended that all Equality Schemes are accompanied by an Action Based Plan to tackle S75 inequalities and that such Plans should be informed by an inequalities audit.

The Trust's Action Based Plan (Plan) to promote equality of opportunity and good relations is based on the '**functions**' of the Trust and will be implemented through the Framework of the Trust's Equality Scheme. The measures contained within this Plan are linked to the Trust's Corporate Planning Cycle in order to ensure that equality of opportunity and good relations are incorporated and mainstreamed at a strategic level into the business of the Trust and aim to address inequalities in health and social care for all of the S75 categories – men, women, persons with and without a disability, persons with or without dependants, persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation. This second plan is for a three year period 2014 to 2017. This Plan is in addition to the commitments set out in the Trust's Equality Scheme and the Trust's dual responsibilities to promote equality of opportunity and goods relations which are interdependent and complementary to one another.

How the Plan was developed

The content of this Plan has been informed by an 'Audit of Inequalities' which was undertaken in order to identify key inequalities for service users and those affected by Trust policies. As part of the Audit of Inequalities the Trust examined an extensive range of information sources including complaints received, customer surveys, monitoring information, research documents, annual reports, corporate plans, statistical information and health needs

assessments. In addition, the Trust pre-consulted with a wide range of service users, voluntary groups and organisations, Trade Unions and the Equality Commission for Northern Ireland in order to inform the development of this Plan. Please refer to the Trust's website (www.northerntrust.hscni.net) for a copy of the Trusts' recently updated Emerging Themes Document. The Trust has given a commitment in its Action Based Plan to maintain a compendium of literature to ensure its log is relevant and up-to-date to inform on-going and future plans.

Please note that this Plan is not the only means by which the Trust is actively seeking to address inequalities in health and social care and should be read in conjunction with other strategies and action plans including:

- Transforming Your Care (TYC)
- Investing for Health Strategy (DHSSPS 2002)
- Bamford Review
- Government Strategy - Our Children and Young People
- 10-year Strategy for Children and Young People in Northern Ireland 2006-16
- A Strategic Action Plan for Health and Wellbeing
- Public and Personal Involvement (PPI) Strategy
- Priorities for Action
- Public Health Agency Annual Commissioning Priorities
- Not Just Health: Strategy for addressing Health Inequalities

(This list is not exhaustive).

Structure of the Plan

The Plan includes a number of action measures which are short-term (1 year), mid-term (2-3 years) and long-term (3+ years), some of which may roll over into subsequent plans. The Plan is structured as follows:

SECTION	THEME	PAGE NO.
Section 1	'Cross Cutting Themes' is framed around 5 recurrent themes from the audit of inequalities as follows:	7
	Theme 1: Measures to Improve Access to Service, Communication and Information – specific action measures	8-12
	Theme 2: Service Monitoring –specific action measures	13-14
	Theme 3: Measures to Ensure Mainstreaming of Equality, Good Relations, Disability Duties and Human Rights Considerations into Corporate Planning Cycle and Decision Making –specific action measures	15-19
	Theme 4: Measures to Promote Participation and Inclusion –specific action measures	20
	Theme 5: Procurement – specific action measures	21
Section 2	Service Related Issues –specific action measures	23-27
Section 3	Employment Related Issues –specific action measures	28-37

NB: For ease of navigation a quick reference matrix has been added to page 6 of this Plan which links each action measure with the S75 group(s).

The way forward

Whilst the primary purpose of conducting the audit was to inform this plan, the information from the audit will also be used to develop future policies, as well as shape and inform the design and delivery of services, including informing equality screening and equality impact assessments. (Please refer to the Glossary in Appendix 5 of the Equality Scheme for definitions).

In identifying the measures in this Plan the Trust has also considered what monitoring information it needs to collect in order to evaluate whether the outcomes have been achieved.

Formal consultation

As well as pre consulting with key stakeholders such as the Equality Commission for Northern Ireland, the Trusts formally consulted on their draft Action-Based Plan over a 12 week period commencing 26 March 2014 and ending 19th June 2014. In addition a stakeholder event was hosted on the 26th March 2014 in the Skainos Centre. Comments received were very much welcomed as were suggestions regarding further action measures. All comments received have helped to inform and shape this second Action Based Plan.

Action measures

This Plan includes measures which the Trust initiates, sponsors, participates in, encourages or facilitates. It also includes regional and local measures which the Trust will work in partnership with other Health and Social Care organisations, voluntary and community sector, trade unions etc. to achieve. The Trust has chosen measures and prioritised those that have the greatest impact on equality of opportunity and good relations. This Plan is designed to be flexible, adaptable and responsive to changing circumstances and needs and will be reviewed on an ongoing basis and annually via the Trust's Equality Scheme.

