

## EQUALITY AND HUMAN RIGHTS SCREENING TEMPLATE THIS IS A PUBLIC DOCUMENT

<b>Title of Policy: Renewed contract between the Western Health and Social Care Trust and the British Redcross for the provision off wheelchairs and accessory loans. Proposed closure off Enniskillen site</b>	
<b>Lead Manager: Patrick Conwell</b>	<b>Title: Head of Service Occupational Therapy</b>
<b>Directorate: Nursing, Midwifery and AHP</b>	<b>Department: Occupational Therapy</b>
<b>Contact details:</b> <b>Address: Woodview, Gransha Park, Derry/Londonderry</b> <b>Tel:</b> <b>Email: <a href="mailto:Patrick.conwell@westerntrust.hscni.net">Patrick.conwell@westerntrust.hscni.net</a></b>	
<b>Short Description of Policy</b> <p>British Red Cross provides a wheelchair and accessory loan service on a short term basis for vulnerable people living in their own homes. By providing wheelchairs and accessories, the service can assist people who have either a temporary or permanent disability or illness. British Red Cross also provide wheelchairs to palliative care service users.</p> <p>Due to financial constraints, the British Redcross and WHSCT discussed ways of keeping the contract at the previous level plus an agreed 3.1% inflationary uplift to current contract value.</p> <p>The Fermanagh service is open 4 hours 1 days a week and over 23/24 financial year have provided 89 chairs &lt; 2 per week, whereas the Omagh facility has provided 235 chairs and Campsie 307 over the same period</p> <p>Proposal to close Enniskillen site (remain operational from Omagh and Campsie) with offer to service users to collect from either of these sites. Discussions to trial a pop up service within the Fermanagh area. British Redcross were able to secure a pop up service in the car park of Enniskillen airport which will commence in November 2024. This will ensure that service users in the Fermanagh area have access to the mobility aids service as per the contract with the WHSCT.</p>	
<b>Final Recommendations:</b> (please tick as appropriate)	
<b>1.</b>	<b>GREEN: No equality issues/impact: no further action</b>
<b>2.</b>	<b>AMBER: Minor equality issues/impact: actions identified</b> <span style="float: right;">X</span>
<b>3.</b>	<b>RED: Major equality issues/impact: full EQIA recommended</b>
<b>Please send draft completed form for quality assurance to</b>	

[equality.admin@westerntrust.hscni.net](mailto:equality.admin@westerntrust.hscni.net)

For further information on quality assurance see page 3, section 3.

Final Approval Date:

## (1) INFORMATION ABOUT THE POLICY OR PROPOSAL

### 1.1 Title of policy or proposal

Renewed contract between the Western Health and Social Care Trust and the British Redcross for the provision off wheelchairs and accessory loans. Proposed closure off Enniskillen site

### 1.2 Description of policy or proposal

The proposed renewed contract between the British Redcross and the Western Health and Social Care Trust (WHSCCT) for the provision of wheelchairs and accessory loans to cover 2024-26.

The previous contract between 2022-24 offered wheelchair and accessory loan services from the following locations:

☐☐ **Enniskillen office:** Unit 10, Erne House, Killyhevlin Industrial Estate, 3 Blackstick Road Enniskillen BT74 4EJ

Opening hours: Mon 10am-2pm

☐☐ **Omagh Office:** Unit 3, Gortrush Business Centre, 27 Gortrush Industrial Estate, Omagh BT78 5EJ

Opening hours: 9am – 2pm Monday to Friday.

☐☐ **Derry office:** Muriel Anderson House, 5 Donnybrewer Road, Campsie Derry/Londonderry BT47 3PD

Opening hours: 9.30am – 1.30pm Monday to Friday.

#### Current situation

The British Redcross reported an increase in their cost pressures right across the board, and these were impacting on their ability to continue to provide the service that they have offered, under the terms already in place.

#### Cost pressures in Northern Ireland contracts

- Increase to fuel costs by 23% over the past 3 years
- Staffing costs have increased by 17% over the past 3 years
- Equipment costs (including spares) have risen by 39% over the past 3 years
- Overall operating costs (not including premises related) up by 22% in past 3 years

#### During 2024/25 British Redcross expect to see:

- Allocation of rents and utility costs across the properties we occupy will bring additional cost to the service in Northern Ireland for the existing footprint of 9 locations. Currently no property costs for BRC property are included in the contracts.
- Changes in other service provision will place additional location costs as the occupancy rate of buildings changes.
- A continued rise in all operating costs above the inflationary increases given within the existing contractual agreement.
- A reduced donation income, down by 7% on previous year.

