

Western Health and Social Care Trust



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2018-2019

Contact:

<ul style="list-style-type: none">Section 75 of the NI Act 1998 and Equality Scheme	Name: Maura O'Neill Telephone: 028 8283 5278 Email: equality.admin@westerntrust.hscni.net
<ul style="list-style-type: none">Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input checked="" type="checkbox"/> Name: Telephone: Email:

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

<http://www.westerntrust.hscni.net/1596.htm>

Signature:

A handwritten signature in cursive script that reads 'Maura O'Neill'.

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

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

This report reflects progress made between April 2018 and March 2019.

Introduction

This Annual Equality Progress Report illustrates how the Western Health and Social Care Trust has complied with its statutory responsibilities under Section 75 of the Northern Ireland Act 1998 (Part A) and Section 49A of the Disability Discrimination Order (DDO) (Part B). This reporting period marks the 20th anniversary of the Good Friday agreement, constituting a major political development in the Northern Ireland peace process of the 1990s. Section 75 legislation was a core outworking of this process and introduced the dual statutory responsibilities for public authorities in Northern Ireland to carry out their work with due regard to the need to promote equality of opportunity and regard to the promotion of good relations. This agreement also saw the enactment of the Human Rights Act 1998.

The Western Trust wants to support people on their life journey and help our staff to provide appropriate care when required. We believe that this will be achieved by working in partnership with patients, service users, carers, families, staff, communities and other agencies to co-design and co-produce our services.

We want to safeguard and support the most vulnerable in society and to achieve this we will work in partnership to ensure that the health and social wellbeing of our community is nurtured. It is important to see the whole person, not just treat different conditions. We want to work together to develop and expand specific pathways of care which are designed around people and their needs.

Key Issues and Needs in the Western Trust Area

Geography

The Trust's catchment area extends over 4842 km² and serves a population of approximately 300,000, increasing to approximately 410,000 when the population of the Northern Health and Social Care Trust is taken into account for which the Trust provides a sub-regional service for ophthalmology, trauma and orthopaedic, urology and oral surgery. The Trust provides a wide range of health and social care services from a number of hospitals, community facilities and people's own homes across a geography which has a mix of highly urbanised and extensive rural communities. This, alongside high levels of multiple deprivation and related health inequalities in some areas of the Trust geography, creates significant challenges for service delivery for the Trust as a health and social care provider and for service users accessing services.

The estimated population of the Western Trust is 300,000 which represents 16% of the overall population of Northern Ireland (Mid-Year Estimates 2015). By 2020 there is expected to be a 1.6% increase in the total Western Trust population. In common with the rest of Northern Ireland we have a growing ageing population. There are currently 44,087 older people living within the Western Trust area which is 14% of the Trust population compared to the overall Northern Ireland percentage of 16%. Population projections estimate that between 2016 and 2024 there will be an increase of 62,500 in the number of people aged 65+, taking the Northern Ireland older people population to 362,000, a rise of 21% and an increase in the proportion of older people to 19% of the total population. In the Western Trust area, the growth of the older people population is projected to be 24%. We need to ensure that our planning addresses the needs of an ageing population across both rural and urban areas.

Health Needs

Deprivation has an impact on health and wellbeing in many ways resulting in the lack of social support, low self-esteem, unhealthy life-style choices, risk taking behaviour and poor access to health information and quality services. Health and Wellbeing 2026: Delivering Together highlights that: “Despite people living longer, health inequalities continue to divide our society; the differences in health and wellbeing outcomes between the most and least deprived areas are still very stark, and completely unacceptable.” Across the Western Trust area there are high levels of deprivation which can be seen right across the Trust:

- 21% of the population of the Derry City and Strabane District Council area are living in areas defined as deprived.
- 23% of the top most deprived areas in relation to health are within the Western Trust, with an area in Derry ranking 13th.
- 37% of the top 100 most deprived areas in relation to proximity to services are in the Western Trust, with an area in Omagh ranking 1st, reflecting the rurality of the Trust’s geography and its impact on the population. Five of the ten most remote wards are in Fermanagh and Omagh
- 29% of the top 100 most deprived areas in relation to income are in the Western Trust with an area in Derry ranking 2nd
- 28% of the top 100 most deprived areas in Employment are in the Western Trust with an area in Derry ranking 6th.

Despite these high levels of deprivation, the Western population shows equivalent or better health outcomes than the Northern Ireland average, except for respiratory conditions, i.e. asthma and chronic obstructive pulmonary disease (COPD). The most common cause of death was cancer at 28% (the most common cancer site was bronchus or lung), circulatory deaths at 24% and respiratory deaths at 14%. Mental health however is considerably worse than for Northern Ireland as a whole, particularly due to anxiety and depression. Smoking also remains higher than average.

The Trust also has a responsibility for meeting the social care needs of the local community. Many of the social care responsibilities are delegated through statute, for example, in respect of children the Trust acts as Corporate Parent to currently 600 children and young people.

The Trust works within a diverse society and we want to improve how we support the differing needs of those people and families who receive our services and of the staff who provide these services. We are committed to meeting our roles and responsibilities in the promotion of equality of opportunity, good relations and diversity in the services we offer and within the workforce that provides these services.

Within the Trust, we will provide services and employ staff regardless of their age, dependent status, disability, gender, marital/civil partnership status, political opinion, race, religious belief and sexual orientation. We respect diversity and believe that by knowing our public and staff better we can provide better services.

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 2018-19, 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.

Section 75 Equality Action Based Plan

The new Health and Social Care (HSC) Action Based Plans for Equality and Disability for 2018-2023 were developed on a collaborative basis with the other HSC Trusts in Northern Ireland using a co-production approach. Pre-engagement workshops were held regionally in Belfast and locally in Londonderry. These Plans are central to the promotion of equality of opportunity and good relations and the implementation of the Trust's statutory equality duties.

At a regional level all HSC organisations worked collaboratively to gather emerging themes in relation to key inequalities experienced by the 9 equality categories. Actions and priorities within the regional and local Action Based Plans have been informed by this audit of inequalities.

A copy of the Plans is available on the Trust website under Publications section. The consultation outcome report is also available.

The Trusts continue to monitor the actions from the regional plan and progress within the local plans is monitored by the Equality Team.

Examples of some of the key outcomes from the implementation of the 2014-17 Action Based Plan are as follows:

- Implementation of the findings of the review of interpreting support for health and social care appointments commissioned by the Health and Social Care Board (HSCB) resulting in the transfer of management responsibility from Belfast Health & Social Care Trust (BHSCT) to the Business Services Organisation (BSO).
- Review and launch of a Health and Social Care Booklet to provide information about health and social care to people from minority ethnic backgrounds who have moved to Northern Ireland. The Booklet is now available on all Trust websites in a number of languages.
- Development and sharing of 'Making Communication Accessible For All - A Guide for Health & Social Care Staff' helped to ensure that people with barriers to their communication support needs can access information and services. Issued to All Trust staff and targeted to frontline service areas and is also available on Trust Intranet.
- Improved ethnic monitoring of service users in a number of health and social care information systems. This work was positively referenced by the Office of the First Minister and Deputy First Minister (OFMDFM) Race Equality Unit.

Equality Scheme

The revised WHSCT Equality Scheme for 2018 – 2023 was approved by Trust Board in November 2018 and forwarded to ECNI for information. The revised Scheme incorporates minimal changes to bring it up to date.

PathfinderWest

The Western Trust announced in July 2018 that it would be embarking on a Pathfinder initiative which would take a detailed focussed look at Health and Social Care provision across the Fermanagh and West Tyrone geography. Western Trust Deputy Chief Executive Kieran Downey was announced as the appointed lead for the Pathfinder initiative.

