


## 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.html> -

**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 2020 and March 2021**

## Introduction

This is the Trust's 14<sup>th</sup> Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) for submission to the Equality Commission of Northern Ireland. In preparing this Annual Progress Report, the Trust has used the template provided by the Equality Commission for Northern Ireland. The Report provides assurance to Trust Board on how the Trust has fulfilled its legislative obligations and gone beyond compliance to achieve best practice in promoting equality of opportunity and good relations.

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

A full progress update on our Equality Action Plan for 2020-2021 is appended (**Appendix 1**) for ease of reference and details both achievements on both a regional and local level.

**(Appendix 2)** relates to **compliance** with our legislative duties under Section 49A of the Disability Discrimination Act 1995 (as amended) (DDA) to promote positive attitudes towards disabled people and to encourage their full participation in public life. It provides an update on the progress of our **Disability Action Plan** (2018-2023) and achievement in year 3 – 2020-2021.

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

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

- 1. In 2020-21, 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.**

#### **Response to COVID-19 Pandemic**

The coronavirus pandemic has created new challenges for the Trust but we have continued our commitment to promoting equality, eliminating discrimination, building strong community relations and delivering accessible services that meet the needs of everyone living in the Northern Trust area.

Comprehensive Section 75 equality screenings have been completed and approved on all plans implemented by NHSCT up to the end of this reporting period, March 2021 in response to Covid-19 pandemic. These include the:

- Covid-19 surge plan March 2020
- Rebuild Plan June 2020
- Rebuild Plan July to September 2020
- Winter Resilience and Surge Plan October 2020 to March 2021

Detailed screenings have also been completed for specific services and initiatives put in place as a response to the pandemic. These included an element of public involvement and feedback and include:

- Phase One actions for the No More Silos Rebuild Project
- The creation and delivery of the Regional Nightingale Rehabilitation Service at Whiteabbey
- The NHSCT Covid-19 Vaccination Centre (requirements and implementation).
- The use of virtual consultations as a means of socially distanced service delivery

Commitment has been given within these screenings that a full EQIA and public consultation will be carried on any actions detailed within these plans that may be taken forward on a permanent basis. Regionally managed Covid-19 specific guidance for people whose first language is not English has been posted onto the Trust website for ease of reference as required by Trust residents.

Other actions in response to COVID-19 include partnership working during 2021 with the Public Health Agency and local community groups to dispel vaccine myths circulating

among ethnic minority communities and to provide accurate information in accessible formats and promote access to vaccinations.

The impact on Trust staff as a result of the pandemic has been recognised and specific measures have been taken that should have a positive impact including the development of a digital resource which highlights a range of options that are available, including information on support helplines, downloadable resources, wellbeing webinars and links to drop-in mindfulness sessions and the establishment of a dedicated psychological support helpline and staff support in-reach service, with particular emphasis on high-intensity COVID-impacted settings, to support staff through the COVID-19 pandemic and beyond.

### **BAME Task Group**

The Trust is committed to maintaining a safe and positive working environment for BAME (Black Asian Minority Ethnic) staff and the elimination of racial discrimination for employees and patients. In summer 2020, the Trust established a Black, Asian and Minority Ethnic Task Group to identify ways in which the Trust can actively meet this commitment working in partnership with internal and external stakeholders.

### **Guidance for Board Members**

Regional guidance was reviewed and amended to help inform Trust Board members of their roles and responsibilities in respect of equality, good relations and human rights. "Promoting Equality, Good Relations and Human Rights in HSC – Guidance for Board Members 2020" was disseminated to Trust Board members in September 2020 and tabled at Trust Board in October 2020.

### **Good Relations Regional Statement**

The Northern Trust hosted a virtual regional event, attended by other HSC Trusts, by other public bodies and by interested groups and individuals for Good Relations Week in order to coproduce a HSC good relations statement and regional action plan. The HSC Good Relations statement, approved by SMT on 8 December 2020, was launched on International Human Rights Day, 10 December 2020. Posters detailing the statement have been developed for display in all HSC facilities and an example is attached below.

### **Multi-agency Partnership Working via Agencies Supporting Ethnic Communities (ASEC)**

Agencies Supporting Ethnic Minorities (ASEC), chaired by the Trust, brings together 35 representatives from local public sector agencies including housing, education, police and health, the local council, MLAs, community and voluntary groups, local churches, local employers, recruitment agencies and Trade Unions to explore ways of sharing best practice and identify new approaches to support ethnic minority communities within the Mid and East Antrim area. The Group also works in partnership with the Inter-Ethnic Forum (Mid and East Antrim). During 2020-2021, ASEC has had a continued focus on their multi-agency approach to supporting the Roma community in the Trust area. During the reporting period the Northern Trust was 'highly commended' in the 'Best Race

Initiative' category at this year's digital Legal Island NI Equality and Diversity Awards 2020 in respect of multi-agency partnership working with BAME communities.

### **AccessAble Regional Pilot Project**

The Northern Trust, in partnership with the Trust's Disability Consultation Panel, completed and launched, on 11 May 2021, access guides for Antrim Area Hospital and Causeway Hospital. AccessAble, a third party provider, who was appointed in March 2020 to survey and document all aspects of accessibility at the two hospital sites, completed the surveying and documentation of all aspects of accessibility at the two acute hospital sites in Antrim and Coleraine during the COVID-19 pandemic in 2020. This was managed through close working and co-operation with Estate Services. The detailed guides are available to access both through the website and as a mobile application and are offered in a wide range of accessible formats.

### **Mental Health Charter**

The Trust has signed up to the Equality Commission's Mental Health Charter demonstrating a commitment to improving the working lives of staff experiencing mental ill-health. Hosted by the Mental Health Foundation, Mental Health Awareness Week takes place from 18th - 24th May across the UK. In recognition of the challenges we have experienced, the theme was 'Kindness'. Our staff have demonstrated kindness in abundance over the last number of months, with colleagues and services users. Mental Health Awareness Week was a great opportunity for us to reflect on and celebrate this. It is also an opportunity to remind us all of how important it is to show kindness to ourselves. A range of information and support is available for staff including self-help leaflets, Covid Resources for Psychological Wellbeing, Psychology led helpline for NHSCT Staff and Drop in Clinics on hospital sites and a range of counselling supports.

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

The Trust launched a new regional Gender Identity and Expression Policy earlier this year and worked with the Rainbow Project to deliver a series of awareness raising virtual workshops for staff and managers. This Policy ensures that our services and workplace are accessible and welcoming to all people regardless of their sexual orientation or gender identity.

### **Supporting Carers**

The Northern Trust Carer Hub, launched on Carers Rights Day, November 2019, is a central point of contact for carers and staff for signposting and support. The Carer Hub responded quickly to the Covid 19 pandemic to make sure that carers were supported and there was someone at the end of the phone. The Hub sent carers information on public health guidance, hospital and care home visiting, PPE and deliveries available from local shops. Carer ID cards were issued to assist with priority shopping and the Carer Hub facilitated the carer vaccination programme.

Our Carer Support Programme is based on the Take 5 Steps to Wellbeing. The Carer Hub was responsive during this pandemic and quickly adapted the programme to be delivered online such as Mindfulness and “Sleep Easy” classes.

The Trust has maintained good links with community and voluntary sector partners to provide essential support to family carers in each locality. This has included any older or vulnerable carers referred to the Community Navigators who have arranged shopping to be delivered and meals to be arranged.

During 2020/21 there were over 23,000 contacts with carers, whether by email or by telephone and over 10,000 mail outs of information. 2,000 carers were sent a Carer ID Card which facilitated priority access to shopping and travel. 3,623 carers have been provided with the Staff Booking Line number to book their vaccine and over 900 carers, many new to us, have attended our online support programme.

The designated carers website for Northern Trust [www.carersdigital.org](http://www.carersdigital.org) has been updated by Carers UK and now includes the following featured sections: **You and Your Wellbeing**, **Spotlight on Nutrition and Caring, About Me** (building resilience) and **Working and Skills** e-learning for working carers. Any carer in Northern Trust can access the website by creating an account and Northern Trust remains the only Trust to offer this specific carer website.

A new section has been created on the Trust website Carer Hub called “Caring during COVID” this section highlights the latest Departmental advice documents, visitor and carer information.

### **Supporting Working Carers**

Northern Trust is a member of ‘Employers for Carers’ which is a designated website designed to help our own members of staff who are also looking after or supporting a loved one with long term illness or disability.

### **Accessible Communication**

During the reporting period, the Northern Trust made a total of 8137 requests for interpreters through the Northern Ireland Regional Health and Social Care Interpreting Service. This year we have seen a significant decrease in requests due to the COVID19 pandemic with many health care appointments put on hold. The top three languages requested within the Northern Trust during 2020/21 were as follows:

<b>Language</b>	<b>Numbers</b>
Romanian	1979
Polish	1911
Arabic	1439

A total of 639 appointments were supported with sign language interpreters and 225 documents were translated into minority languages.

## Remote Sign Language Interpreting Service

A new remote sign language interpreting service has been set up, primarily to ensure that our service users have access to health and social care appointments during the pandemic. The service user can download an app to access a free online remote sign language interpreter 24/7. The service user can use this service to contact the NHS111 Northern Ireland COVID19 Helpline, NI COVID19 Community Helpline, GP surgeries, hospitals, dentists, social care services etc. This new service was published on our social media and disseminated through our established networks. We also wrote out to service users who had previously booked a sign language interpreter through our services

## Accessible Information

In March/April when the pandemic first hit we were provided with a lot of vital information about how to stay safe. Information about the Coronavirus, guidance on staying home and social distancing along with information about the vaccine process was just some of the information we received and shared with our networks. This information was translated into various languages, put into easy read and provided in alternative formats. This information was made available on the Trust website and shared regionally.

## Assistance Dogs Etiquette

Through Care Opinion we received a story from a service user who described their poor experience whilst visiting hospital with their Guide Dog. In this case, staff did not adhere to the etiquette required when an assistance dog is in harness resulting in the dog becoming distracted. As a result, in partnership with a group of service users, including the service user who raised the complaint, a poster was co-designed for display in Trust areas. This has also been shared regionally to improve awareness of assistance dog etiquette. The positive outcome from this feedback demonstrates how valuable service user feedback can be and how important it is for the Trust to listen and learn from the experiences our service users, families and carers.