- In 2024/25, this is predicted to result in a shortfall of £97k in funding for the service in Northern Ireland, despite anticipating any inflationary uplift for the year on existing contract values.
- BRC can no longer underwrite any shortfall in operating costs from general funds as the charity responds to funding challenges across the whole of its operating context. This places an enhanced expectation on any contract achieving full cost recovery.

#### Number of wheelchairs issued per site for year 23-24

	23-24
Omagh site	235
Enniskillen site	89
Campsie site	307

Given the financial position outlined above and the reduced number of wheelchairs being issued from the Enniskillen site influenced the decision to close this site in the proposed contract for 2024-26.

### 1.3 Main stakeholders affected (internal and external)

For example, staff, actual or potential service users, other public sector organisations, GPs, primary care providers, voluntary and community groups, trade unions or professional organisations or private sector organisations or others. **Start to consider how you might involve them in the development of the policy/decision.** This will also help you to meet the Trust's obligations under Personal and Public Involvement (PPI).

The main stakeholders in this contract are

- Western Health and Social Care Trust
- British Redcross
- Patients, clients and carers
- Occupational Therapy staff
- Contracts Staff
- HR Staff
- Proposed Shopping Centre Management
- Staff who deal with donation income
- Service Managers
- Patients Council
- Health and Social Care Board (HSCB)

### 1.4 Other policies or decisions with a bearing on this policy or proposal

- The Disability Discrimination Act 1995,
- The Race Relations (Northern Ireland) Order 1997,
- Human Rights Act 1998 - enacted 2000,
- Data Protection Act 1998,
- The Northern Ireland Act 1998, Section 75,
- Freedom of Information Act 2000,
- The Health and Personal Social Services Act (Northern Ireland) 2001,
- The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003,
- Protection of Children and Vulnerable Adults (NI) Order 2003,
- The Safeguarding Vulnerable Groups (NI) Order 2007.

## (2) CONSIDERATION OF EQUALITY AND GOOD RELATIONS ISSUES AND EVIDENCE USED

### 2.1 Data Gathering

**2.1.1** What information did you use to inform this equality screening? For example, previous consultations, statistics, research, Equality Impact Assessments (EQIAs), complaints, etc.

Previous contract was monitored against performance targets  
This information was provided by the Redcross to the trusts contract monitoring team

Contract Value:	£48,112
Annual Target no of chairs	900
% target met to end of March	70.11%
% annual target met	70.11%

	23-24
Omagh site	235
Enniskillen site	89
Campsie site	307
Total	631

Above information was used to determine that the Enniskillen site was not viable to remain open given the low number of wheelchairs issued over the year compared to the other two sites.

There may be an issue with the standing down of the Fermanagh facility from a service user perspective which requires this equality screening. There has been no older Equality Screening forms completed in relation to the contract between BRC and the WHSCT.

### 2.1.2 How did you involve people?

The Trust requires evidence of engagement with stakeholders to fulfil its statutory obligations under its Equality scheme, Consultation Scheme and Personal and Public Involvement strategy. Provide details of how you involved stakeholders e.g. views of colleagues, service users, carers, Trade Unions, Section 75 groups or other stakeholders.

**Consultation and Engagement Statement:** In your policy/proposal include a paragraph titled Consultation and Engagement and summarise this section. If there was no engagement, please explain why.

Service promotion in the Enniskillen area for the last contract year: This was managed locally by the British Redcross teams who liaised with the relevant teams/agencies  
Leaflet drops to Health Centres / GP practises and local pharmacies.

- Planned promotional days on trust sites – British Redcross will link with the relevant teams and agencies to complete this

#### Consultation and Engagement statement

The trust was informed on the 22<sup>nd</sup> February 2024 in a letter from the British Redcross that the service will be stood down on 14<sup>th</sup> June 2024 if nothing changes, with permanent closure of service at 14 July. British Red Cross required a letter of intent from the Western Health and Social Care Trust if contract was to be continued.

Meetings were held between the WHSCT contacts Team, Head of Occupational Therapy services for the Western Health and Social Care Trust and the Northern Ireland Operations Manager for British Red Cross since 15<sup>th</sup> April 2024. Subsequent meetings have taken place on 16<sup>th</sup> June 24, 8<sup>th</sup> August 2024, 3<sup>rd</sup> September 2024, 1<sup>st</sup> October 2024 and 28<sup>th</sup> October 2024. Progress has been made with a pop up service now available in the Fermanagh area

from the Enniskillen airport carpark. WHSCT communication team and Redcross are currently negotiating a communication piece to promote the service.