The Pathfinder initiative's objective is to look at the population's needs, creating ways to improve what we do, look at ways to anticipate care better, ways we can improve access to diagnostics and treatment, look at post-acute Health & Social Care, best practice in recruiting and retaining an appropriate workforce and ultimately providing the delivery of affordable Health and Social Care services for the area, noting our rural geography.

The project has been implemented in phases where the first stage (pre-engagement phase) involved a series of engaging discussions with staff in South West Acute and Omagh Hospitals from August to November 2018. This comprised 17 events taking place at venues across the two sites to present what Pathfinder was about.

The second phase as integral in achieving the overall aims of the project was the 'Engagement Phase'. In one of the most comprehensive community engagement initiatives ever undertaken by the Trust, the Pathfinder team attended 62 Engagement Sessions and had wide ranging discussions on the future planning and delivery of services in the area with over 2,200 stakeholders attending venues all across Fermanagh and West Tyrone. This involved patients, community & voluntary groups, carers, action groups, staff, schools, public representatives and other stakeholders.

With the Public Health Agency (PHA) leading a recalibration of the population health needs analysis, the next phase in the process involved independently appointed 'Experts by Experience' (Personal & Public Involvement service users) joining a number of influential stakeholders across various work-streams, influenced by the *'Health and Wellbeing 2026 Delivering Together'* report, to look at designing and developing plans for the delivery of services going forward.

Full details on the project are available at: www.westeritrust.hscni.net/pathfinder

The Pathfinder Team have as their ambition to give life to ***Health and Wellbeing 2026: Delivering Together***, the strategy for health and social care approved by the NI Executive in 2016. PathfinderWest offers a unique opportunity to begin to change for the better the services and care to people and communities within Fermanagh and West Tyrone.

We have seen an encouraging beginning to ensuring the best use of our two hospitals and staff as we maximise their respective strengths, particularly to ensure we reduce waiting

lists and reduce travel for the non-specialist interventions that will keep us well.

Throughout the past year we have improved strategic partnerships and operational collaboration will be required to reduce fragmentation and minimise duplication as this was a concern raised by many stakeholders during the engagement phase. There is also a need to look to an innovative use of strengths to build a common purpose going forward.

During the Engagement process there has been a renewed commitment to collective leadership. In our communities we heard of the impact of poverty and rural isolation and the impact loneliness has on our citizens.

PathfinderWest Experts by Experience

PathfinderWest selected Experts by Experience in March 2019 to support the work and will work with these individuals from across the 5 localities to integrate their insight and knowledge into our work plans as they develop. The Team is mindful of the different skills and experiences that service users have and will support a wide range of opportunities for involvement. The Experts by Experience will be provided with ongoing support and guidance, training and mentoring as deemed required to enable this to occur.

The Experts by Experience are directly involved in the workstreams which will influence the direction of the future Pathfinder planning process.

Delivering Value – Safe, Effective, Affordable Services

The Trust has established the Delivering Value Programme (2019 – 2022) which is a 3 year programme to support the Trust to achieve financial recovery whilst continuing to deliver safe and effective services to our patients and clients.

The Trust has been working closely with the Department of Health and the Health and Social Care Board and has an agreed 3 year period to deliver a balanced budget and this means reducing expenditure by 5% which is in the region of £39m by that time.

The Programme is made up of 2 key areas as follows:

- **A Tactical Savings Plan** – this is a plan containing a number of tactical savings and income projects. These projects are all efficiency type projects spanning the 3 year period and are relatively straightforward cash releasing, productivity or securing appropriate funding type initiatives. The Projects are currently still being scoped and this includes the Equality screening, change impact screening and quality impact screening.
- A number of large **“Deep Dive” Service Redesign Projects** have been identified which will run across the 3 Year Period as follows:
 - Family & Child Care – “Strengthening the Relationship Based Pathway for Children and Families” – being led by the Executive Director of Social Work for the Trust.
 - Improving Personalisation & Support in Adult Services, being led by the Director

- of Adult Mental Health & Disability Services,.
- Acute Service – “General Surgery Elective Pathway” – being led by the Director of Acute Services.
- “Older Persons’ Journey” – being led by the Executive Director of Nursing and Director of Primary Care & Older People Services, and
- “Our Workforce” being led by the Trust’s Director of Human Resources.

The 5 Deep Dive Service Redesign Projects will be mobilised early in 2019/20 with a strong focus on integrated performance management and accountability to ensure these important projects cross all Directorates and provide whole system solutions to improving effectiveness, efficiency and delivering value.

A Task & Finish Group on Co-Production will be established with cross Directorate involvement to scope and develop a Co-Production Action Plan/Strategy for the Delivering Value Programme.

‘Making a Difference E-learning programme

This Equality, Good Relations and Human Rights Training E-learning programme was launched in the Western Health and Social Care Trust (WHSCT) in March 2018. The programme was developed regionally by HSC Equality Leads and a number of Western Trust staff participated in the pilot of the programme in early 2017.

‘Making a Difference’ is an interactive programme tailored specifically to the healthcare setting and aims to ensure that all staff realise the importance of their part in creating an inclusive and welcoming environment for all colleagues and service users.

The programme is provided in two modules – a general module applicable to all HSC staff and an additional module for those with management responsibilities. The modules are scenario-based to capture a range of practical and contemporary equality and diversity issues across employment and service provision. The programme replaces the ‘Discovering Diversity’ e-learning programme as the mandatory e-learning training for staff within the Western Trust and all staff are required to complete this.

‘Making a Difference’ is supported by a regional Equality Training manual for staff which complements the programme. Staff can download a copy of the training manual via the programme. The programme is also complemented by a suite of HSC Discovering Diversity awareness modules, which all staff are also encouraged to complete.

The aim of the ‘Making a Difference’ training is to show staff how they can make a difference by:

- Promoting positive attitudes to diversity
- Ensuring they treat everyone with respect and dignity
- Behaving in a way that is in keeping with HSC values and equality and human rights law.

During 2018/19 the Equality Officer, recognising that there are a number of staff who do

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not have access to computers, developed face to face sessions of the training and piloted the sessions with Homecare staff. From October to November 2018 286 members of homecare and reablement staff undertook the training. A further 37 staff members from Killadeas Day Centre and 12 Theatre staff in Altnagelvin also completed the training, bringing the total to 335. In total, 2689 members of Trust staff completed the Making a Difference training in the 2018 - 2019 reporting period.

There are plans to roll the face to face training sessions out further during 2019/20.

Training

The Chief Executive met with the Equality Officer to publicise the training offered by the department via a video in the March 2019 online version of the Trust Now Magazine which is distributed to staff via Trust Communication. Staff are also advised of all training available via frequent Trust Communications.

Training 1 April 2018 to 31 March 2019:

Training	Training delivered by	No. Sessions	No of attendees
Deaf Awareness	British Deaf Association	6	103
Disability Awareness	Employers for Disability NI (EFDNI)	3	54
Equality Screening	Equality Officer	6	41
Making a Difference E-learning	Online	E-learning	2,354
Making a Difference Face to Face	Equality Officer	15	335
Visual Awareness	Eye Care Liaison Officers, RNIB	9	149
Working with Interpreters	Equality Officer	10	141

Sexual Orientation Awareness Training

In 2018/19, Sexual Orientation Awareness Training, facilitated by HERE NI, was delivered to midwives. This year there are plans to run this for midwives and health visitors and partner with Ulster University School of Nursing to provide awareness training to 2nd Year Student Nurses.

Transgender Awareness sessions

In 2018/19 2 Transgender Awareness sessions delivered by SAIL NI and Transgender NI were held. Sessions were open to Trust Staff and Practitioners working with community organisations with a remit for promoting Health and wellbeing. It is anticipated that these sessions will run again once funding is agreed with the Public Health Agency for the 2019/20 plan.