**2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2020-21 (or append the plan with progress/examples identified).**

Please see Appendix 1 and Appendix 2 for a detailed update of actions progressed in year 3 (2020-2021) 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 2020-21 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 2020-21

Equality Scheme Commitment	Action	Difference made for individuals
<b>Arrangements for assessing our compliance with S75 duties</b>		
<p><b>Have in place appropriate structures and reporting mechanisms</b></p>	<p>The Trust has prioritised Section 75 in all aspects of its business agenda and has established a range of governance, management and reporting mechanisms that reflect this. The Trust's Employment, Engagement, Experience and Equality Group (Quadruple EG). Quadruple EG reports directly to the Trust's Assurance and Improvement Group, which reports through the Executive Team to Trust Board. During 20/21 Quad E meetings were stood down because of pressures on Trust staff during Covid 19 however reports continued to be forwarded to Assurance and improvement Group.</p>	<p>Section 75 duties integral to Trust's Assurance Framework. Trust senior teams aware of and comply with statutory requirements during decision making.</p>
<p><b>Ensure S75 duties are mainstreamed within the Trust.</b></p>	<p>Membership of the Employment, Engagement, Experience and Equality Group (Quadruple EG) includes Trust Directors who are responsible for the mainstreaming of equality duties across their Divisions.</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</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>	diversity and promoting good relations.
<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 3 and progress on actions carried forward from year 2.	The 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 continues to be reviewed.	New consultees added to the consultation list on an on-going basis.
<b>Training re. Consultation</b>	Co-production webinars promoted throughout	Support transformation and service change by

	Divisions to develop capacity in partnership working.	involving service users, carers and the community and voluntary sector.
<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 service users and carers 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 125 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 during reporting period.  Comprehensive Section 75 equality screenings have been completed and published on all plans implemented by	

	NHSCT up to the end of this reporting period, March 2021 in response to Covid-19 pandemic.	
<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 reporting period this monitoring information was assessed for S75 screenings.	Increased understanding of the make-up of the workforce to ensure promotion of equality of opportunity and better information to identify any potential impact.
<b>Staff Training</b>		
<b>Draw up a detailed training plan</b>	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.	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>	<p>During the reporting period the Trust stood down all face to face training.</p> <p>Equality Unit continued to provide advice and support to Trust staff/project leads.</p> <p>During the year, the Trust held specialised online workshops and training to support the continued development of a coproduction culture.</p>	<p>Enhanced skills of Trust policy makers.</p> <p>Targeted training delivered by specialist facilitator enhanced the skills of Trust staff.</p>
<p><b>Arrangements for ensuring and assessing public access to information and services we provide</b></p>		
<p><b>Ensure information we disseminate and services we provide are fully accessible to all parts of the community in Northern Ireland</b></p>	<p>Information is provided in alternative formats on request and Trust's website has been designed to ensure accessibility.</p> <p>During the reporting period a total of 8137 requests for face to face interpreting were made to NIHSCIS, which was a significant decrease due to COVID19.</p> <p>During the reporting period a total of 639 appointments were supported with sign language interpreting support.</p>	<p>Improved access to information and services for equality groups – specifically those whose first language is not English and people with a disability.</p>
<p><b>Provide information in alternative formats on request</b></p>	<p>225 documents translated into minority languages during reporting period.</p>	<p>Information provided in alternative formats to increase understanding, ensure effective communication and</p>

	<p>All minutes of Disability Consultation Panel provided on disk or Braille and minutes of Learning Disability Panel provided in Easy read.</p> <p>Library of translated documents available to trust staff.</p> <p>Covid19 information was translated into various languages, put into easy read and provided in alternative formats. This information was available on the Trust website and shared regionally.</p>	improved access to services.
<b>Provide interpreters and sign language interpreters</b>	<p>On-going provision of communication support. 639 appointments supported with Sign Language Interpreter. 8137 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 the reporting period the Trust participated in Regional Equality and Human Rights Steering Group and Regional Equality Leads meetings.</p> <p>A Joint Equality, Good Relations and Human</p>	More effective use of resources and consistent approach across health and social care

	Rights Forum established in partnership with ECNI, HRC and CRC met during the reporting period.	
<b>Liaise closely with the ECNI to ensure that progress on the implementation of our Equality Scheme is maintained</b>	During the reporting period the Trust met with ECNI on S75 implementation.	Ensures effective use of resources and S75 implementation.

**3a With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what difference was made, or will be made, for individuals, i.e. the impact on those according to Section 75 category?**

**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):*

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. A new remote sign language interpreting service has been set up, primarily to ensure that our service users have access to health and social care appointments during the pandemic. The service user can download an app to access a free online remote sign language interpreter 24/7. The service user can use this service to contact the NHS111 Northern Ireland COVID19 Helpline, NI COVID19 Community Helpline, GP surgeries, hospitals, dentists, social care services etc. This new service was published on our social media and disseminated through our established networks. We also wrote out to service users who had previously booked a sign language interpreter through our services.

Guidance and information leaflets about COVID-19 in a range of different languages is available on the Trust website and disseminated to local representative organisations.

As a result of the Trust's on-going engagement with carers, all information for carers is co-designed and available to support carers in their caring role as follows.

- Promotion of Carer Hub – Carer Hub postcards were circulated to all Programmes of Care for staff to share with Carers. In particular with Learning Disability to highlight the supports available via the Carer Hub.
- Carer newsletter – two issues were circulated in 2020/2021 with carers contributing various pieces of content including; a “carers column”, photographs and poems to increase the connection with other carers. The editions also included a range of Covid 19 guidance and specific guidance from the Trust's Clinical Psychology Service on managing anxiety during isolation. Contents also included information from other agencies for example, The Consumer Council NI and different community and voluntary organisations to keep carers updated with what is available.
- Carer Pathway Steering Group – 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. This year the Group met throughout to COVID, by Zoom, to discuss ongoing support for carers.

- Co-delivering carer support – in developing the quarterly support programme carers tell us exactly what classes they would like to see, to help them in the caring role. Carers have also told us that meeting others, reducing isolation and building networks is vital in sustaining the caring role – our support programme ran successfully throughout lockdown and the pandemic with over 900 carers joining classes.
  - Carer register form – this year again the carers register form has been updated and rebranded to encourage staff with caring responsibilities to sign up to the carers register (a contact list of all carers to communicate effectively throughout the year).
- 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 2020-21 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:

5. **Were the Section 75 statutory duties integrated within performance plans during the 2020-21 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.

Equality training is mandatory in the Trust and attendance at/completion of all mandatory training is determined through the appraisal process. Compliance is monitored and reported through the Trust's accountability framework.



In response to the ECNI report ‘Section 75 statutory Equality and Good Relations Duties: Acting on the evidence of public authority practices’ June 2018 and in recognition that effective leadership is critical to the successful implementation of our Equality Scheme, “Promoting Equality, Good Relations and Human Rights in HSC – Guidance for Board Members 2020” was reviewed and amended to help inform Trust Board members of their roles and responsibilities in respect of equality, good relations and human rights. This guidance was disseminated to Trust Board members in September 2020 and tabled at Trust Board in October 2020.

**6. In the 2020-21 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 Employment, Engagement, Experience and Equality Group (Quadruple 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 Director of Operations chairs the Group and membership includes Trust Directors and Non-executive Directors.

**Equality action plans/measures**

**7 Within the 2020-21 reporting period, please indicate the number of:**

Actions completed:  Actions ongoing:  Actions to commence:

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 2020-21 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 2020-21 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 2020-21 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 COVID-19 pandemic resulted in us having to rapidly reconfigure services and provide care in new and different ways. Measures taken to limit the spread of the virus meant we all had to adapt quickly, and change the ways we work. This was also true of those undertaking and participating in personal and public involvement activities. Face-to-face engagement that would normally be expected, has been restricted by guidance on physical distancing and shielding but despite this we have remained strongly committed to engaging with service users, carers and the public in a meaningful way during these challenging and exceptional times. Whilst on-line engagement events was a daunting task for many, there are clearly some advantages to engaging online.

The Trust continues to believe that engaging and involving the people who use services and their carers is as important as ever, but the complexity of the current environment for health and care services cannot be understated, with services facing many competing challenges and pressures. Many changes had to be made rapidly to respond to the pandemic but we also have to consider the future provision of services over the short, medium and long term. This will be informed by engagement with service users, carers and the public.

In the midst of the Coronavirus pandemic we were all learning to communicate and deliver services in new ways. To help with this NHSCT purchased a number of ZOOM

licences for video calling with colleagues and service users. Practical guides to ZOOM for staff and service users were made available. To ensure staff had the knowledge and confidence we held a webinar on using Zoom to help develop skills. The session included establishing virtual ground rules and check-ins, specific for virtual meetings, how to keep online meetings interactive for everyone but keep it on track and how to host and keep it effective and engaging. The webinar was recorded and made available on staffnet as a resource for staff and we also developed an e-book on good Zoom etiquette which has been used regionally and made available as a staff resource. 90 people attended

During the reporting period no public consultations were carried out. While the Trust did not complete any public consultations during the reporting period, work continued to support personal and public involvement and co-production. Details of the extensive work carried out can be found in our PPI and Co-production Annual Report. (Could link report once approved)

**12 In the 2020-21 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 – via zoom
- 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’s Involvement Network of service users and carers and user group members continues to grow. We have been working extensively with our Involvement Network over the last year engaging while rebuilding our services. We provided the Network with 68 involvement opportunities.

In the past we have been reliant on working face-to-face but as the COVID-19 crisis started to escalate during March 2020 we were forced to move to online events and meetings. Whilst this was a daunting task for many, there are clearly some advantages to engaging online. Online provides the opportunity for lots of different interaction, including the chance to use break out rooms, run polls, allow people to share their screens and to use ‘chat’ to comment and share responses.

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:  
Please refer to Trust’s Personal and Public Involvement and Co-production Annual Report

**13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2020-21 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 and intranet

**14 Was the consultation list reviewed during the 2020-21 reporting period? (tick one box only)**

Yes       No       Not applicable – no commitment to review

The consultation list is reviewed on an ongoing basis.

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

An online version of these reports can be found on the Trust website under Screening – Quarterly Screening Outcome Reports, see link below:

[Screening Outcome Reports](#)

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

144

**16 Please provide the number of assessments that were consulted upon during 2020-21:**

\*Please note while no public consultations were carried out during reporting period, engaging with those affected by a policy is integral to the Trust’s policy development process. Comprehensive Section 75 equality screenings have been completed and published on all plans implemented by NHSCT up to the end of this reporting period, March 2021 in response to Covid-19 pandemic.