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ACTION BASED PLAN - QUICK REFERENCE GUIDE

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Race	1	8
Disability	2	9
Race	3	10
Race, Disability	4	11
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All Section 75 groups	9	15
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Section 75 Group	Action	Page No.
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Religion, Political Opinion, Race	16	19
All Section 75 groups	17	20
All Section 75 groups	18	21
Sexual Orientation	19	23
Race	20	24
Race Religion	21	25
Age	22	26
Race, Dependants	23	27
Race, Political Opinion, Religion	24	31
Disability	25	32
Religion	26	35
Gender	27	36
Sexual Orientation, Gender	28	36

SECTION 1

CROSS CUTTING THEMES

- Theme 1: Measures to Improve Access to Service, Communication and Information – pages 8-12
- Theme 2: Service Monitoring – pages 13-14
- Theme 3: Measures to Ensure Mainstreaming of Equality, Good Relations, Disability Duties and Human Rights Considerations into Corporate Planning Cycle and Decision Making – pages 15-19
- Theme 4: Measures to Promote Participation and Inclusion – pages 20
- Theme 5: Procurement – pages 21

Section 1 – Cross Cutting Themes

Theme 1 – Improving Access to Services, Communication and Information

Recurring Theme Inequalities Audit – Language and communication difficulties present as major barriers in accessing Health and Social Care for some S75 Groups

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> ▪ Review of guidance and policies on provision of interpreting support ▪ Ensure equality of opportunity for BME people in accessing Health and Social Care services ▪ Reduce language and communication barriers <p>Sources: The Health of BME, King’s Fund, London</p> <p>NICEM</p> <p>Ethnicity, Equality</p>	<p>1) Interpreting support</p> <p>To support the implementation of the findings of the review of interpreting support for health and social care appointments commissioned by the Health and Social Care Board (HSCB).</p> <p>Support will be provided through participation in a regional oversight steering group established to ensure the review findings are taken forward.</p> <p>To run “working well with interpreters” training across all Trusts</p>	<p>Regional Oversight Steering Group established.</p> <p>Action plan developed.</p> <p>Regional Strategy developed.</p> <p>Service model that will deliver future interpreting services.</p> <p>Programme of awareness raising to promote guidance.</p> <p>Service Level Agreement for future interpreting service.</p> <p>Extension to the</p>	<p>Better equality of access to service provision for those who do not speak English as a first language for example BME Communities and Migrant Workers</p>	<p>Year 1</p> <p>Action planned project that will be subject to on-going monitoring</p>	<p>HSCB</p> <p>Equality Leads/ HSC organisations/NIHSCIS</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>and Human Rights: Access to H&SS in NI</p> <p>New to Northern Ireland – A study of the issues faced by migrant, asylum seeking and refugee children in Northern Ireland</p> <p>Review of Interpreting Support for Health and Social Care Appointments (HSCB) 2013</p> <p>European Charter for Regional or Minority Languages</p>	<p>To promote awareness of a Code of Courtesy for the Irish Language</p>	<p>regional register of interpreters to meet demand for minority languages</p>			<p>NIHSCIS/Equality Leads</p>
<ul style="list-style-type: none"> ▪ Support disabled people to better exercise their rights ▪ Support the continuing development of an inclusive and effective ▪ range of high quality health 	<p>2) Physical and Sensory Disability Strategy</p> <p>To continue participation on the Regional Physical Sensory and Disability Strategy Implementation Group to direct, coordinate and manage the project infrastructure and implementation of</p>	<p>Framework which sets out the key actions that will be taken forward until 2015.</p>	<p>Prevalence and need identified</p> <p>Promotion of positive health, wellbeing and early intervention</p> <p>Provision of better services to support independent lives</p>	<p>Year 2</p> <p>Project subject to on-going monitoring</p>	<p>HSCB</p> <p>Equality Leads/ HSC organisations</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>and social care services</p> <ul style="list-style-type: none"> Develop a more integrated approach to the planning and management of services <p>Source: Access to Public Services for Deaf Sign Language Users (Action on Hearing Loss (RNID) and BDA)</p> <p>Physical and Sensory Disability Strategy and Action Plan 2012 – 2015</p>	<p>the Physical and Sensory Disability Strategy and Action Plan.</p>				
<ul style="list-style-type: none"> Increase staff awareness of cultural needs to eliminate barriers Ensure equality of opportunity for BME people accessing services Need for clear up to date information for BME people. 	<p>3) Health and Social Care Booklet</p> <p>To review and launch updated Health and Social Care Booklet to provide information about health and social care to people from minority ethnic backgrounds who have moved to Northern Ireland</p>	<p>Booklet reviewed and launched</p> <p>Resource for people moving into Northern Ireland</p> <p>Identification of good practice</p>	<p>Improved awareness of health and social care structure and services among people from minority ethnic backgrounds</p> <p>Improved access to services</p>	<p>Year 1</p> <p>Monitored through Annual S75 Progress Report to Equality Commission.</p>	<p>Equality Leads/ HSC organisations</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Source: New to Northern Ireland - A study of the issues faced by migrant, asylum seeking and refugee children in Northern Ireland, 2010</p> <p>OFMDFM Race Strategy 2005-2010</p>					
<ul style="list-style-type: none"> ▪ Access to mental health services for minority ethnic communities. ▪ Important to consider issues relating to ethnicity and culture- Mental Health and Ethnic minorities in mental health services. <p>University of Birmingham & Northern Birmingham Mental Health Trust</p>	<p>4) Cultural Competence in Mental Health Services</p> <p>To develop an online toolkit to offer practical advice and good practice information for mental health practitioners on optimising their cultural competence</p> <p>To develop a DVD and associated training materials on cultural competence in Mental Health Services</p>	<p>Draft online toolkit</p> <p>Toolkit piloted with mental health practitioners across the region</p> <p>Online toolkit formally launched as regional resource on PHA website</p>	<p>Increased awareness of mental health practitioners of potential barriers and challenges</p> <p>More responsive service provision to our increasingly culturally diverse population</p> <p>Better health outcomes in mental health for BME service users</p> <p>Increased confidence and utilisation of mental health</p>	<p>Year 1</p> <p>Monitored through Annual S75 Progress Report to Equality Commission and project steering group</p>	<p>Belfast Trust in conjunction with regional HSC representatives and Aware Defeat Depression</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
February, 1995 Research in 2013 conducted by Rooney for Ballymena Inter-ethnic Forum					
<ul style="list-style-type: none"> Need for enhanced networking structures with BME communities Regional Minority Ethnic Health and Social Wellbeing Steering Group	5) Partnership working with BME Communities Work in partnership with key organisations such as Stronger Together to help identify and address health and social care issues affecting BME communities.	Engagement with key stakeholders Trust membership of local and regional networks Regional Funding of Network	Improved Networking with key groups Enhanced health and social care services to BME service users	Year 1 and on-going Annual monitoring via ECNI Progress Report Monitoring of Steering Group Action Plan	HSC Equality Leads
Local NHSCT action <ul style="list-style-type: none"> Medical staff request for information to ensure delivery of culturally diverse acute hospital services 	6) Lunchtime multicultural event Work in partnership with ethnic minority communities to hold a seminar for hospital staff to provide information on cultural and religious needs of most prevalent ethnic minority service users	Lunchtime seminar in June 2014	Increased staff awareness in providing culturally sensitive hospital services Improved patient experience	Year 1	NHSCT Equality Unit and Ballymena Inter-Ethnic Forum