Assistance Dogs Policy

The previous Assistance Dogs policy was launched in the Trust in early 2013. This updated version had been shared, for comment and input, with Trust staff, RNIB, British Deaf Association and a service user with experience of having an Assistance Dog. It now includes additional information including on e.g. the Types of Assistance Dogs and reference to requirement for ward sister/charge nurse to implement existing Infection Prevention and Control cleaning procedures as appropriate. Contact info for relevant organisations has also been updated. The format has altered slightly to make the document more user friendly. The policy is in line with policies in several other Trusts in the Region.

The Trust aims to minimise restrictions of access for Assistance Dogs in order to reduce distress to the person, the dog, staff and other service users. Assistance Dogs will be expected to accompany/visit their owner except in those specific situations/ circumstances detailed within this policy i.e. where there is a risk of infection, where service users are critically ill or when a service user is required to stay overnight. All Trust staff have a responsibility to be aware of the Policy and ensure that a service user with an Assistance Dog feels welcome.

For the purpose of this policy, an Assistance Dog is a dog that is registered and has been trained by an organisation that is accredited by Assistance Dogs International and the International Guide Dog Federation and/or a recognised charitable organisation working towards accreditation.

The policy was approved in March 2019 and staff were advised via Trust Communication. The document is available on the Trust Intranet.

WHST Traveller Health and Wellbeing Programme

The Traveller Health and Wellbeing Programme aims to improve the health outcomes of travellers in the Western Trust Area.

Together with the Traveller Action Group (TAG) two recently appointed members of staff work collaboratively to improve health and reduce health inequalities for Travellers. The Traveller Action Group is in the process of developing a strategic plan.

The project workers are also working with travellers to develop a range of health improvement programmes, including women and men's group, early years programmes and afterschool programmes. During 2018/19 the programme delivered 6 traveller cultural sessions across the Western Trust area.

Public Information on New Build Facilities

Information was provided on the first phase of the new North Block at Altnagelvin Hospital and the new Rathview mental health facility in Omagh in a number of different online and offline formats. A video was produced on Rathview and hosted on the Trust's You Tube Channel and promoted through the Trust's social media channels and website.

Personal and Public Involvement (PPI)

The Western Trust's Annual PPI Progress Report is accessible via the Trust website and staff

intranet. The Trust continues to host a PPI Engagement event and supports the monitoring and verification process for PPI agreed between the Trust and the Public Health Agency (PHA). The Trust monitors against the new standards for PPI which were developed by the PHA and endorsed by the Department of Health in 2015.

The Trust PPI Forum is chaired by a non-executive director and co-chaired by a service user. 'Engage' an online central resource for Involvement in Health and Social Care - <http://engage.hscni.net> continues to be promoted throughout the Trust. The resource is available to staff, service users, carers etc.

WHSCT PPI Strategy & Action Plan 2018 – 2021

The Trust's PPI Forum co-produced WHSCT's PPI Strategy and Action Plan 2018-2021 which aims to align PPI and co-production and to embed Service user and carer involvement in the development and improvement of Directorate Services . CMT approved the action plan in 2018.

The Trust has developed its PPI website which allows access to a register of standing service user groups and new developing PPI-Co production Projects. It has produced a database of verified PPI- Projects.

The PPI Forum has:

- Drafted Role Specification for service users involved in PPI/Co-production projects.
- Good meeting etiquette guidelines
- Code of Conduct for PPI members

The Trust recruited one Full Time permanent Band 6 Service User Involvement Advisor to support the development of the Trust's PPI/Co-production agenda across Directorates. On receipt of Transformation funding the Trust recruited a temporary Band 7 Partnership Working Officer to support the implementation of the PPI transformation projects. Transformation funding supported eight service improvement projects across the four Service Directorates. The assessment of the Transformation awards was completed by a panel representing PPI forum service users and Staff members. The PPI Forum service user/carer members supported the recruitment of the Pathfinders Experts by Experience. The Forum is working with PHA to develop regional HSC reimbursement Guidelines.

PPI Adult Learning Disability (ALD) - developing a model of engagement

The Trust has developed a Hub and Spoke model of engagement for ALD Service users and carers to ensure an effective PPI approach to the development of the ALD services provided by WHSCT. Regular quarterly newsletters continue to be developed. These can be found on the online hub and are also distributed to all service users and their carers.

Transformation money funded a facilitator to support the Local Involvement groups and the development of the Strategic Involvement Group. Five Local ALD Involvement Groups have been convened and are meeting on a monthly basis. The Groups are still in early stage development and require a high level of assistance. The Local Involvement Groups have nominated their Representative on the Strategic Group which is a partnership of ALD senior

staff and representative Service user/carers from the local groups.

Transformation Programme

The Transformation Programme is anchored on “Health and Wellbeing 2020: Delivering Together” and “Systems, Not Structures: Changing Health and Social Care” (the report led by Professor Rafael Bengoa).

Delivering Together sets out four key ambitions for Transformation of services which are about:

- Providing people with the information and education they need to support them to keep well for longer.
- Where care is required ensuring it is accessible safe and of a high quality and people are treated with dignity respect and compassion.
- empowering staff and supporting them to do what they do best.
- ensuring services are efficient and effective.

To realise these ambitions, the DoH have embarked upon a wide ranging programme to transform HSC services. The key areas of activity include:

- Build capacity in communities and in prevention:
 - To reduce inequalities and ensure the next generation is healthy and well
 - Through engaging the community, service users and staff to improve implementation and innovation, consultation on the reform of adult social care
- Providing a greater level of support through Primary Care:
 - To enable more preventative and proactive care, and earlier detection and treatment of physical and mental health problems
 - By establishing multidisciplinary teams to provide the right support, at the right, by the right people, with the right skills
 - By giving pharmacists access to the patient information they need to deliver better care
- Reforming how community and hospital services are provided:
 - So that they are organised to provide care when and where it is needed
 - By delivering elective care centres, which will change how and where vital services are delivered
 - Reviewing how we deliver care in diabetes, stroke and other services
 - To reflect the increased emphasis on services offered in primary and community settings, and make sure hospital services remain of high quality, and sustainable for the future
- Better organisation of administrative and management arrangements:
 - Ensuring that the administrative and management structures make it easier for staff to look after the public, patients and clients
 - By rolling out workforce and leadership strategies
 - By restructuring the work of the HSC Board

£200m was allocated to the Department of Health to support the implementation of the Transformation programme through the Confidence and Supply agreement. £100m was allocated in 18/19 which included £30m for Elective Care Waiting List initiatives. £11.67m was allocated to the Western Trust across a range of 99 projects with £4.69m for Elective Care.

Projects implemented within the Western Trust included:

- Primary Care Multi-Disciplinary Teams – roll out of physiotherapy, social work and mental health support to 28 GP practices across the Northern Sector of the Trust in partnership with the Derry Federation of Family Practices. The Western Trust is one of only two Trusts that were selected to undertake this pilot programme.
- Our Hearts, Our Minds – a unique 12 week programme that is designed especially for patients living with cardiovascular disease or at risk for of developing same, the new programme is the first of its kind in Northern Ireland and is based on research carried out in Imperial College, London.
- Flow Coaching Academy - The Flow Coaching Academy programme aims to develop a learning network of Flow Coaching Academies (FCAs) across the UK. The Academies will provide training to build team coaching skills and improvement science at care pathway level to improve patient flow through the healthcare system. Flow Coaching provides a framework which combines coaching methodology and quality improvement methodology to effect improvement in patient care. The framework focuses specifically on pathways that are defined at the condition level and follow the patient journey.

