Western Health and Social Care Trust

Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report 2021-2022

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

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

Signature:

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

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

This report reflects progress made between April 2021 and March 2022.

Introduction

This is the Trust's 15th Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) for submission to the Equality Commission of Northern Ireland. In preparing this Annual Progress Report the Trust has used the template provided by the Equality Commission for Northern Ireland (ECNI). The Report provides assurance to Trust Board on how the Trust has fulfilled its legislative obligations and gone beyond compliance to achieve best practice in promoting equality of opportunity and good relations.

This report will reflect that the Trusts 'normal business' has continued to be impacted by the Covid-19 Pandemic. During this period the Trust continued to concentrate on delivery of essential services only in order to maximize the number of staff and resources available to respond to emerging needs/demands, safeguard lives, deliver vaccines and prevent the HSC system from becoming overwhelmed. The Trust is continuing the process of rebuilding services in an incremental way while ensuring the delivery of high quality and safe patient/client services. The Equality Screening forms for our surge/rebuild plans provide assurance that a full Equality Impact Assessment (EQIA) and public consultation will be carried out on any actions detailed within the plan that may be taken forward on a permanent basis.

The Trust recognises that there are a number of policy leads/decision makers across HSC who likewise must comply with the S75 Equality Duties, the Human Rights Act and the Disability Duties in the development, implementation and review of the Minister for Health's "Strategic Framework for Rebuilding HSC Services" in NI and in the development and implementation of HSC Trusts Rebuild Plans. The Trust therefore commits to collaborate, as necessary, with all relevant HSC organisations in seeking to ensure the fulfilment of these statutory duties. This may entail, in some instances, the Trust feeding upward into regional Equality Impact Assessments (EQIAs) led by other HSC Policy Leads e.g. Department of Health (DoH), HSCB et al, contributing to equality screenings by other policy leads where there are for example regional themes, undertaking further individual equality screenings on Trust proposals and where necessary and appropriate conducting EQIAs and associated consultation in line with the commitments in approved Equality Schemes and in the fulfilment of the requirement of the DoH Circular Guidance 'Change of Withdrawal of Services – Guidance on Roles and Responsibilities' – September 2019 especially where temporary changes are being proposed as permanent.

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

A full progress update on our Equality Action Plan for 2021-2022 is appended (Appendix 1) and our Local Equality and Disability Action Plan (Appendix 3) for ease of reference and details achievements at both a regional and local level. Appendix 2 relates to compliance with our legislative duties under Section 49A of the Disability Discrimination Act 1995 (as amended) (DDA) to promote positive attitudes towards disabled people and to encourage their full participation in public life. It provides an update on the progress of our Disability Action Plan (2018-2023) and achievement in year 4 - 2021-2022. Appendix 3 includes information on our Local Disability Action Plan.

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.

Our services*

We deliver services to our population from:

- 7 Hospitals
- 11 health centres and clinics
- 9 children's homes
- 30 day centres
- 8 residential homes and 1 hostel
- 6 training centres
- 12 administration hubs
- As well as directly into thousands of people's homes.

Each year we handle approximately:

- 100,000 inpatient and day case admissions
- 20,000 operations
- 220,000 outpatient appointment
- 120,000 emergency department attendances
- 300,000 imaging tests
- 20,000 renal dialyses
- 4,000 births

Each year we provide support to people in our communities through approximately:

- 1,800 residential and nursing home placements
- Domiciliary care services to 4,500 people in their home
- £4.5 million annual spend on community equipment
- 245,000 Community allied health professional contacts (e.g. physiotherapy, occupational therapy)
- 17,000 social work contacts
- 390,000 community nursing and health visitor contacts - 7,000 mental health assessment referrals

*Services have been impacted by Covid-19

Our Changing Population Needs

- Our older population is growing with a 27% increase predicted in those aged 65-84 years and a 39% increase in the 85+ age groups by 2028.
- In contrast, the under 16 population is decreasing but there are increasing numbers of looked after children
- 1 in 4 people live in poverty.
- 5 of the top 10 most deprived areas in N.I. are in the Western Trust.
- 10 of the top 20 areas with poorest access to services are in Fermanagh and Omagh.
- 60.5% of hospital admissions in the Western Trust are in the level 1 and 2 deprivation categories, i.e. most deprived, the highest proportion in Northern Ireland.

Deprivation

Despite high levels of deprivation, the population of the Western Trust shows equivalent or better health outcomes than the Northern Ireland average, except for:

- Respiratory conditions, i.e. asthma and chronic obstructive pulmonary disease (COPD).
- Mental health is considerably worse than the NI average, particularly due to anxiety and depression.
- More people are likely to suffer pain and discomfort than for Northern Ireland as a whole.
- There is a higher number of children in need as a proportion of our population.

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.

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 to achieve this we 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.

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 2021-22, 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.

Changes to Service Delivery during 2021/22 as a result of Covid-19

As a result of the Covid-19 pandemic, the Trust had to make decisions and take actions at short notice to ensure that patient, service user and staff safety remained our priority.

During this reporting period there continues to be a number of innovations and change in practice to enable COVID-19 safe working practices, including widespread use of telephone triage, virtual clinics and video calls, including for sign language. Building on this will involve working closely with our primary care and community partners and our clinical and social care leaders, using flexible and remote working where appropriate and rapid scaling up of technology. We also continue to engage with our front line staff to reflect on the many "lessons learned" and further work will continue on this to inform our plans going forward. The Trust is actively involved in the regional Service Delivery Innovation work-stream who have identified a number of key initiatives which will be mainstreamed, including virtual visiting and virtual consultation. Full EQIA and public consultation will be carried out on any permanent implementation of these initiatives.

In addition to Virtual Clinics and appointments, additional changes to services included:

- Service Users offered planned appointments during the evening and weekends to avoid unnecessary delays;
- Some outpatient appointments with clinical teams took place via telephone or by video call, as appropriate. There were limited face to face appointments and these were given to urgent and priority cases;
- To minimise the time people waited and understand any risks, service users were helped to prepare for appointments in a different way such as screening questionnaires or getting blood samples taken before arrival;
- People were given specific times to access services due to limited waiting spaces;
- Staff wearing masks and other protective covering to keep service users, visitors and themselves safe;
- Accommodation was used in a way which helps us to maintain social distancing;
- There are many factors both local and regional that are interdependent such as transport, cleaning, catering, visiting policies, signage, car parking etc. that we will consider as part of rebuild plans;
- Visiting arrangements change in line with transmission rates within the community;
- Some of our health promotion/improvement programmes moved to online delivery, e.g. Diabetes Prevention Programme.

We will continually review our service delivery and work to prioritise which services and which aspects of our services that we can safely and effectively reinstate given the additional

constraints the covid-19 pandemic places on us.

The increased use of virtual appointments by outpatient clinics, traditionally based on acute hospital sites, has meant that service users have had their medical conditions reviewed whilst also being kept safe as they no longer need to attend an acute site/hospital. However, the use of virtual clinics has presented challenges for service users or patients who are deaf and use sign language and for staff from the Ethnically Diverse community. Staff are mindful of this and technological solutions are continuously being embraced locally with our IT staff and regionally to overcome these challenges. The NIHSC Interpreting Service and The Big Word provide a virtual service/telephone service for service users whose first language is not English. Sign Video (previously known as Interpreter Now) have been engaged by HSC to deliver a virtual service for appointments for service users who are British or Irish Sign Language users.

The Trust remains conscious of issues with broadband and telephone connection in some of our more rural areas and continues to liaise with clients to discuss options and ensure appointments still take place.

WHSCT Vaccine Programme

The Covid-19 vaccination programme commenced in Northern Ireland on the week beginning 14 December 2020. Since then, over 3.8 million vaccine doses have been administered in NI through a combination of HSC Trusts, General Practitioners and Community Pharmacies. The Western Trust have administered over 320,000 in total up to the end of April 2022.

From April 2021 to March 2022, the vaccine programme has evolved through a number of phases. Following guidance issued by the National Joint Committee on Vaccination and Immunisation, the Department of Health (DOH) continued to provide the Covid-19 vaccine policy direction, prioritising the most vulnerable population groups. April to September 2020 saw the administration of first and second doses of the vaccine to those aged 18 and over. These were primarily delivered through the Trust Mass Vaccination Centres in Foyle Arena Londonderry, Omagh Leisure Centre and the Lakeland Forum, Enniskillen. In addition to the three Western Trust operated Mass Vaccination Centres (MVC), during June 2021 Trust special mobile teams, working with the multiagency partners, were deployed to areas with low uptake rates, including rural areas, these clinics will continue to be operational during July and August 2021. WHSCT engaged with the DEARA funded Farm Families project to assist in targeting and providing vaccination clinics in 4 rural areas during winter 2021.

The Mass Vaccination Centres closed in the middle of September 2021 as demand for first and second doses in the approved categories reduced significantly. A total of 92 community based mobile clinics were delivered to the population of the Western Trust from April 2021 to end of March 2022.

A number of bespoke clinics were also run by the vaccination team throughout the year to provide greater accessibility for groups where uptake was low e.g. pregnant women, homeless community, migrant and minority ethnic groups. The table below shows the number of mobile and bespoke clinics held in the WHSCT area between 1 April 2021 and 31 March 2022:

Clinic Type	Number of Clinics	Numbers vaccinated
Community facilities	92	13,078
Schools	43	7,654
Special Education Schools	16	233
Care Homes	58	10,388
Supported Living	49	2,701
Others (Maternity, Clinically Extremely Vulnerable, Allergy & Inpatients)	88	2,938
Total	**346**	**36,992**

The strategy shifted in the autumn 2021 to deliver a booster programme to approved priority groups. This initially included residents in care homes and supported living, clinically vulnerable groups and frontline HSC staff. A third primary dose was also recommended for people who were severely immunosuppressed and the vaccine was also approved and recommended to be offered to all 12-17 year olds. From mid-September to early December 2021, Trust teams delivered the vaccine programme in care homes, supported living, vaccine hubs (situated in Altnagelvin Area Hospital, Londonderry, South West Acute Hospital, Enniskillen and the Tyrone and Fermanagh Hospital, Omagh), mobile clinics, housebound patients and within all post-primary schools in the Trust area.

Trust staff were also offered the seasonal influenza vaccination as there were concerns that a return to pre pandemic flu infection levels, coupled with high covid-19 infection rates, could have devastating consequences. A total of 5172 flu vaccines were administered by the Western Trust to its staff.

With rising rates of transmission of Covid-19 in the community and the emergence of the Omicron variant in late autumn 2021, the booster programme needed to be greatly accelerated. All age groups were offered the booster with a shortened dose interval and the focus shifted once again to delivery in Mass Vaccination Centres. Working in partnership with local councils, the Trust reopened three MVC's at leisure centres across the Trust at the beginning of December 2021. These centres continued to deliver the Vaccine until the end of January 2022.

Equality staff also worked with the Business Services Organisation to offer appointments for COVID-19 vaccines and flu vaccines to their approved interpreters. In addition they worked with a representative group and the Public Health Authority to secure vaccines for 20 undocumented individuals.

The high rates of transmission of Omicron and the decreased severity of illness, resulted in a decline in the demand for the vaccine during January 2022. However, with the approval and subsequent roll-out of the vaccine to 5-11 year olds, paediatric vaccination clinics were delivered in all special educational needs schools and the vaccine hubs across the Trust area.
Further guidance on a Covid-19 Spring Vaccination Programme was issued by JCVI at the end of 2022. This recommended that the most vulnerable people in our communities should be offered an additional Booster this spring time. This includes:

- all those over 75 years of age
- all those aged 12 and above who are severely immunosuppressed

- residents in care homes

The DoH have subsequently asked Community Pharmacists to deliver the programme to care home residents and GP's colleagues to vaccinate the over 75's. The Trust will be supporting the spring programme by vaccinating those people who are severely immunocompromised, housebound patients over 75 and continue to offer all other groups for 1st, 2nd or booster jabs in the vaccine hubs and mobile clinics across the Trust geography.

Communication re Covid
Timely clear information is key at a time when there are changes to service delivery and those changes are often rapid and immediate. The Trust has made full use of social media, its website, staff and user forums, local voluntary sector colleagues and statutory partners to ensure staff and service users are aware of key changes and where to go if they have queries/feedback etc.

We are committed to ensuring information is accessible and information about Covid and how the Trust is changing service delivery is available. Social media has been used to remind the public about the normal protocols and helplines if they are concerned about the welfare of a child or vulnerable person during the Covid 19 pandemic.

Measures will be kept under review in line with public health guidance and the lifespan of the pandemic. The Trust will subject the plan to on-going screening to monitor the impact of the temporary measures on a continuous basis to ensure that the impact is not more significant than initially anticipated and the frequency and urgency with which changes are required to address the demands of the pandemic.

Equality staff have continued to work in partnership with PHA, community groups and staff from other Trusts to dispel myths circulating among ethnic minority communities about the vaccine and to provide information in accessible formats and promote access to the vaccine. Translated information on Covid vaccines etc. is accessible via the Trust website.

Multiagency Group
A multiagency group was commenced in April 2020 to support planning and collaborative working during the first Covid surge. The group is attended by Western Trust, Public Health Agency (PHA), Department for Communities (DfC), Department of Agriculture, Environment and Rural Affairs (DAERA), Police Service of Northern Ireland (PSNI), Derry City and Strabane District Council (DCSDC), Causeway Coast and Glens Borough Council (CCGBC) and Fermanagh and Omagh District Council (FODC).

The Multiagency group assisted in the targeting and coordination of mobile vaccination clinics, ensuring WHSCT could work with local community and voluntary groups in areas of low vaccine uptake in urban and rural communities across the Western Trust area.

The group also assisted in coordinating and targeting communication on infection prevention control and advice on vaccines – particularly targeting pregnant women and young people.

Transparent face masks
WHSCT continue to follow current guidance which states that a risk assessment is carried out if a clear mask is required. A visor should be used as an alternative and 2m distance maintained where possible. This will remain in place until BSO procure medical grade Clear Mask. There are currently three transparent mask products deemed compliant against the 4N Transparent

Mask Technical Specification with other products currently being assessed at a National level. Although the Department of Health & Social Care (DHSC) have indicated that the products are available for use in healthcare settings, it was acknowledged that there were a number of NI specific requirements to be considered before new items of Personal Protection Equipment could be procured for use in NIHSC. These NI specific requirements include assessing the products from a technical, Infection Prevention Control and usability perspective, which was agreed at the outset for transparent mask products. The CE marking requirements are different in NI to the rest of the UK and part of the Medicines Optimisation Innovation Centre (MOIC)/technical assessment process is ensuring the UK-approved products are compliant with the NI-specific CE marking requirements.

One of the products deemed compliant with the 4N Transparent Mask Technical Specification has recently been approved by MOIC and the IPC Product review group. As per the agreed NI process, PaLS have requested a small sample of this product from the supplier to enable service users/staff identified across HSCNI to assess from a usability perspective. Contact has been made with a range of settings to confirm if a small number of service users/staff, including those who are deaf, are in a position to evaluate the product in July 2022, once the samples are received from the supplier and distributed. If feedback is positive the product will be considered for regional procurement, the timeframes for which can vary depending on the procurement route required and the delivery lead times.

Two other compliant products are in the final stages of the MOIC approval process and if successful they will also be subject to service user testing before being considered for regional procurement. Throughout this process, efforts have been made to manage expectations regarding the availability of this new type of product as it was anticipated it would be challenging.

Regional screening template and toolkit
Regional work has been carried out to develop a two part screening template that has been piloted in the Belfast Trust. The aim is to develop a user-friendly template for policy makers. There has been engagement with Equality Commission (ECNI) colleagues and suggested amendments have been incorporated and shared with the Commission for ratification. It was envisaged that this template would be adopted by the Trusts in collaboration with the Commission however discussions continue.

Regional Accessible Communication Group
During 2019-2020 a Regional Accessible Communication working group was established, chaired by NHSCT. The purpose of the Group is to guide the development and implementation of an information standard in line with the Accessible Information Standard in England for the provision of appropriate communications support and personalised, accessible information to disabled people by health and social care organisations. Membership includes representatives from voluntary sector organisations working with affected groups including RNIB, Mencap and Action on Hearing Loss. In 2019-2020 the group engaged with the regional Encompass programme to discuss accessibility of information for those with a visual or hearing impairment. Due to Covid-19 work of the group has remained on hold.

Accessible communication
From 1 April 2021 to 31 March 2022 the Western Trust had a total of 7,716 sessions of foreign language interpreting, via both face to face and telephone. This figure is moving back in line with pre-pandemic levels. During this reporting period the number of telephone interpreting

sessions remains higher than pre pandemic levels at 1,640. Telephone interpreting usage had increased by 79% during 2020-21. Appendix 4 provides details of interpreting.