An online version of these screenings can be found on the Trust website under Screening – see link below:

<https://www.northerntrust.hscni.net/about-the-trust/corporate-information/equality-and-diversity/>

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 and Co-production 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 2020-21 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 2020-21 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 roll out has been delayed as a result of Covid19 but the project has now been re-established.

**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 2020-21 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, SOS CARE 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.

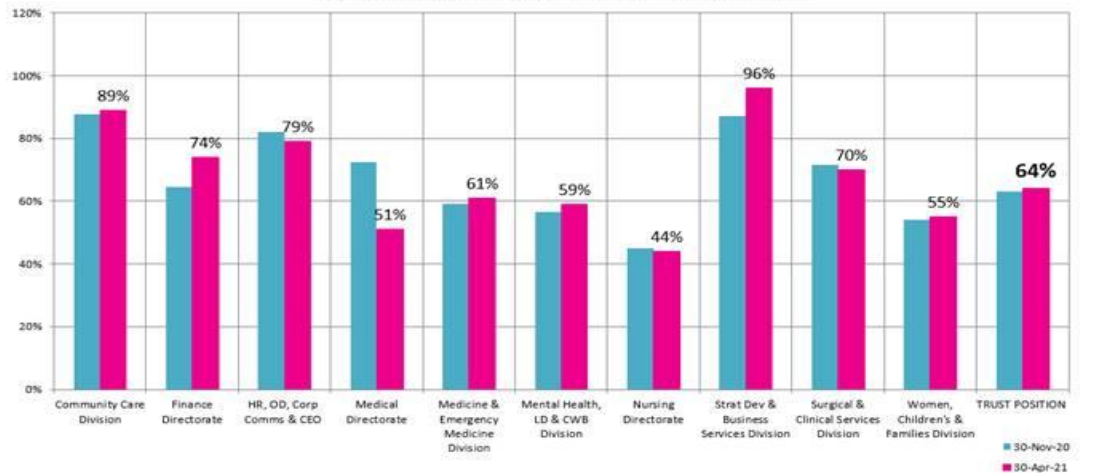
**Staff Training (Model Equality Scheme Chapter 5)**

**24 Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2020-21, and the extent to which they met the training objectives in the Equality Scheme.**

During the reporting period the Trust stood down all face to face training. The Equality Unit continued to provide advice and support on equality duties to Trust staff/project leads. During the year the Trust held specialised online workshops and training to support the continued development of a coproduction culture.

Equality training is mandatory and must be completed by all staff every three years. Uptake is monitored twice each year. The table below details compliance across all of the Trust Divisions.

Equality Training Compliance as at 30th April 2021



During 2020-2021 the following numbers of staff have attended or accessed training

Equality and Human Rights e-Learning	2173
Dissemination of Equality Training Manual	285

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

During the reporting period 80 members of staff received Working Well With Interpreters training, which provides staff with a good knowledge and understanding of the interpreting service and the dangers of using untrained interpreters. The training also covered the benefits of using the telephone interpreting service, especially during the last year when social distancing was essential, and made staff aware of the process of booking a sign language interpreter via the Equality Unit. To ensure that social distancing measures were adhered to remote appointments were facilitated through online platforms.

Staff attended Virtual LGBT Awareness Training via zoom, which had the following key themes.

#### Key Themes

- Understanding sexual orientation & gender identity and use of appropriate terminology
- Key health inequalities experienced by LGBT people in Northern Ireland
- Different forms of prejudice
- Barriers to accessing mainstream statutory/community/voluntary service provision
- Tips for improving practice and building confidence to support LGBT people



There is also an LGBT E-learning module, which is targeted at all health and social care service staff and can be accessed via the following link (<http://www.lgbtelearning.hscni.net>). This module takes approximately 45 minutes to complete and will give participants a better understanding of issues for lesbian, gay, bisexual & transgender colleagues and service users. It is also useful for managers to ensure you are creating inclusive workplaces.

**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:**

The COVID-19 pandemic resulted in Trust staff, across most settings, considering alternative methods of service delivery where face to face consultations were high risk for both service users and staff. As a result, we changed how we communicated with our service users, making more telephone calls and appointments by video.

Also we were all learning to communicate and deliver services in new ways. To help with this the Trust purchased a number of ZOOM licences for video calling with colleagues and service users. Practical guides to ZOOM for staff and service users were made available. To ensure staff had the knowledge and confidence we held a webinar on using Zoom to help develop skills. The session included establishing virtual ground rules and check-ins specific for virtual meetings including accessibility, how to keep online meetings interactive for everyone but keep it on track and how to host and keep it effective and engaging. The webinar was recorded and made available on staffnet as a resource for staff and we also developed an ebook on good Zoom etiquette which has been used regionally and made available as a staff resource. 90 people attended

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

**26 Please list any examples of where monitoring during 2020-21, 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 continued 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. Guidance and information leaflets about COVID-19 in a range of different languages is available on the Trust website and disseminated to local representative organisations.

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>
Romanian	1979
Polish	1911
Arabic	1439
Slovak	446
Portuguese	385
Lithuanian	365
Bulgarian	344
Tetum	282
Czech	175
Chinese - Cantonese	129
Hungarian	126
Chinese - Mandarin	119
Russian	118
Latvian	67
Bengali	39
Pashto Central	36
Spanish	32
Kurdish Kurmanji	22
Italian	21
Farsi	17

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. Following a register update, NIHSCIS now has 342 Interpreters registered in 35 different languages.

#### **During 2020/21 the Interpreting Service:**

- Processed 60,550 requests
- Achieved 99.12% provision rate
- Provided for 2,234 video calls
- Operated from home providing business as usual services throughout
- Top Languages included: Polish, Arabic, Lithuanian, Romanian and Bulgarian

#### **Training in NIHSCIS continues as below:**

The BSO Interpreting Service delivered 'Working well with Interpreters' Training via Zoom to 56 Northern HSC Staff in March 2021.

## Feedback

*I am writing to express my sincere thanks and gratitude for the efforts and diligence of one of your Romanian Interpreters. This was a very difficult meeting and the Interpreter managed it with professionalism and a calm manner which greatly assisted the social work staff to complete the meeting – Northern HSC Trust October 2020*

## Health Literacy

Three focus groups (18 service users) were held via zoom to pilot a resource to support service users in getting the best out of health or care consultations and conversations. This is continuing on from the co-development of the health literacy logo and strapline 'Take time to ask, make time to listen' which was developed by service users who wanted people, like them to feel more confident to ask questions so they can better understand their health condition.

## Complaints (Model Equality Scheme Chapter 8)

### 27 How many complaints in relation to the Equality Scheme have been received during 2020-21

Insert number here:

0

## Section 3: Looking Forward

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

Trust Equality Scheme updated during 2018/19.

### 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)

As a result of Covid19 there were times during the reporting period the Trust concentrated on delivery of essential services only in order to maximize the number of staff and resources available to respond to emerging needs/demands, safeguard lives and prevent the HSC system from becoming overwhelmed.

The COVID-19 threat has definitely not disappeared and a growing number of cases across the community always affects the Trust workforce. The Trust has prepared contingency planning measures should the increase in number impact us to a greater extent and this in turn may impact on planned Section 75 related work.

Priority areas during 2021/22 include the following.

- As part of ongoing work through the Joint Forum with the other Trusts and the Equality Commission, the Human Rights Commission has agreed in their

business plan to design and deliver a regional human rights training session to Health and Social Trusts on residential care for vulnerable adults. (March 2022)

- The Trust will continue to respond to legislative requirements arising from Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 in partnership with Corporate Communications

We must shape our services together and going forward we will need to consider who we engage with and what are the best methods of engagement. This year we are establishing an Engagement Advisory Group to help us with this. Its membership will reflect the communities we serve to make sure we reach out to all those who use our services. Service users and carers are experts in their own lives and we need to recognise this in all that we do.

**30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next 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 3 of the Disability Action Plan can be seen in Appendix 2.



Northern Health  
and Social Care Trust

## **Appendix 1**

# **Equality Action Plan Year 3 Progress Report 2020/2021**

Please note: This reporting period coincided with the Covid- 19 pandemic and therefore some of the actions have been rolled over to year four as resources have had to be focussed on essential service provision. Also note some actions are ongoing throughout the lifetime of this 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
<b>We will develop a Screening and Equality Impact Assessment (EQIA) Tool Kit to guide staff through the process.</b>	<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 3 - Completed for this reporting period and ongoing</b>            Following on from ECNI recommendations the Trust’s current screening template is not in a fully accessible format – a new requirement for all published information. Online resources and screening toolkit will be provided on Trust intranet for policy/service more comprehensive and timely completion of screening templates. The Trust will adopt ECNI screening template to ensure ease of completion and maximum accessibility when published on the Trust website. We will provide on-line screening training for policy/service leads on new toolkit– to include S75 and Rural Needs.</p>	
Action Measure	Description
<b>We will develop a checklist to make sure Equality, Disability and Human Rights are at the heart of procurement.</b>	<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 3 – Ongoing - rollover year 4</b>            A Flowchart has been drafted and shared with Finance in NIAS initially for comments. This will then be shared more widely for agreement across the region. Discussion has taken place in terms of integrating an agreed flowchart into procurement training. This action has not fully been achieved as a result of Covid 19 pressures and will be picked up in year 4.</p>	