Flow Coaching Academy

The Flow Coaching Academy programme, supported by the Health Foundation, aims to develop a learning network of Flow Coaching Academies (FCAs) across the UK. The Academies will provide training to build team coaching skills and improvement science at care pathway level to improve patient flow through the healthcare system.

The Western Trust was successful in its application to join the academy in 2018 and will run a FCA for Northern Ireland from May 2019.

Flow Coaching provides a framework, which combines coaching methodology and quality improvement methodology to effect improvement in patient/client care. The framework focuses specifically on pathways that are defined at the condition level and follow the patient/client journey. It shifts focus from individual services but looks at a pathway in its totality including all teams and interfaces. The service user experience and their journey through the system direct the work. Measurements are both quantitative and qualitative and link directly to improving health of patients/clients, their experience and the quality of care delivered.

During 2018/19 three pathways commenced using a Big Room approach. This involves staff and service users from across the pathway meeting weekly to take forward improvements.

Benefits of this approach to quality improvement involve linking better-managed transitions and interfaces so that the patient/client has an experience of a seamless service. Specific benefits include:

- Improved patient pathway in elective orthopaedic outpatients by decreasing wait times. This work involves removing duplication and improving access through one stop Multi-Disciplinary Team (MDT) clinics;
- Improved care experience for women with gestational diabetes;
- Reduction in travel and appointment burden for women attending frequent clinics;
- Improved outcomes for babies through improved diabetic control through pregnancy;
- Decrease in unnecessary days in hospital for patients with frailty;
- Decrease in unnecessary admissions to hospital for patients with frailty;
- Development of a MDT approach, using a comprehensive geriatric assessment tool (which is now deemed as the “gold standard” in geriatric care) to help identify specific needs of each individual patient.

HSC PPI Training Programme

‘Engage & Involve’, a PPI training programme is available to Western Health and Social Care Trust staff. This e-learning training provides an introduction to PPI and it will support staff to understand the value and benefit of involving people and taking into account people’s views in the planning, commissioning, delivery and evaluation of HSC services. Trust staff are encouraged to access and undertake the training. The training was piloted with a range of HSC staff and service users/carers and includes a range of case studies to showcase PPI in practice.

Communication Support

In 2015/16, the Health and Social Care Board (HSCB) looked at how Communication Support Services for people who are D/deaf or hard of hearing was provided. Communication Support Services for D/deaf or hard of hearing people include:

1. British Sign Language (BSL)/Irish Sign Language (ISL) interpreting for those who use BSL/ISL as their first language;
2. Lip Speaking/Electronic note taking for People who are Hard of Hearing;
3. Specialist interpreting services for deafblind people.

The Regional Communication Support Services Review (RCSSR) report said that future services should be provided by one organisation so that they are available to everyone who needs it no matter where they live in Northern Ireland. The HSCB’s Business Service Organisation (BSO) was chosen as the best provider to deliver a regional (throughout NI) service. It is anticipated that the new service provided by BSO will improve access to our services for all communities including those people living in rural areas in need of support to access Health and Social Care Services.

Engagement and consultation with Sign Language users, interpreters and relevant voluntary

and community organisations has continued during 2018/19. It is anticipated that the regional service will be operational during 2019/20.

Provision of Foreign Language Interpreting

The Trust Equality & Involvement Team continues to deliver Working with Interpreters Training to staff and works closely with the Business Services Organisation (BSO) who manage the NI HSC Interpreting Service (face to face interpreting provider).

The Trust continues to provide a robust face to face and telephone interpreting service for patients/clients who do not have English as a first language. This is part of the Trust's commitment to ensuring and promoting equality of access to all our services. In June 2018 the Trust ceased its contract with the Chinese Welfare Association for provision of interpreting, this interpreting is now provided by NIHSCIS. Telephone interpreting is provided by The Big Word.

The top 5 languages during the reporting period were: Polish, Arabic, Lithuanian, Hungarian and Mandarin. The increase in demand for Arabic interpreters may be a reflection of the newcomer arrivals under the Vulnerable Persons Relocation (VPRS) Scheme for Syrian nationals.

The Equality Team regularly deal with queries from staff, issue information and reminders to staff in relation to interpreting including on booking procedures, training etc.

Western Trust Disability Steering Group (DSG)

Due to changes to staffing within Directorates and resources, the group, which includes representatives from the Community & Voluntary sector, the Patient Client Council and Trust Staff has not met in the past 2 years. This will be an area for priority for the Trust, particularly given the introduction of the new Regional Disability Action Plan 2018-2023 and associated Trust Action Plan.

Self Directed Support (SDS)

The Western Health & Social Care Trust continued to imbed 'Self Directed Support' with the Trust's 5 Programmes of Care:

- Primary Care Older People including Primary Care Older People (Community Mental Health)
- Adult Learning Disability
- Physical & Sensory Disability including Autistic Spectrum Disorder (ASD) Adults Services
- Community Mental Health (Recovery Teams)
- Children's Disability (including ASD)

At the end of March 2019 the Trust had 4,587 Recurrent Cases: 1,052 Direct Payments, 11 Managed Budgets, 3240 Trust Arranged Services, 284 Cost Neutral cases and approximately 600+ One-Off Payments. These have all been worked through the SDS process giving people more control, flexibility and independence to choose how they manage their personal budget to meet their assessed need and promote outcomes that were identified in their assessment.

Recovery College

The Western Trust's first pilot Recovery College was launched in Omagh in June 2014 and since then the Trust has established Recovery Colleges in Strabane, L'Derry, Limavady and Enniskillen. The Recovery College aims to offer individuals educational courses and workshops specifically designed to promote self-management, well-being and recovery. All courses have been co-produced and co-delivered by people who are experts in their own lived experience of mental illness together with professionals who work within mental health services. The courses are free and open to all those who experience mental health difficulties, their families and friends and also the staff who support them.

Recovery College students, peer trainers and staff identified the need for an accessible, easy to use, recovery focused guide to information on mental health and wellbeing support in the Western Trust area. A co-production committee was set up to advance the project, researching information, gathering personal experiences from service users and working alongside professionals from various mental health specialities to produce a resource book: "Finding Hope". It covers a range of common mental health & well-being issues and includes information from a variety of organisations including voluntary and statutory organisations and support groups. It has been co-produced at every stage from the development of the original idea to the choosing of the design of the front cover. It is anticipated that it will be available at all Recovery College workshops and waiting areas throughout the Trust and will be of great benefit to all.

Every Customer Counts

During early 2019 the Trust signed up to this disability access initiative, developed by the Equality Commission, to help organisations to make their services more accessible and inclusive to service users, patients, visitors and carers. Every Customer Counts prompts organisations to think about how they offer their services – and to do so from the perspective of someone with a disability. It can help them to identify changes that are needed – some may involve commitments of time and resources while others can be quite simple adjustments or changes which can be implemented quickly. Ultimately, the key issue is that the changes should enable people with a disability to access services more easily and benefit more from them.

Mental Health Charter

The Trust signed up to the Mental Health Charter on 31 January 2019. Mental ill health can take many forms and its impact can be devastating – particularly if a person feels that their problems are not treated seriously or sensitively. We will work to improve the working lives of employees who are experiencing mental ill-health.

Regional Physical and Sensory Disability Strategy (2012-2018)

The strategy purpose was to improve outcomes, services and support for people in Northern Ireland who have a physical, communication or sensory disability. The end of the Regional and Physical and Sensory Disability Strategy was marked by a celebration on International Day of Persons with a Disability, 3rd December 2018. The HSC Making Communication Accessible guidance was featured as one of the positive outworkings of the strategy. Another commitment is to establish a Regional HSC Disability Forum to ensure

that there is a strategic focus on the health and social care needs of people with a disability.