There were 612 sessions of British and Irish Sign Language Interpreting delivered face-to-face during 2021/22. This figure has also risen compared with the previous year (499). The table at Appendix 4 provides information on face to face Sign Language uptake including figures for previous years. Additional Sign Language interpreting sessions were held using the new Remote Interpreting Service.

As a result of the pandemic, infection prevention and control measures and many of our Health and Social Care (HSC) Services and essential information sources switching to telephone contact only, a Regional Remote Interpreting Service had been introduced within HSCNI: Sign Video (previously known as InterpreterNow). The service was introduced to address the significant challenges and risk to deaf people and others who use sign language brought about by these changes. The Health & Social Care Board (HSCB) commissioned the temporary Remote Interpreting Service to empower people to access and communicate with HSC Services via telephone due to the current public health guidance on social distancing and minimising risk of infection to sign language interpreters. The new service comprises two elements:

Video Relay System: enables Deaf people to telephone any HSC service via a remote British Sign Language (BSL) or Irish Sign Language (ISL) interpreter. The Deaf person contacts the interpreter via the service app, using their smartphone/ tablet or via the secure video link/app using a computer. Once they are connected, the interpreter telephones the HSC service provider on the Deaf person's behalf

Video Remote Interpreting: enables Deaf people in Northern Ireland to communicate with a HSC professional in person, via an online BSL or ISL video interpreter. The Deaf person and the HSC service provider can be in the same location, while the interpreter is online via secure video link on a screen in the office (e.g. a tablet, smart phone, or computer). This service can be used for short non-complex appointments including:

- a GP appointment
- a pharmacy consultation
- the translation of medical advice received in the post
- a visit to Emergency Department until a face to face interpreter can be booked.

The remote services are accessible to the deaf community and HSC services. Deaf service users download an app to their phone/mobile device or a link to their computer which will provide them with access to an interpreter. The app/links have security and encryption. HSC services can also gain access to the interpreter by downloading an app to their work phone/mobile device or a link to their computer. Information and support was provided to HSC staff to advise them of the service, how to download the app/link and how to book an interpreter.

Good Relations

A Joint Equality, Good Relations and Human Rights Forum has been established in partnership with ECNI, Human Right Commission (HRC) and Community Relations Council (CRC). During Good Relations Week 2020, the 6 HSC Trusts engaged online with colleagues from the CRC, ECNI, and service users and carers, as well as HSC staff and Trade Unions, local Council representatives, the Patient and Client Council, the Business Services Organisation, the Public Health Agency and representative organisations. The purpose of the engagement was to produce a consistent, clear and unequivocal statement for the HSC Sector to outline our pledge to promote Good Relations amongst everyone - our patients, service users, carers, visitors and staff.

Consensus was reached on the statement below and during the reporting period a poster was issued to all Trust departments for display. A Trust Communication was also issued:

The posters will be prominently displayed throughout HSC facilities in Northern Ireland to remind everyone of this important commitment. The poster was also adapted to Easy read, see next page. Work to develop the Trust Good Relations Strategy will continue.

HSC Health and Social Care

easy read

We will work together to make good relationships with everyone

We will welcome everyone.
We will make all Health and Social Care spaces welcoming and safe for everyone.

We will be fair and respectful.
We will see everyone as important.
We will treat other people in the way we would like to be treated.

We will treat everyone in a good way.
It does not matter

- how you look
- where you are from
- what language you speak
- who you vote for
- what religion you follow.

If someone is treated badly then we will do something about it.

made with photosymbols

Ethnically Diverse Staff Network
The WHSCT Ethnically Diverse Network, established, in June 2020, provides a platform for Ethnically Diverse staff to raise and discuss issues and concerns and get support and advice. The network is a key point of contact for Ethnically Diverse staff in order to create a safe, welcoming and shared working environment that embraces good relations and diversity within the workforce. The Network continues to meet regularly.

In May 2021 the Ethnically Diverse Staff Network developed and launched a survey aimed at capturing information from ethnic minority staff in the Western Trust. The Network considered the findings of the survey at their meeting in June and September 2021. Based on key themes identified within the survey the ED Staff Network is in the process of establishing three working groups (Policy Consideration, Training and Mentorship, Cultural Awareness) to examine further the feedback and establish a plan to begin to resolve some of the issues. Network members have been asked to join these group. An Implementation Plan will be developed to ensure that actions are progressed.

Delivering Value – Safe, Effective, Affordable Services
The Trust's formal 3 year financial recovery programme "Working Together Delivering Value" (2019-2022) incepted in 2019 began with a hugely successful first year of tactical savings delivering at 95% of a £7 Million target; achieved through a range of efficiency big programmes of work whilst continuing to offer safe and effective care to our patients and clients.

The number of efficiency big programmes of work were as follows:

1. No More Silos
2. Older Person Journey
3. Improving Quality and Safety in Adult Mental Health Services
4. Strengthening the Relationship Pathway in Family and Childcare
5. Unscheduled Care Project (ED,ACU and AMU Teams)
6. Virtual and Mobile Working
7. Working Safely Together
8. NHS Charities
9. General Surgery Pathway

The COVID-19 pandemic changed the outlook for the Trust bringing about quick and significant change opportunities, the opportunity to refocus on projects with a strong link to the Trust strategic priority "Safety, Quality and Supporting Staff during COVID-19" as well as delaying progress on the overall financial Recovery programme developed in 2019/20.

A revised financial recovery plan submitted to DoH requesting an extension to 2023 was approved. The revised plan broadly reflects the original plan but included new opportunities for savings across a number of different projects. The plan remains on track to achieve its savings target for 2021/22. Plans for 2022/23 are currently in development.

As the big programmes of work continued to mobilise, the Working Together Delivering Value Project Management Office (PMO) continued to support the COVID-19 programme of work by leading the administrative teams within the Trusts Mass Vaccination Centre, Mobile Vaccine Clinics and local vaccine-booking centre, while supporting the continued Reset/ Rebuild and/or surge planning with services within the Trust.

With the exception of July/August/November and December 2021, the Working Together Delivering Value Project Management Office (PMO) and its Management board agreed to have truncated agendas focused on key issues and pressures within the Trust.

Whilst COVID-19 transmission rates remain high across the community and the Trusts, planning has begun on the priorities for Working Together Delivering Value for 2022/23 by sensitively engaging with colleagues to refresh and reframe their projects for 2022/23, looking for new opportunities and ensuring they align to the Key Strategic priorities.

Our Strategic Priorities
The Trust's single overarching focus over the coming years is to deliver on the quadruple aim as set out by the then Minister for Health in Health and Wellbeing 2026 – Delivering Together.

These four aims, as represented below, are key to improving the health and wellbeing of our population and achieving the Minister's ambition that we all lead long, healthy and active lives.

In support of Health and Wellbeing 2026 - Delivering Together, we have drawn up a wide-ranging and challenging programme of work to be taken forward over the next three years. This is comprised of three main strands – Transformation, Pathfinder and Financial recovery – and is expected to deliver the following outcomes:

• High quality and safe services
• Services that are financially sustainable and effective
• Delivery of contracted activity and performance targets
• Supported by a skilled and effective workforce

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

Since 2018 Delivering Together has committed the Trust to delivering sustainable services against four key areas of activity:

Building Capacity in Communities and Prevention
- Work with communities to support them to develop their strengths and use their assets to tackle the determinants of health and social wellbeing
- Reduce inequalities and ensure the next generation is healthy and well

Providing more support in Primary Care
- Focus on prevention based approaches
- 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 time, by the right people, with the right skills
- By giving pharmacists access to the patient information they need to deliver better care

Reforming our Community and Hospital services

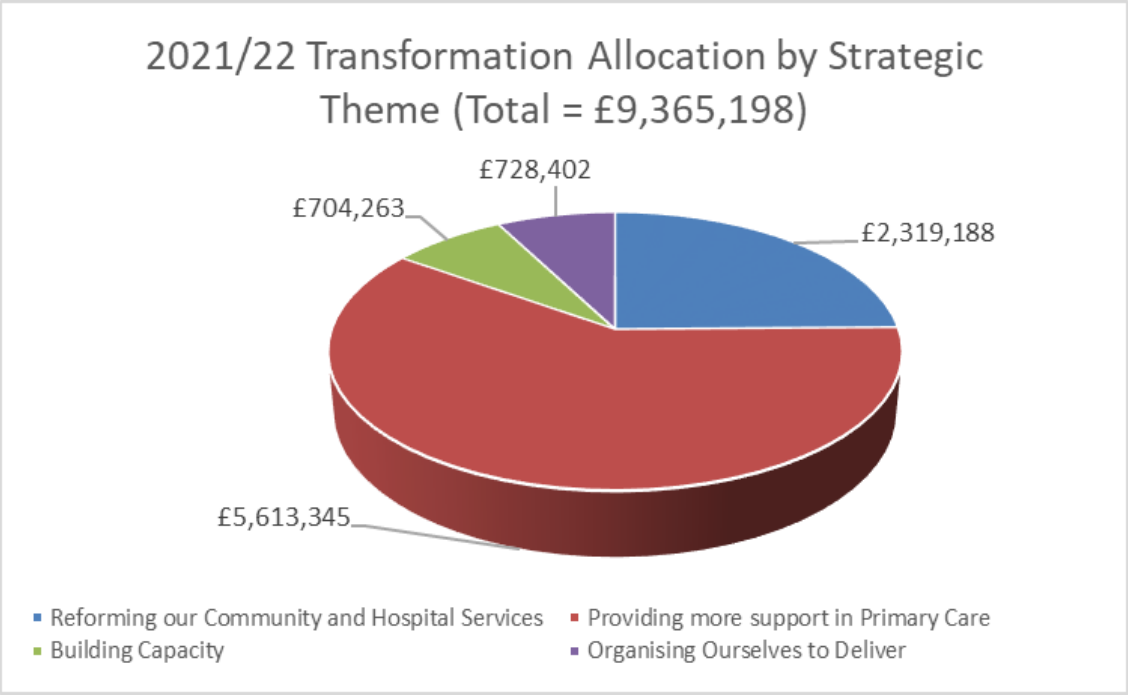
- Better specialist mental health services & support for carers
- So that they are organised to provide care when and where it is needed
- By delivering elective care centres, which will change how and where vital services are delivered
- Reviewing how we deliver care in diabetes, stroke and other services
- 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

Organising ourselves to deliver

- 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

During 2018/19 and 2019/20 a range of transformation projects were funded through the Confidence and Supply agreement. In 2020/21 projects were funded through New Decade, New Approach (NDNA). During 2021/22 Transformation projects have transitioned to Business As Usual (BAU) within directorates. A number of transformation projects were funded to carry out specific pieces of work to inform future plans and have ended.

48 projects were funded in 2021/22 across the four key areas of activity as follows:



Projects funded within the Western Trust in 2021/22 and transitioned to BAU include:

<u>Primary Care Multi-Disciplinary Teams (MDTs)</u>

Since July 2018 the Trust has been working in partnership with Derry GP Federation to implement Primary Care Multi-Disciplinary Teams across 28 GP Practices. These teams provide direct access, in a Primary Care setting, to Physiotherapy, Mental Health and Social Work support to the patient population served by the Derry GP Federation. Additional Health Visiting and District Nursing staff are also provided through the model. These professionals

are increasing capacity in General Practice by seeing patients who would otherwise be seen by a GP.

- To date, a total of 120 MDT staff are in post across the professional groups for Social Work, First Contact Physio, Mental Health, Health Visiting and District Nursing including 6 professional leads.
- The MDT Mental Health Practitioners and their Lead are employed by the Derry GP Federation. All other staff are employed by the Trust.

Social Work

- MDT staff have availed of relevant training, promoting competence in the workforce for recognising and responding to inequality, promoting diversity and inclusion.
- Working group established among the social workers to consider how they can better engage with ethnic minorities, and have requested Social Work information leaflets in other languages from the Department of Health.
- Social Work Leads within Derry MDT are MDT representatives on the Community Mobilisation Hub, looking at unmet need in the community with the purpose of collectively and more effectively responding to identified need.
- Over 100 projects in the community have been funded and supported throughout the year. These projects address health inequalities and have promoted inclusivity, positive health and wellbeing.
- Service user engagement and co-production are at the centre of community development work, ascertaining the needs and giving voice to the service user when it comes to project design, planning and delivery.

First Contact Physiotherapy (FCP)

- The FCP team has 93% compliance rate with Equality & Diversity Training.
- This is an inclusive service and have worked with individual patients with a variety of disabilities, from a variety of backgrounds.

Health Visiting

- Health visitors have completed 'Working with Interpreters' training and use the HSC NI Interpreting Service and Big Word for service users where English is not their first language. Also provide health education and promotion leaflets in different languages.
- Health visitors undertake Traveller Awareness training and refer Traveller families to the Toy Box Programme which supports early education and transition in to school.
- Health visiting is involved in meeting the health, development and wellbeing needs of refugee children and their families.
- Health visitors and Public Health Nurses worked in the Trust's mobile vaccine units to deliver the Covid-19 vaccine in Care Homes and Supported Living Accommodation to both residents and staff. Also, deployed to mass vaccination centres.

District Nursing

- Completion of an Equality & Diversity Survey within the Western Trust and participation in the Task and Finish to address issues identified.
- By its nature, District Nursing is an inclusive service which provides high quality care to all patients irrespective of their beliefs or background.

In line with the population health agenda, the GP MDT Leads including District Nursing and Health Visiting Leads have been working towards the establishment of a local MDT group to

develop a community profile and health action plan within the Castlederg/Newtownstewart and Donemana locality. The outcome of which will hopefully be the identification of health inequalities and the development of an agreed community health action plan to address these inequalities.

Mental Health Liaison Services (Reforming our Community & Hospital Services)
Given that adults and older adults with mental health problems are three times more likely to attend the Emergency Department and five times more likely to be admitted to a general hospital as an emergency, the liaison mental health service has become an essential component of the acute hospital.

There are six key groups of patients who benefit from the service:

1. Those who self-harm and require medical or surgical treatment.
2. Those with physical or psychological consequence of alcohol or substance misuse.
3. Frail elderly people with delirium, depression and/or dementia and a perceived need for basic physiological support, nursing and further investigation.
4. Those already known to have a mental illness.
5. Those who present with physical symptoms that, on assessment, have primarily a psychological or psychiatric cause.
6. Vulnerable groups including homeless people, personality disorder, those subject to domestic violence and abuse, children and young people at risk.

Enhanced Levels of Senior Nursing staff – Band 5-6 uplift (Organising Ourselves to Deliver)
This project has enhanced levels of senior nursing staff on designated wards in phase 1 of Delivering Care, enhancing the clinical leadership and therefore decision making capacity on the clinical floor.

Post Adoption Support (Building Capacity)
This specialist service provides therapeutic support in times of need. It has helped reduce Looked After Children numbers; children can remain within the Trust area, their local communities and families.

The significant funding in the Transformation programme has provided many benefits and opportunities for the Trust:

- reconfiguration of existing services
- improved the capacity and flow of patients through hospital
- supported and expanded primary care services
- strengthened the workforce
- invested in e-health, innovation and leadership
- developed new practises in social work.

The Transformation Programme has tested a number of prototypes, including Our Hearts Our Minds. The Trust is currently reviewing this model and will continue to seek additional funding.

The Fermanagh and West Tyrone Pathfinder project, previously funded through Transformation funding has looked at how to provide integrated care in a rural community. In view of the region moving towards an Integrated Care System (ICS), Pathfinder developed a Project ECHO programme to facilitate shared understanding and learning on Integrated Care

Systems.

Our Hearts, Our Minds

A unique 12-week programme 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.

The Our Hearts Our Minds (OHOM) Programme for Cardiovascular Health was launched by the WHSCT in April 2019 by Mr. Richard Pengelley, Permanent Secretary for Health. As part of the DoH's Delivering Together agenda the new programme has transformed the existing cardiac rehabilitation service in the Western Trust into a panvascular prevention service (integrating primary and secondary prevention). The programme is delivered across 3 sites – Gransha, Omagh Hospital and Primary Care Complex and the South West Acute Hospital as well as the local leisure centres.

The results have demonstrated high uptake and retention rates with over 700 patients accessing the programme. Analysis of the programme outcomes has shown real evidence of healthy lifestyle change (smoking cessation, improved diet, increased physical activity) as well as the majority of patients achieving their lipid and blood pressure targets. Importantly there was significant improvement in patient reported outcomes including a reduction in anxiety and depression as well as improvements in quality of life. These measures will significantly reduce the risk of recurrent cardiovascular disease and other chronic diseases such as cancer, Type II DM and dementia.

In March 2020 some staff were redeployed initially to assist with the Trust's Covid response. On return from redeployment in May 2020 OHOM began delivering their Service virtually and continue to do so with Pexip video clinics and telephone clinics, weekly education classes/ telephone coaching calls and the introduction of the Fitbit to allow for remote monitoring of patient's physical activity. Some staff were redeployed again to the acute ward from November 2020 through to February 2021, August 2021 and September 2021.