## 2.2 Equality Profile

Who is affected by the policy or proposal? What is the makeup (%) of the affected group? Please provide a statistical profile. Could you improve how you gather Section 75 information? Are there any issues or problems? For example, a lower uptake that needs to be addressed or greater involvement of a particular group? If the policy affects both staff and service users, please provide information on both. If not, merge the 2 columns.

<b>Category</b>	<b>Service Users, etc.</b> NISRA Census 2021 data Fermanagh and Omagh Area Population of 116,812	<b>Staff (Workforce Planning can provide this information)</b> 3 <sup>rd</sup> July 2024
Gender	Male 50% Female 50%	Female 11724 Male 3043 Total 14767
Age	0-14 20% 15-39 29% 40-64 33% 65+ 18%	16-24 1010 25-34 3043 35-44 3755 45-54 3480 55-64 2806 65+ 673 TOTAL 14767
Religion	Catholic 61% Presbyterian 6% Church of Ireland 16% Methodist 3% Other Christian religion 4% Other religions <1% No religion/Not stated 10%	Protestant 3247 Roman Catholic 8327 Not Determined/Not Known 3193 TOTAL 14767
Political Opinion	Political opinion – based on first preference votes held by electoral office local council elections 2023 (Enniskillen, Erne West, Erne North, Erne West, Mid Tyrone) Nationalist – 22, 123 (56.9%) Unionist – 12, 903 (33.2%) Other – 3852 (9.9%)	Broadly Unionist 955 Broadly Nationalist 2161 Other 1664 Do not wish to answer/not known 9987 TOTAL 14767
Marital Status	Single 36% Married or in a civil partnership 49% Separated	Married 7831 Single 5503 Other 1433 TOTAL 14767

	3% Divorced or formerly in a civil partnership 5% Widowed or surviving partner from a civil partnership 7%	
Dependent Status	Number of dependent children 69% No dependent children One 11% Two 11% Three or more 9%  Unpaid care Provides no unpaid care 88% 1-19 hours 5% 20-49 hours 3% 50+ hours 4%	Yes 3070 No 4440 Not Known 7257 TOTAL 14767
Disability	Long-term health problem or disability Activities not limited 76% Limited a little 13% Limited a lot 11%  Long-term health conditions No conditions 66% 1 condition 18% 2 conditions 8% 3 or more conditions 8%	Yes 434 No 9420 Not Known 4913 TOTAL 14767
Ethnicity	Catholic 61% Presbyterian 6% Church of Ireland 16% Methodist 3% Other Christian religions 4% Other religions <1% No religion/Not stated 10%	Bangladeshi 16 Black African 59 Black Caribbean 2 Black Other 1 Chinese 9 Filipino 68 Indian 207 Irish Traveller 4 Mixed Ethnic Group 26 Not assigned 3038 Other 80 Pakistani 38

		White 11219 TOTAL 14767
Sexual Orientation	Straight or heterosexual 90% Gay, lesbian, bisexual or other sexual orientation 1% Prefer not to say or not stated 9%	Opposite sex 8750 Same sex 180 Same and Opposite sex 52 Do not wish to answer/not known 5785 TOTAL 14767

### 2.3 Assessing Needs/Issues/Adverse Impacts, etc.

What are consequences of the policy/proposal on Users/Carers and staff? What are the different needs, issues and concerns of each of the equality groups? Are there any adverse impacts? If the policy affects both staff and service users, please specify issues for both. If not, merge the 2 columns. Please state the source of your information, e.g. colleagues, consultations, research, user feedback, etc.