Good Relations

In order to develop the Trust Good Relations Strategy, to formalise the WHSCT's commitment to the promotion of good relations, the Trust Assistant Director for Human Resources held a workshop in March 2019 with service users, community and voluntary representatives, Patient Client Council, Union representation and Trust staff in attendance. Following the workshop working groups will be established to carry the work forward.

Improving the Health and Wellbeing of Trust Staff

The Trust has taken proactive steps to improve the health and wellbeing of staff including providing Mindfulness Sessions, Couch to 5k groups etc. During the reporting period a new initiative: Tackling Wellbeing in Staff Together "Twist West" was launched. From December 2018 a Friday Focus email providing a focus on health and wellbeing has been issued to all staff. A Staff Wellhub was also established, providing information on staff health and wellbeing events, news and health advice.

Regional Disability Toolkit

A Regional Tool kit has been developed during 2018/19 for Managers and Employees to increase understanding of the DDA 1995 and to further promote the effective application of the Disability Discrimination Act in the workplace. The Tool Kit aims to promote greater understanding and staff awareness of the Disability Duties.

These draft resources draw upon the Equality Commission for NI's Disability Code of Practice – 'Disability and Occupation', case law, best practice together with practical working experience. In addition to the interactive Tool Kit for staff and managers other resources developed include:

- Regional Disability Equality Policy
- Regional Staff Disability Etiquette Booklet
- Regional Staff information leaflet 'Should I Disclose to My Employer that I Have a Disability'

This resource will be disseminated widely across the region in the interest of extending and promoting best practice.

The key policy and service developments to better promote equality of opportunity and good relations are outlined as follows:

- 1.1 The Trust continues to mainstream Equality/Section 75 duties throughout the Trust.
- 1.2 Procedures are in place to ensure that new and revised policies are subject to Equality Screening and Equality Impact Assessment (EQIA) where applicable.
- 1.3 The Equality & Involvement (E&I) Team has continued to build on training carried out in previous years to raise staff awareness of their obligations under Section 75. See [Section 24](#) of this report for detail re training delivered during 2018-2019.
- 1.4 The Trust continues to promote effective internal and external communication via a wide range of media.
- 1.5 The Trust is committed to making its services accessible and information available in

alternative formats.

1.6 During this reporting period the E&I Team refreshed the Trust local consultee database to support effective consultation and engagement.

1.7 The Trust provides an accessible complaints procedure for all patients and clients and continues to monitor complaints received.

1.8 The E&I Team maintain a screening log which is updated regularly and records equality assurance processes.

1.9 The Trust has an established Western Equality and Human Rights Forum (WEHRF) chaired by the Director of Performance and Service Improvement. This group oversees and monitors progress on the Trust's Equality Action Plan.

1.10 Quarterly Equality Screening Reports outlining the screening outcomes of all policies/proposals approved in the quarter have been made available since 1 April 2011. Reports can be accessed on the Trust's website and staff intranet. Consultees are advised of the availability of the reports.

1.11 As recommended, by the Equality Commission's Guidance for Public Authorities on the Implementation of Section 75, the Western Trust Equality Scheme is accompanied by an Action Based Plan (Equality Action Plan).

1.12 Applicants for posts within the Western Trust are requested to complete Section 75 information. Those applying online via HSCRecruit can voluntarily complete the Equal Opportunities Monitoring form which includes their section 75 information.

1.13 With the introduction of the Human Resource, Payroll, Travel and Subsistence (HRPTS) system staff can maintain and change Equality and Diversity data, apart from Community Background. However, staff who are appointed and who we have not entered a perceived community background can change their record to reflect their community background. It is anticipated that this will aid accurate reporting on Section 75 data.

1.14 The Western Trust's Head of E&I is a member of the Regional Equality and Human Rights Steering Group (REHRSG). REHRSG bi-monthly meetings are led by the Department of Health (DoH), in partnership with HSC Equality Leads. As a member of this Forum the Head of E&I shares information and updates from the regional meetings with Trust Directors on a regular basis.

1.15 The Western Trust continued to participate on a number of the workstreams associated with the Physical and Sensory Disability Strategy. The Action Plan developed to support implementation of the Strategy recognises the importance of person centred care planning and involvement of service users and partnership working with community, voluntary and independent sectors. In recognition of the progress achieved in implementing the Action Plan to date, and that ongoing actions require completion, it was agreed that work on the Action Plan be extended until 30 September 2018.

1.16 Considerable work has been undertaken during this reporting period with regard to supporting carers. Monitoring of progress in relation to Self Directed Support/Direct Payments, Short Breaks, and update of carers assessments has progressed well. The Trust employs a Carers Coordinator and two Carers Development Workers. The Trust Carers Support Team is in regular contact with 4,700 carers currently registered on the Trust Carers mailing list.

NB: The above list is not exhaustive; it is a highlight of some of the key policy and service developments for this reporting period.

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- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*or append the plan with progress/examples identified*).

During 2017-2018 Health and Social Care (HSC) Equality Leads worked in partnership on the development of new regional and local Equality and Disability Action Plans for 2018 – 2023. Regional and Local Pre-Consultation events were held and all 5 HSC Trusts and the Northern Ireland Ambulance Service Trust consulted widely with an extensive range of stakeholders on the new Plans.

Progress on the Trust Equality action Plan is available in Appendix 1.

- 3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2018-19 reporting period? (*tick one box only*)

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

Please provide any details and examples:

Ongoing: Equality Screening has emphasised the need for staff to consider how they involve people as early as possible in decision making. It also emphasises the need to consider providing information in alternative formats.

- 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 also refer to response to Question 1 in this document.

Accessible Communication

Emphasis placed on the need to provide information in alternative formats for service users/visitors and staff etc. Also to consider how information is communicated to staff.

Human Resources Payroll and Travel System (HRPTS)

This system means that staff are now able to update their own Equality and Diversity Data, apart from Community Background (unless they are newly appointed to the Trust). This provides more accurate data for Equality Screening and Equality Impact Assessments (EQIA).

Western Trust Local Consultee List

The Trust's local consultee list is updated regularly by the Equality & Involvement Team. New consultees were added to the Western Trust Local Consultee list resulting in enhanced opportunities for involvement/engagement processes.

Regional HSC Consultee List

Equality staff from all Trusts met during 2018/19 to update this list to ensure it was accurate and effective.

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*):

- As a result of what was identified through the EQIA and consultation exercise (*please give details*):

- As a result of analysis from monitoring the impact (*please give details*):

- As a result of changes to access to information and services (*please specify and give details*):

- Other (*please specify and give details*):

The WHSCT Complaints Team considers specific Section 75 related complaints and promotes positive action as required.

The E&I office have developed training and briefings for service areas in relation to Effective Consultation and undertaking EQIAs which supports existing training for staff.

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

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2018-19 reporting period? (*tick one box only*)

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

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5 Were the Section 75 statutory duties integrated within performance plans during the 2018-19 reporting period? *(tick one box only)*

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

'Equality' is one of the 6 core mandatory training requirements for all staff and Mandatory Training is a key component of the appraisal discussion. Therefore, Equality Training forms part of every Personal Development Plan created through this process. A drive, during October and November 2018, focusing on Homecare and Reablement staff saw over 286 staff attend face to face sessions of the training.

The Chief Executive met with the Equality Officer to publicise the training offered by the department via a video in the online version of the March 2019 Trust Now Magazine. Trust Communications are regularly issued to highlight the training available including, Visual, Deaf and Disability Awareness training sessions. In addition Equality Screening training and Working with Interpreters training is available.