Virtual platforms were set up i.e. ICT, information Governance, agreed Data Protection Impact Action (DPIA) for Pexip etc. and staff received training on video clinics. Due to funding issues there are posts which remain vacant which has had a significant impact on service activity. This all had a significant impact on activity of patients seen.

Western Trust Diabetes Prevention Programme

The Diabetes Prevention Project (DPP) in the Western Trust is part of a regional Northern Ireland Diabetes Prevention Programme funded by PHA which has been established to help delay the onset of Type 2 Diabetes Mellitus (T2DM).

DPP is aimed at individuals who have been identified as being pre diabetic by their GP or Practice Nurse and are referred to the programme via the GP Clinical Care Gateway (CCG) system. Central to the programme is education and awareness raising around nutrition, physical activity and behaviour change to encourage participants to adopt a lifestyle behaviour change in order to reduce the risk of developing T2DM.

DPP is outcome based. The key outcome is Diabetes prevention i.e. to reduce/maintain HbA1c levels for participants by the end of each programme (HbA1c results are verified through the NIECR data system). Secondary outcomes include weight loss through the adoption of healthier long term behaviours using a lifestyle approach.

From commencement of the programme in February 2019 to 31st March 2022, 2,156 participants have been referred on to the Diabetes Prevention Programme (DPP). Not all referrals translate into individuals availing of offered programmes. GPs are noting significant changes and improvement to their patients and are very supportive of the DPP.

267 of the people registered onto programmes, 240 individuals engaged with the programme of which:

- 42% are no longer pre-diabetic (100 individuals)
- 16% reduced their HbA1c figure (39 individuals)
- 35% remained at the same level and did not progress towards T2DM (84 individuals) this was the initial aim of the project. Point 1&2 exceeded expectations
- 7% increase in range however did not cross over into T2DM (17-individuals)

In summary 93% of participants greatly increased their health outcomes and reduced their risk of developing T2DM through attending the programme (223 individuals). Evidence of success has also been reflected by participant's weight loss. Collectively participants have reduced their weight by 657KG, equivalent to 103 stone.

Given the programme lasts for 9 months it is worth noting a high retention rate of 68%.
Participants have reflected on the additional improvements to their family health by them adopting a healthier lifestyle following the DPP programme.
DPP has demonstrated progress in the area of health and wellbeing by preventing the risk of the onset of T2DM. Delaying the onset of T2DM has positive long-term effects on the financial implications for the health service. In addition, research shows that by reducing T2DM this further reduces the risk of other associated complications such as, cardiovascular disease, stroke, amputation, high cholesterol and hypertension.

Feedback from DPP participants has been extremely positive.

Managing the Challenge (MTC) pilot for WHSCT staff with long Covid condition
The MTC programme provides licensed self-management courses, aimed at those with long term chronic conditions, which have been available throughout the Trust area for many years. The programme is funded by the Trust, coordinated by Action Mental Health (AMH) and delivered by volunteers with long term chronic conditions and Trust staff. The two courses in the MTC programme are Managing Your Condition and Managing Your Pain.
To support Trust staff with long COVID, during the reporting period, a pilot of the MTC programme was offered. Following completion of the course all evaluation responses reflected a very positive, enjoyable and supportive experience. All of the participants stated that the contents of the course were very useful, with most feeling the greatest gain was support from other staff with long COVID.

Pathfinder
During 2021/22 Pathfinder continued to work in partnership with many stakeholders, building a shared consensus of the population health plan for accessible and integrated care in the Fermanagh and West Tyrone area. Addressing the barriers to accessing services is a key priority of Pathfinder, through developing connected and integrated care models within a population health plan, which is co-developed with partners.

Leading on from last year's programme, Pathfinder continues to focus upon multimorbidities

and mental health, and the work is increasingly aligned with the wider development of new models of planning, commissioning and delivering integrated care. Pathfinder continues to reflect a commitment to co-production in all its processes to deliver on integrated care. Throughout the pandemic Pathfinder was able to gain a better shared understanding of community based provision and new and creative ways were supported to deal with challenges with upwards of 70 organisations engaged in regular meetings throughout the early months of the pandemic.

Building on from this; and in view of the region moving towards an Integrated Care System (ICS), Pathfinder developed a programme called Project Extension for Community Health Outcomes (ECHO) to facilitate shared understanding and learning on Integrated Care Systems; questioning how we can apply an ICS across health and social care in the Pathfinder geography and how it can be applied to the priority of multimorbidities.

Key topics selected by the ECHO group were carers and care in the community, communication including a central point of access, multimorbidity hubs in South West Acute Hospital and Omagh Hospital and Primary Care Centre, community based one stop for early intervention and prevention and out of hours services.

The rationale underpinning the ECHO methodology was to provide a comprehensive “ground up” insight to garner intelligence that would inform a Pathfinder presentation in December 2021 to the Trust Corporate Management Team and the Pathfinder Strategic Members group showcasing the collaborative, inclusive, recommendations for key interventions that would afford the most impact in improving the care of those with multimorbidities across our population and health and social care system. Moving on from this crescendo, planning and implementation for the key recommendations/interventions commenced in the early months of 2022. To ensure an intelligent approach to this task, Pathfinder has enlisted a postgraduate Geographical Information Systems (GIS) student for a period of 6 weeks and will map community assets and also Hospital at Home activity.

As part of the work with Pathfinder Implementation Groups, lessons learnt during Covid-19; namely the use of virtual technology to support people participation in meetings, was well received by members as it promoted the inclusion of people and this was welcomed in particular by carers. Learning and evolving from this, Pathfinder will be involved with mPower to carry out a small test of change for approx. 6 months, whereby Memory Clinics will be facilitated virtually in community settings. Although in its infancy (commenced Feb 2022), feedback so far has been extremely positive from service users, their carers and staff.

Pathfinder continues to collaborate with the local education authorities to help develop a dynamic workforce to bolster the existing compliment, ensuring sustainability, longevity and clarity of the fantastic opportunities and pathways that can arise when embarking on a career within healthcare. A close working relationship has been maintained with Fermanagh and Omagh District Council, with work steadily progressing on the delivery of a community plan in partnership with other strategic organisations such as the PHA and DAERA.

Public Information on New Department Build Facilities

The Trust’s Strategic Capital Development continue to comply with the Buy Social NI Construction Model, implemented by Strategic Investment Board and Construction & Procurement Delivery branch of the Department of Finance. There is a contractual requirement in major construction projects for targeted recruitment and training opportunities to be provided in government construction contracts. All Strategic Capital development projects incorporate

this clause in the contract and compliance is monitored through the duration of the construction contract. In 2021/22, the covid pandemic and associated national lockdowns had an impact on all Trust activities, including delivery of construction contracts, to an extent. The Trust remaining compliant with Constuction and Procurement Delivery (CPD) Health Project guidelines during these periods, ensuring every effort was made to deliver all targets within a safe and compliant environment.

WHSCT PPI Strategy & Action Plan 2018 – 2021

The newly formed 'Improvement through Involvement' committee have developed a committee work plan which aims to embed the five standards for involvement throughout the Trust at all levels of the organisation. This takes into account involvement within our governance structures, PPI training, monitoring and opportunities to get involved. Complimentary to this is the development of the Integrated Involvement plan which brings together the different areas of work such as PPI, Patient Client Council, quality improvement and staff engagement. The Integrated involvement plan allows for improved ways of working together as well as avoiding duplication.

The Trust continues to utilise transformation funding to employ a 32 hour per week band 7 post. The Trust are committed to service user and carer involvement and therefore continue to invest in the resources required.

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.

Five Local Involvement Groups, attended by Staff, Carers and Service Users, meet every 6-8 weeks. The discussions at these meetings feed into a quarterly Strategic Involvement Group. Two Local Involvement Facilitators and one Involvement Manager have been recruited to support this process. Despite the pressures caused by COVID, the Trust has remained committed to this process of engagement and have moved to online meetings to facilitate their continuation. Support on the use of online platforms was provided to Carers and Service Users. The Involvement Facilitators and Involvement Manager develop and co-ordinate a range of programmes of work arising from the discussions at these meetings. In order to develop consistency of approach across all areas, the groups worked together to:

- Develop an Involvement Action Plan
- Identify and discuss innovative solutions to tackle Local and Trustwide priorities
- Agree Terms of Reference to outline how we will work together
- Develop a 'Welcome Pack' available in Easy Read, so that new members will be offered induction and support before they attend the group meetings
- Inform the update of the online Adult Learning Disability HUB
- Co-produce the 'Have Your Say' leaflet to promote the Involvement process

The Local Involvement Groups are promoted through the ALD newsletters which are delivered quarterly to all families on the Master Patient Index (over 2,000 homes). The ALD HUB website which provides timely and relevant information for Service Users and their Carers is constantly updated to ensure optimum and best use of the site. The Involvement Database which is a register of all Carers and Service Users who have indicated an interest in Involvement is regularly updated. A text messaging service has been set up as an additional

means of communication.

ALD PPI Positive Action Initiative
An initiative is ongoing to obtain employment for Adults with a Learning Disability in the Support Services Department within the Trust. To take this initiative forward the LD PPI Team set up a group which includes representatives from Trust Human Resources and Support Services Departments Community and Voluntary Sector representatives include Mencap and Orchardville. Prospective employees will be supported to undertake training and work placements which will lead to permanent employment. It is envisaged that the first cohort will commence their training in Autumn 2022.

HSC PPI Training Programme
In 2021/22 training of staff continued to be delivered online means sessions continue to be interactive and allow for staff, volunteers, service users and carers to gain a range of skills and knowledge in regards to PPI. This includes leadership skills, facilitation skills, monitoring and evaluating, awareness of co-production. Plans to work with Trust colleagues and service user / carer reps on a regional PPI training suite have begun and it is hoped we will be in a position to offer a more regional, stream lined training programmes in 22/23. As we move into 2022/23 we will begin to promote a hybrid approach to training offering both face to face and online options.

Training
Training at all levels in the Trust has been significantly impacted by the Covid-19 pandemic with face to face training cancelled, unless essential, to ensure social distancing guidelines etc. are adhered to. Trust Staff are regularly advised of training available via frequent Trust Communications and team meetings and adhoc training is also delivered.

Training delivered/arranged by the Equality Team from 1 April 2021 to 31 March 2022:

Training	Training delivered by	No. Sessions	No of attendees
Disability Awareness	Employers for Disability NI (EFDNI)	3	66
Making a Difference E-learning	Online (Pilot)	E-learning	2,834
Deaf Awareness Training	British Deaf Association (BDA)	2	16
Visual Awareness Training	Online	2	14
Working with Interpreters	Equality Team	1	3

Deaf Awareness Training: This training, delivered by the British Deaf Association (BDA), was adapted for Zoom to meet social distancing and Infection and Prevention Control requirements. The training covers;

- The Deaf Identity
- Statistics
- Language and Communication
- Communication Professionals
- Practicalities of Communication

- Barriers to Communication
- Technology

Disability Awareness Training: normally delivered face-to-face by Employers for Disability NI (EFDNI). EFDNI have adapted the training to deliver it via zoom to Trust staff. 3 sessions were held during the reporting period with 66 staff in attendance. 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.

Equality Screening Training: normally delivered by Equality staff to Senior Managers and their staff who are involved in developing policies/proposals/strategies and implementing changes to services. While no formal sessions of this training were completed during the reporting period, one to one support and advice provided increased. 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.

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

'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. Uptake of this is not monitored.

Visual Awareness Training: prior to COVID this training was delivered face-to-face throughout the Trust by Eyecare Liaison Officers from RNIB. Equality staff provided feedback to RNIB on an online training programme they were developing and have since piloted the 2.5 hour (approx.) training with groups of Trust staff, with positive feedback from participants. This training provides staff with skills and knowledge to ensure that service users with a visual impairment receive a high level service.

Working with Interpreters (Foreign Language/Sign Language) Training: this training is usually delivered face-to-face on an on-going basis throughout the Trust. 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.

Equality staff continue to work closely with the Business Services Organisation (BSO) who manage the Northern Ireland Health and Social Care Interpreting Service (NIHSCIS) (face to face interpreting provider). Equality staff worked with the NIHSCIS Manager to ensure that Interpreters were able to receive their flu and Covid-19 vaccine in a timely manner via Trust.

'Making a Difference E-learning programme': The Equality, Good Relations and Human Rights Training E-learning programme was launched within the Western Trust 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. The programme was amended during the reporting period to incorporate changes to legislation.

'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

Uptake of the training continues to increase, as it is valid for 3 years a number of staff who undertook the training when it was initially launched have updated their training in 2021/22. Sessions of the training were delivered via zoom to staff who do not have access to Trust computers. Equality staff also participated in the Trust "Focus on Mandatory Training week" which sought to highlight mandatory training within the Trust and offer staff an opportunity to take part in a zoom session during June 2021.

Sexual Orientation Awareness Training and Transgender Awareness sessions

The Western Trust HIEI Department sourced the Rainbow Project during 2021-22 to provide 2 training sessions around Sexual Orientation and Gender Identity for Social workers based in residential units. 23 staff attended across both sessions. These targeted sessions were planned as part of the Sexual Health Investment Proposal Template commissioned by PHA. Looked after Children are a priority target group under the regional Sexual Health Strategy commissioning priorities. The aim of the training sessions was to raise awareness about issues relating to gender identity and gender dysphoria as well as raising awareness about issues relating to LGBTQ+ people and their families. The sessions also explored implications for practice and how to best support looked after children in their care.

Provision of Foreign Language Interpreting
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. Due to the pandemic, demand for Telephone interpreting increased within the reporting period, this service is provided by The Big Word.

The top 5 languages during the 2021-22 reporting period:

- Polish
- Arabic
- Hungarian
- Lithuanian
- Romanian

Traveller Health and Wellbeing Programme
The Traveller Health and Wellbeing Programme aims to improve health outcomes of Travellers across the Western Trust area. The programme sits within the Western Trust, Health Improvement, Equality and Involvement Department. As Covid-19 restrictions have eased, the programme has been able to resume face to face engagement with Travellers. Using a community development approach, staff have been able to deliver programmes that Travellers have asked for including gym membership programmes, women's groups and driving theory courses. Travellers continue to be supported to access a wide range of services.

The programme continues to engage with community, voluntary and statutory organisations at a local and regional level. The Western Traveller Action Group continues to meet via Zoom. The establishment of a Traveller led organisation is still very much a work in progress. As restrictions eased, 4 face to face meetings were held with 14 Travellers attending across the Western Trust area. It is hoped that this work will continue to progress in the year ahead.

Western Trust Disability Steering Group (DSG)
Previously, 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 had not met for a number of years. This was to be an area for priority for the Trust, particularly given the introduction of the new Regional Disability Action Plan 2023-2028 and associated Trust Action Plan, however, as with much of our work the global pandemic has meant that the reinstatement of the group has been delayed.

Self-Directed Support (SDS)
The Trust continues to imbed 'Self Directed Support' personalisation agenda within the 5 Programmes of Care. At the end of March 2022 the Trust had 6740 packages of care & support which had been worked through this process:

- 1282 Direct Payments
- 1 Managed Budget
- 4715 Trust Arranged Services
- 742 Cost Neutral Cases

The service also had also had 898 One-off Payments for individuals in receipt of services. The

number of One-Off and recurrent payments for informal carers reported continue to increase. It is important to note that 1279 packages had ceased between April 2021 and the end of March 2022. During the Covid-19 period the SDS regional Leads met weekly and had worked alongside the HSCB and Department of Health when required to respond to needs identified as a result of the pandemic. This worked involved:

- Disseminating correspondence from DoH regarding Lateral Flow Device Testing for Personal Assistants, Update Asymptomatic Covid-19 Testing Arrangements for Personal Assistants 2022, Emergency Direct Payments – Covid-19 Guidance for Direct Payments, Updated Coronavirus (Covid-19); Northern Ireland Guidance for people receiving direct payments, Update of Q&A regarding the Use of Direct Payments & Personal Assistant Recognition Payments.

- Continued Communicating and facilitating arrangements for delivering Personal Protective Equipment for Direct Payment Recipients, their PA's and Carers throughout the Covid-19 Pandemic;

- Providing regional consistency across all Trusts in delivering initial COVID-19 support and following detailed discussions, assisting with the development of Department of Health 'Coronavirus (COVID 19): NI Guidance for People Receiving Direct Payments;

- Continuing to ensure Trust-specific consistency for PAs paid via Direct Payments and the Independent Living Fund to access the COVID-19 Vaccination Programme
- Updating and disseminating the revised regional paperwork of the Emergency Direct Payments to assist with hospital discharges once individuals were declared medically fit; providing training, awareness sessions and individual support when required to key hospital social work teams/managers in complex cases.