Action Measure	Description
<p><b>We will review our staff training to ensure best practice is followed when screening and conducting EQIAs.</b></p>	<ul style="list-style-type: none"> <li>• <b>Up to date training programme for all policy makers across health and social care will be made available to ensure best practice.</b></li> <li>• <b>Skilled staff, policy leads and decision makers.</b></li> <li>• <b>Consistent and effective approach in the training programme across all Trusts (targets to be set).</b></li> <li>• <b>Effective compliance with the S75 Equality Duties.</b></li> </ul>
<p><b>Progress Year 3 – Ongoing Rollover Year 4</b></p> <p>Given the current pandemic the decision has been made to stand down all face to face training. The online Making a Difference training is still available for staff and compliance continues to be monitored. The Trust’s Equality Unit continues to provide policy leaders and decision makers across the Trust with specific advice and support on best practice in screening and EQIAs. As stated above we will provide on-line screening training for policy/service leads on new screening toolkit– to include S75 and Rural Needs.</p>	
Action Measure	Description
<p><b>We will develop and implement a communication strategy to ensure that stakeholders are aware of Trust Equality Units, their functions and how they can be engaged on equality and human rights issues.</b></p>	<ul style="list-style-type: none"> <li>• <b>Strategy in place to improve communication.</b></li> <li>• <b>Raised awareness among S75 groups of Trust Equality Units and how they can be involved in and influence Trust equality agenda.</b></li> </ul>
<p><b>Progress Year 3 – Completed for this reporting period</b></p> <p>The Trust uses a range of methods to communicate with stakeholders, representative groups and individuals. This includes ongoing media, social media, newsletters etc. including a commitment to host an annual show case event as a conduit to raise the profile of the Equality Units.</p> <p>During this reporting period, the annual Show Case event focused on the development of a regional good relations statement. During Good Relations Week (14 – 21 September 2020), the Northern Trust hosted a regional engagement event via Zoom to develop a coproduced visible, accessible and unequivocal Good Relations Statement for HSC organisations to promote positive relations between persons of different religious belief, political opinion or racial group. The event was well attended by individuals, representative groups and trade unions. The final co-produced statement is displaying in offices and waiting areas.</p> <p>The Equality Section of the Trust’s website includes screening outcome reports, Annual Progress Report, Disability and Equality Action Plans and newsletters/bulletins are published regularly. Communication and awareness raising also continues through social media including Facebook and Twitter as well as press coverage of events/initiatives etc. Frequent articles are also drafted for staff and published on the Trust Staffnet.</p>	

The NHSCT Trust Board considers the Section 75 Annual Progress Report for approval - a further means of raising awareness and highlighting key achievements during the current reporting period.

The Trust continues to raise awareness through established networks and user panels such as the Equality, Human Rights and Good Relations Joint Consultative Forum which facilitates ongoing communication and collaboration between the Equality and Human Rights Commissions and the Community Relations Council in order to optimise outcomes for Section 75 groups.

The Trust's Involvement Network of service users, carers and representative organisations continues to grow. We have been working extensively with our Involvement Network over the last year engaging while rebuilding our services. We provided the Network with 68 involvement opportunities, including engagement with people with sensory disability on the move to virtual consultation. This partnership working ensures an effective network for on-going stakeholder involvement and co-production and provides an opportunity for stakeholders and their representatives to be involved in the developing and planning of services. The Trust continues to support and value the networks established to ensure the most marginalised groups have a voice.

Action Measure	Description
<p><b>We will work with the Department of Health and other relevant stakeholders to make sure we are prepared for the introduction of Age Discrimination Regulations.</b></p>	<ul style="list-style-type: none"> <li>• <b>One regional event to raise awareness of potential implications of the new legislation on health and social care provision.</b></li> <li>• <b>Better understanding amongst staff on the implications of the legislation.</b></li> </ul>
<p><b>Progress Year 3 - Rollover Year 4</b>            Rolled forward as legislation not yet in place.</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
<p><b>We will review our equality training programme in collaboration with service users, carers and their advocates.</b></p>	<ul style="list-style-type: none"> <li>• <b>Consistent staff training and awareness raising, co-produced and delivered, where appropriate, across health and social care.</b></li> <li>• <b>Raised awareness among staff of the best way to promote equality of opportunity for service users.</b></li> <li>• <b>Each Trust to identify a process to monitor e learning.</b></li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period</b></p> <p>The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory for all HSC Staff. The Trust monitors compliance, which is, reported through the governance and accountability structures. The Equality, Good Relations and Human Rights training manual is available online as a resource to complement the training and to act as an aide memoire for staff. We disseminate hard copies to staff who do not have access to a PC.</p> <p>We carried out a review of this training programme, which has resulted in a number of amendments including a revision of the content of this programme to acknowledge that same sex marriage is now legalised in NI.</p> <p>Regional guidance was reviewed and amended to help inform Trust Board members of their roles and responsibilities in respect of equality, good relations and human rights. “Promoting Equality, Good Relations and Human Rights in HSC – Guidance for Board Members 2020” was disseminated to Trust Board members in September 2020 and tabled at Trust Board in October 2020. Through Care Opinion we received a story from a service user who described their poor experience whilst visiting hospital with their Guide Dog. In this case, staff did not adhere to the etiquette required when an assistance dog is in harness resulting in the dog becoming distracted. As a result, in partnership with a group of service users, including the service user who raised the complaint, a poster was co-designed for display in Trust areas. This has also been shared regionally to improve awareness of assistance dog etiquette. The positive outcome from this feedback demonstrates how valuable service user feedback can be and how important it is for the Trust to listen and learn from the experiences our service users, families and carers.</p> <p>During the reporting period staff attended Virtual LGBT Awareness Training via zoom which had the following key themes.</p> <p>Key Themes</p> <ul style="list-style-type: none"> <li>• Understanding sexual orientation &amp; gender identity and use of appropriate terminology</li> <li>• Key health inequalities experienced by LGBT people in Northern Ireland</li> </ul>	

- Different forms of prejudice
- Barriers to accessing mainstream statutory/community/voluntary service provision
- Tips for improving practice and building confidence to support LGBT people

As detailed above we have co-developed a regional good relations statement with individuals, representative groups and trade unions. The final co-produced statement is displaying in offices and waiting areas.

The Trust's Equality Unit continues to provide staff with information, training and resources to ensure that have the appropriate level of knowledge, expertise and skill to mainstream Section 75 duties.

Action Measure	Description
<p><b>We will work with service users, carers and representative organisations to ensure Trust websites are accessible, user friendly and easy to navigate.</b></p>	<ul style="list-style-type: none"> <li>• <b>User friendly HSC websites containing up to date information.</b></li> <li>• <b>Better communication with service users, carers and the public on access to our websites information.</b></li> </ul>

**Progress Year 3 - Completed for this reporting period**

Website accessibility regulations came into force on 23 September 2018. The regulations mean that public sector bodies now have a legal obligation to meet accessibility requirements for their websites. To check how well the public sector is meeting the requirements, the Government Digital Service monitored a sample of public sector websites. The Northern Health and Social Care Trust website was selected as part of this sample. On 18 September 2020, the website was checked against the Web Content Accessibility Guidelines (WCAG) 2.1 AA standard. Based on testing, <http://www.northerntrust.hscni.net/> was partially compliant with WCAG 2.1 AA.

Following the audit, the Trust has made a number of improvements to the website including: improved accessibility via keyboard functions; a visible focus to help users know which element they are on the page; removal of images of text; more descriptive link names; removal of moving information such as the homepage carousel; improved alternative text for images; and, subtitling and transcripts for videos. The colour contrast across all pages has also been reviewed and changed to make is easier for people with sight loss to access information. The Trust published an Accessibility Statement and will seek to make further improvements to the website.

Action Measure	Description
<p><b>We will work in partnership with LGBT representative organisations to develop guidance for health and social care staff to ensure LGBT service users have access to services.</b></p>	<ul style="list-style-type: none"> <li>• <b>Consistent up to date staff guidance developed in partnership with LGBT organisations.</b></li> <li>• <b>Enhanced awareness of access barriers for LGBT service users and carers.</b></li> <li>• <b>Improved satisfaction with health and social care services for LGBT service users and carers.</b></li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period</b></p> <p>Work is underway with the HSC Trusts, Rainbow Project and Transgender NI and Trade Union colleagues to co-develop guidance for health and social care staff to ensure LGBT service users have access to services. This will be informed by a webinar/lunchtime engagement session facilitated by Fidelma Carolan, Chair of Regional HSC LGBT Network with a presentation from Alexa Moore, Transgender NI and Belfast Trust staff from the Trans community to discuss their experience in the workplace. This guidance will cover good practice, etiquette, use of pronouns, and responsive service provision and employment. It is anticipated that this will be formally launched during Pride Week 2021.</p>	
Action Measure	Description
<p><b>We will work in partnership with Black and Minority Ethnic (BME) groups and groups representing BME older people to develop guidance for health and social care staff on meeting the needs of older people in BME communities and ensure access to services.</b></p>	<ul style="list-style-type: none"> <li>• <b>Staff guidance co-produced with BME communities and representative organisations.</b></li> <li>• <b>Raised profile of needs of BME older people.</b></li> <li>• <b>Increased awareness among staff of the needs of BME older people.</b></li> <li>• <b>Improved access to services for BME older people.</b></li> </ul>
<p><b>Progress Year 3 – Completed for the reporting period</b></p> <p>The Trust has worked with the Public Health Agency to provide translated public health materials related to Covid 19, including infection control and information about the vaccine. This included a number of interviews, shared on social media, of clinicians speaking in their native tongue to promote uptake of the Covid19 vaccine.</p> <p>The Trust is committed to maintaining a safe and positive working environment for BAME (Black Asian Minority Ethnic) staff and the elimination of racial discrimination for employees and patients. In Summer 2020, the Trust established a Black, Asian and Minority Ethnic Task Group to identify ways in which the Trust can actively meet this commitment working in partnership with internal and external stakeholders.</p> <p>During 2020-2021, Agencies Supporting Ethnic Minorities (ASEC), chaired by the Trust, has had a continued focus on their multi-agency approach to supporting the Roma community in the Trust area. During the reporting period the Northern Trust was ‘highly</p>	

commended' in the 'Best Race Initiative' category at this year's digital Legal Island NI Equality and Diversity Awards 2020 in respect of multi-agency partnership working with BAME communities.

Action Measure	Description
<p><b>We will work in partnership with older people's groups, including the Pensioner's Parliament, to develop guidance for HSC staff on meeting the needs of older people.</b></p>	<ul style="list-style-type: none"> <li>• <b>Staff guidance co-produced with groups representing older people.</b></li> <li>• <b>Raised profile of needs of older people in the delivery of services.</b></li> <li>• <b>Increased awareness among staff of the needs of older people.</b></li> <li>• <b>Improved communication and access to services for older people.</b></li> </ul>

**Progress Year 3 – completed for the reporting period**

Work continues on an integrated care system, which focuses on improving local population health outcomes, including the health outcomes of older people. Over the reporting period, much has been done to improve access to services for older people including the following.