Section 1 – Cross Cutting Themes

Theme 2 – Service Monitoring

Recurring Theme Inequalities Audit – Absence of an effective monitoring system makes it difficult to plan and respond to the changing need profiles of the population and model services accordingly

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> A need to improve ethnic monitoring of services <p>NICEM Seminar Report, Ethnic Monitoring in NI (2010)</p> <p>Race Equality in Health and Social Care, A Good Practice Guide. ECNI (2011)</p> <p>Racial Equality Policy Draft Priorities and Recommendations ECNI (2013)</p>	<p>7) Ethnic Monitoring</p> <p>To continue to roll out ethnic monitoring to key information systems such as NIMATS and PAS</p>	<p>Improved data regarding BME service users to include potential gaps</p> <p>Launch of Guide on Ethnic Monitoring of Service Users in HSC (NI)</p>	<p>Improved services to BME communities.</p> <p>Provision of more culturally sensitive services</p>	<p>Year 1</p> <p>Monitoring of ethnic monitoring returns</p>	<p>DHSSPS HSCB,HSC Trusts</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> Low number of complaints received from deaf and hard of hearing community <p>Source: Action on Hearing Loss 2013</p>	<p>8) Complaints DVD</p> <p>Promotion of Regional Complaints DVD: 'Complaints Procedure: A guide on How to Complain'</p>	<p>Resource for the Deaf and Hard of Hearing Community</p> <p>Available on HSC Trusts Internet</p> <p>Promotion through training and awareness raising</p> <p>Evaluation of the DVD</p>	<p>Increased Awareness of the complaints procedure and how to access the procedure</p> <p>Alternate formats available for the submissions of, and response to, complaints</p> <p>Improved Access to the Complaints procedure</p>	<p>Year 1 and ongoing</p> <p>Monitoring of the number of Complaints received</p> <p>Reporting through S75 Annual Progress report</p> <p>Service User Feedback</p>	<p>HSC Trust Equality Lead</p> <p>Complaints/ Patients Liaison Manager</p> <p>RNID</p>

Section 1 – Cross Cutting Themes

Theme 3 – Mainstreaming Equality, Good Relations, Disability Duties & Human Rights Considerations into Corporate Planning Cycle & Decision Making Processes

Recurring Theme Inequalities Audit – Absence of mainstreaming makes it difficult to ensure an equality perspective is incorporated in all policies at all levels and at all stage by those normally involved in policy