6 In the 2018-19 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2018-19 report
- Not applicable

Please provide any details and examples:

Western HSC Corporate Plan: Trust Vision

In April 2017, the Trust launched its Corporate Plan covering the period 2017/18 to 2020/21. The Plan remains accessible via the Trust website and staff intranet. The Corporate Plan is a high level document which sets out the direction and priorities for the Trust over a four period taking account of the expert panel report System Not Structures,

the vision set out by the Minister of Health in Health and Wellbeing 2026: Delivering Together, and Department of Health (DoH) priorities, especially the Draft Programme for Government Framework 2016–21 and the Making Life Better Public Health Framework as well as local government-led Community Planning.

Since then further work was undertaken by the Trust’s Corporate Management Team to define the key strategic priorities of the Trust so that our staff and the population we serve can easily identify and engage with the outcomes we want to achieve.

This vision sets out four inspiring objectives which will make the Trust a Great Place to Start in Life, to Grow Older, to Live Well and to Work, all of which are underpinned by the cross cutting aim of providing the Right Care First Time.



WHST Corporate Plan: “Outcome: Valuing Every Person”

The Trust works within a diverse society and we want to improve how we support the differing needs of those people and families who receive our services and of the staff who provide these services.

We are committed to meeting our roles and responsibilities in the promotion of equality of opportunity, good relations and diversity in the services we offer and within the workforce that provides these services.

Within the Trust, we will provide services and employ staff regardless of their age, dependent status, disability, gender, marital/civil partnership status, political opinion, race, religious belief and sexual orientation.

We respect diversity and believe that by knowing our public and staff better we can

provide better services and improved experiences for all.

We will:

- Communicate with, listen to and respect our staff, our service users, carers, and the public and treat everyone with empathy and compassion
- Promote and champion equality, good relations, human rights and diversity within the organisation, embracing difference and promoting a better understanding of cultural differences
- Work to uphold our duties in relation to Equality, Good Relations and Human Rights and develop and promote a culture of fair treatment and a sense of belonging
- Work to ensure that we uphold the five standards of respect, attitude, behaviour,
- communication, privacy and dignity for people who use our services
- Integrate equality and diversity into our policy development, service delivery and employment practices.
- Promote equality of opportunity for all regardless of age, dependent status, disability, gender, marital/civil partnership status, political opinion, race, religious belief and sexual orientation and tackle inequality, discrimination and harassment
- Provide a programme of Equality and Diversity training for all staff and managers
- Gather information on the diverse needs of our services users and staff to help us to better meet their individual needs
- Promote Good Relations and maintain a Good Relations Strategy for the Western Trust
- Continue to provide Interpreting and Translation services
- Support the meaningful involvement of staff, service users, carers and the public in how we plan, develop, review and change our services."

WHST Trust Delivery Plan:

"Through the implementation of its Personal and Public Involvement Strategy and Action Plan and revised Equality Scheme and Action Plan, the Trust will work closely with the community and voluntary sector to ensure that all of the 9 Section 75 categories and hard to reach public groups are appropriately involved in service design and delivery."

"Commitment to Consultation"

"Consultation is an intrinsic element within the Trust's approach to Personal and Public Involvement and the Trust's Equality Scheme. The Equality Scheme sets out the Trust's arrangements for consulting in accordance with the principles contained in the Equality Commission Northern Ireland (ECNI) Guidance "Section 75 of the NI Act 1998". In taking forward consultation the Trust shall continue to further embed community development approaches to support local involvement and innovation in the future delivery of services including working in partnership with other key stakeholders to encourage and support the development of social enterprise models."

Equality action plans/measures

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

Actions completed:

12 Regional

Actions ongoing:

4 Regional

Actions to commence:

2 Regional

2 Regional and 5 Local Actions from the previous plans were carried forward to the 2018 – 2023 Equality Action Plans.

Within the local Equality Action plan the majority of actions are over the lifespan of the plan. 2 Actions planned for completion were delayed:

Action 1 : Accessibility of Appointment Processes: due to the lack of Trust Disability Steering Group

Action 2: Improvements in Wayfinding across Western Trust Facilities: work and improvements have taken place, including the Wayfinding within Altnagelvin Hospital. Thehis site has benefitted from significant capital investment to provide world class services to patients in the Western Trust population alongside patients on a more regional and cross-border basis, the need to ensure that the wayfinding system is of a similar calibre and adds in a positive way to the patient experience was identified.

During 2017, the Trust undertook an extensive service user and staff survey to identify key issues with the current wayfinding and signage systems in place across Altnagelvin Hospital site. This survey was developed by a project group set up in the Trust which included service users from the local area, RNIB, Age Friendly Communities, Dementia Friendly and service managers within the hospital. The outcomes from this survey indicated that an increasing number of patients, services and in some cases staff encountered difficulties when trying to navigate their way around the hospital site. This has also been previously highlighted through the Trusts' Patient and Client Experience Group.

This led to the development of a wayfinding strategy in response to the key issue raised in survey responses regarding the need for clarity and consistency across the hospital site from pre-hospital information that is sent to service users ahead of their site visit to leaving facilities following their site visit. This document sets out key principles that underpin the Wayfinding system and identify how the system will be operated, maintained and updated including the use of temporary signage. Service Users also worked closely with colleagues from Capital Development to review the proposed signage for the new North Wing that is under construction on the Altnagelvin site, currently to put forward suggestions for improvement to make it easily accessible for patients and clients using the hospital site.

Continuing issues re wayfinding throughout the Trust mean this action will remain live.

Please provide any details and examples (*in addition to question 2*):

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- 8 Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period (*points not identified in an appended plan*):

Within the local Plan Actions 1 & 2: timeframe for completion will be extended.

- 9 In reviewing progress on the equality action plan/action measures during the 2018-19 reporting period, the following have been identified: (*tick all that apply*)

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

Arrangements for consulting (Model Equality Scheme Chapter 3)

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

- All the time Sometimes Never

As mentioned previously, the Trust did not formally consult on any proposals during 1 April 2018 to 31 March 2019. However, in accordance with our Equality Scheme obligations, screening outcome reports were uploaded onto the Trust website on a quarterly basis. In accordance with the Trust’s Personal and Public Involvement statutory duties there was considerable informal and ongoing engagement and involvement with individuals and representative organisations.

The Department of Health CoProduction Guidance was also disseminated widely across the Trust and provides an easy reference guide on best practice and merits of co-production. The Delivering Together Transformation Implementation Group (TIG) had asked for the development of a practical guide to support the application of co-production across our health and social care (HSC) system. This guide was developed using the principles of co-production in partnership with people who have experience in using health and social care services, Carers, HSC staff, Managers, Personal Public Involvement (PPI) leads, the Health and Social Care Board (HSCB), the Public Health Agency (PHA) and the Patient Client Council (PCC). The Trust will alter its approach in terms of targeted or widespread consultation in accordance with the relevance and strategic importance of the matter in hand.

A subgroup of Service Users and Carers from the WHSCT PPI Steering Group met to discuss the practical implications of the CoProduction guide and how these could be effectively implemented in the Trust. This subgroup developed a list of recommendations which were then shared with the PPI Steering Group and discussed at a meeting in December 2018. This meeting was attended by various staff from across Trust directorates who agreed to be cognisant of these recommendations in future service development.

During this time, the Clinical Education Centre also developed Co-Production Awareness sessions for delivery to service users, carers and staff across the region. This training was co-produced and it will be delivered across the Trust from April 2019 – March 2020. This training has been promoted widely across the Trust in March 2019, with service users, carers and staff encouraged to attend to develop their knowledge and skills in CoProduction.

- 11** Please provide any **details and examples of good practice** in consultation during the 2018-19 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

Adult Learning Disability - PPI

During the past 12 months the Trust has continued on its journey to further develop an exemplar model of PPI and co-production. It also continues to create a strong and effective partnership including service users, carers, Trust staff and Commissioners in improving the service for people with LD.