- The development of a regional HSC delirium pathway so that people with delirium receive the right care in the right place at the right time.
- A co-produced information leaflet 'Recognising Delirium' with service users to provide useful information for relatives to help them recognise the signs and symptoms of delirium and advise staff of any changes to their relative's condition. The leaflet is included in a 'Delirium Information Pack' for patients and relatives in wards in Antrim and Causeway Hospitals.
- Development of a groundbreaking new App in dementia care - launched by dementia professionals in the Northern Trust. The CLEAR Dementia Care© App will help transform how people understand behaviour in dementia, providing advice to help carers find effective ways to interact and respond to the person with dementia to enable them to meet their needs.
- Establishment of close supportive working relationships with Care Home staff to facilitate meaningful contact between residents and their families and vaccination of all residents and staff across all care homes in Northern area.
- Ongoing support for informal, family carers through the Trust's Carer Hub, including maintaining contact, dissemination of Covid19 related information, distribution of Carer ID cards and coordination of carer vaccinations
- Support provided for people who were shielding – with other local statutory and community partners.
- A co-produced patient information leaflet for the Acute Frailty Unit to provide useful information to patients and carers in relation to their stay on the Unit.
- Ongoing support for the five locality Loneliness Networks within the Northern area including the NHSCT Loneliness Network which launched in late 2018. Each of the locality networks comprise of members from the voluntary community and statutory sector who work together to raise awareness of loneliness, promote opportunities for socialisation and initiate actions which address loneliness. They have been instrumental in supporting those feeling lonely and isolated during the Coronavirus pandemic.

Action Measure	Description
<p><b>We will work with the Northern Ireland Human Rights Commission to develop a training programme on a human rights approach to dealing with complaints – building on work done by the Ombudsman’s Office.</b></p>	<ul style="list-style-type: none"> <li>• <b>Training on a human rights based approach to complaints management delivered to all staff who deal with complaints.</b></li> <li>• <b>Complaints resolution process that embeds human rights values and principles.</b></li> <li>• <b>Improved satisfaction with health and social care complaints management process.</b></li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period</b>  As a result of reviews HSC will focus this training on residential care for vulnerable people. HSC Trusts have engaged with the NIHRC to commission this training and it has committed the following in their business plan: Design and deliver a regional human rights training session in partnership with NI Health and Social Trusts on residential care for vulnerable adults. (2 sessions to be designed &amp; delivered by March 2022). The training will be based on case studies and lawyers in NIHRC will advise Trust staff on human rights considerations in delivery of care and decision-making.</p>	
Action Measure	Description
<p><b>We will hold an annual event to showcase best practice in equality and diversity within the health and social care.</b></p>	<ul style="list-style-type: none"> <li>• <b>An annual Equality and Diversity event delivered.</b></li> <li>• <b>Health and social care viewed as a sector that promotes equality and diversity.</b></li> <li>• <b>Improved awareness of equality and diversity best practice models and shared across health and social care and beyond.</b></li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period</b>  During Good Relations Week (14 – 21 September 2020), the Northern Trust hosted a regional showcase event via Zoom to develop a coproduced visible, accessible and unequivocal Good Relations Statement for HSC organisations to promote positive relations between persons of different religious belief, political opinion or racial group. The event was well attended by individuals, representative groups and trade unions. The final co-produced statement is displaying in offices and waiting areas.</p>	

### 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
<b>We will ensure compliance with any new legislation governing gender pay reporting and address any inequalities identified.</b>	<ul style="list-style-type: none"> <li>• <b>Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation.</b></li> </ul>
<b>Progress Year 3– Rollover Year 4</b> Legislation has yet to be enacted by the NI Assembly. Further developments in this area have been halted due to the pandemic and we await information on the enactment of legislation within NI.	
Action Measure	Description
<b>We will work in collaboration with relevant stakeholders to extend the remit of our Employability Schemes to enhance employment opportunities for marginalised S75 groups.</b>	<ul style="list-style-type: none"> <li>• <b>Scope in year 1 opportunities and availability for our employability schemes.</b></li> <li>• <b>Employability scheme available to other marginalised S75 groups.</b></li> <li>• <b>Improved employment opportunities for marginalised S75 groups.</b></li> <li>• <b>Access to employment is improved for marginalised S75 groups.</b></li> </ul>
<b>Progress Year 3 –Rollover Year 4</b> Due to Covid-19 pressures and the priority to maintain essential service provision progress has been affected. The group plan to drive forward this work stream as soon as business activities resume and Trust working groups are given the go ahead to reconvene.	
Action Measure	Description
<b>We will revise Equality, Human Rights and Disability guidelines for our Non-Executive Trust Board members.</b>	<ul style="list-style-type: none"> <li>• <b>Up to date guidelines in place for Non-Executive Directors.</b></li> <li>• <b>Increased awareness among Non-Executive Directors of statutory compliance and responsibilities.</b></li> </ul>

<p><b>Progress Year 3 – Completed for this reporting period</b> Regional guidance was reviewed and amended to help inform Trust Board members of their roles and responsibilities in respect of equality, good relations and human rights. “Promoting Equality, Good Relations and Human Rights in HSC – Guidance for Board Members 2020” was disseminated to Trust Board members in September 2020 and tabled at Trust Board in October 2020.</p>	
<b>Action Measure</b>	<b>Description</b>
<p><b>We will review our harmonious working environment advice in light of any new findings and recommendations from the work conducted by the Commission on Flags, Identity, Culture and Traditions.</b></p>	<ul style="list-style-type: none"> <li>• <b>Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.</b></li> </ul>
<p><b>Progress Year 3 – Roll over to year 4</b> The Commission’s report has not yet been published. HSC Good Relations statement poster has been shared it across its facilities for display.</p>	
<b>Action Measure</b>	<b>Description</b>
<p><b>We will launch our new E-Learning Module and Equality and Diversity Staff Training Manual</b></p>	<ul style="list-style-type: none"> <li>• <b>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.</b></li> <li>• <b>Marketing strategy to increase uptake of training across all Trusts.</b></li> <li>• <b>Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual.</b></li> <li>• <b>Improved uptake of equality training, each Trust to set targets.</b></li> </ul>
<p><b>Progress Year 3 – Completed for this reporting period</b> Trust continues to monitor compliance of mandatory Making a Difference, Equality, Good Relations and Human Rights eLearning training. The main body of the Annual Progress Report provides uptake during the reporting period. A review of this programme was undertaken, during the current reporting report and amendments made such as legalisation of same sex marriage and inclusion of HSC Trust values on the landing page.</p>	
<b>Action Measure</b>	<b>Description</b>
<p><b>We will work with relevant organisations and Trade Unions to develop best practice in supporting our staff who are victims of Domestic Violence/Abuse.</b></p>	<ul style="list-style-type: none"> <li>• <b>Best practice model established in each Trust with support mechanisms for staff experiencing Domestic Violence/Abuse.</b></li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Improved support for staff who are victims of Domestic Violence/Abuse.</b></li> <li>• <b>Raised awareness among staff of the best way to support colleagues who are victims of Domestic Violence/Abuse.</b></li> </ul>
<p><b>Progress Year 3 - Rollover to year 4</b>  Regional meetings have been conducted with all Trusts with a view to adopting a similar policy and approach to ensure consistency and equality of opportunity for all HSC staff, who may be experiencing domestic and/or sexual abuse or violence. The Trust leads for the support service for staff also shared their learning and experience in a roundtable discussion with stakeholders across England, Scotland, Wales and Northern Ireland, which was convened by the Home Office. In year 4 HSC Trusts will convene a regional event specifically in regard to domestic and sexual abuse and raising awareness and promoting good practice.</p>	
<p><b>Action Measure</b></p>	<p><b>Description</b></p>
<p><b>We will make sure that our staff who are carers are supported in the workplace so that they can continue with their caring role.</b></p>	<ul style="list-style-type: none"> <li>• <b>Consistent regional approach established to support carers in our workforce.</b></li> <li>• <b>Improved support for staff who are carers.</b></li> <li>• <b>Raised awareness among staff of the best way to support staff who are carers.</b></li> <li>• <b>To pilot digital resources for carers and ‘jointly app’ carers app in Northern Trust area with learning disseminated regionally Year 3.</b></li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period</b>  The Northern Trust Carer Hub, launched on Carers Rights Day, November 2019, is a central point of contact for carers and staff for signposting and support. This includes working carers. The Northern Health and Social Care Trust supports working carers, and is an active member of Carers UK’s business forum, Employers for Carers. We as an organisation recognise that support needs are different for everyone and this can be particularly true for working carers who try to juggle varying work patterns with their caring role. The Carer Hub responded quickly to the Covid 19 pandemic to make sure that carers were supported and there was someone at the end of the phone. The Hub sent carers information on public health guidance, hospital and care home visiting, PPE and deliveries available from local shops. Carer ID cards were issued to assist with priority shopping and the Carer Hub facilitated the carer vaccination programme. Support is also provided through sharing information that is relevant to carers in their caring role whether that be general information specific to the nature of caring, condition specific information or information regarding relevant departmental changes.</p> <p>Our Carer Support Programme is based on the Take 5 Steps to Wellbeing. The Carer Hub was responsive during this pandemic and quickly adapted the programme to be delivered online offering classes such as Mindfulness, Pilates, relaxation workshops, creative</p>	



workshops and information sessions. Our classes encourage connection with other carers which can often lead to peer support and prevent isolation.

The Trust has maintained good links with community and voluntary sector partners to provide essential support to family carers in each locality. This has included any older or vulnerable carers referred to the Community Navigators who have arranged shopping to be delivered and meals to be arranged. Carers may also be signposted to community & voluntary organisations who can offer psychological support, support relating to carers rights and entitlements, or condition specific support relevant to the person they are caring for. We may also signpost carers to relevant Trust staff who could help further.

During 2020/21 there were over 23,000 contacts with carers whether by email or by telephone and over 10,000 mail outs of information. 2,000 carers were sent a Carer ID Card which facilitated priority access to shopping and travel. 3,623 carers have been provided with the Staff Booking Line number to book their vaccine and over 900 carers, many new to us, have attended our online support programme.

The designated carers website for Northern Trust [www.carersdigital.org](http://www.carersdigital.org) has been updated by Carers UK and now includes the following featured sections **You and Your Wellbeing**, **Spotlight on Nutrition and Caring, About Me** (building resilience) and **Working and Skills** e-learning for working carers. Any carer in Northern Trust can access the website by creating an account and Northern Trust remains the only Trust to offer this specific carer website.