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> User friendly version of Annual Progress Report will be accessed by wider audience <p>Source: Review of Equality Scheme (ECNI)</p>	<p>9) Annual Progress Report</p> <p>To work with the ECNI to develop a user friendly and accessible Annual Progress Report</p>	Report available in accessible user friendly format	Increased awareness among stakeholders of the equality work taken forward by Health and Social Care Trusts	<p>Year 1</p> <p>Monitored through Annual S75 Progress Report to Equality Commission.</p>	HSC Trust Equality Leads in conjunction with ECNI
<ul style="list-style-type: none"> Current template not appropriate for many clinical policies <p>Source: Review of Equality Scheme (ECNI)</p>	<p>10) Screening Template</p> <p>To review the HSC Trust screening template and associated guidance</p>	Easy to follow screening template and guidance that meets the needs of health and social care	Increased satisfaction of policy leads and decision makers when using template and guidance.	<p>Year 1</p> <p>Monitored through feedback from staff using template and guidance and Annual S75 Progress Report to Equality Commission</p>	HSC Trust Equality Leads in conjunction with ECNI

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> Good practice guidance required to ensure consistent and effective approach <p>Source: Review of Equality Scheme (ECNI)</p>	<p>11) Equality Impact Assessment Template</p> <p>To work with the ECNI to develop best practice Equality Impact Assessment Template</p>	<p>Easy to follow EQIA template that meets the needs of health and social care</p> <p>Consistent approach adopted by all Trusts</p>	<p>Increased satisfaction of policy leads and decision makers when completing EQIAs.</p>	<p>Year 1</p> <p>Monitored through feedback from staff using template and guidance and Annual S75 Progress Report to Equality</p>	<p>HSC Trust Equality Leads in conjunction with ECNI</p>
<ul style="list-style-type: none"> Multi-Identity Issues <p>ECNI Rainbow (2014)</p>	<p>12) Multi-Identity</p> <p>To ensure that key multi-identity issues such as Age and Disability, Gender and Dependents and Sexual Orientation issues are incorporated into Policy and Service Developments</p>	<p>Update Screening and EQIA Tools to ensure they are sufficiently sensitive to these issues</p> <p>Continued Staff Training on Multi-identity issues</p>	<p>Greater appreciation of multi-identity issues and their impact on Health and Social Care.</p>	<p>Year 2</p> <p>Monitored through quarterly screening reports and S75 Annual Progress Report to Equality Commission</p>	<p>HSC Equality Leads</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> Need for greater awareness amongst Health and Social Care staff of Section 75 issues. Need to further mainstream Section 75 considerations into the corporate planning cycle and core business of the Trust <p>Source: S75, NI Act 1998 Five Year Effectiveness Review</p> <p>Review of Equality Scheme (ECNI)</p>	<p>13) S75 Training</p> <p>To review S75 Training Programme so that it reflects any of the changes made to the screening and EQIA templates</p>	Updated training programme reflective of new screening and EQIA resources	Increased staff awareness of new screening and EQIA resources	<p>Year 1</p> <p>Monitored through feedback from staff using template and guidance and Annual S75 Progress Report to Equality Commission</p>	HSC Trust Equality Leads
<ul style="list-style-type: none"> Information required to allow service providers to identify key inequalities and investigate their causes 	<p>14) Emerging Themes</p> <p>To continue to annually review and maintain the 'Emerging Themes' compendium of research literature inform current and future action based</p>	Up-to-date and reliable evidence on emerging themes in relation to key inequalities experienced by the nine equality categories Collated data		<p>Ongoing</p> <p>Monitored through Annual S75 Progress Report to Equality Commission</p>	HSC Trust Equality Leads

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
Source: Guide to the Statutory Duties (ECNI) 2005	plans.	<p>analysed and disaggregated by the Section 75 categories</p> <p>Indicators of levels of inequalities</p> <p>Evidence for future screening and equality impact assessments</p> <p>Improvements in service planning, design and delivery of services.</p> <p>Resource for both health and social care staff and representative organisations.</p>	<p>Relevant and evidence based action based plan that will improve design and delivery of services</p>		
<ul style="list-style-type: none"> Relevant up to date information on consultees for engagement and consultation processes. <p>Source: Guide to the Statutory Duties (ECNI 2005)</p>	15) To annually review regional list of consultees	<p>Up to date, relevant list of consultees</p> <p>Revalidated Consultee database</p>	<p>More effective and targeted consultation</p> <p>Increase in consultation response rate</p>	<p>Every 12 months</p> <p>Monitored through Annual S75 Progress Report to Equality Commission</p>	HSC Trust Equality Leads