As part of the development of the involvement model for the service, five Local Involvement Groups were initiated in Derry/Londonderry, Enniskillen, Limavady, Omagh and Strabane. The groups met for the first time in September 2018 and again in November 2018.

To support the Local Involvement Groups in establishing themselves an Independent facilitator was appointed to work with the groups and after discussion with carers at meetings, it was agreed that the facilitator would meet carers informally to help progress this. Initial meetings with the facilitator were held in January/February 2019.

The ALD PPI Advisory Group views this as the next crucial step in moving the PPI process forward alongside development of the Strategic Involvement Group. The Local Involvement Groups are still currently being set up and will nominate members to sit on the first Strategic Involvement Group which has been arranged for 20 June 2019. The Trust will now progress work into 2019/20 to get the local groups and the strategic group fully established.

Good Relations

In order to develop the Trust Good Relations Strategy, to formalise the WHSCT's commitment to the promotion of good relations, the Trust Assistant Director for Human Resources held a workshop in March 2019 with service users, community and voluntary representatives, Patient Client Council, Union representation and Trust staff in attendance. Following the workshop working groups will be established to carry the work forward.

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12 In the 2018-19 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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

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:

The Trust adapts the format and/or content of its consultation and its method of engagement in accordance with the subject matter. We provide a range of materials and means of engagement or consultation to meet the needs of all relevant consultees. No formal consultation was undertaken during this period but there was a significant volume of engagement, involvement and co-production. Including within Adult Learning Disability and PathfinderWest.

See also response to 11.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? *(tick one box only)*

- Yes No Not applicable

Please provide any details and examples:

New/Updated documents are forwarded regularly to the Trust Consultee List following approval within the Trust including e.g. ECNI Annual Progress Reports, Quarterly Screening Reports, PPI Annual Progress Report. They are also advised of Consultations and Events including the Trust Engagement Event, where they had the opportunity to learn of PPI work ongoing within the Trust.

The Trust also engaged with stakeholders during the reporting period to develop the Trust Good Relations Strategy, a workshop was held in March 2019.

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

- Yes No Not applicable – no commitment to review

The Western Trust Local Consultee list was reviewed. The HSC Regional Consultee list was reviewed in collaboration with the other HSC Trusts.

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

8

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

0	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.
0	Consultations for an EQIA 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:

N/A

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:

N/A

Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

19 Following decisions on a policy, were the results of any EQIAs published during the 2018-19 reporting period? (*tick one box only*)

- Yes No Not applicable

Please provide any details and examples:

N/A

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

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

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

Please provide any details:

Staff Monitoring continues via HRPTS

Trust publishes Quarterly Screening Reports

Collection and analysis of Interpreting provision: Sign Language and Foreign Language

Encompass

Due to go live in summer 2021, 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 initiative is being led by professionals from across HSC in Northern Ireland who have a wealth of experience in leading the delivery of digitally enabled transformation within and across HSCNI, the encompass team are supported by communications, legal and procurement specialists, and patient representatives.

The programme is supported by all five of the Health and Social Care Trusts, the Public Health Agency, BSO, the Health and Social Care Board, Northern Ireland Ambulance Service and the Department of Health.

HSCNI currently uses lots of different systems which cannot easily, or simply can't, communicate with each other. Many of them are outdated and need to be replaced, most predate the Section 75 legislation and so cannot readily nor routinely capture Section 75 information. It is the vision of the HSC that, rather than continuing to rely on paper records

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and replacing outdated technology system by system, we can better use the investment needed in ICT to transform the way we care for people in Northern Ireland. This means that everyone involved in a person's care will have access to their health and care information from one record.

The health and care information will be securely available to the health and care professionals at the right time and right place. These will include care plans, test results, medication records, communication and mobility needs and appointments – all needed to ensure the individual gets the best care.

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.

It means that people can also access their own information and use the system to communicate with their health and social care team, view test results and manage appointments. Health and care staff will not have to enter the same data on different systems and in paper records and forms and can make better use of their time. It means that we can provide guidance and support for decision making at the point of care, helping to ensure that we can provide people with the highest standards of care, equitably, across Northern Ireland.

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

Yes No Not applicable

Please provide any details and examples:

22 Please provide any details or examples of where the monitoring of policies, during the 2018-19 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

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:

Staff Monitoring - has helped produce real time data to inform future equality screenings and Equality Impact Assessments in determining the impact of service changes on those potentially affected. Staff monitoring has also been useful to determine any policy gaps

e.g. transgender policy.

HSC Audit of Inequalities Document - HSC Organisations worked collaboratively to gather and update the emerging themes in relation to key inequalities experienced by the 9 equality categories. Collated data (qualitative and quantitative) was analysed and is defined, by Section 75 categories, to help develop indicators of levels of inequalities. The Audit of Inequalities document can be used as evidence for future screening and equality impact assessments and is a useful resource for both health and social care staff and representative organisations. The document is reviewed and updated annually.

Updating of Trust Local Consultee List – allows Trust to ensure that information is accurate and up to date when issuing information re consultations/reports etc.

Updating of Regional Consultee List – HSC Trusts worked together to update the list during 2018/19.

Staff Training (Model Equality Scheme Chapter 5)

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

The Western Trust continues to deliver Equality and Human Rights training in a variety of programmes. The training detailed below includes reference to/information on the Section 75 duties and Disability Duties. Further content is then developed to meet the requirements of the participants and the specific focus of the training. Much of the training is delivered by Trust staff, however for some training programmes delivery is in partnership with voluntary sector groups.

‘MAKING A DIFFERENCE’ E-Learning Programme: This E-learning programme was launched in the Western Trust in March 2018 as mandatory Equality, Good Relations and Human Rights Training for all WHSCT Staff and managers. The programme was developed regionally by HSC Equality Leads and a number of Western Trust staff participated in the pilot of the programme in early 2017.

‘Making a Difference’ is an interactive programme tailored specifically to the healthcare setting and aims to ensure that all staff realise the importance of their part in creating an inclusive and welcoming environment for all colleagues and service users. It replaces ‘Discovering Diversity’ as the mandatory e-learning training for all WHSCT staff.

The programme is provided in two modules – a general module applicable to all HSC staff and an additional module for those with management responsibilities. The modules are scenario-based to capture a range of practical and contemporary equality and diversity issues across employment and service provision. The programme replaces the Discovering Diversity e-learning programme as the mandatory e-learning training for staff within the Western Trust and all staff are required to complete this.

‘Making a Difference’ is supported by a regional Equality Training manual for staff which

complements the programme. The programme is also complemented by a suite of HSC Discovering Diversity awareness modules, which all staff are also encouraged to complete.

During 2018/19 the Equality Officer, recognising that there are a number of staff who do not have access to computers, developed face to face sessions of the training and piloted the sessions with Homecare staff. From October to November 2018 286 members of homecare and reablement staff undertook the training. A further 37 staff members from Killadeas Day Centre and 12 Theatre staff in Altnagelvin also completed the training, bringing the total to 335. In total, 2689 members of Trust staff completed the Making a Difference training in the 2018 - 2019 reporting period.

There are plans to roll the face to face training sessions out further, including Estates staff during 2019/20.

VISUAL AWARENESS Training: continues to be offered Trustwide in association with RNIB. This training provides staff with skills and knowledge to ensure that service users with a visual impairment receive a high level service. The Training is delivered by Eye Care Liaison Officers, during 1 April 2018 – 31 March 2019 9 sessions of the training were delivered to 149 members of Trust staff and volunteers.