A new section has been created on the Trust website Carer Hub called “Caring during COVID” this section highlights the latest Departmental advice documents, visitor and carer information.

Northern Trust is a member of ‘Employers for Carers’ which is a designated website designed to help our own members of staff who are also looking after or supporting a loved one with long term illness or disability.

Total Actions in Year 3	19	Total Actions Completed in Year 3	12	Actions rolled over into Year 4	7
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## Equality Action Plan - Local Actions

Actions	Measures
<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• <b>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.</b></li> <li>• <b>Local strategy to increase uptake of training.</b></li> <li>• <b>Improved access to equality and diversity training for those with access to computers.</b></li> <li>• <b>Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual.</b></li> <li>• <b>Improved local uptake of equality training.</b></li> </ul>
<p><b>Progress Year 3 – Completed in year and on-going</b>            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 has commenced formal compliance reporting on the uptake of Equality, Good Relations and Human Rights; Making a Difference training twice each year. Compliance is monitored through the Trust’s governance and accountability frameworks. 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><b>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)</b></p>	<ul style="list-style-type: none"> <li>• <b>Deliberative Democracy event in partnership with NIHR and Newcastle University</b></li> <li>• <b>Analysis of deliberative democracy as method of engagement.</b></li> <li>• <b>Establishment of 4 locality engagement forums across the Trust area</b></li> <li>• <b>Evidence of effective engagement in all RAMP projects</b></li> </ul>
<p><b>Progress Year 3 – Completed in year and ongoing</b>            The Trust’s <u>PPI and Co-production Annual Report</u> for 2020/21 outlines the work the Trust is doing to promote personal and public involvement and co-production 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.</p>	

Actions	Measures
<p><b>We will review and update our Good Relations Strategy Action Plan in partnership with representative groups to ensure effective ongoing implementation.</b></p>	<ul style="list-style-type: none"> <li>• <b>Review group established</b></li> <li>• <b>Survey of staff and service users/carers</b></li> <li>• <b>New Good Relations Action plan developed in partnership with representative organisations</b></li> </ul>
<p><b>Progress Year 3 - Ongoing Rollover Year 4</b>  The Northern Trust hosted a virtual regional event, attended by other HSC Trusts, by other public bodies and by interested groups and individuals for Good Relations Week in order to coproduce a HSC good relations statement and regional action plan. The HSC Good Relations statement, approved by SMT on 8 December 2020, was launched on International Human Rights Day, 10 December 2020. Posters detailing the statement have been developed for display in all HSC facilities and an example is attached below.</p>	
<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• <b>Ongoing development of carer led Carers Pathway Steering Group</b></li> <li>• <b>Carers Support Action Plan detailing how carers will be supported</b></li> <li>• <b>Identification of good practice that already exists</b></li> <li>• <b>Establish project in partnership with Carers UK to support our staff who are carers using creative and innovative technology.</b></li> </ul>
<p><b>Progress Year 3 – Completed and on-going</b></p> <p>The Northern Trust Carer Hub, launched on Carers Rights Day, November 2019, is a central point of contact for carers and staff for signposting and support. This includes working carers. The Northern Health and Social Care Trust supports working carers, and is an active member of Carers UK’s business forum, Employers for Carers. We as an organisation recognise that support needs are different for everyone and this can be particularly true for working carers who try to juggle varying work patterns with their caring role. The Carer Hub responded quickly to the Covid 19 pandemic to make sure that carers were supported and there was someone at the end of the phone. The Hub sent carers information on public health guidance, hospital and care home visiting, PPE and deliveries available from local shops. Carer ID cards were issued to assist with priority shopping and the Carer Hub facilitated the carer vaccination programme. Support is also provided through sharing information that is relevant to carers in their caring role whether that be general information specific to the nature of caring, condition specific information or information regarding relevant departmental changes.</p> <p>Our Carer Support Programme is based on the Take 5 Steps to Wellbeing. The Carer Hub was responsive during this pandemic and quickly adapted the programme to be delivered online offering classes such as Mindfulness, Pilates, relaxation workshops, creative</p>	

Actions	Measures
<p>workshops and information sessions. Our classes encourage connection with other carers which can often lead to peer support and prevent isolation.</p> <p>The Trust has maintained good links with community and voluntary sector partners to provide essential support to family carers in each locality. This has included any older or vulnerable carers referred to the Community Navigators who have arranged for delivery of shopping and meals. Carers may also be signposted to community &amp; voluntary organisations who can offer psychological support, support relating to carers rights and entitlements, or condition specific support relevant to the person they are caring for. We may also signpost carers to relevant Trust staff who could help further.</p> <p>During 2020/21 there were over 23,000 contacts with carers whether by email or by telephone and over 10,000 mail outs of information. 2,000 carers were sent a Carer ID Card which facilitated priority access to shopping and travel. 3,623 carers have been provided with the Staff Booking Line number to book their vaccine and over 900 carers, many new to us, have attended our online support programme.</p> <p>The designated carers website for Northern Trust <a href="http://www.carersdigital.org">www.carersdigital.org</a> has been updated by Carers UK and now includes the following featured sections <b>You and Your Wellbeing</b>, <b>Spotlight on Nutrition and Caring, About Me</b> (building resilience) and <b>Working and Skills</b> e-learning for working carers. Any carer in Northern Trust can access the website by creating an account and Northern Trust remains the only Trust to offer this specific carer website.</p> <p>A new section has been created on the Trust website Carer Hub called “Caring during COVID” this section highlights the latest Departmental advice documents, visitor and carer information.</p> <p>Northern Trust is a member of ‘Employers for Carers’ which is a designated website designed to help our own members of staff who are also looking after or supporting a loved one with long term illness or disability.</p>	
<p><b>We will work with trade union colleagues to ensure the issues raised in the staff survey are addressed.</b></p>	<ul style="list-style-type: none"> <li>• <b>Staff Survey results shared and being used as one of our 3 people measurement tools (including Investors in People and Cultural Assessment Tool) to inform the Corporate People agenda.</b></li> </ul>

Actions	Measures
<p><b>Progress Year 3 – Completed and on-going</b></p> <p>The Trust remains committed to making improvements to enable the #TeamNORTH culture to thrive within the Trust. A workshop held with Trade Union Colleagues reviewing the 2019 Staff survey identified three key areas for improvement with some of the work on-going in each area highlighted below:</p> <ul style="list-style-type: none"> <li>- <b>Line manager Support</b> Support specifically for line managers is being developed, including a new Managers' Induction course and a development programme entitled Management Matters. This programme was developed using feedback from the Staff Survey and our Trade Colleagues feedback, it will also include input from our Trade Union Colleagues.</li> <li>- <b>Communication</b> The TeamNORTH brief has been developed to support better communication within the Trust, It is shared directly with line managers, to support them in their team meeting with the brief providing covid-19 updates and key information for managers to share with their people.</li> <li>- <b>Recognition</b> The Trust is reviewing its approach to recognition and appreciation, focusing on supporting peer-to-peer recognition through the Northern Trust Stars, as well as exploring other options to create a culture of recognition and appreciation.</li> </ul> <p>The Trust undertook a Culture Assessment Survey in September 2020, the results of this survey continues to be shared across the Trust and we will continue to work in partnership with our Trade Union Colleagues to drive forward improvements. A Culture Framework has been designed to promote the elements that support the #TeamNORTH culture, exploring the role of the Organisation, Managers, Individuals and Teams.</p>	

Total Actions in Year 3	5	Total Actions Completed in Year 3	5	Actions rolled over into Year 4	0
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**Appendix 2**

**Disability Action Plan**

**Year 3 Progress Report**

**2020/2021**

## 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
<p><b>We will co-design and deliver bespoke disability equality training for frontline staff in partnership with disabled people.</b></p>	<ul style="list-style-type: none"> <li>• <b>Consistent staff training and awareness raising, co-designed and delivered, where appropriate, across health and social care.</b></li> <li>• <b>Co-designed training programme in each Trust that includes specific guidance on communication on disability and autism.</b></li> <li>• <b>Increased staff awareness on disability equality and how to promote positive attitudes and participation in public life.</b></li> <li>• <b>Disability equality training that will reflect all disabilities (including hidden, autism, sensory) and will challenge negative stereotypes / attitudes about disabled people.</b></li> </ul>
<p><b>Progress Year 3 – Complete for this reporting period and ongoing</b></p> <p>The Making A Difference E-Learning mandatory training is the main training resource which all staff are required to complete. This incorporates disability awareness training and scenario based learning.</p> <p>In addition, HSC Trusts have revised the Staff Disability Etiquette Booklet which includes important information on Autism. This resource is aimed at raising staff awareness.</p> <p>Work has been ongoing to coproduce training with disabled people. Progress is not as far advanced as originally intended due to Covid-19 pandemic and other priorities. A regional programme will be finalised incorporating input and involvement from people with disabilities and it is planned that this will be rolled out in Year 4. This will complement existing resources such as Making Communication Accessible and the Regional HSC Disability Toolkit.</p>	
Action Measure	Description

<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• <b>Workplace that welcomes and supports staff with a mental health issue.</b></li> <li>• <b>Development of best practice models that ensure services are accessible to people with a mental health issue.</b></li> <li>• <b>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.</b></li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period and ongoing</b></p> <p>The Trust has signed up to the Mental Health Charter in collaboration with the Equality Commission for NI. The Charter commitments are currently being mainstreamed in the outworking of the Trust's Health, Well-Being and Inclusion Strategy.</p> <p>The Trust promotes and supports the mental health and wellbeing of staff and during the outbreak of Covid 19, many resources to support mental health and wellbeing have been disseminated.</p>	
<p><b>Action Measure</b></p>	<p><b>Description</b></p>
<p><b>We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy.</b></p>	<ul style="list-style-type: none"> <li>• <b>Promotion of regional sensory awareness e-learning programme.</b></li> <li>• <b>Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports.</b></li> </ul>
<p><b>Progress Year 3 - Rollover to year 4</b></p> <p>The Physical and Sensory Disability Strategy is led by HSCB and it has been agreed that the work on the Regional Accessible Information Standard should also be led by a regional organisation rather than a Trust. The HSCB has engaged with DoH and PHA on how this can be taken forward. The Trusts will of course continue to be involved in this work given the commitment made in their respective Disability Action Plans. It is important to note that this will continue to be a priority piece of work, particularly highlighted by the importance of providing clear accessible information as we continue to deal with the pandemic, rebuild HSC services and roll out the Encompass project.</p>	