- Working with the DoH and HSCB, Independent Living Fund Scotland and Excel Scotland in regards to the recognition payment for Personal Assistants.

- Supporting regional development of the Independent Information Advice and Advocacy Service through facilitating detailed Trust-specific data mapping and agreeing a regional Data Protection Impact Assessment. Working with the Information, Advice and Advocacy Service the HSCB and DoH to address practice issues between Trusts and the service to mitigate potential issues or concerns moving forward in the three year contract.

- The completion of the regional Direct Payment Scheme Agreement and its implementation in the Trusts. The completion of the Direct Payment Practitioner Guide for implementation early 2022 regionally by each Trust.

In response to an Internal Audit and some recommendations that required actioned:

- Within the Trusts DP Finance Team and from a SDS perspective in regards to direct payments in order to strengthen financial governance and controls work has been on-going and a letter was forwarded to all those managing a direct payment in regards to Recovery of Surplus Funds. This was also followed up with a Practice Note in the form of a Flow Chart to clearly demonstrate the roles and responsibilities of the DP Finance Team and the keyworkers.

- A Practice Note in the form of a Flow Chart was also developed in respect of the Enhanced Access NI Process and the role and responsibility of the Trusts HR Department, the Person managing the Direct Payment, the potential personal Assistant/s and the Keyworker.

- A Practice Note in the form of a Flow Chart was also developed in respect of the Insurance required in respect of Direct Payments and the role and responsibility of the Person managing the Direct Payment and what the keyworkers need to give time and attention too.

Work is now on-going in respect of the development of a regional document for Service Users in receipt of Direct Payments, it is hoped that this will be completed in 2022-2023. The regional SDS Leads have been raising the disparity in the hourly rate for Self Directed Support (SDS) and the new domiciliary rate that was introduced in November 2021. The impact on service delivery (less time) by agencies employed via those managing direct payments as they have increased their rate in keeping with the new domiciliary rate.

Recovery College

The Western Trust's Recovery College continues to offer free psycho-educational courses and workshops promoting meaningful recovery, self-management and hope. Courses are free and open to everyone with an interest in mental health and wellbeing and are held throughout the Trust area. Courses may be of particular interest to all those who experience mental health difficulties, their families and supporters, staff, students or individuals who want to know how to look after their mental health and emotional wellbeing.

With the onset of the Covid-19 pandemic and the associated restrictions, the Recovery College adapted to meet the needs of its students, initially with its Reaching-Out Campaign. This included fortnightly newsletters and, in collaboration with various mental health professionals throughout the Trust, the production of a range of videos on mental health. These were promoted on the Trust's social media channels and are a valuable permanent resource which can be accessed at any time on the Trust's Youtube channel and on the Recovery College page on the Trust's website. With restrictions still in place in Spring 2021, the College increased its online presence and moved delivery of courses to the Zoom platform enabling students in rural isolated areas, and those hard to reach target groups, to engage with the college. This has been very successful and the College plans to incorporate zoom courses into future curriculums. The College continues to adapt to meet the needs of its students and to widen participation and engagement through the use of Zoom evening workshops to accommodate people who are not able to attend our face-to-face day workshops, for example, due to work or caring commitments, access to transport, mobility issues and indeed concerns relating to Covid-19.

Monies from the Innovation Fund allowed the College to facilitate a range of creative workshops, delivered via Zoom into day care/supported living settings which again has widened access to the Recovery College and encouraged connection at a time when people were feeling very isolated. In September 2021 face-to face courses were reinstated, adhering to the respective Covid-19 Guidelines. The college continues adapt, modernise and improve.

The Recovery College successfully recruited its first full-time permanent Lead Peer Educator In August 2020, the appointee was previously a Recovery College student and volunteer. In August 2021 the Recovery College continued to grow and mentor its very capable cohort of volunteers with lived experience. In March 2022 a further part-time Peer Educator was recruited, this will to increase the numbers of students the college engages with and broaden

the scope of work.

Mental Capacity Act (NI) 2016
The Mental Capacity Act (NI) 2016, which became law on 31 August 2021, provides a statutory framework for people who lack capacity to make a decision and are deprived of their liberty. When fully implemented it will bring together mental capacity and mental health legislation under the one legislative framework to protect some of the most vulnerable people in our community.

Where a person lacks capacity and they are being deprived of their liberty, for example in a nursing home or hospital facility, a Deprivation of Liberty with its safeguards must be applied. The Trust has the duty to ensure that everyone who is currently deprived of their liberty has had their circumstances reviewed and that, where appropriate, the relevant safeguards are in place with a Trust Panel Authorisation agreed by a Trust Panel. The panel is made up of three senior professionals including those with a medical and social work background.

The MCA Implementation Team ensures that training is made available to Trust staff to assist with their understanding of their responsibilities and roles within the legislation and to develop and support the processes required for the implementation of the legislative requirements. Additional support is provided through managers' workshops, staff support sessions and bespoke training for those impacted by the MCA legislation.

The Department of Health has recently issued guidance to staff to support ongoing challenges in implementing the requirements under the Act ensuring that emergency provisions provide staff with protection from liability if they take all reasonable steps to implement the additional safeguards as soon as practically possible.

Improving the Health and Wellbeing of Trust Staff
Investment and development into supporting staff well-being remains a priority for the Trust. The Trust has recently developed a Wellbeing Framework to support the development of a cohesive staff wellbeing system, with an appropriate governance and reporting structure. The Framework is based on the five domains of wellbeing outlined by CIPD (Health, Work, Values/Principles, Collective/Social and Personal.

The #WeAreWithYou programme of work was further developed and promoted to provide staff with resources and information to support them to manage their health and wellbeing. This includes a weekly staff newsletter and access to a new Menu of programmes with opportunities for staff to attend health and wellbeing activities from June 2021- March 2022. Work to support staff wellbeing with the Chaplains is ongoing. Chaplaincy work includes all faiths and none. The Trust has confirmed additional resource for staff wellbeing for 2 years via NHS Charities funding to support a We are with you wellbeing programme. The Trust is facilitating the Staff Wellbeing Fund of a £3 million donation from the Minister for Health which encourages Trust Wellbeing Framework.

Community Food and Nutrition Team
The Trusts Community Food and Nutrition Team (CFNT) and work as an integral part of the Public Health Dietitians Group (PHDG) NI which has representation from HSC Trusts and is commissioned by PHA to address key public health nutrition priorities.

CFNT worked in partnership with Fermanagh & Omagh District Council (FODC) and foodbanks

in the locality to develop and deliver a pilot slow cooker programme. This successful pilot led to the PHA commissioning PHDG to further develop this resource and support the roll out of a regional programme. CFNT also worked in partnership with both Derry City & Strabane District Council (D&SDC) and FODC to train 42 tutors from a range of community and voluntary sector 'Making the Most of Your Slow Cooker' programme within their communities. Throughout 2021-22, tutors delivered 18 programmes to 167 individuals across the WHSCT area.

CFNT worked in partnership with PHA, PHDG and Simple UK to design and develop an innovative, self-directed and interactive weight management programme, using text messaging via the Florence health care platform. The programme launched in September 2021 and is available free of charge to all WHSCT and agency staff on a rolling basis. The programme aims to provide wraparound support to the existing 12 week evidence based NHS weight loss programme by the sending and receiving of weight measurements, information, support and motivational messages.

Care Opinion

Care Opinion is an online Real Time user feedback system and was introduced regionally to embed a culture of openness and transparency across the 5 HSC Trusts in August 2020. It is an independent non-profit feedback platform for HSC, supported by the Department of Health and implemented by Public Health Agency (PHA), which enables service users and their families, to give feedback on their care and share their stories with others.

Designated responders including those staff delivering direct care, commissioning or monitoring services are trained to respond directly to feedback. To date 291 WHSCT staff have received training on the system.

During the COVID 19 pandemic, Zoom training sessions for responders were coordinated by the Trust's Patient Client Experience facilitator and the Care Opinion Team based in Sheffield. Zoom training continues to be facilitated by Patient Client Experience facilitator. For the period April 2021- March 2022 Care Opinion received:

- 432 positive stories about the care received
- 33,519 public views
- Breakdown of those posting stories carer 1% (7); parent/guardian 8% (39)
  Relative 9% (43) service user 38% (188) patient 17% (81) staff member on behalf of carer/ relative 7% (32) other 0% (2); staff member on behalf of patient/service user 20% (97) friend 0% (1)

Most common tags added by authors to these stories

What's good?		*What could be improved?*		*Feelings*	
staff	168	communication	12	strongly positive	80
Care	104	a&E waiting	3	informed	75
professional	63	a&e waiting times	3	at home	55
friendly	62	information	3	grateful	52
caring	43	pain management	3	reassured	34
helpful	39	staff attitude	3	Thankful	34
nurses	36	access to services	2	happy	24
treatment	36	attitude	2	informed	22
efficient	31	conflicting information	2	supported	22
communication	28	Dignity	2	cared for	20

Consulting with staff

A system was set up to allow staff to email their ideas on how to improve the work environment via an email address and a TWIST west survey received 693 replies in May 2021, both have helped to shape the type of programmes and menu of activities that are provided in the area of staff health and wellbeing. In response to inclusivity, focus groups were used for the LGBTQIA+ project to ascertain the needs of this group and to respond to their needs. Staff with Long COVID were consulted through zoom sessions and a staff survey which showed a need for additional support and training. A new menu of programmes was developed in response to staff feedback and provides opportunities for staff to attend health and wellbeing activities from June 2021- March 2022.

HR Shielding and Working from Home

WHSCT are committed to safeguarding and supporting the most vulnerable in society. This includes staff who are identified through risk assessments as likely to be significantly affected by COVID-19. Throughout the pandemic the Trust strived to enable staff to remain in the work place as far as reasonably practicable, however a number of staff were unable to return safely to the workplace. For vulnerable staff whose role was identified as being suitable for homeworking, the Trust and individual managers supported the move to homeworking. This required a homeworking risk assessment to be completed by the employee. Once this was completed, managers supported staff by ensuring they had the correct equipment to carry out their duties at home.

The Trust acknowledges that not all roles lend themselves to home working and where alternative low risk posts could not be facilitated staff who could not return to work were recorded as risk assessment leave ensuring that they were protected at home but also ensuring they did not suffer any financial detriment as this leave type is paid.

Childcare Support for Staff

Throughout the pandemic, WHSCT have continued to provide support to our staff including our working parents. Due to the evolving guidelines, the guidance to staff and managers and the support in place was reviewed on an ongoing basis.

The impact of COVID-19 increased the number of staff who had to take care of dependants at short notice due to interruptions in normal caring or schooling arrangements due to COVID-19.

Where staff required support, managers were asked to take into account the critical and short notice of the request and do their best to support staff to put in place suitable caring arrangements. Various flexible working options were also available including but not exclusive to working from home, carer's/dependant's leave, change of shift/hours/compressed hour/working times, TOIL, Parental leave (unpaid) and the use of annual leave. For short term caring needs, normal special leave provisions relating to carers leave were available. This arrangement allowed staff to request paid time off to arrange alternative caring arrangements. In most cases one day is reasonably sufficient to arrange alternative care however where efforts have been made and alternative arrangements have been unable to be identified a maximum of 3 days may be requested with any additional time in addition to this to be request as time off in lieu or annual leave.

The Trust have endeavoured to ensure updated guidance was clear and widely circulated to all staff through Trust Communications and also through the monthly Team Brief for discussion at team meetings.

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 polices are subject to Equality Screening and Equality Impact Assessment (EQIA) where applicable.

1.3 COVID 19 has impacted on the training delivered withing the period, however staff continue to adapt programmes where possible. See Section 24 of this report for detail re training delivered during 2020-2021.

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 Equality Team maintain a screening log which is updated regularly and records equality assurance processes.

1.9 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.

1.10 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).

1.11 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

1.12 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.

1.13 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.

1.14 Considerable work has been undertaken during this reporting period with regard to supporting carers. The Trust employs a full-time Carers coordinator and Carers Development worker. The Carers support team are currently carrying out a review of the Carers Mailing List. At the end of the reporting year the Carers Support Team were in contact with 2,254 carers on their mailing list. Those registered on the mailing list receive a regular Carers Newsletter. 1613 Carers are receiving weekly electronic information shots in addition to the Carers Newsletter.

The team developed and delivered a programme of online health and wellbeing events via Zoom during the Autumn/Winter period including weekly Pilates and Yoga. The team facilitate 4 Carers walking groups across the WHSCT area, and are currently planning a mix of face-to-face (outdoor) activities and online programmes for Carers week 2022.

The Carers coordinator is currently working with the Social Services Learning Development & Governance Team in co-production with Carers to develop new Carer Awareness Training for staff who carry out Carer Assessments. This will be delivered from June 2022 onwards.

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

2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2021-22 (*or append the plan with progress/examples identified*).

Please see Appendix 1 and Appendix 2 for a detailed update of actions progressed in year 3 (2021-2022) of the Equality Action Plan and the Disability Action Plan

3 Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2021-22 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 continues to emphasise the need for staff to consider how they involve people as early as possible in decision making. It also highlights the need to consider providing information in alternative formats.

The Trust has prioritised Section 75 in all aspects of its business agenda and has established a range of governance, management and reporting mechanisms that reflect this. The Trust's Equality Team provides staff with the information, training and resources to support staff to have the appropriate level of knowledge, expertise and skill to mainstream S75 duties.

Service Users and Staff have access to both foreign and sign language interpreting as well as translated information.

The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory and compliance is monitored, the training was recently amended to incorporate changes to legislation.

The Trust Consultation list continues to be reviewed.

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 Section 1 in this document.

Screening of policies, practices or procedures and/or service delivery areas has resulted in considerations on how to promote equality of opportunity and good relations. For example there is better engagement with those affected by policies and decisions including with service users and carers.

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. HSC Making Communication Accessible for All booklet

shared with staff during the reporting period and available on Trust intranet site.

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 Equality staff.

Regional HSC Consultee List
This list is regularly updated.

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):*
Examples provided above

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

The Trust continues to monitor its workforce across the nine equality categories. This monitoring information is used for all section 75 screening of proposals that impact on staff. This supports the assessment of impact and the identification of potential of adverse impact.

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

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

The Remote sign Language Interpreting Service introduced to assist with issues accessing face to face interpreters during the pandemic and aid with social distancing and infection prevention and control measures continue to be available to service users and staff.

The Trust website includes links to translated and Easyread versions of leaflets that provide information on matters relating to Covid.

☒ Other *(please specify and give details)*:
The WHSCT Complaints Team considers specific Section 75 related complaints and promotes positive action as required.

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

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2021-22 reporting period? *(tick one box only)*

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

Please provide any details and examples:

5 Were the Section 75 statutory duties integrated within performance plans during the 2021-22 reporting period? *(tick one box only)*

☒ Yes, organisation wide

☐ Yes, some departments/jobs

☐ No, this is not an Equality Scheme commitment

☐ No, this is scheduled for later in the Equality Scheme, or has already been done

☐ Not applicable

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

In response to the ECNI report 'Section 75 statutory Equality and Good Relations Duties: Acting on the evidence of public authority practices' June 2018 and in recognition that effective leadership is critical to the successful implementation of our Equality Scheme, new guidance for Board Members was drafted in March 2020. With an emphasis on mainstreaming equality the guide aims to support HSC Board Members to understand the statutory Board responsibilities as they relate to

matters of equality, good relations and human rights.

'Equality' is one of the 5 core mandatory training requirements for all Western Trust 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.

In addition Equality Screening training and Working with Interpreters training is available.

6. In the 2021-22 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)

- [x] Yes, through the work to prepare or develop the new corporate plan
- [x] Yes, through organisation wide annual business planning
- [ ] Yes, in some departments / jobs
- [ ] No, these are already mainstreamed through the organisations ongoing corporate plan
- [ ] No the organisation's planning cycle does not coincide with this 2021 - 2022 report
- [ ] Not applicable

The Trust continues to prioritise Section 75 within all aspects of its business agenda and has established a range of governance, management and reporting mechanisms to reflect this. Equality sits within the Performance and Service Improvement Directorate and supports all Trust Divisions to ensure Section 75 is mainstreamed and integral to planning processes.

Commitment to Consultation
The trust remain committed to the meaningful and effective involvement of service users, carers and the general public across all programmes of work. In line with the 2012 reform act, the Trust continues to uphold its commitment to ensure service user, carers and the public are consulted on the commissioning, planning, provision, change and evaluation of services. The Trust are working alongside HSC partners to finalise the regional consultation scheme and guide which will ensure best practice in regards to public consultations. It is hoped the document will be signed off and adopted in early 2022.

Equality action plans/measures

7 Within the 2021-22 reporting period, please indicate the **number** of:

Actions completed:	19 Regional	Actions ongoing:	12 Regional	Actions to commence:	7 Regional

Within the local Equality Action plan of actions are over the lifespan of the plan.