DEAF AWARENESS Training: delivered by the British Deaf Association (BDA) throughout the Trust, the training includes an Introduction to deafness/Hearing loss and provides information on Communication Methods used by Deaf/Hard of Hearing people and how to communicate clearly. 6 sessions of Deaf Awareness Training were delivered in the reporting period with 103 staff and volunteers attending.

DISABILITY AWARENESS Training: delivered by Employers for Disability NI. The training covers Disability Discrimination Act (DDA) overview and case law with a brief overview of legislation followed by case study exercise using DDA cases. A variety of learning methods are used including an exercise on Language etiquette and Disability awareness training video clips. There is also an overview of five key disability areas; hearing loss, visual disability, learning difficulty and disability, physical disability and hidden disability, including mental health. Information is provided on the nature and extent of disability, as well as good practice in interacting with people with disabilities. 3 sessions of the training were delivered during the reporting period; 54 members of staff and volunteers attended.

WORKING WITH INTERPRETERS (Foreign Language/Sign Language) Training: this training is offered Trustwide on an on-going basis. The training aims to improve the experience of patients/clients who do not have English as a first language or who have a hearing impairment. The Equality & Involvement Team also offers the training to specific teams/units, as per requests. The Working With Interpreters Training is supported by Trust Communication Support Guidelines, which contain information for staff on accessing Foreign Language and Sign Language Interpreters, and Written Translation. During 2018/19 10 sessions of the training were delivered; 141 staff members attended.

EQUALITY SCREENING Training: continues to be delivered by Equality & Involvement staff to Senior Managers and their staff who are involved in developing policies/

proposals/strategies and implementing changes to services. The training provides information on Section 75 of the NI Act 1998 and requirements under Section 75 for Public Authorities; and informs staff why and when screening needs to take place and how to screen. During the reporting period 6 sessions of Equality Training were delivered, with 41 staff members attending.

EQIA TRAINING: the Equality & Involvement Team offer specialist support and training to staff within Directorates who are involved in EQIAs/consultation exercises, on request.

EQUALITY, DIVERSITY and INCLUSION Training: this training was developed and delivered as part of NVQ training for staff and is now delivered to staff within Departments across the Trust on request. It is also delivered as part of the Trust's Essential Training for Doctors programme. In addition, this training has been adapted and delivered to North West Regional College Health and Social Care students. The aim of the training is to inform participants about Equality, Diversity and Inclusion and how it applies within the Trust.

'LESBIAN, GAY, BISEXUAL and/or TRANSGENDER - CREATING INCLUSIVE WORKPLACES'
E-Learning Programme: available to all Trust staff. This e-learning programme was developed by the Public Health Agency in partnership with the Southern Health and Social Care Trust and has been informed by the experiences of individuals who identify as Lesbian, Gay, Bisexual and/or Transgender (LGBT).

The programme is designed to be used by individuals, including staff and management, working in any setting. It is hoped that it will better inform individuals and organisations on the issues faced by lesbian, gay, bisexual and transgender and help encourage workplace settings to be more LGBT inclusive, thus helping to create a more welcoming, safe and productive work environment.

- 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:

All of the above training, with the exception of the eLearning training, has been evaluated. Overall evaluation feedback has been positive with staff finding that training was relevant, practical and thought-provoking.

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

- 26 Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation **to access to information and services**:
- Uptake of sign language interpreting is monitored throughout the Trust. (Appendix 2)
 - Uptake of face to face and telephone foreign language interpreting is monitored (Appendix 2)
 - Quarterly Screening Reports are drafted and issued

Complaints (Model Equality Scheme Chapter 8)

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

Insert number here:

0

Please provide any details of each complaint raised and outcome:

N/A

Section 3: Looking Forward

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

The current Equality Scheme runs from 2018-2023, however, it can be reviewed as and when required.

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)*

Screening and training will remain a focus for the Trust.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) reporting period? *(please tick any that apply)*

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

- Age Discrimination
- Shared Parental Leave
- Equality Screening Forms – new Two-tier forms
- Review of Part B of ECNI Reporting Template

PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans

Please refer to appendix 2 which relates to compliance with our legislative duties under Section 49A of the Disability Discrimination Order (DDO): to promote positive attitudes towards disabled people and to encourage their full participation in public life. This corresponds to our Disability Action Plan (2018-2023) and what we have achieved in our first year 2018-2019.

The Western Trust remains committed to fulfilling our statutory duties and working towards best practice in all we do.

Attachments to this report:

Appendix 1: Equality Action Plan Monitoring Report

Appendix 2/Part B: Disability Action Plan Monitoring Report

Appendix 3: WHSCT Local Equality and Disability Action Plan

Appendix 4: Foreign Language Interpreting Provision for Western Health and Social Care Trust

Table 1: Total Provision and Expenditure with Language Breakdown 1 April 2018 – 31 March 2019

Language	Total Provision for each language				Total per Language
	NIHSCIS	Big Word	FLEX	*Sai Pak	
Polish	2661	148	2		2811
Arabic	1013	62	4		1079
Lithuanian	877	84	2		963
Hungarian	779	111			890
Bulgarian	236	81	3		320
Cantonese	224	2		179	405
Slovak	222	22			244
Mandarin	206	17		229	452
Russian	192	45			237
Latvian	135	4			139
Romanian	127	56	1		184
Punjabi	55	24	1		80
Spanish	35	4	1		40
Urdu	35	3			38
Czech	22	3	1		26
Bengali	21	4	1		26
Thai	15	2			17
Hindi	13	1			14
Turkish	13	14			27
Portuguese	10	2			12
Farsi	3				3
French	3	4	1		8
Japanese	3				3
Albanian	2				2
Croatian	2				2
German	2	5			7

Nepali	2				2
Pashto Central	2	2			4
Ukranian	2				2
Italian	1	1			2
Tetum	1				1
Bravanese		1			1
Cambodian		1			1
Dutch		1			1
Papiamento		1			1
Pashto		1			1
Total Provision	6914	706	17	408	8045
Total Cost	£306,748.00	£3,515.05	£2215.59	£6,200.13	£318,678.77
Average Cost	£44.37	£4.98	£130.33	£15.20	£39.73

***The Trust contract with Sai Pak/Chinese Welfare Association, for provision of interpreting for members of the Chinese community, ended in June 2018 with NIHSCIS taking over these requests.**

Table 2: No. of Provisions for Western Trust – NIHSCIS Only for past 12 financial years for comparison:

Year	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08
No. of provisions	6,914	6,237	6713	5693	6423	6272	5520	5051	4201	3777	3042	2619

Table 3: Total No. of Foreign Language Interpreting Provisions for Western Trust for past 12 financial years:

Year	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09	2007/08
No. of provisions	8045	8343	8901	7808	8440	8172	7476	6741	5348	5529	4834	4137

Table 4: Top 5 Language Interpreting Sessions (Face to Face) within WHSCT for previous 7 years

2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13
Polish						
Arabic	Lithuanian	Hungarian	Hungarian	Hungarian	Lithuanian	Cantonese
Lithuanian	Hungarian	Cantonese	Cantonese	Cantonese	Hungarian	Hungarian
Hungarian	Mandarin	Lithuanian	Mandarin	Lithuanian	Cantonese	Lithuanian
Mandarin	Cantonese	Arabic	Lithuanian	Mandarin	Mandarin	Mandarin

APPENDIX 4: Sign Language Provision in the Western Trust Area

12-Month Report: 1 April 2018 – 31 March 2019

Hands That Talk - Sign Language Interpreting: Expenditure 1 April 2018 – 31 March 2019:

No of Provisions	817
Cost	£100,191.41
Average Cost	£122.63

No. of Provisions for Western Trust – Hands that Talk for past 9 financial years for comparison:

Year	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10
No. of provisions	817	796	842	746	813	647	429	384	296	330