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

Action Measure	Description
<p><b>We will develop for staff a welcome pack with information about accessibility such as:</b></p> <ul style="list-style-type: none"> <li>• arrangements for sign language interpreting</li> <li>• provision of auxiliary aids</li> <li>• disability etiquette</li> <li>• alternative formats.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Accessibility welcome pack available for all disabled service users to improve access to services.</b></li> <li>• <b>Improved service user and carer experience.</b></li> <li>• <b>Resource available for staff to support them to meet the needs of disabled service users and carers.</b></li> </ul>
<p><b>Progress Year 3 – Rollover to year 4</b></p> <p>A new remote sign language interpreting service has been set up, primarily to ensure that our service users have access to health and social care appointments during the pandemic. The service user can download an app to access a free online remote sign language interpreter 24/7. The service user can use this service to contact the NHS111 Northern Ireland COVID19 Helpline, NI COVID19 Community Helpline, GP surgeries, hospitals, dentists, social care services etc. This new service was published on our social media and disseminated through our established networks. We also wrote out to service users who had previously booked a sign language interpreter through our services</p> <p>In March/April when the pandemic first hit we were provided with a lot of vital information about how to stay safe. Information about the Coronavirus, guidance on staying home and social distancing along with information about the vaccine process was just some of the information we received and shared with our networks. This information was translated into various languages, put into easy read and provided in alternative formats. This information was made available on the Trust website and shared regionally.</p>	

Action Measure	Description
<p><b>We will work with relevant organisations to adopt a communication standard in line with the Accessible Communication Standard in England to ensure information is accessible for all disabled people including those with autism and those with communication disability.</b></p>	<ul style="list-style-type: none"> <li>• <b>Establishment of a consistent communication standard across all Trusts.</b></li> <li>• <b>Improved communication with service users and carers.</b></li> <li>• <b>Improved experience for people using our services.</b></li> <li>• <b>Improved accessibility to information and services.</b></li> </ul>
<p><b>Progress Year 3 - Rollover to year 4</b></p> <p>The Physical and Sensory Disability Strategy is led by HSCB and it has been agreed that the work on the Regional Accessible Information Standard should also be led by a regional organisation rather than a Trust. The HSCB has engaged with DoH and PHA on how this can be taken forward. The Trusts will of course continue to be involved in this work given the commitment made in their respective Disability Action Plans. It is important to note that this will continue to be a priority piece of work, particularly highlighted by the importance of providing clear accessible information as we continue to deal with the pandemic, rebuild HSC services and roll out the Encompass project.</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><b>We will work with disabled people to make sure we are ready for the introduction of new legislation including:</b></p> <ul style="list-style-type: none"> <li>• <b>Mental Capacity</b></li> <li>• <b>Age Discrimination (Goods/Facilities/Services)</b></li> </ul>	<ul style="list-style-type: none"> <li>• <b>Actions plans available to ensure readiness for forthcoming legislation</b></li> </ul>
<p><b>Progress Year 3 - Completed for this reporting period and ongoing</b></p> <p>The Mental Capacity Act (NI) 2016 ('the Act') is a piece of legislation which, when fully implemented, will bring together mental capacity and mental health law for those aged 16 years and over within a single piece of legislation. The Deprivation of Liberty Safeguards as set out in the Mental Capacity Act (Northern Ireland) 2016 (MCA) became law on 2<sup>nd</sup> December 2019 - following an extension by the Department of Health.</p> <p>The Act provides a statutory framework for people who lack capacity to make a decision and people who now have capacity but wish to make preparations for a time in the future when they lack capacity. Where a person who lacks capacity is being deprived of their liberty, the Deprivation of Liberty Safeguards must be applied.</p> <p>This new law states that by December 2020, the Trust must make sure that everyone who is currently deprived of their liberty has been reviewed and safeguards have been put in place by a special Trust Panel known as a Trust Authorisation Panel which can authorise a 'deprivation of liberty'. There are different levels of training – according to people's role within the Trust and under the legislation – much of this is mandatory. Simulation training was convened for practitioners to help them understand the complexities and intricacies of the legislation and its implementation. The NHSCT has established a Project Board and an Implementation Group. Much of the work has been led regionally to coordinate implementation and ensure consistency of approach across the region.</p>	

Regular regional meetings are convened with the Department of Health and Trusts. Regular newsletters are produced to ensure there is a high level of awareness.

Action Measure	Description
<p><b>We will review how we communicate with and seek feedback from disabled people (staff and service users) about health and social care and develop guidance to ensure effective engagement in the future</b></p>	<p><b>Introduction of new methods of seeking feedback and communication identified such as Citizen Space.</b></p> <ul style="list-style-type: none"> <li>• <b>Use of all available media (including social media) considered.</b></li> <li>• <b>Guidance available for staff to ensure effective engagement with disabled people.</b></li> <li>• <b>Improved development of policy and practice by drawing on wide range of views and experiences.</b></li> </ul>

**Progress Year 3 - Completed for this reporting period and ongoing**

The Trust is committed to the principles of the [Co-Production-Guide.pdf](#). This guide illustrates the commitment to a system that partners and-organises health and wellbeing with people, for people, and by people, including people with a disability and representative organisations. Details of the extensive work carried out can be found in our [PPI and Co-production Annual Report](#).

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

Action Measure	Description
<p><b>We will work with representative groups to develop an accessibility checklist to ensure that health and social care facilities are considered accessible spaces for all.</b></p>	<ul style="list-style-type: none"> <li>• <b>Accessibility checklist for health and social care facilities developed in partnership with ECNI and voluntary and community sector.</b></li> <li>• <b>Health and social care facilities accessible for service users and carers.</b></li> <li>• <b>Information from checklist to support prioritisation of programme of accessibility works.</b></li> <li>• <b>Resource developed to promote best practice in the built environment including autism friendly spaces.</b></li> <li>• <b>Promotion of best practice when working with colleagues on modernisation projects or new builds.</b></li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Guidance available on autism friendly spaces. Promote principles of autism friendly spaces and services.</b></li> </ul>
<p><b>Progress Year 3– Completed for this reporting period and ongoing</b></p>	
<p>The Northern Trust, in partnership with the Trust’s Disability Consultation Panel, completed and launched, on 11 May 2021, access guides for Antrim Area Hospital and Causeway Hospital. AccessAble, a third party provider, who was appointed in March 2020 to survey and document all aspects of accessibility at the two hospital sites, completed the surveying and documentation of all aspects of accessibility at the two acute hospital sites in Antrim and Coleraine during the COVID-19 pandemic in 2020. This was managed through close working and co-operation with Estate Services. The detailed guides are available to access both through the website and as a mobile application and are offered in a wide range of accessible formats.</p>	
<p><b>Action Measure</b></p>	<p><b>Description</b></p>
<p><b>We will work to ensure access to all forms of communication support including support for BSL/ISL users, Makaton users and people who have Autism Spectrum Disorder.</b></p>	<ul style="list-style-type: none"> <li>• <b>Regional services established for the provision of communication support for people who are deaf or hard of hearing.</b></li> <li>• <b>Health and social care communication accessible to all service users and carers.</b></li> <li>• <b>Improved access to services.</b></li> <li>• <b>Improved communication with service users and carers.</b></li> <li>• <b>Improved experience for people using our services.</b></li> </ul>
<p><b>Progress Year 3 – Rollover year 4</b></p>	
<p>In 2013 the Health and Social Care Board (HSCB) initiated a regional review of the provision of Communication Support Services in Northern Ireland to determine the most appropriate arrangements for providing the service in the future. The review concluded in January 2016 and proposed that communication support services should be supplied in future on the basis of a regional shared service provided by the Business Services Organisation. In June 2016 <u>a consultation on the recommendations from the regional review of communication support services for people who are deaf or hard of hearing across Northern Ireland</u> was launched. The public consultation supported the recommendation that the Business Services Organisation would be commissioned to supply Regional Communication Support Services (RCSS) for deaf and hard of hearing people who need to access to health and social care across Northern Ireland. The RCSS service development has been driven by the need to improve the accessibility, quality and safety of current communication support to service users as intended by RQIA in its Recommendation in 2011. The RCSS Service Delivery Model has been developed based on the recommendations from the review of communication support in 2016. Over the reporting</p>	

period, meetings have been held with sign language service users and a range of organisations and individuals across all HSC Trust areas, providing an opportunity to discuss the service model. Work on developing the model continues.

A new remote sign language interpreting service has been set up, primarily to ensure that our service users have access to health and social care appointments during the pandemic. The service user can download an app to access a free online remote sign language interpreter 24/7. The service user can use this service to contact the NHS111 Northern Ireland COVID19 Helpline, NI COVID19 Community Helpline, GP surgeries, hospitals, dentists, social care services etc. This new service was published on our social media and disseminated through our established networks. We also wrote out to service users who had previously booked a sign language interpreter through our services.

Action Measure	Description
<p><b>We will join the Equality Commission’s ‘Every Customer Counts’ initiative to try and ensure that services and the physical environment are accessible.</b></p>	<ul style="list-style-type: none"> <li>• <b>Public commitment to ‘Every Customer Counts’ and formal sign up by all Trusts being a campaign signatory.</b></li> <li>• <b>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.</b></li> </ul>

**Progress Year 3 – Completed for this reporting period**

Every Customer Counts is an initiative developed by the Equality Commission to help organisations to make their services more accessible and inclusive to all our service users, patients, visitors and carers. The aims are closely linked to HSC Trusts regional values.

The Northern Trust, in partnership with the Trust’s Disability Consultation Panel, completed and launched, on 11 May 2021, access guides for Antrim Area Hospital and Causeway Hospital. AccessAble, a third party provider, who was appointed in March 2020 to survey and document all aspects of accessibility at the two hospital sites, completed the surveying and documentation of all aspects of accessibility at the two acute hospital sites in Antrim and Coleraine during the COVID-19 pandemic in 2020. This was managed through close working and co-operation with Estate Services. The detailed guides are available to access both through the website and as a mobile application and are offered in a wide range of accessible formats.