Examples provided in Appendix 1 and Appendix 3

8 Please give details of changes or amendments made to the equality action plan/measures during the 2020-21 reporting period *(points not identified in an appended plan)*:
A detailed update is provided in Appendix 1

9 In reviewing progress on the equality action plan/action measures during the 2019-20 reporting period, the following have been identified: *(tick all that apply)*

☒ Continuing action(s), to progress the next stage addressing the known inequality

☒ Action(s) to address the known inequality in a different way

☒ Action(s) to address newly identified inequalities/recently prioritised inequalities

☒ Measures to address a prioritised inequality have been completed

Arrangements for consulting (Model Equality Scheme Chapter 3)

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

☒ All the time ☐ Sometimes ☐ Never

11 Please provide any **details and examples of good practice** in consultation during the 2021-22 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

The Trust recognises the importance of proper and timely consultation as an integral part of fulfilling its Section 75 obligations when making decisions and planning services. For all public consultations the details are sent out to over individuals, groups and organisation on the Trust's Consultation Database. Consultation documents are made available on the Trust's website with the consultation document is available in alternative formats. Following consultation, a detailed consultation feedback report is drafted and time is taken to consider all the responses. All of those who provided feedback and participated in the consultation process are informed of how their feedback influenced the final decision. During the reporting period no public consultations were carried out however work continues to support personal and public involvement and co-production.

During this reporting period there has been a considerable amount of innovations and change in practice to enable COVID-19 safe working practices, including

widespread use of telephone triage, virtual clinics and video calls. Building on this will involve working closely with our primary care and community partners and our clinical and social care leaders, using flexible and remote working where appropriate and rapid scaling up of technology. We also continue to engage with our front line staff to reflect on the many "lessons learned" and further work will continue on this to inform our plans going forward. The Trust is actively involved in the regional Service Delivery Innovation work-stream who have identified a number of key initiatives which will be mainstreamed, including virtual visiting and virtual consultation.

The Equality Screening forms for the Covid Surge and Rebuild plans etc. provide assurance that a full EQIA and public consultation will be carried out on any actions detailed within the plan that may be taken forward on a permanent basis.

Adult Learning Disability - PPI
The Trust Involvement Team continues to develop and support the ALD strategic and local implementation approach to ensure engagement with Service Users and Carers is at every level of service delivery.

An 'Involvement Champions Group', with approximately 20 staff members who work across ALD Services has been developed. The primary aim of this group is to provide leadership and support to embed Involvement and Co-production across the ALD Directorate to enhance the holistic experience of our Services Users in their day to day lives. ALD Services have developed cross-sectoral and interagency partnership working through the Local Engagement Partnership, which includes Carers and Service Users.

12 In the 2021-22 reporting period, given the consultation methods offered, which consultation methods were **most frequently <u>used</u> 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, Good Relations and PathfinderWest. The pandemic necessitated new ways of communicating including the use of Zoom and other online platforms.

See also response to 11.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2021-22 reporting period? *(tick one box only)*

☒ Yes ☐ No ☐ Not applicable

Please provide any details and examples:

New/Updated documents are forwarded regularly to those on the Trust Consultee List following approval within the Trust including e.g. ECNI Annual Progress Reports, Quarterly Screening Reports, Rural Needs Report. They are also advised of Consultations.

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

☒ Yes ☐ No ☐ Not applicable – no commitment to review

The Western Trust Local Consultee list is reviewed on an ongoing basis.

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

7

16 Please provide the **number of assessments** that were consulted upon during 2021-22:

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.

While no public consultations were conducted during this reporting period comprehensive Equality Screenings have been completed in response to plan relating to the Covid-19 pandemic.

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 2021-22 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 2021-22 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 to ensure the Trusts has an up to date equality profile of its workforce to support more effective screening of proposals and policies which may have an impact on staff.

Collection and analysis of interpreting provision: Sign Language and Foreign Language – please refer to appendix 4 of this report

Monitoring of interpreting identifies the top 5 languages requested in the Trust - please refer to appendix 4 of this report.

encompass
The encompass Programme will introduce a digital integrated care record to Northern Ireland supporting 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. Work has been ongoing supported by all five of the Health and Social Care Trusts, the Public Health Agency, Business Services Organisation, the Health and Social Care Board, Northern Ireland Ambulance Service, Department of Health and the chosen supplier, Epic. Phase 1 & 2 have received input from HSCNI subject matter experts in the build and

design of a system that is fit for purpose in Northern Ireland. Advisory Councils and Workgroups will include staff and service users to make decisions based on development and delivery of care plans, test results, medication records, communication and mobility needs and appointments for the one electronic patient record. This will enhance and streamline HSCNI records and systems by reducing duplication and unwarranted variation.

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 2021-22 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. The Trusts completes an Article 55 review report every 3 years.

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.

This document will be updated during 2022/23.

Ethnic Monitoring of Service Users – continues on a number of HSC information systems including Child Health System, SOSCARE and NIMATS.

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.

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 2021-22, and the extent to which they met the training objectives in the Equality Scheme.

Training at all levels in the Trust has been significantly impacted by the Covid-19 pandemic with face-to-face training cancelled, unless essential, to ensure social distancing guidelines etc. are adhered to. Trust Staff are regularly advised of online training available via frequent Trust Communications and team meetings and adhoc training is also delivered. One to one support provided to staff on Equality Screening and Interpreting etc. has increased.

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.

'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 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.

The programme was updated in 2021 to reflect changes to legislation etc. To encourage uptake of the programme Equality staff continue to liaise with Directorates throughout the Trust. Trust Communications are also regularly issued. During 2021 Equality staff participated in the Trust Mandatory training week in June 2021 to encourage the uptake of training.

VISUAL AWARENESS: prior to COVID this training was delivered face-to-face throughout the Trust by Eyecare Liaison Officers from RNIB. This training provides staff with skills and knowledge to ensure that service users with a visual impairment receive a high level service. Equality staff provided feedback to RNIB on an online training programme they were developing and have since piloted the 2.5 hour (approx.) training with groups of Trust staff, with positive feedback from participants. The training will be further cascaded in 2022/23.

DEAF AWARENESS Training: normally delivered face to face 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. Equality staff worked with BDA to adapt the programme for delivery via zoom. To date 16 Trust staff have been trained.

DISABILITY AWARENESS Training: normally delivered face-to-face by Employers for Disability NI (EFDNI). EFDNI have adapted the training to deliver it via zoom to Trust staff. 3 sessions were held during the reporting period with 66 staff in attendance. 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.

WORKING WITH INTERPRETERS (Foreign Language/Sign Language) Training: this training is usually delivered face-to-face on an on-going basis throughout the Trust. 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.

EQUALITY SCREENING Training: continues to be delivered by Equality staff as and when required 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.

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

'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.

Traveller Cultural Awareness
The Traveller Health and Wellbeing Programme facilitated 6 Traveller Cultural Awareness sessions between November 2021 and March 2022. 99 individuals attended the sessions including Western Trust staff and representatives from community, voluntary and statutory organisations. The sessions provided individuals with the opportunity to learn about Traveller culture and how they can provide a more culturally aware and inclusive service.

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.

Providing the Making a Difference Training via Zoom to groups of staff who do not have access to computers e.g. Estates, Transport etc. has increased numbers of staff who accessed the training. The Equality Team also delivered sessions of the training to staff as part of the Trust Mandatory Training week.

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

26 Please list **any examples** of where monitoring during 2021-22, across all functions, has resulted in action and improvement in relation **to access to information and services**:

The Trust is committed to ensuring everyone is given equal access to information about services in a format they can understand. The Trust provides interpreting services on request to help patients and clients and staff to communicate when using services.

Covid-19 meant that the demand for telephone interpreting, via BigWord Interpreting Service, increased. The monitoring of interpreting usage ensures the Trust can provide its information in the main languages. It also ensures that the appropriate type of interpreting is used for appointments. For simple, straightforward and short appointments, telephone interpreting is the most appropriate and most cost effective. Face to face interpreters are then available for more complex or sensitive appointments

Face to face Interpreters are provided and funded regionally through the Northern Ireland Health and Social Care Interpreting Service (NIHSCIS). Interpreters are professionally trained and adhere to a Terms of Engagement. Interpreters are bound by confidentiality and provide their services on a 24/7 basis. Following a register update, NIHSCIS now has 342 Interpreters registered in 35 different languages and in response to increase demand there are plans to run additional training programmes to recruit additional interpreters during 2022/23.

In 2021/22 NIHSCIS:
Processed 95,517 requests for interpreters
Achieved 99.12% provision rate
Provided for 2,234 video calls

The Trust has a contract with Hands that Talk for the delivery of face to face sign language interpreting. The contract is managed by the Adult Mental Health and Disability Directorate and uptake of face to face sign language interpreting is monitored, refer to Appendix 4 for details. HSC Trusts also have a contract with Sign Video, for provision of remote sign language interpreting. This remote sign language interpreting service was set up for HSCNI during the Covid-19 pandemic to ensure that our service users continue to have access to health and social care appointments. The service is available 24 hours a day 7 days a week for staff and services users and provides access to British Sign Language (BSL) interpreters or Irish Sign Language interpreters (ISL). Service users can use this service to contact GP surgeries, hospitals, dentists, social care services etc. Trust staff, including appointments staff, partial booking staff etc. were targeted to complete the Sign First training via Zoom.

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 2021-21?
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)*

Priority areas during 2022/23 include:

- As part of ongoing work through the Joint Forum with the other Trusts and the Equality Commission, the Northern Ireland Human Rights Commission (NIHRC) has agreed in their business plan to design and deliver a regional human rights training session to Health and Social Trusts on residential care for vulnerable adults. This was to be undertaken in 2021/22 however resourcing issues within the NIHRC have meant they were unable to deliver this training. Trusts continue to liaise with NIHRC regarding this.
- The Trust will continue to respond to legislative requirements arising from Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 in partnership with Trust Communications.
- HSC trusts will be working on the audit of Inequalities, Equality Action Plan and the Disability Action Plan. We will also be working on a review of the effectiveness of our respective Equality Schemes.

On 11th March 2020, the World Health Organisation officially declared COVID-19 a pandemic due to the speed and scale of transmission of the virus. As a result the Trust concentrated on delivery of essential services only in order to maximize the number of staff and resources available to respond to emerging needs/demands, safeguard lives and prevent the HSC system from becoming overwhelmed. The Trust has started the process of rebuilding services in an incremental way while ensuring the delivery of high quality and safe patient/client services.

The Trust recognises that there are a number of policy leads/decision makers across HSC who likewise must comply with the S75 Equality Duties, the Human Rights Act and the Disability Duties in the development, implementation and review of the Minister for Health's "Strategic Framework for Rebuilding HSC Services" in NI and in the development and implementation of HSC Trusts Rebuild Plans. The Trust therefore commits to collaborate, as necessary, with all relevant HSC organisations in seeking to ensure the fulfilment of these statutory duties. This may entail, in some instances, the Trust feeding upward into regional EQIAs led by other HSC Policy Leads e.g. DoH, HSCB et al, contributing to equality screenings by other policy leads where there are for example regional themes, undertaking further individual equality screenings on Trust proposals and

where necessary and appropriate conducting EQIAs and associated consultation in line with the commitments in approved Equality Schemes and in the fulfilment of the requirement of the DoH Circular Guidance 'Change of Withdrawal of Services – Guidance on Roles and Responsibilities' – September 2019 especially where temporary changes are being proposed as permanent.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2021-22) 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 fourth year 2021-2022.

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 Monitoring Report
Appendix 4: WHSCT Interpreting Information 2021/22

Western Health and Social Care Trust

Appendix 1

Regional Equality Action Plan

Year 4 Progress Report

2021/2022

Equality Action Plan

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

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

Action Measure	Description
We will develop a Screening and Equality Impact Assessment (EQIA) Tool Kit to guide staff through the process.	• A regional toolkit will be available for policy and decision makers. • More robust and regionally consistent screening/EQIAs.
Progress Year 4 - Completed for this reporting period and ongoing Following on from ECNI recommendations the Trust's current screening template is not in a fully accessible format – a new requirement for all published information. The Trust will give consideration to adopting the ECNI screening template to ensure ease of completion and maximum accessibility when published on the Trust website. We will provide on-line screening training for policy/service leads on new toolkit– to include S75 and Rural Needs.	
Action Measure	**Description**
We will develop a checklist to make sure Equality, Disability and Human Rights are at the heart of procurement.	• Checklist developed and adhered to by staff with responsibility for buying goods and services. • Raised awareness among staff of equality and human rights obligations in procurement process. • S75 and human rights issues identified at an early stage of procurement process.
Progress Year 4 – Ongoing - rollover year 5 A Flowchart has been drafted and shared with Finance in NIAS initially for comments. This will then be shared more widely for agreement across the region. Discussion has taken place in terms of integrating an agreed flowchart into procurement training. This action has not fully been achieved as a result of Covid 19 pressures and will be picked up in year 5.	
Action Measure	**Description**
We will review our staff training to ensure best practice is followed when screening and conducting EQIAs.	• Up to date training programme for all policy makers across health and social care will be made available to ensure best practice. • Skilled staff, policy leads and decision makers. • Consistent and effective approach in the training programme across

	all Trusts (targets to be set). • Effective compliance with the S75 Equality Duties.

Progress Year 4 – Ongoing Rollover Year 5

Given the current pandemic the decision has been made to stand down all face to face training. The online Making a Difference training is still available for staff and compliance continues to be monitored. Uptake of the training has increased during the reporting period. During the reporting period Equality staff liaised with Trust directors to advise on compliance with the training within their directorate and with the Trust's Management Development Department for the Trust's "Focus on Mandatory Training" week in June 2021. The Trust's Equality Team continues to provide policy leaders and decision makers across the Trust with specific advice and support on best practice in screening and EQIAs.

As stated above we will provide on-line screening training for policy/service leads on new screening toolkit– to include S75 and Rural Needs.

Action Measure	Description
We will develop and implement a communication strategy to ensure that stakeholders are aware of Trust Equality Units, their functions and how they can be engaged on equality and human rights issues.	• Strategy in place to improve communication. • Raised awareness among S75 groups of Trust Equality Units and how they can be involved in and influence Trust equality agenda.

Progress Year 4 - Completed for this reporting period

HSC Trusts utilise a range of mediums to raise awareness of the roll and function of their respective Equality Teams. This includes ongoing media, social media, newsletters etc. including a commitment to host an annual show case event as a conduit to raise the profile of the Equality Units.

The Equality Section of the Trust's website includes Annual Progress Report, Quarterly Screening Reports and Disability and Equality Action Plans. Communication and awareness raising also continues through social media including Facebook and Twitter as well as press coverage of events/initiatives etc. Frequent articles are also drafted for staff and published on the Trust Intranet. The Section 75 Annual Progress Report is also considered by Trust Board for approval, a further means of raising awareness and highlighting key achievements during the current reporting period.

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

These partnerships ensure an effective network for on-going stakeholder involvement and co-production and provides an opportunity for stakeholders and their representatives to be involved in the developing and planning of services. HSC Trusts continue to support

and value the networks that have already established and continue to work in partnership to ensure the most marginalised groups have a voice and are involved in HSC Trust work.

During the reporting period the implementation of the DoH Co-production guidelines has resulted in a network of service users and carers who are involved in Trust's PPI and co-production work. This includes service users and carers. Involvement can range from membership of a steering group or project team or by attending a workshop to provide feedback. Many members are now co-delivering training.

Action Measure	Description
We will work with the Department of Health and other relevant stakeholders to make sure we are prepared for the introduction of Age Discrimination Regulations.	• One regional event to raise awareness of potential implications of the new legislation on health and social care provision. • Better understanding amongst staff on the implications of the legislation.

Progress Year 4 - Rollover to Year 5

Age discrimination Regulations have not yet been enacted by the N.I. Assembly. Once they are enacted a regional event will be held to raise awareness of the implications of the new legislation on Health and Social Care Provision.

Rolled forward as legislation not yet in place**.**

Section 2 – Promoting Equality in our Services

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

Action Measure	Description
We will review our equality training programme in collaboration with service users, carers and their advocates.	• Consistent staff training and awareness raising, co-produced and delivered, where appropriate, across health and social care. • Raised awareness among staff of the best way to promote equality of opportunity for service users. • Each Trust to identify a process to monitor e-learning.
Progress Year 4 - Completed for this reporting period and ongoing The regional Equality, Good Relations and Human Rights Making a Difference eLearning programme was reviewed in 2021/22 in line with the change to legislation on same-sex marriage. Compliance monitoring for e-learning had been carried out. A regional Good Relations Statement has been agreed with the aims to: • actively address and challenge racism and sectarianism; • treat each other fairly, with respect and dignity; and • ensure our spaces are shared, welcoming and safe. A Poster has been produced to publicise the Good Relations Statement and issued to staff throughout the Trust. A Trust Communication was also issued. The poster was also adapted into Easyread and issued.	
Action Measure	**Description**
We will work with service users, carers and representative organisations to ensure Trust websites are accessible, user friendly and easy to navigate.	• User friendly HSC websites containing up to date information. • Better communication with service users, carers and the public on access to our websites information.
Progress Year 4 – Completed for this reporting period and ongoing Currently considering how screening and other materials can be made more accessible online. A regional HSC IT project is ongoing aimed at reviewing and relaunching Trust websites including a dynamic function for all device platforms. Work is also underway to review Trust intranets and improve their design, layout and accessibility. Trust staff have access to Read and Write software to enhance accessibility.	