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>LOCAL NHSCT ACTION</p> <ul style="list-style-type: none"> Public Authorities have tended to focus on the equality of opportunity duty rather than the good relations duty when addressing their commitment to Section 75 <p>Source: ECNI Review of Effectiveness of Section 75 (2007)</p> <p>NHSCT Equality Scheme</p>	<p>16) Good Relations</p> <p>To carry out an internal and external audit of good relations across the NHSCT area</p> <p>To develop a Good Relations Strategy and Action Plan</p>	<p>Audit completed and issues relating to good relations identified</p> <p>Draft Strategy and action plan for implementation</p>	<p>Better patient experience</p> <p>Reduction in potential places where someone may experience a chill factor</p> <p>Increased confidence in Trust commitment to diversity and good relations</p>	<p>Year 1 - Strategy drafted for consultation by end June 2014</p> <p>Monitored through S75 Good Relations Steering Group and Annual Progress Report to Equality Commission</p>	<p>NHSCT Equality Unit and Good Relations Steering Group</p>

Section 1 – Cross Cutting Themes

Theme 4 – Promoting Participation and Inclusion

Recurring Theme Inequalities Audit – Lack of Involvement of S75 groups in planning and decision making

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> Commitment to ensure PPI is integral to decision making <p>HSC Trusts Consultation Schemes</p> <p>Effective Stakeholder Engagement – Good Practice Guidelines (Policy) Champions Network</p> <p>Health and Social Services (Reform) Northern Ireland Act 2009</p>	<p>17) E-Learning PPI toolkit</p> <p>To work with Trust PPI Leads on development, launch and dissemination of Patient and Client Council E-Learning PPI toolkit</p>	<p>PPI E-Learning Toolkit resource for staff</p> <p>Launch of E-Learning Toolkit across HSC Trusts</p> <p>Toolkit Disseminated to Trust staff and available through e-learning portals</p>	<p>Increased awareness among staff of methods to engage and involve service users and carers in decision making</p> <p>Increase in S75 groups' involvement in planning and decision making</p>	<p>Year 2</p> <p>Uptake monitored through E-Learning monitoring process</p>	<p>PCC</p> <p>Trust PPI Leads</p> <p>HSC Trust Equality Leads</p>

Section 1 – Cross Cutting Themes

Theme 5 – Procurement

Recurring Theme Inequalities Audit – Those organisations that Public Authorities contract with should be required to have equality policies and procedures in place in relation to the delivery of their services.

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> Need for consistent compliance with ECNI guidance Equality of Opportunity and Sustainable Development in Public Sector Procurement <p>Guide to the Statutory Duties 2005</p> <p>Public Procurement and Human Rights in NI (NIHRC) Equality of Opportunity and Sustainable Development in Public Sector Procurement 2008</p>	<p>18) Procurement – Section 75 Duties</p> <p>To continue with on-going training delivered by BSO to HSC staff involved in contracting and commissioning function to ensure S75 duties are embedded in the procurement processes</p>	<p>Training sessions delivered to relevant HSC staff</p>	<p>Increased awareness among relevant HSC staff of S75, Disability Duties and Human Rights obligations</p> <p>Evidence of S75 considerations in HSC procurement processes</p>	<p>Year 2</p> <p>Uptake monitored through training programme</p>	<p>BSO</p> <p>HSC Trust Equality Leads</p>

SECTION 2

Service Related Issues

Measures to promote equality of access to Health and Social Care Services

Section 2 – Service Related Issues

Recurring Theme Inequalities Audit – Measures to promote equality of access to health and social care services

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> Tackle prejudicial attitudes and behaviour towards LGBT individuals Promote positive attitudes towards LGBT Raise Awareness of the rights of LGBT <p>Promoting Sexual Orientation Equality ECNI October 2013</p> <p>Lesbian, Gay,</p>	<p>19) Supporting LGBT</p> <p>To continue to support the Health and Social Care LGBT Staff Forum</p> <p>To develop training and awareness raising sessions for staff with regard to LGBT Adults in residential homes</p> <p>To raise awareness of issues facing LGBT with multiple identities and tackle barriers experiences</p> <p>To work with PHA to Promote Training workshops for Healthcare Professionals</p>	<p>Continued promotion of the promotion of the Staff Forum through display of Posters and Information on Trust Intranet, Wards and Facility Notice Boards</p> <p>Training and Initiatives with staff and residents</p> <p>Incorporate multiple identity issues into equality and diversity training</p> <p>Workshops organised and regionally advertised</p> <p>Seminar developed, regionally advertised</p>	<p>Increased profile of, and attendance at Staff Forum</p> <p>Increased Staff awareness and good practice adopted</p> <p>Increased staff understanding of issues faced and promotion of inclusive culture</p> <p>Increased understanding of appropriate terminology and barriers experienced</p> <p>Raised profile of issues affecting lesbian women accessing maternity services.</p>	<p>Year 1 – 3 On-going</p> <p>Monitored through S75 Annual Progress Report, training feedback and service user feedback</p>	<p>HSC Trust Equality Leads, PHA and Rainbow</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Bisexual or Transgender Planning for Later Life AGE UK July 2013</p> <p>Older People in Care Homes: Sex, Sexuality and Intimate Relationships RCN 2011</p>	To develop a Training Seminar to address the needs of Lesbian women with regard to access to maternity and Fertility services	and delivered.			
<ul style="list-style-type: none"> For persons in need who are destitute and have no or limited recourse to public funds. 	<p>20) No Recourse to Public Funds:</p> <p>To ensure that decisions in this area are compliant with key legislative requirements e.g. Human Rights Act.</p>	<p>Local Pathway Updated</p> <p>Staff Training</p>	<p>Ensure that those who are entitled to services receive them.</p> <p>Staff increased awareness of this Policy area through targeted training.</p>	<p>Year 2</p> <p>Monitored via BSO, Counter Fraud Unit and Trust Internal Monitoring Arrangements</p>	HSC Trusts, BSO, DHSSPS, HSCB