### 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><b>We will work in partnership with Recruitment Shared Services to promote a review of recruitment and selection processes to promote equality and ensure any barriers that may discourage a disabled person from applying are identified and mitigated action as appropriate.</b></p>	<ul style="list-style-type: none"> <li>• <b>Barriers to recruitment and selection process improved.</b></li> <li>• <b>Best practice model developed in relation to online recruitment.</b></li> <li>• <b>Increased applications from people with a disability.</b></li> </ul>
<p><b>Progress Year 3 – Completed for this reporting period</b></p> <p>The Health and Social Care Workforce Strategy 2026: Delivering for Our People sets out ambitious goals for a workforce that will match the requirements of a transformed health and social care system. It also addresses the need to tackle serious challenges with supply, recruitment and retention of staff. The Strategy document includes a very detailed look at the workforce issues and challenges facing health and social care in Northern Ireland.</p> <p>Theme 1 in the Strategy is about Attracting, Recruiting and Retaining and includes the commitment to set up and roll out a regional HSC careers service to help ensure a good supply of people in the future; to inform and excite people on the range of jobs and professions and to publicise health and social care as a career option.</p> <p>Trusts have been working collaboratively to improve access for those seeking employment with the Trusts. Examples include:</p> <ul style="list-style-type: none"> <li>• Improvements in website accessibility – providing greater ease of access for job applicants.</li> <li>• Production of a series of recruitment - How to Guides.</li> <li>• Outreach measures – regional and local career events to promote the HSC as an employer of choice.</li> </ul>	

The new Disability Equality Policy and Reasonable Adjustment Toolkit was agreed regionally with Trade Union partners and introduced within each Trust in 2021. The NHSCT are currently developing a communication plan to raise awareness of staff and managers. This resource was informed with input from the Disability Sector, ECNI, managers and staff across HSC as well as Equality practitioners. The Tool Kit provides very practical advice for both managers and staff when managing disability in the work place and will be used across the region as a resource to aid best practice and understanding of the out workings of the Disability Discrimination Act 1995.

Action Measure	Description
<b>We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.</b>	<ul style="list-style-type: none"> <li>• <b>Development of our work placements and employability programmes.</b></li> <li>• <b>Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions.</b></li> </ul>

**Progress Year 3 – Rollover year 4**

Due to Covid-19 pressures and the priority to maintain essential service provision progress has been affected. We will further consider this work stream as soon as business activities resume and Trust working groups can reconvene.

Action Measure	Description
<b>We will review opportunities for staff to disclose their disability.</b>	<ul style="list-style-type: none"> <li>• <b>Staff encouraged to declare that they have a disability.</b></li> <li>• <b>Promotion of the benefits of disclosure and importance of monitoring.</b></li> <li>• <b>Increased awareness of the importance of staff keeping personal equality monitoring records up to date (via HRPTS).</b></li> <li>• <b>Increased staff disclosure and staff supported.</b></li> <li>• <b>Robust equality monitoring statistics to ensure meaningful analysis to support decision making and benchmark workforce profile.</b></li> </ul>

**Progress Year 3 – Completed**

A staff information booklet entitled ‘Should I Disclose to My Employer that I have a Disability’ has now been produced setting out the benefits of disclosure. Whilst disclosure is voluntary, there are clear benefits for an employee in being open and transparent about their disability status. Firstly, it enables an employer, in this instance HSC Trusts, to provide for timely and practical implementation of reasonable adjustment in the workplace for new or existing employees with a disability. This is particularly important where there are



health and safety considerations. This staff information booklet draws on best practice advice provided by Disability Action. This booklet has now been launched alongside the Trust's disability Equality Policy and Reasonable Adjustment Toolkit.

Action Measure	Description
<p><b>We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.</b></p>	<ul style="list-style-type: none"> <li>• <b>Promotion of revised best practice guidance on employing persons with a disability.</b></li> <li>• <b>Development and delivery of bespoke equality and human rights training to Occupational Health staff.</b></li> <li>• <b>Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers.</b></li> <li>• <b>Improved support for disabled staff.</b></li> <li>• <b>More robust reasonable adjustment process.</b></li> </ul>

**Progress Year 3 – Completed and ongoing**

The new Disability Tool Kit includes a complete section on Reasonable Adjustments in the Workplace to ensure managers fully understand their legal responsibilities under the Disability Discrimination Act 1995.

Promotion of the role of Occupational Health in helping to identify and support staff and managers implement reasonable adjustments.

Unfortunately, due to Covid pressures, which have significantly affected Occupational Health resources, some of the actions have had to be deferred.

Action Measure	Description
<p><b>We will develop guidance on supporting people with autism in employment in partnership with representative organisations.</b></p>	<ul style="list-style-type: none"> <li>• <b>Co-designed guidance produced which will raise awareness among staff of reasonable adjustments for people with autism.</b></li> <li>• <b>Promotion of guidance across health and social care.</b></li> </ul>

**Progress Year 3 – Rollover year 4**

The Northern Trust's ASD Service Improvement Coordinator is working with HR to link resources to support people with autism to the Trust's new Reasonable Adjustment Toolkit.

<b>Total Actions in Year 3</b>	15	<b>Total Actions Completed in Year 3</b>	9	<b>Actions ongoing into Year 4</b>	6
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## Disability Action Plan - Local Actions

Action Measure	Description
<p><b>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.</b></p>	<ul style="list-style-type: none"> <li>• <b>Review group established – membership to include service users</b></li> <li>• <b>Review of current processes and systems used in the Trust to check if these meet the needs of the service users</b></li> <li>• <b>Improved access for disability groups to booking systems in acute services</b></li> <li>• <b>Improved patient experience and outcomes</b></li> <li>• <b>Patient confidentiality maintained</b></li> </ul>
<p><b>Progress Year 3– Rollover Year 4</b></p> <p>The HSCB will lead on developing an Accessible Information Standard - in line with the Accessible Information Standard in England - for the provision of appropriate personalised, accessible information to disabled people by health and social care organisations.</p> <p>The Trust has signed up to the ECNI 'Every Customer Counts' initiative. Ongoing engagement with the Trust's Disability Consultation Panel ensures the implementation and monitoring of this initiative.</p>	
<p><b>We will review our library of accessible information and ensure staff are aware of the availability of alternative formats.</b></p>	<ul style="list-style-type: none"> <li>• <b>Availability of material reviewed</b></li> <li>• <b>Gaps in material identified</b></li> <li>• <b>New material in alternative formats sourced from other Trusts and organisations</b></li> <li>• <b>Promote availability of translation library</b></li> <li>• <b>Increased awareness among staff of need for alternative formats and availability of library of material.</b></li> </ul>

**Progress Year 3- Completed and ongoing**

The Trust's library of accessible information is reviewed on an ongoing basis.

**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.**

- **Develop baseline of current methods of involvement used**
- **Engage with disabled people specifically when developing our Personal and Public Involvement Strategy to ensure their specific needs are addressed**
- **PPI Strategy that identifies the most effective methods of involving disabled people in decision making**

**Progress Year 3- completed and ongoing**

Ongoing engagement with the Trust's Disability Consultation Panel ensures the implementation and monitoring of this initiative and included the following during the reporting period.

- AccessAble – worked in in partnership with the Trust's Disability Consultation Panel to create access guides for Antrim Area Hospital and Causeway Hospital. Virtual Launch took place on 11 May 2021.
- Recite Me – Northern Trust currently working with Recite Me to develop/ensure external website is accessible for people with disabilities or learning difficulties to help them access and utilise the internet.
- Encompass – Epic, global leaders in technology to develop an integrated digital care record for Northern Ireland enabling everyone involved with a person's care to work from a single health and care record. DCP Panel members involved in the encompass programme as service user reps
- Mental Health Inpatient Facility – Following 2014 Consultation of a new purpose built Mental Health Inpatient Unit on the Antrim Hospital site. Prior to the public consultation the Trust engaged with the Mental Health Forum, client consultation groups and service user groups on the future of mental health inpatient services. Panel members invited to join engagement group

Details of the extensive work carried out can be found in our [PPI and Co-production Annual Report](#)

Action Measure	Description
<p><b>We will Review our Disability Equality Training in partnership with disabled people to ensure that it reflects awareness of and our commitment to the ‘disability duties’.</b></p>	<ul style="list-style-type: none"> <li>• Training review group established</li> <li>• Current training programme reviewed</li> <li>• Identification of good practice that already exists</li> <li>• Model of co-delivery established</li> <li>• Increased awareness among staff of disability duties</li> </ul>
<p><b>Progress Year 3 – Rollover to year 4</b></p> <p>The Trust’s Disability Consultation Panel has reviewed and amended the Disability Equality Training. All face-to-face training stood down during reporting period. Resource for staff on disability equality currently being developed – this will be co-designed with Disability Consultation Panel. This resource will be available regionally. Four on-line training sessions of Disability Equality Training will be provided 21/22.</p>	
<p><b>We will work with sign language users in the Trust area to ensure a smooth transition into the new regional sign language interpreting service.</b></p>	<ul style="list-style-type: none"> <li>• Support BSO in development of new service</li> <li>• Provide guidance for Trust staff on new procedures</li> <li>• Inform service users of new process</li> </ul>
<p><b>Progress Year 3 –Rollover Year 4</b></p> <p>Over the reporting period the Trust continued to participate in all the meetings held with sign language service users and a range of organisations and individuals across all of the Trust areas to discuss the new service model. Work on developing the model continues.</p>	
<p><b>We will provide training for managers to provide them with the skills and resources to support members of their team who have a disability.</b></p>	<ul style="list-style-type: none"> <li>• Review current training in partnership with Disability Consultation Panel members</li> <li>• Survey staff with a disability to identify how support could be provided</li> <li>• New training developed and 4 sessions provided for managers each year</li> <li>• Increased awareness among managers of the range of ways to support staff with a disability</li> </ul>

Action Measure	Description
<p><b>Progress Year 3 – Completed and ongoing</b></p> <p>The new Disability Equality Policy and Reasonable Adjustment Toolkit was agreed regionally with Trade Union partners and introduced within each Trust in 2021. The NHSCT are currently developing a communication plan to raise awareness of staff and managers. This resource was informed with input from the Disability Sector, ECNI, managers and staff across HSC as well as Equality practitioners. The Tool Kit provides very practical advice for both managers and staff when managing disability in the work place and will be used across the region as a resource to aid best practice and understanding of the out workings of the Disability Discrimination Act 1995.</p>	

Total Actions in Year 3	6	Total Actions Completed in Year 3	3	Actions ongoing into Year 3	3
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