Action Measure	Description
We will work with staff and service users to review how information is produced in alternative formats	• Library of information in alternative formats available for health and social care staff and available on websites for service users and carers. • Staff have better access to alternative format resources. • Service users and carers have better access to accessible information.
Progress Year 4 – Completed for this reporting period and ongoing Health Literacy was identified on the Western Trusts 3 local community plans (Derry City and Strabane Council/Fermanagh and Omagh Council/Causeway Coast & Glens Council). It was also identified in the Making Life Better framework. HIEI completed a small piece of field research and discovered there were a few organisations across the region tackling health inequalities through improving health literacy. As a result of this, HIEI established and continue to lead on a regional health literacy forum (set up in July 2019) which includes membership from Dept. of Health, Public Health Agency (health improvement dept.), 5 Trusts and Community & Voluntary colleagues. During this reporting we have commissioned Community Development health Network to develop training for health professionals with a view to developing this further into the community & voluntary sector. 19 staff have availed of this training to date.	
Action Measure	**Description**
We will work in partnership with LGBT representative organisations to develop guidance for health and social care staff to ensure LGBT service users have access to services.	• Consistent up to date staff guidance developed in partnership with LGBT organisations. • Enhanced awareness of access barriers for LGBT service users and carers. • Improved satisfaction with health and social care services for LGBT service users and carers.
Progress Year 4 - Completed for this reporting period and ongoing Work continued with the HSC Trusts, Rainbow Project, Transgender NI and Trade Union colleagues to co-develop guidance for Health and Social Care staff to ensure LGBT service users have access to services. The guidance is still in development, and will cover good practice, etiquette, use of pronouns, and responsive service provision and employment.	

Action Measure	Description
We will work in partnership with Black and Minority Ethnic (BME) groups and groups representing BME older people to develop guidance for health and social care staff on meeting the needs of older people in BME communities and ensure access to services.	• Staff guidance co-produced with BME communities and representative organisations. • Raised profile of needs of BME older people. • Increased awareness among staff of the needs of BME older people. • Improved access to services for BME older people.
Progress Year 4 - Completed for this reporting period and ongoing Translated videos and materials have been produced. Work has been undertaken with the Public Health Agency on an Ethnic Minority Forum. Trusts' have established ethnic minority staff groups, chaired by an ethnic minority staff member. The Trust has taken proactive steps to reach out to our Ethnically Diverse staff, our former Chief Executive hosted two virtual meetings for Black, Asian and Minority Ethnic (BAME) Trust employees during week commencing 22 June 2020. The aim of the meetings was to listen to the concerns and feedback from our BAME staff on how they have felt supported as a Western Trust employee working through COVID-19. Themes from the meetings were summarised and a BAME Network, led by BAME staff and supported by Human Resources and Equality staff has been formed. The group recently changed their name to WHSCT Ethnically Diverse Staff Network (EDSN) and continue to actively recruit to the group.	
Action Measure	**Description**
We will work in partnership with older people's groups, including the Pensioner's Parliament, to develop guidance for HSC staff on meeting the needs of older people.	• Staff guidance co-produced with groups representing older people. • Raised profile of needs of older people in the delivery of services. • Increased awareness among staff of the needs of older people. • Improved communication and access to services for older people.
Progress Year 4 - Completed for this reporting period and ongoing The Pensioner's Parliament did not meet during the reporting period, but Trusts' worked in partnership with representative groups on meeting the needs of older people. Trusts continued to work with private nursing homes on initiatives including rainbow rooms. The Hospital at Home initiative provided advanced care planning. For the 4th year running, the Western Trust worked alongside lead partners (Derry City and Strabane District Council, Causeway Coast and Glens council, Fermanagh and Omagh council, Public Health Agency and Community and Voluntary organisations) to promote the annual Positive Ageing Month throughout the region during the month of October 2021. In addition to providing a full month of packed activities for older people, the Western Trust issued 53 small grants to c&v partners amounting to £25,000 to promote wellbeing among older people through positive ageing month and beyond.	

Action Measure	Description
We will work with the Northern Ireland Human Rights Commission to develop a training programme on a human rights approach to dealing with complaints – building on work done by the Ombudsman's Office.	• Training on a human rights based approach to complaints management delivered to all staff who deal with complaints. • Complaints resolution process that embeds human rights values and principles. • Improved satisfaction with health and social care complaints management process.
Progress Year 4 - Completed for this reporting period and ongoing/Rollover Year 5 As a result of reviews, HSC have decided to prioritise this training with a focus on residential care for vulnerable people. Trusts continue to liaise with NIHRC re training however NIHRC have advised that they are currently unable to deliver training due to resource issues.	
Action Measure	**Description**
We will hold an annual event to showcase best practice in equality and diversity within the health and social care.	• An annual Equality and Diversity event delivered. • Health and social care viewed as a sector that promotes equality and diversity. • Improved awareness of equality and diversity best practice models and shared across health and social care and beyond.
Progress Year 4 - Rollover Year 5 No regional event during the year (previous year was launch of good relations statement).	

Section 3 – Supporting our Staff

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

Action Measure	Description
We will ensure compliance with any new legislation governing gender pay reporting and address any inequalities identified.	• Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation.
Progress Year 4 – Rollover Year 5 The Health and Social Care sector has worked towards the creation of a pay structure that addresses inequalities and ensures fairness in pay and reward arrangements in line with any new legislation.	
Action Measure	**Description**
We will work in collaboration with relevant stakeholders to extend the remit of our Employability Schemes to enhance employment opportunities for marginalised S75 groups.	• Scope in year 1 opportunities and availability for our employability schemes. • Employability scheme available to other marginalised S75 groups. • Improved employment opportunities for marginalised S75 groups. • Access to employment is improved for marginalised S75 groups.
Progress Year 4 – Rollover to Year 5 All HSC Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements, Job Shadowing, the Workable Programme leading to substantive employment opportunities within Trusts, career events and targeted recruitment. HSC Trusts have forged closer links with the disability sector including USEL to further promote meaningful opportunities for disabled persons to participate in the workplace. An initiative is ongoing within ALD in the Western Trust to obtain employment for Adults with a Learning Disability in the Support Services Department within the Trust. To take this initiative forward the LD PPI Team set up a group which includes representatives from Trust Human Resources and Support Services Departments Community and Voluntary Sector representatives include Mencap and Orchardville. Prospective employees will be supported to undertake training and work placements which will lead to permanent employment. It is envisaged that the first cohort will commence their training in Autumn 2022.	

Action Measure	Description
We will revise Equality, Human Rights and Disability guidelines for our Non-Executive Trust Board members.	Up to date guidelines in place for Non-Executive Directors. Increased awareness among Non-Executive Directors of statutory compliance and responsibilities.
Progress Year 4 – Completed Year 3 This Guidance has been developed and published in conjunction with ECNI.	
Action Measure	**Description**
We will review our harmonious working environment advice in light of any new findings and recommendations from the work conducted by the Commission on Flags, Identity, Culture and Traditions.	• Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.
Progress Year 4 - The Trust as a member of the regional Equality network is committed to working with regional colleagues to implement any recommendations to ensure that all HSC facilities are welcoming to all staff. Work is continuing on a regional level to develop a framework on observing and celebrating events.	
Action Measure	**Description**
We will launch our new E-Learning Module and Equality and Diversity Staff Training Manual.	• 20 minute E-Learning Training Programme for staff and managers and Equality and Diversity Staff Training Manual launched and available for all health and social care staff. • Marketing strategy to increase uptake of training across all Trusts. • Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual. • Improved uptake of equality training, each Trust to set targets.
Progress Year 4 - Completed for this reporting period HSC Trusts continue with the deployment of the Regional Making a Difference, Equality, Good Relations and Human Rights eLearning training. This programme is mandatory for all HSC staff. A review of this programme was undertaken in 2021/22 and amendments made to ensure it remains up to date with legislative developments.	
Action Measure	**Description**
We will work with relevant organisations and Trade Unions to develop best practice in supporting our staff who are victims of Domestic Violence/Abuse.	• Best practice model established in each Trust with support mechanisms for staff experiencing Domestic Violence/Abuse.

	• Improved support for staff who are victims of Domestic Violence/Abuse. • Raised awareness among staff of the best way to support colleagues who are victims of Domestic Violence/Abuse.
Progress Year 4 - Completed for this reporting period/ rollover Year 5 Procedures are in place and the Trust regularly highlights and promotes the support mechanisms open to staff. The plan moving forward is for all Trusts to adopt similar guidance and host an event to raise awareness of the policy and the supports available during the next reporting year. The Policy will be based on best practice.	
Action Measure	**Description**
We will make sure that our staff who are carers are supported in the workplace so that they can continue with their caring role.	• Consistent regional approach established to support carers in our workforce. • Improved support for staff who are carers. • Raised awareness among staff of the best way to support staff who are carers. • To pilot digital resources for carers and 'jointly app' carers app in Northern Trust area with learning disseminated regionally Year 3.
Progress Year 4 – Rollover to Year 5 The Trust are currently working on developing a framework to provide a focused and integrated approach to supporting and enabling staff with caring commitments. The Carers Framework enables the Trust to proactively engage with staff as carers to enhance their health and wellbeing through 5 key strands detailed within the framework to drive the change needed and support the delivery of our objectives: Health & Wellbeing and supporting self-care, Manager Training, Flexible Working, Peer Support Networks and Referral Pathways. The Trust continues to promote work life balance and is currently working on Flexible Working Arrangements. These will apply to all staff directly employed by the Western Trust and gives these staff a day one right to request flexible working. The policy is being updated in line with changes to Section 33 of the National Health Service (NHS) Agenda for Change (AFC) Terms & Conditions handbook which will be effective in Northern Ireland from 1st April 2022. Working from home options still remain for some staff across a range of service areas including hybrid models of combined home and office working. The HR Hub on the Trust intranet site provides access to HR policies and information and advice to staff continues to be disseminated via Trust Communication.	

Total Actions in Year 3	19	**Total Actions Completed in Year 3**	12	**Actions ongoing into Year 4**	7

Western Health and Social Care Trust

Appendix 2/Part B

Appendix 2

Regional Disability Action Plan

Year 4 Progress Report

2021/2022

Disability Action Plan

Section 1 – Promoting positive actions and increased participation through training, awareness and resources
Disabled people have told us that promoting well-informed social attitudes to disability is central to securing the right to equality for all disabled people. We are committed to providing training and resources to support our staff in the implementation of our disability duties.

Actions to promote positive attitudes towards disabled people

Action Measure	Description
We will co-design and deliver bespoke disability equality training for frontline staff in partnership with disabled people.	• Consistent staff training and awareness raising, co-designed and delivered, where appropriate, across health and social care. • Co-designed training programme in each Trust that includes specific guidance on communication on disability and autism. • Increased staff awareness on disability equality and how to promote positive attitudes and participation in public life. • Disability equality training that will reflect all disabilities (including hidden, autism, sensory) and will challenge negative stereotypes / attitudes about disabled people.
Progress Year 4 – Rollover to Year 5 Development of disability training for frontline staff has been delayed by operational pressures resulting from Covid-19. Work is continuing with Northern Trust's Disability Panel to develop disability training. Service users from the disability, community and voluntary sectors will provide voiceovers for the training. A Disability Toolkit will be developed and made available throughout Trusts.	
Action Measure	**Description**
We will work with the consortium of mental health organisations and the ECNI to ensure health and social care is signed up to the Mental Health Charter.	• Workplace that welcomes and supports staff with a mental health issue. • Development of best practice models that ensure services are accessible to people with a mental health issue. • Availability of long-term sustainable information and training support that will help managers to identify and offer help and support to staff with a mental health issue.

Progress Year 4 - Completed for this reporting period and rollover Year 5 A Health and Wellbeing Strategy has been developed. Trusts' have provided access to psychological services for staff during Covid-19. Peer Support Teams are available to provide confidential advice and support for staff.	
Action Measure	**Description**
We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy.	• Promotion of regional sensory awareness e-learning programme. • Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports.
Progress Year 4 – completed The availability of a regional sensory awareness e-learning module was promoted to staff. The HSC Board's Sensory Awareness Team took work forward regionally on how people with sensory impairment have access to services and information.	

Actions to encourage participation by disabled people in public life

Action Measure	**Description**
We will develop for staff a welcome pack with information about accessibility such as: • arrangements for sign language interpreting • provision of auxiliary aids • disability etiquette • alternative formats.	• Accessibility welcome pack available for all disabled service users to improve access to services. • Improved service user and carer experience. • Resource available for staff to support them to meet the needs of disabled service users and carers.
Progress Year 4 – Completed for this reporting period A Disability Toolkit and etiquette guide has been produced for all staff. It includes details on accessibility, how to provide information in alternative formats, and accessing the remote interpreting service.	
Action Measure	**Description**
We will work with relevant organisations to adopt a communication standard in line with the Accessible Communication Standard in England to ensure information is accessible for all disabled people including those with autism and those with communication disability.	• Establishment of a consistent communication standard across all Trusts. • Improved communication with service users and carers. • Improved experience for people using our services. • Improved accessibility to information and services.

Progress Year 4 – Completed for this reporting period/ongoing Year 5 Work will continue to develop an accessible communication standard consistent with the Accessible Communication Standard in England.

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

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

Actions to promote positive attitudes towards disabled people

Action Measure	Description
We will work with disabled people to make sure we are ready for the introduction of new legislation including: • Mental Capacity • Age Discrimination (Goods/Facilities/Services)	• Actions plans available to ensure readiness for forthcoming legislation
Progress Year 4 – Completed/ongoing The Mental Capacity Act (NI) 2016 will bring together mental capacity and mental health law for those aged 16 years and over within a single piece of legislation. The Deprivation of Liberty Safeguards as set out in the Mental Capacity Act (Northern Ireland) 2016 (MCA) became law on 2 December 2019. The Act provides a statutory framework for people who lack capacity to make a decision and people who now have capacity but wish to make preparations for a time in the future when they lack capacity. Where a person who lacks capacity is being deprived of their liberty, the Deprivation of Liberty Safeguards must be applied. This new law requires that Trusts' must make sure that everyone who is currently deprived of their liberty has been reviewed and safeguards have been put in place by a special Trust Panel known as a Trust Authorisation Panel which can authorise a deprivation of liberty. There are different levels of training – according to people's role within the Trust and under the legislation – much of this is mandatory. Much work has been led regionally to coordinate implementation and ensure consistency of approach. Regular regional meetings are convened with the Department of Health and other Trusts. Regular newsletters are produced to ensure there is a sound level of awareness	

Action Measure	Description
We will review how we communicate with and seek feedback from disabled people (staff and service users) about health and social care and develop guidance to ensure effective engagement in the future	Introduction of new methods of seeking feedback and communication identified such as Citizen Space. • Use of all available media (including social media) considered. • Guidance available for staff to ensure effective engagement with disabled people. • Improved development of policy and practice by drawing on wide range of views and experiences.

Progress Year 4 - Completed

The regional initiative 'Care Opinion', a platform which facilitates real time feedback from service users and their families, is available in Easy Read formats. HSC Trusts have used CitizenSpace successfully in the past when engaging with section 75 groups, including the disability sector, on the development of our current Equality and Disability Action Plans.

HSC Trusts are committed to the principles of co-production. Trusts, other Arms Length Bodies, and the Department of Health are the only public bodies in Northern Ireland which have a statutory duty to involve and consult their stakeholders. A Guide on Co-production for Health and Social Care organisations has been published which augments and builds on the requirements set out in current PPI Policy. The goal is to support transformational change through a co-productive approach and promote the opportunity for all sections of the Northern Ireland community to partner with HSC staff in improving outcomes. This guide illustrates that we aspire to creating a system that partners and organises health and wellbeing with people, for people, and by people. HSC Trusts' PPI Annual Reports provide further detail.