	<b>Needs and Experiences</b>	
<b>Equality Group</b>	<b>Service Users, etc.</b>	<b>Staff</b>
Gender	No Identified Issues	No Identified Issues
Age	No Identified Issues	No Identified Issues
Religion	No Identified Issues	No Identified Issues
Political Opinion	No Identified Issues	No Identified Issues
Marital Status	No Identified Issues	No Identified Issues
Dependent Status	Travel time will increase to collect a temporary loan wheelchair for a dependant family member. The wheelchairs can be returned to any one of the 8 regional redcross centres.	Trust staff will have to educate family members on the accurate pick up locations available.
Disability	Service users may have to travel to Omagh to collect a temporary loan wheelchair in the interim. A pop up service is now available in Enniskillen airport carpark. Service promotion will occur in the Enniskillen area to advise of the change in service. Information is available in alternative formats and the use of interpreters is also available as per Western Trust policy.	Trust staff including Occupational Therapy staff will have to be educated on the change to service and where to direct service users to  Information is available in alternative formats and the use of interpreters is available as per Trust Policy
Ethnicity	Information is available in alternative languages and the use of interpreters as per Trust Policy	Information is available in alternative languages as per Trust Policy
Sexual Orientation	No identified issues	No identified issues
Other Issues: e.g. Rurality	Temporary loan wheelchairs will be available at Omagh and Campsie site. This will have an impact with additional travel time and travel costs.  Redcross to trial pop up service in Enniskillen airport carpark to redesign the availability of the service to reduce the impact on service users travelling Service users can return the temporary loan wheelchairs to any one of our 8 locations in the province despite were they got it from.	

**2.4 Multiple Identities:** When considering this policy/proposal, are there any additional issues relating to people with multiple identities? For example: older women, disabled minority ethnic people, young Protestant men, disabled people who are gay, lesbian or bisexual.

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## 2.5 Making Changes: Promoting Equality of Opportunity/Minimising Adverse Impacts

Based on the equality issues you identified in 2.2, 2.3 and 2.4, what do you currently do that meets those needs? What additional changes do you intend to make that will improve how you promote equality of opportunity or minimise adverse impacts?

Equality Group	Actions that promote equality of opportunity or minimise (mitigate) adverse impacts
Dependant status Service User	Travel time will increase to collect a temporary loan wheelchair for a dependant family member. The wheelchairs can be returned to any one of the 8 regional redcross centres.
Dependant status Staff	Trust staff will have to educate family members on the accurate pick up locations available.
Disability Service User	Service users may have to travel to Omagh to collect a temporary loan wheelchair in the days that the pop up service is not available in the Enniskillen airport car park  Service promotion will occur in the Enniskillen area to advise of the change in service.  Information is available in alternative formats and the use of interpreters is also available as per Western Trust policy.
Disability Staff	Trust staff including Occupational Therapy staff will have to be educated on the change to service and where to direct service users to  Information is available in alternative formats and the use of interpreters is available as per Trust Policy
Ethnicity Service Users	Information is available in alternative languages and the use of interpreters as per Trust Policy
Ethnicity Staff	Information is available in alternative languages as per Trust Policy
Other Issues: e.g. Rurality	Temporary loan wheelchairs will be available at Omagh and Campsie site. This will have an impact with additional travel time and travel costs.  Redcross to trial pop up service in Enniskillen airport carpark to redesign the availability of the service to reduce the impact on service users travelling.

	Service users can return the temporary loan wheelchairs to any one of our 8 locations in the province despite where they got it from.
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## 2.6 Good Relations

Does the policy/proposal have any impact/consequences for Good Relations? What changes to the policy or proposal or what additional measures could you suggest to ensure that it promotes good relations (if any)? (Refer to Guidance Notes for guidance on impact).

Group	Impact/Consequences	Suggestions
Religion	Not applicable	
Political Opinion	Not applicable	
Ethnicity	Not applicable	

### (3) CONSIDERATION OF DISABILITY DUTIES

#### **How does the policy/proposal encourage disabled people to participate in public life and promote positive attitudes towards disabled people?**

The closure of the Enniskillen Redcross Temporary loan wheelchair site will have an impact on access to this service.

The service is still available in Omagh, Campsie with the aim of redesigning the access to service in the Enniskillen area to allow for continued access. This will take the form of a pop up service in Enniskillen airport carpark to allow for service users in that area to access. This will contribute in the reduction of inequalities.

**(4) CONSIDERATION OF HUMAN RIGHTS**

**4.1 Does the policy or proposal adversely affect anyone's Human Rights?  
Complete for each of the Articles.**

<b>Article</b>	<b>Positive Impact</b>	<b>Negative Impact - human right interfered with or restricted</b>	<b>Neutral Impact</b>
Article 2 – Right to life			X
Article 3 – Right to freedom from torture, inhuman or degrading treatment or punishment			X
Article 4 – Right to freedom from slavery, servitude & forced or compulsory labour			X
Article 5 – Right to liberty & security of person			X
Article 6 – Right to a fair & public trial within a reasonable time			X
Article 7 – Right to freedom from retrospective criminal law & no punishment without law			X
Article 8 – Right to respect for private & family life, home and correspondence.			X
Article 9 – Right to freedom of thought, conscience & religion			X
Article 10 – Right to freedom of expression			X
Article 11 – Right to freedom of assembly & association			X
Article 12 – Right to marry & found a family			X
Article 14 – Prohibition of discrimination in the enjoyment of the convention rights			X
1 <sup>st</sup> protocol Article 1 – Right to a peaceful enjoyment of possessions & protection of property			X
1 <sup>st</sup> protocol Article 2 – Right of access to education			X