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<ul style="list-style-type: none"> Current constraints include lack of Regional Guidance and Funding implications. <p>Source: No Home From Home Research (NIHRC)</p> <p>Policy Briefing Accessing Healthcare for Migrants in NI: Problems and Solutions, Law Centre (NI) (2013)</p> <p>DHSSPS Consultation on 2005 Provision for services to Persons not ordinarily resident in NI (2013)</p>					
<ul style="list-style-type: none"> Need for culturally sensitive services <p>NICEM Report Black and Minority Health and Wellbeing</p>	<p>21) Multi-cultural and beliefs handbook</p> <p>Maintenance of a Multi-cultural and Beliefs Hand Book that reflects current migration trends.</p>	<p>Promotion of culturally sensitive services – thus ensuring that BME communities who come into contact with HSC are treated with dignity and respect regardless of</p>	<p>Improved patient experience for BME communities as HSC staff are more aware of their needs and preferences</p>	<p>Year 1</p> <p>Monitored through PPI/Patient Surveys/Complaints monitoring</p>	<p>Southern Trust on behalf of all HSC Trusts</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
<p>Development Project September 2006.</p> <p>Out of the Shadows Report – An action research report into families and racism and exclusion in NI.</p> <p>Race Equality Audit for NI – NICEM</p> <p>New to NI – A study of issues faced by migrant, asylum seeking and refugee child in NI</p>		their ethnic background			
<ul style="list-style-type: none"> Need to ensure Trusts prepared for extension of Age Discrimination Regulations <p>Source: Old Habits Die Hard – Tackling Age Discrimination in Health and Social Care</p> <p>ECNI - Awareness of Age Regulations 2006 and Attitudes of the</p>	<p>22) Age Discrimination Regulations</p> <p>To work with Trust service areas to identify the key issues to address in preparation for extension of Age Discrimination Regulations into sphere of goods facilities and services</p>	<p>Workshop with service areas to identify issues</p> <p>Actions developed to ensure Trusts are prepared for extension of regulations</p>	<p>Increased staff awareness of legislative requirement</p> <p>Good practice adopted across service areas</p>	<p>Year 3 (dependent on legislation enactment)</p> <p>Monitored through action plan and S75 Annual Progress Report</p>	<p>Service Leads</p> <p>HSC Trust Equality Leads</p>

Key Inequalities Identified and Source	Action Measure	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
		Output	Outcome/Impact (For S75 Groups)		
General Public in Northern Ireland towards Age Related Issues					
<ul style="list-style-type: none"> Support for Black and Minority Ethnic (BME) Carers <p>Source: Diversity in Caring. Towards Equality for Carers, Yeandle, Bennett, Buckner, Fry and Price, University of Leeds</p>	<p>23) BME Carers</p> <p>To develop ways of identifying and supporting BME carers by working in partnership with health and social care organizations, community and voluntary groups and others seeking to improve the health and social wellbeing of BME carers across Northern Ireland</p>	<p>Initiatives identified to reach out to BME carers, developing initiatives to support BME carers, and. At a practical level this work includes</p> <p>Information leaflet translated into 9 languages</p> <p>Training event for health and social care staff to be run during Carers Week 2014.</p>	<p>Raised profile of the issues affecting BME carers in NI</p> <p>Sharing of good practice across organisations working with BME carers</p>	<p>Year 1</p> <p>Monitored through identifying and supporting BME carers group</p>	<p>PHA</p> <p>Trust Carers Co-ordinators</p> <p>HSC Trust Equality Leads</p>

SECTION 3

EMPLOYMENT

Measures to promote participation, equality of opportunity and good relations in the workplace

Section 3 – Employment related issues

Measures to promote participation, equality of opportunity and good relations in the workplace

This section of the Trust's Equality Scheme Action Based Plan has been developed in recognition of the following context as it relates to employment equality within the Trust:

- The Trust has already in place a range of Employment Equality and Human Resource Policies which have been developed in consultation and in partnership with a range of key stakeholders and Trade Unions. These Policies are reviewed as a matter of course on a 3 yearly basis but earlier if there is a need to take account of legislative and case law developments. These Policies are subjected to Section 75 screening to ensure the promotion of equality of opportunity and good relations across the nine different equality groups, to highlight and address multiple identity issues and the avoidance of discrimination. Employment Policy is benchmarked against the Equality Commission for NI's Employment Codes of Practice and Best Practice Guidelines. The Trust will continue to monitor and publish screening outcomes and implementation of these policies as part of its Plan.
- Further, the Trust provides a comprehensive menu of Equality Training. This includes corporate induction training for all newly appointed staff; equality training for all managers which includes specific training on Working Well Together and Harassment and mandatory equality training for all staff.
- The Trust has in place a Working Well Together Policy and Harassment Policy which details the support in place to ensure appropriate and confidential facilities to enable individuals or groups facing discrimination to raise their concerns. Further, the Trust has a Disciplinary Procedure with clear and explicit measures, remedies and sanctions for acts of discrimination, harassment and unacceptable behaviour at work. Through its Health and Wellbeing Strategy and associated Action Plan, collaborative working with Health Improvement, Health and Safety, Education, Human Resources, Occupational Health Teams, in partnership with Trade Unions and relevant others the Trust is involved in a programme of work to improve the working lives of staff and provide appropriate support, guidance and advice on a range of issues.

- The Trust undertakes a systematic audit of its workforce composition as part of its statutory annual and three yearly monitoring requirements under Fair Employment and Treatment Order 1998 legislation. The Trust has just completed its second Article 55 Review Report which includes a comprehensive analysis of existing workforce composition, workforce flows, leavers, employment policy and practice. HSC Trusts are working in partnership with the ECNI and a range of relevant stakeholders as part of an agreed multi-dimensional approach to address current employment trends within health specific occupations. In addition, HSC Trusts will continue to work with the ECNI and TUs with regard to local labour force issues. See below action measures arising from the review to be taken forward in this the Trust's second Action-Based Plan which is aimed at tackling inequality in Health and Social Care. Of note, the Introduction of an new information system for both Pay Roll and Human Resources will ensure that equality data for current staff is accurate and as up-to-date as possible as it will be facilitated by Employee Self Service – which gives staff direct access to update their own equality data. The Trust will continue to utilise this data when drafting and reviewing employment policy and to inform on-going equality screening and EQIAs.

Section 3 – Employment

Measures to promote participation, equality of opportunity and good relations in the workplace

Key Inequalities Identified and Source	Action Measure	Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
			Output	Outcome/Impact (For S75 Groups)		
Regional						
<p>Potential issues re. Racism and Sectarianism in the Workplace.</p> <p>Source: Racist & sectarian attitudes. PSNI stats on Sectarian & Hate Incidents & Crimes during 2009/10 increased by 15.4 % (245) & racial by 4.8% (48) in comparison to 2008/09</p> <p>Programme for Cohesion, Sharing & Integration – OFMDFM. Zero Tolerance of Abuse of HSC Staff</p>	<p>24) Tackle Racism and Sectarianism Continue to raise awareness amongst staff of racism and sectarianism and other types of Hate Crime.</p> <p>Continue to review, develop and support workplace initiatives to promote respect and cultural diversity.</p> <p>Continued roll out of training on equality and diversity and evaluation of effectiveness of on line equality training.</p> <p>Work with the Equality Commission for NI on</p>	<p>Continue to increase provision of training for all staff, specific training for managers and promotion of e-Learning Diversity training.</p> <p>Promote Good Relations Strategy and implement action plan.</p>	<p>Continue to roll out E-learning Discovering Diversity E-Learning Module.</p> <p>Equality and Diversity input to induction training with signposting to mandatory equality training for all staff.</p>	<p>Improved uptake of training and the promotion of positive attitudes on the part of staff and managers toward person with a disability</p> <p>Increased awareness of Trust equal opportunities policies and procedures (Staff Survey)</p> <p>Reduced levels of harassment complaints/equality related grievances.</p>	<p>2014-2017</p> <p>Over 3 year period. Monitoring Arrangements - Training evaluation and regional staff survey results.</p>	<p>Equality Lead and Assistant Director Employee Relations</p>

Key Inequalities Identified and Source	Action Measure	Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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<p>(DHSSPS)/ Trust Policy Embracing Diversity Good Practice Guide for HSC Employers (DHSSPS) 2004 Recent HSC Staff Survey.</p> <p>Source: Embracing Diversity Good Practice Guide for H&SC Employers (DHSSPS)</p> <p>Source: HSC Complaints</p>	<p>the outworkings of the Trust's 2nd Article 55 Review document.</p>					
<p>Under representation of People with disabilities employed in the Trust (2% self-declaring that they have a disability)</p> <p>Employment rate of those without disabilities (79%) is over twice that of people with disabilities (32%).</p> <p>Source: Statement of Key Inequalities in NI</p>	<p>25) Increasing employment and involvement of disabled people</p> <p>Continued Implementation of the Trust's Disability Action Plan and Regional Framework on the Employment of Persons with a Disability.</p> <p>Increase in employment of</p>	<p>Increase in employment of marginalised groups (disabled persons)</p> <p>Higher incidence of staff members self-declaring that they have a disability and increased uptake of reasonable adjustments in the workplace.</p> <p>Promote awareness</p>	<p>Identify appropriate areas of the media for advertising jobs to reach a wider audience of people with disabilities</p> <p>Develop closer links with DES (Disabled Employment Service)</p>	<p>Enables disabled people to become economically and socially active in the workplace and in the community.</p> <p>Inform DES of vacancies</p> <p>Promote participation and involvement of employees and persons with a disability.</p>	<p>Monitoring Arrangements – HRPTS</p>	<p>Assistant Director Employee Relations in conjunction with Assistant Director Resourcing</p>