The Western 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. Five Local Involvement Groups, attended by Staff, Carers and Service Users, meet every 6-8 weeks. The discussions at these meetings feed into a quarterly Strategic Involvement Group. Two Local Involvement Facilitators and one Involvement Manager have been recruited to support this process. Despite the pressures caused by COVID, the Trust has remained committed to this process of engagement and have moved to online meetings to facilitate their continuation. Support on the use of online platforms was provided to Carers and Service Users. The Involvement Facilitators and Involvement Manager develop and co-ordinate a range of programmes of work arising from the discussions at these meetings. In order to develop consistency of approach across all areas, the groups worked together to:

- Develop an Involvement Action Plan
- Identify and discuss innovative solutions to tackle Local and Trustwide priorities
- Agree Terms of Reference to outline how we will work together

- Develop a 'Welcome Pack' available in Easy Read, so that new members will be offered induction and support before they attend the group meetings
- Inform the update of the online Adult Learning Disability HUB
- Co-produce the 'Have Your Say' leaflet to promote the Involvement process

The Local Involvement Groups are promoted through the ALD newsletters which are delivered quarterly to all families on the Master Patient Index (over 2,000 homes). The ALD HUB website which provides timely and relevant information for Service Users and their Carers is constantly updated to ensure optimum and best use of the site. The Involvement Database which is a register of all Carers and Service Users who have indicated an interest in Involvement is regularly updated. A text messaging service has been set up as an additional means of communication.

Actions to encourage participation by disabled people in public life

Action Measure	Description
We will work with representative groups to develop an accessibility checklist to ensure that health and social care facilities are considered accessible spaces for all.	• Accessibility checklist for health and social care facilities developed in partnership with ECNI and voluntary and community sector. • Health and social care facilities accessible for service users and carers. • Information from checklist to support prioritisation of programme of accessibility works. • Resource developed to promote best practice in the built environment including autism friendly spaces. • Promotion of best practice when working with colleagues on modernisation projects or new builds. • Guidance available on autism friendly spaces. Promote principles of autism friendly spaces and services.
Progress Year 4 - Completed Using an adapted version of the ECNI accessibility audit tool, a range of changes will be implemented and developed. An 'Access Checklist' has been developed to ensure physical environments are more accessible. Learning will be shared regionally.	

Action Measure	Description
We will work to ensure access to all forms of communication support including support for BSL/ISL users, Makaton users and people who have Autism Spectrum Disorder.	• Regional services established for the provision of communication support for people who are deaf or hard of hearing. • Health and social care communication accessible to all service users and carers. • Improved access to services. • Improved communication with service users and carers. • Improved experience for people using our services.

Progress Year 4 – Completed for this reporting period and ongoing for Year 5

In 2013 the Health and Social Care Board initiated a regional review of the provision of Communication Support Services in Northern Ireland to determine the most appropriate arrangements for providing the service in the future. The review concluded in January 2016 and proposed that communication support services should be supplied in future on the basis of a regional shared service provided by the Business Services Organisation.

In June 2016 a consultation on the recommendations from the regional review of communication support services for people who are deaf or hard of hearing across Northern Ireland was launched. The public consultation supported the recommendation that the Business Services Organisation would be commissioned to supply Regional Communication Support Services (RCSS) for deaf and hard of hearing people who need access to Health and Social Care across Northern Ireland. The RCSS service development has been driven by the need to improve the accessibility, quality and safety of current communication support to service users as intended by RQIA in its recommendation in 2011. The RCSS Service Delivery Model has been developed based on the recommendations from the review of communication support in 2016. Over the reporting period a number of meetings have been held with sign language service users and a range of organisations and individuals across all of the Trust areas, providing an opportunity to discuss the service model. Work on developing the model continues.

The remote sign language interpreting service set up primarily to ensure that our service users have access to health and social care appointments during the pandemic continues to be used throughout the Trust. Training has been made available for staff and information on the service was published on our social media and disseminated through our established networks. We also wrote out to service users who had previously booked a sign language interpreter through our services.

The Trust's Communications Department continues to maintain digital accessibility standards on new content uploaded to the Western Trust external website in accordance with Web Content Accessibility Guidelines version 2.1 AA as per the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. The Trust's website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, with non-compliances listed on the website's Accessibility Statement.

Content shared on the Trust's social media channels is now more digitally accessible where possible including all video content having native subtitles included.	
Action Measure	**Description**
We will join the Equality Commission's 'Every Customer Counts' initiative to try and ensure that services and the physical environment are accessible.	• Public commitment to 'Every Customer Counts' and formal sign up by all Trusts being a campaign signatory. • Health and social care services accessible and open to all potential service users and carers. Raised awareness of three good practice guides to illustrate reasonable adjustments which have been made by various service providers in a range of sectors.

Progress Year 4 – Completed for this reporting period and rollover to Year 5

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

The Equality Commission have developed a self- audit tool which could be used to evaluate how accessible services are. It has, however, been agreed that it would be more appropriate and feasible to undertake this audit in a number of key areas in the first instance and then mainstream and roll out good practice across the other sites on an incremental basis.

For ease of reference, we have merged actions where there is a direct correlation for reporting purposes.

Estates officers agreed to work collaboratively and in collaboration with AccessAble UK to identity a few pilot sites where work could commence on the introduction of Accessibility Guides to provide ease of access for patients, clients, visitors and staff. Progress on this initiative has been delayed due to Covid.

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

We know that there continues to be gaps between the proportion of disabled people employed in health and social care compared with non-disabled people. We are committed to ensuring that disabled people are afforded equality of opportunity in respect of entering and continuing employment in health and social care. We will work in partnership with disabled people to make sure our employment policies and practices and working environments are as inclusive and accessible as possible. Please note the nature of the actions detailed below will relate directly to participation by disabled people in public life.

Action Measure	Description
We will work in partnership with Recruitment Shared Services to promote a review of recruitment and selection processes to promote equality and ensure any barriers that may discourage a disabled person from applying are identified and mitigated action as appropriate.	• Barriers to recruitment and selection process improved. • Best practice model developed in relation to online recruitment. • Increased applications from people with a disability.
Progress Year 4 - Completed The Health and Social Care Workforce Strategy 2026: Delivering for Our People sets out ambitious goals for a workforce that will match the requirements of a transformed Health and Social Care system. It also addresses the need to tackle serious challenges with supply, recruitment and retention of staff. The Strategy document includes a very detailed look at the workforce problems and challenges facing Health and Social Care in Northern Ireland. Theme 1 in the Strategy is about attracting, recruiting and retaining staff, and includes the commitment to: set up and roll out a regional HSC careers service to help ensure a good supply of people in the future; inform and excite people on the range of jobs and professions; and publicise health and social care as a career option. Trusts' have been working collaboratively to improve access for those seeking employment. Examples include: • Improvements in website accessibility – providing greater ease of access for job applicants; • Production of a series of recruitment 'How to' Guides; and • Outreach measures – regional and local career events to promote the HSC as an employer of choice.	

Action Measure	Description
We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.	• Development of our work placements and employability programmes • Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions

Progress Year 4 – Completed and ongoing rollover to Year 5
HSC Trusts continue to work with the Disability Sector to promote Trusts as an Equal Opportunities Employers.

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

The Western Trust ALD PPI Positive Action Initiative is ongoing within the Trust. The aim is to obtain employment for Adults with a Learning Disability in the Support Services Department within the Trust. To take this initiative forward the LD PPI Team set up a group which includes representatives from Trust Human Resources and Support Services Departments Community and Voluntary Sector representatives include Mencap and Orchardville. Prospective employees will be supported to undertake training and work placements which will lead to permanent employment. It is envisaged that the first cohort will commence their training in Autumn 2022.

Action Measure	Description
We will review opportunities for staff to disclose their disability.	• Staff encouraged to declare that they have a disability. • Promotion of the benefits of disclosure and importance of monitoring. • Increased awareness of the importance of staff keeping personal equality monitoring records up to date (via HRPTS). • Increased staff disclosure and staff supported. • Robust equality monitoring statistics to ensure meaningful analysis to support decision making and benchmark workforce profile.

Progress Year 4 – Completed
An awareness campaign was launched to encourage staff to update their Employment Equality Data. An interactive booklet was launched to support this which explained the types of equality data collected, the need for its collection, how we use and store equality data. This booklet was launched on a number of platforms through Trust wide email circulation, on the Trust intranet landing

page and within the HR Hub. Additionally in order to support staff to review and update their equality information on HRPTS a short video was produced and launched alongside the awareness campaign.

Action Measure	Description
We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.	• Promotion of revised best practice guidance on employing persons with a disability. • Development and delivery of bespoke equality and human rights training to Occupational Health staff. • Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers. • Improved support for disabled staff. • More robust reasonable adjustment process.

Progress Year 4 – Completed for this reporting period and ongoing Year 5

The new HSC Disability Toolkit includes a section on Reasonable Adjustments in the Workplace to ensure managers fully understand their legal responsibilities under the Disability Discrimination Act 1995. The deployment of the toolkit will be underpinned by bespoke training for managers to ensure compliance and importantly the provision of timely reasonable adjustment for new and existing employees with a disability.

Due to Covid pressures, which continue to significantly affect Occupational Health resources, some the actions have been deferred.

Action Measure	Description
We will develop guidance on supporting people with autism in employment in partnership with representative organisations.	• Co-designed guidance produced which will raise awareness among staff of reasonable adjustments for people with autism. • Promotion of guidance across health and social care.

Progress Year 4 – Completed for this reporting period and ongoing for Year 5

A regional Staff information Booklet is almost complete and will be adopted by HSC Trusts. This resource provides practical advice for managers and staff re managing Autism in the Workplace.

Total Actions in Year 3	15	Total Actions Completed in Year 3	9	Actions ongoing into Year 4	6

Western Health and Social Care Trust

Local Equality and Disability Action Plan 2018 – 2023

Year 4 Progress Report 2021/2022

The WHSCT Local Actions were developed as a result of the Trust's Pre-Consultation event held on 20 January 2017. These action measures are designed to be flexible, adaptable and responsive to changing circumstances and needs and will be reviewed on an ongoing basis and annually via the Trust's Annual Equality Progress Report to the Equality Commission for Northern Ireland.

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

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

Action Measure (1)	Description
Trust Directorates to work in partnership with RNIB and Action on Hearing Loss to develop models of good practice. Roll out learning to other service areas	• Improved communication in suitable formats to meet the needs of people with a visual/hearing impairment using services. • Improved patient satisfaction with communications from the Trust.
Progress Year 1 Making Communication Accessible for all issued to staff and available via intranet. Currently able to record on PAS if a patient has communication support needs. Outpatient reform manager has been working with GP practices to ensure information is communicated to the Trust re communication support needs of patients they refer. The Lead is working with the GP Lead for Clinical Communication Gateway System (CCG) on enhancing the current referral form from GP Practices to Secondary Care. The CCG is linked to the GP system and creates the referral to Acute services. It is hoped that on the referral form we will be able to add a 'drop down' which will allow GPs (throughout the region) to select options i.e. visually impaired etc. When receipted into Trusts, this will allow the Booking Teams to register this on the Trust Patient Administrative System (PAS). **Progress Year 2** The Western Trust Sensory Support Services Team launched a new booklet "Sensory Support Services" a guide to services offered across the Western Trust area in November 2019. The Team work with people of all ages from children to older people and have extensive experience and knowledge of deafness, visual loss, dual sensory loss, tinnitus and other related issues. The updated booklet will provide useful information and support available to individuals, families and carers of people with sensory loss. The Trust continues to provide information in alternative formats and provide training for staff including Visual Awareness Training, facilitated by Eye Care Liaison Officers from RNIB and Deaf Awareness Training facilitated by the British Deaf Association.	

In June 2016 a consultation on the recommendations from the regional review of communication support services for people who are deaf or hard of hearing across Northern Ireland was launched. The public consultation supported for the recommendation that the Business Services Organisation would be commissioned to supply Regional Communication Support Services (RCSS) for deaf and hard of hearing people who need to access to health and social care across Northern Ireland. The RCSS service development has been driven by the need to improve the accessibility, quality and safety of current communication support to service users as intended by RQIA in its Recommendation in 2011. The RCSS Service Delivery Model has been developed based on the recommendations from the review of communication support in 2016. Over the reporting period a number of meetings have been held with sign language service users and a range of organisations and individuals across all of the Trust areas, providing an opportunity to discuss the service model. Work on developing the model continues, the Trust is represented on this group by the Head of Services, Adult Mental Health and Disability Services.

Progress Year 3

Training at all levels in the Trust has been significantly impacted by the Covid-19 pandemic with face-to-face training cancelled, unless essential, to ensure social distancing guidelines etc. are adhered to. Trust Staff are regularly advised of training available via frequent Trust Communications and team meetings and adhoc training is also delivered. Equality staff continue to liaise with RNIB staff and shared RNIB guidance re vaccine centres with relevant staff. Equality staff also liaised with RNIB to gather feedback on their experience when attending the Trust vaccine centres. This feedback was shared with vaccine centre managers. Equality Lead has liaised with RNIB re feedback on online Visual Awareness Training that they have developed. Discussions have taken place with British Deaf Association regarding provision of their Deaf Equality Awareness Training via online. Disability Awareness Training, provided via contract with Employers for Disability NI (EFDNI) has moved online and 3 sessions were held during 2020/21 with 90 staff members attending.

Progress Year 4

Training throughout the Trust continued to be impacted by the Covid-19 pandemic.

Visual Awareness Training: prior to COVID this training was delivered face-to-face throughout the Trust by Eyecare Liaison Officers from RNIB. This training provides staff with skills and knowledge to ensure that service users with a visual impairment receive a high level service. Equality staff provided feedback to RNIB on an online training programme they were developing and have since piloted the 2.5 hour (approx.) training with groups of Trust staff, with positive feedback from participants.

Disability Awareness Training: normally delivered face-to-face by Employers for Disability NI (EFDNI). EFDNI have adapted the training to deliver it via zoom to Trust staff. 3 sessions were held during the reporting period with 66 staff in attendance. 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.

The Trust has a contract with Sign Video, for provision of remote sign language interpreting. This remote sign language interpreting service was set up for Health and Social Care Northern Ireland (HSCNI) during the Covid-19 pandemic to ensure that our service users continue to have access to health and social care appointments. The service is available 24 hours a day 7 days a week for staff and services users and provides access to British Sign Language (BSL) interpreters or Irish Sign Language interpreters (ISL). Service users can use this service to contact GP surgeries, hospitals, dentists, social care services etc. Trust staff, including appointments staff, partial booking staff etc were targeted to complete the Sign First training via Zoom.

Action to continue through lifespan of plan.

Action Measure (2)	Description
Trust Directorates to work in partnership with key stakeholders and service users to develop models of good practice and undertake improvements in wayfinding in Trust facilities.	• Clearer, more effective information. • Improved hospital/Trust facilities user satisfaction and reduced complaints.

Progress Year 1

Work and improvements have taken place, including with Wayfinding within Altnagelvin Hospital. A wayfinding strategy was developed in response to key issues raised in survey responses regarding the need for clarity and consistency across the hospital site from pre-hospital information sent to service users ahead of a site visit to leaving facilities following their site visit. The 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.

The Western Patient Client Experience Lead worked with a visually impaired service user and RNIB to develop an information card for staff “See it Our Way”. The card was designed in partnership by the Western Trust, PHA and RNIB and provides information for staff on how to help blind and partially sighted people when using health and social care services. A video clip was also uploaded to the

Trust Social Media forums providing information on the contents of the card. The card was first launched on 27 March 2019 as part of a regional roadshow held within the Western Trust area, in partnership with #Hello my name is initiative.

Progress Year 2

Visual Awareness Training, delivered by Eye Care Liaison Officers from RNIB and Deaf Awareness Training delivered by the British Deaf Association continues to be provided to Trust staff. The "See it Our Way" information card developed by Regional Patient Client Experience staff with a visually impaired service user and RNIB and launched on 27 March 2019 continues to be shared throughout the organisation, as is the accompanying video clip.

Projects which have completed during the 2019/20 reporting period have reflected the principles of the wayfinding strategy including phases of the new North Wing at Altnagelvin Hospital. In November 2019 a representative from the Estates Department attended a presentation on the Access Able system with representatives from other trusts. https://www.accessable.co.uk/ is a website which has accessibility information for the public who can use the site to gain information to enable them to access services. The system would prepare a recommendations matrix and a best practice guidance report which could be used to help prioritise required accessibility improvement works.

The WHSCT will work with the other HSCNI trust's in 2020-2021 to look at the benefits of Access Able and how this might be taken forward within the Trust.

Progress Year 3

Although opportunities for engagement were limited due to the covid-19 pandemic, the Trust continued to ensure information on the new North Wing facility at Altnagelvin was shared in a number of formats. A particular focus was on preparing for transfer of services to the new main entrance area, ensuring everyone who needed to access services could do so as easily and efficiently as possible. Any business cases submitted for new developments continued to include initial screening assessments for sustainability, equality and human rights. Subject to approval and funding, Section 75 groups will be involved in the planning for and design of these facilities.

As a result of the current pandemic attendance at hospitals has greatly reduced as clinics are now delivered using a variety of mediums meaning that service users do not always have to attend for appointments etc. Visiting restrictions have meant there has been a reduction in members of the pubic/visitors attending Trust premises. Social distancing and Infection Prevention and Control measures have also resulted in some changes to access to areas within the Trust. These changes have been communicated to staff and service users throughout the reporting period.