**If you have answered either 'Positive Impact' or 'Neutral Impact' to all of the above, please move on to Section 5.**

**4.2 If you have identified any potential negative impacts to any of the articles, please complete the following table.**

Article Number	What is the negative impact and who does it impact upon?	What do you intend to do to address this?	Does this raise any further legal issues?* Yes/No
	N/A		

*\*It is important to speak to your line manager on this and if necessary seek legal opinion to clarify this.*

**4.3 Outline any further actions which could be taken to promote or raise awareness of human rights or, to ensure compliance with the legislation in relation to the policy or proposal.**

N/A

**(5) SHOULD THE POLICY OR PROPOSAL BE SUBJECT TO A FULL EQUALITY IMPACT ASSESSMENT?**

A full Equality Impact Assessment (EQIA) is usually confined to those policies or decisions considered to have major implications for equality of opportunity. Base your decision on information from sections 2.2, 2.3, 2.4 and 2.5.

**How would you categorise the impacts of this proposal or policy? (refer to Guidance Notes for guidance on impact)**

**Do you consider that this policy or decision needs to be subjected to a full Equality Impact Assessment?**

**Please tick:**

<b>GREEN:</b> No impact	X
<b>AMBER:</b> Minor impact	
<b>RED:</b> Major impact	

**Please tick:**

Yes	
No	X

**Please give reasons for your decision.** (See Guidance Notes, page 28, for sample paragraph).

This renewed contract between the Western Trust and the British Redcross was developed at speed due to time constraints and the urgency of having the service continue. The proposal to close the Enniskillen site and offer a redesign of access will be done in collaboration with the British Redcross and will take into account available staffing. At present British Redcross have been able to recruit one driver who will deliver wheelchairs to the Enniskillen area one day a week. There is ongoing active recruitment for a second driver to offer a second day. In the mean time British Redcross and the WHSCT are working through the logistics of offering a pop up service in the Enniskillen area. This has been secured in the Enniskillen airport carpark with a November 24 start.

Communication teams within the trust and redcross are currently working on a communication piece which will be sent to both trust staff and service users through the trust communication channels and the British Redcross communication team.

When making this decision it was clear that there was a relatively small number of wheelchairs collected from the Enniskillen site in relation to the other two sites. British Redcross had already reduced access from two days down to one day given workforce struggles.

Specific actions have been introduced as the contract was being drafted to address any identified inequality or actions to better promote equality of access.

➤ **NOTE: Equality and Human Rights Statement:** The policy/proposal that this screening relates to MUST include the above paragraph. In addition, this paragraph should be used in the briefing note to Trust Board and will also be included in the Trust's Equality Screening Report.

## 6.0 EQUALITY AND HUMAN RIGHTS MONITORING

**What data will you collect in the future in order to monitor the effect of the policy or proposal, on any of the equality groups, for equality of opportunity and good relations, disability duties and human rights?**

Redcross to monitor number of Enniskillen service users who use the pop up service in Enniskillen airport carpark.

Monitor complaints and compliments

Frequent meetings with contracts Dept in trust to review the contract performance against the agreed set targets

**Approved Lead Officer:** Patrick Conwell

**Position:** Head of Service Occupational Therapy

**Policy/Proposal Screened By:** Patrick Conwell Head of Service for Occupational Therapy WHSCT

**Date:** 25/11/2024

**Quality Assurance:** Please send the final draft for quality assurance to the Equality and Human Rights Unit, Tyrone and Fermanagh Hospital, Omagh, BT79 0NS or email: [equality.admin@westerntrust.hscni.net](mailto:equality.admin@westerntrust.hscni.net). **Quality Assurance can take up to three weeks.**

**Directorate SMT Approval:** The completed Equality Screening Form **MUST** be presented along with the policy/proposal to your Directorate SMT for approval.

**Quarterly Equality Screening Reports:** When final Trust approval is received, ensure that you send the completed screening form and associated policy/proposal, etc. to the Equality and Human Rights Unit, for inclusion in the WHSCT's quarterly equality screening reports. As a public document, the screening form will be available for downloading on both the Trust's website and intranet site.