Key Inequalities Identified and Source	Action Measure	Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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<p>(ECNI 2007).</p> <p>Employment inequalities in an Economic Downturn ECNI 2010</p> <p>Source: Trust's Disability Action Plans (DDA 1995 as amended)</p> <p>Source : Analysis of Trust equality opportunity monitoring reports</p>	<p>marginalised groups (disabled persons)</p> <p>Ensure existing employees who are or who become disabled are supported and facilitated through the Trust's reasonable adjustment arrangements and, where appropriate, conditions management scheme.</p> <p>Provide disability training programme for managers</p> <p>Actively review recruitment documentation such as Job Descriptions and specifications to ensure they are non-discriminatory</p> <p>Where a candidate has a disability, remind panels of duties under DDA.</p> <p>Ensure reasonable adjustments for</p>	<p>amongst managers of reasonable adjustment duty</p> <p>Raise awareness among managers of potentially discriminatory statements/criteria or questions at interview.</p> <p>Make sure all panels are aware of the policy.</p> <p>To ensure panels are aware of their duties.</p> <p>Ensure appropriate assessments are carried out.</p> <p>Assess individual induction needs and develop tailored programmes where necessary.</p> <p>Consider signage issues.</p> <p>Identify suitable partners and areas of work.</p>	<p>Provide training for managers on reasonable adjustments.</p>	<p>Promote a culture that empowers and supports disabled employees in the workplace; and that promotes and facilitates positive attitudes towards employees and person with a disability.</p>	<p>As above</p>	

Key Inequalities Identified and Source	Action Measure	Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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	<p>interview are put in place and considered at interview.</p> <p>Put reasonable adjustments in place for new appointees and existing employees with a disability.</p> <p>Review induction processes for employees with a disability. Ensure staff and managers are aware of physical accessibility issues and that it is unacceptable to park in designated spaces.</p> <p>Develop a pilot to implement work experience and placement opportunities for people with disabilities.</p> <p>Ensure disabled staff are made aware of flexible working opportunities within the Trust that may assist them with their</p>	Ensure staff are aware of guidance.				

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	disability.					
<p>Lack of fair participation in the workplace. Source: Fair Employment A Generation On (ECNI)</p> <p>Source: Statement of Key Inequalities in NI (ECNI 2007).</p> <p>Promotion of fair participation in the workplace</p> <p>Source: Article 55 Review Reports (ECNI)</p> <p>ECNI Annual Fair Employment Monitoring Report No 23</p>	<p>26) FETO Completion of Article 55 Review Report in line with Fair Employment and Treatment (NI) Order 1998.</p>	<p>Fair participation in the workforce</p>	<p>Participate in multi-dimensional approach in partnership with the ECNI and relevant stakeholders to address current employment trends across all 5 HSC Trusts as it relates to health specific occupations.</p> <p>HSC Trusts to continue to work with the ECNI in addressing any localised labour force issues</p>	<p>Both main communities in NI are fairly represented in the workplace.</p>	<p>2014-2017</p>	<p>Assistant Director Employee Relations</p>
<p>Gender</p> <p>ECNI Getting a Fair Share</p> <p>Men who present as</p>	<p>27) Gender equality Promote work life balance policies and procedures. Monitor uptake across Trust.</p>	<p>Uptake of Childcare vouchers scheme</p>				<p>Assistant Director Employee Relations</p>

Key Inequalities Identified and Source	Action Measure	Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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<p>unavailable for work, only one in twenty link their situation to family or home commitments. In any comparable group of women that figure rises to more than one in three</p> <p>Childcare costs in Northern Ireland approx. 44% of an average income, which is almost four times the EU figure of 12%.</p>	Continue to provide and promote Childcare voucher scheme					
Source: Sex Discrimination (Gender Reassignment) Regulations (NI) 1999	28) Development of a Regional Transgender Policy	<p>To promote an inclusive workplace where:</p> <p>Transgender people feel comfortable to express their gender identity;</p> <p>transgender people can fulfill their full potential and fully contribute to the workplace;</p> <p>all staff discrimination</p>	Policy which promotes best practices across the HSC sector		Year 1	Business Services Organisation and Equality Leads

Key Inequalities Identified and Source	Action Measure	Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Person
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		against transgender people (whether by staff or third parties) is not tolerated and any allegations thereof are dealt with in an effective manner.				