Progress Year 4

The Altnagelvin Hospital Wayfinding Task & Finish Group was re-established during 2021 to assess a range of issues that were raised in relation to signage and wayfinding from staff and patients following a range of site changes including opening of new North Wing Entrance. The key priorities of the group are to:

- Ensure site users are effectively directed to the most appropriate building entrance and supporting car park and/or public bus drop off, and
- Upon entry via the most appropriate entrance, be able to navigate the facility. With a particular focus on entry via the new North Wing Entrance. This will include onward wayfinding to North Wing, West Wing, South Wing and East Wing (North West Cancer Centre) via considered "landmarks".

The group has representatives from 15 different teams/departments across the site and also has input from external service user groups via 2 of these teams/departments to enable a wider range of feedback and input and met initially on a fortnightly basis. The group looked at two distinct areas – internal signage and external signage. The external signage team undertook a physical site walk and compiled a report indicating a range of issues including need to remove old/defunct/broken and damaged signage and identified a range of improvements that could be undertaken. As part of the external review, colleagues engaged RNIB who had a client walk the site with the team to identify issues including need to ensure appropriate communications when a client has difficulties entering/exiting car parks on the site. It was agreed that:

- Old signage would be removed
- Car Parks would be labelled in a consistent manner e.g. Car Park A, B etc.
- Patient Drop Off Zones would be marked across a number of areas on the site

Funding has been secured to take forward these recommendations and works are to be undertaken over summer 2022.

- Work has commenced with Outpatients to assess feasibility of putting nearest car park onto patient letters
- Engaged AccessAble to undertake a review of the site so that it can be uploaded to the AccessAble website.

The internal group reviewed wayfinding within South Wing and made a small number of recommendations which are being reviewed currently. The Group is currently working on:

- Establishing a procedure for making adjustments or requesting new signage
- Updating the wayfinding strategy.

Action to continue through lifespan of plan.

Action Measure (3)	Description
Trust Directorates to work in partnership with key stakeholder groups including Voluntary and Community sector staff and the public to review and improve letters, leaflets and booklets provided to patients.	• Clearer, more effective information. • Improved hospital/Trust facilities user satisfaction and reduced complaints.

Progress Year 1
Directorates are encouraged to involve service users/carers etc. in the drawing up of information or reviewing of same.

Health Improvement and Equality and Involvement staff have established a Health Literacy group to issue information to staff on the need for plain English etc.

Progress Year 2
To support a common response to three Community plans (Derry City & Strabane District Council, Fermanagh & Omagh District Council and Causeway Coast and Glens Borough Council) the Western Health Literacy Delivery Partnership was formed in May 2019 with representation from WHSCT, PHA, NHSCT, CAWT, CDHN, DHC, BBHF, C&V Sector. Poor health literacy is linked to unhealthy behaviours and an increased risk of illness and early death and it has been highlighted as a priority in the Making Life Better framework and the Community Plans in the 3 Councils that span the Western Trust area, with an action to improve awareness and understanding of health literacy. A Terms of Reference was developed for the group and the objective is to work in partnership across the three council areas which span the Western Trust area to reduce the impact of health inequalities using a health literacy approach and maximising all available resources.

Subsequently, the Regional Health Literacy Forum was then convened and includes membership from all 5 Health Trusts, PHA, DoH, HSCB, PCC, Belfast Healthy Cities and Community Development & Health Network. The forum is currently working to develop an action plan for a consistent approach to improve health literacy across the region.

Progress Year 3
Opportunities for engagement were limited due to the covid-19 pandemic, the Trust continued to ensure information was shared in a number of formats using a variety of mediums. The Involvement team have established an internal leads forum, made up of staff with a responsibility for all things involvement throughout the Trust directorates. This mechanism will further push the PPI/Involvement agenda throughout directorates ensuring service users/carers are involved at all levels of service planning, delivery and evaluation.

Covid priorities have had an impact on the frequency of the Health Literacy Group meetings. It is expected the group will meet and address the action plan in the coming months. HIEI have recently explored the option of developing training, co-produced in partnership with Community Development Health Network (CDHN), to raise awareness of health literacy amongst health practitioners. In addition, they will to aim to raise the capacity of our community, service users and carers around health literacy.

Website accessibility regulations came into force on 23 September 2018. The regulations mean that public sector bodies now have a legal obligation to meet accessibility requirements for their websites. To check how well the public sector is meeting the requirements, the Government Digital Service monitored a sample of public sector websites. The Trust's Communications Department carried out an internal audit of the Western Trust external website in 2020 in accordance with Web Content Accessibility Guidelines version 2.1 AA as per the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

The Trust's website is now partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, with non-compliances listed on the website's Accessibility Statement. Content shared on the Trust's social media channels is now more digitally accessible where possible including all video content having native subtitles included.

Progress Year 4
Whilst some involvement has progressed via zoom, opportunities for engagement have been restricted due to COVID.

The Trust's Communications Department continues to maintain digital accessibility standards on new content uploaded to the Western Trust external website in accordance with Web Content Accessibility Guidelines version 2.1 AA as per the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018. The Trust's website is partially compliant with the Web Content Accessibility Guidelines version 2.1 AA standard, with non-compliances listed on the website's Accessibility Statement. Content shared on the Trust's social media channels are now more digitally accessible where possible including all video content having native subtitles included.

The HSC Making Communication Accessible for All Guidelines were reissued to staff and remain available on Trust intranet. Health Literacy was identified on the Western Trusts 3 local community plans (Derry City and Strabane Council / Fermanagh and Omagh Council / Causeway Coast & Glens Council). It was also identified in the Making Life Better framework. HIEI completed a small piece of field research and discovered there **were** a few organisations across the region tackling health inequalities through improving health literacy. As a result of this, HIEI established and continue to lead on a regional health literacy forum (set up in July 2019) which includes membership from Dept. of Health, Public Health Agency (health improvement dept.), 5 Trusts and Community &Voluntary colleagues. This reporting we have commissioned Community Development health Network to develop training for health professionals

with a view to developing this further into the community & voluntary sector. 19 staff have availed of this training to date. **Action to continue through lifespan of plan.**

Section 2 – Promoting Equality in our Services

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

Action Measure (4)	Description
Directorates to ensure that when they are delivering their services they work to support all Section 75 (S75) groups to encourage their participation.	Increased capacity of Directorates to identify low uptake by any of the equality groups and to develop actions that address this.

Progress Year 1

Work continues within Directorates to ensure uptake of services. 'Encompass' is a HSC-wide initiative that will introduce a digital integrated care record to Northern Ireland. Due to go live in summer 2021 it 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. Many of the systems currently used in HSCNI are outdated and need to be replaced, most predate the Section 75 legislation and so cannot readily nor routinely capture Section 75 information. The new system should take account of the need to capture this information.

Trust Traveller project workers are working with travellers to develop a range of health improvement programmes, including women and men's group, early years programmes and afterschool programmes**.**

Progress Year 2

Presentation on the culture/experiences of Travellers, followed by a question and answer session was facilitated by a member of the Travelling community at the request of staff from the Obstetrics & Gynaecology Dept, in Altnagelvin Hospital, 10 staff members attended this.

Progress Year 3

The encompass Programme will introduce a digital integrated care record to Northern Ireland supporting 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 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 and led by professionals from across HSCNI.

The Programme is working closely with the chosen supplier, Epic and HSCNI subject matter experts in preparation for build and design of a system that is fit for purpose in Northern Ireland. Readiness and working groups are being established and will include staff and service users to make decisions based on development and delivery of care plans, test results, medication records, communication and mobility needs and appointments – all needed to ensure the individual gets the best care. This will enhance and streamline

HSCNI records and systems by reducing duplication and unwarranted variation.

The Traveller Health and Wellbeing Programme aims to improve the health outcomes of Travellers across the Western Trust area. The programme sits within the Western Trust, Health Improvement, Equality and Involvement Department. Much of the core work of the programme was impacted by the Covid 19 restrictions. However the programme continued to engage with as many Travellers as possible, supporting them to access a wide range of services including Covid 19 supports provided by the local community/voluntary sectors.

The Western Traveller Action Group continued to meet via Zoom and although hampered, did make some progress. One of its key actions is to support the establishment of a Traveller led organisation and build meaningful Traveller participation. The first step involved obtaining the views of as many Travellers across the Western Trust area. Some 87 responses were received with 97% expressing support for the development of a Traveller led organisation. Following on from the survey two zoom meetings were held, all the Travellers who had indicated that they would like to get involved were invited. The meetings had limited success. The overall view was that there needed to be a face to face meeting which will be arranged when safe to do so.

The Trust has taken proactive steps to reach out to our Ethnically Diverse staff, our former Chief Executive hosted two virtual meetings for Black, Asian and Minority Ethnic (BAME) Trust employees during week commencing 22 June 2020. The aim of the meetings was to listen to the concerns and feedback from our BAME staff on how they have felt supported as a Western Trust employee working through COVID-19. Themes from the meetings were summarised and a BAME Network, led by BAME staff and supported by Human Resources and Equality staff has been formed. The group recently changed the name to WHSCT Ethnically Diverse Staff Network (EDSN) and are actively recruiting to the group.

Covid-19

A multiagency group was commenced in April 2020 to support planning and collaborative working during the first Covid surge. The group is attended by Western Trust, Public Health Agency (PHA), Department for Communities (DfC), Department of Agriculture, Environment and Rural Affairs (DAERA), Police Service of Northern Ireland (PSNI), Derry City and Strabane District Council (DCSDC), Causeway Coast and Glens Borough Council (CCGBC) and Fermanagh and Omagh District Council (FODC). Multiagency group assisted in the targeting and coordination of mobile vaccination clinics, ensuring WHSCT could work with local community and voluntary groups in areas of low vaccine uptake in urban and rural communities across the Western Trust area.

Covid-19 information has been translated into a range of different languages to ensure service users are kept informed. Interpreters remain available for appointments, uptake of telephone interpreting has increased to ensure safe social distancing. During July 2020 Regional Equality Colleagues worked to provide translations of Regional Visiting Guidance and information on vaccinations is provided

in alternative languages on the PHA website. HSC organisations have also worked together to promote uptake of the vaccinations among BAME communities.

Public Health England have produced a paper: Beyond the data: Understanding the impact of Covid-19 on BAME groups, available here. This review found that the highest age standardised diagnosis rates of COVID-19 per 100,000 population were in people of Black ethnic groups (486 in females and 649 in males) and the lowest were in people of White ethnic groups (220 in females and 224 in males). Death rates from COVID-19 were higher for Black and Asian ethnic groups, when compared to White ethnic groups.
The Trust equality Lead continues to work with PHA and other organisations to provide both information and support to ethnic communities, particularly on the uptake of the Covid Vaccine. Trust staff have also assisted in the production of videos encouraging uptake of the vaccine in other languages links to this information is included on the Trust website.

Equality staff continue to liaise with RNIB staff and shared RNIB guidance re vaccine centres with relevant staff. Equality staff also liaised with RNIB to gather feedback on the experience of people with a visual impairment when attending the Trust vaccine centres. This feedback was shared with vaccine centre managers. Equality Lead has liaised with RNIB re feedback on online Visual Awareness Training that they have developed. Service users with additional support requirements can be fast tracked at Trust vaccination clinics. Those attending the centres have access to foreign language telephone interpreting or the remote sign language app.

Discussions have taken place with British Deaf Association regarding provision of their Deaf Equality Awareness Training via online. Disability Awareness Training, provided via contract with Employers for Disability NI has moved online and 3 sessions were held during 2020/21 with 90 staff members attending.

Progress Year 4
During the reporting period the Covid-19 vaccination programme evolved. Following guidance issued by the National Joint Committee on Vaccination and Immunisation, the Department of Health (DOH) continued to provide the Covid-19 vaccine policy direction, prioritising the most vulnerable population groups. In addition to the three Western Trust operated Mass Vaccination Centres (MVC), during June 2021 Trust special mobile teams, working with the multiagency partners, were deployed to areas with low uptake rates, including rural areas. A total of 92 community based mobile clinics were delivered to the population of the Western Trust in the period 1 April 2021 to 31 March 2022.

A number of bespoke clinics were also run by the vaccination team throughout the year to provide greater accessibility for groups where uptake was low e.g. pregnant women, homeless community, migrant and minority ethnic groups. The table below shows the number of mobile and bespoke clinics held in the WHSCT area between 1 April 2021 and 31 March 2022:

Clinic Type	Number of Clinics	Numbers vaccinated
Community facilities	92	13,078
Schools	43	7,654
Special Education Schools	16	233
Care Homes	58	10,388
Supported Living	49	2,701
Others (Maternity, Clinically Extremely Venerable, Allergy & Inpatients)	88	2,938
Total	**346**	**36,992**

The booster programme was also delivered including to priority groups which initially included residents in care homes and supported living, clinically vulnerable groups and frontline HSC staff. A third primary dose was also recommended for people who were severely immunosuppressed and the vaccine was also approved and recommended to be offered to all 12-17 year olds. From mid-September to early December 2021, Trust teams delivered the vaccine programme in care homes, supported living, vaccine hubs (situated in Altnagelvin Area Hospital, L'Derry, South West Acute Hospital, Enniskillen and the Tyrone and Fermanagh Hospital, Omagh), mobile clinics, housebound patients and within all post-primary schools in the Trust area. Equality staff also worked with NIHSCIS to offer appointments for Covid vaccines and flu vaccines to their approved interpreters. They also worked with a representative organisation and PHA to provide vaccines to undocumented individuals in the Trust area.

In late autumn 2021, the booster programme needed to be greatly accelerated. All age groups were offered the booster with a shortened dose interval and the focus shifted once again to delivery in Mass Vaccination Centres. Working in partnership with local councils, the Trust reopened three MVC's at leisure centres across the Trust at the beginning of December 2021. These centres continued to deliver the Vaccine until the end of January 2022 when high rates of transmission of Omicron and the decreased severity of illness, resulted in a decline in the demand for the vaccine. However, with the approval and subsequent roll-out of the vaccine to 5-11 year olds, paediatric vaccination clinics were delivered in all special educational needs schools and the vaccine hubs across the Trust area. Further guidance on a Covid-19 Spring Vaccination Programme was issued by JCVI at the end of 2021. This recommended that the most vulnerable people in our communities should be offered an additional Booster this spring time. This includes:

- all those over 75 years of age
- all those aged 12 and above who are severely immunosuppressed

- residents in care homes

The DoH have subsequently asked Community Pharmacists to deliver the programme to care home residents and GP's colleagues to vaccinate the over 75's. The Trust will be supporting the spring programme by vaccinating those people who are severely immunocompromised, housebound patients over 75 and continue to offer all other groups for 1st, 2nd or booster jabs in the vaccine hubs and mobile clinics across the Trust geography.

Travellers Health and Wellbeing Programme
The programme continues to engage with community, voluntary and statutory organisations at a local and regional level. The Western Traveller Action Group continues to meet via Zoom. The establishment of a Traveller led organisation is still very much a work in progress. As restrictions eased, 4 face to face meetings were held with 14 Travellers attending across the Western Trust area. It is hoped that this work will continue to progress in the year ahead.

Older People Work
For the 4th year running, the Western Trust worked alongside lead partners (Derry City and Strabane District Council, Causeway Coast and Glens council, Fermanagh and Omagh council, Public Health Agency and Community and Voluntary organisations) to promote the annual Positive Ageing Month throughout the region during the month of October 2021. In addition to providing a full month of packed activities for older people, the Western Trust issued 53 small grants to c&v partners amounting to £25,000 to promote wellbeing among older people through positive ageing month and beyond.

Health Improvement Equality and Involvement Department (HIEI)
Health Literacy was identified on the Western Trusts 3 local community plans (Derry City and Strabane Council / Fermanagh and Omagh Council / Causeway Coast & Glens Council). It was also identified in the Making Life Better framework.HIEI completed a small piece of field research and discovered there **were** a few organisations across the region tackling health inequalities through improving health literacy. As a result of this, HIEI established and continue to lead on a regional health literacy forum (set up in July 2019) which includes membership from Dept. of Health, Public Health Agency (health improvement dept.), 5 Trusts and Community &Voluntary colleagues. This reporting we have commissioned Community Development health Network to develop training for health professionals with a view to developing this further into the community & voluntary sector. 19 staff have availed of this training to date.

Action to continue through lifespan of plan.

Action Measure (5)	Description
Develop a range of involvement opportunities for service users, carers and the public to help ensure active and effective involvement of service users, carers and the public within the Western Trust.	• People are more involved and are consulted on decisions that affect their health and social care. • Increased satisfaction and reduced complaints.

Progress Year 1

The Trust Website includes information on how service users/carers etc. can be involved. 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 over 2018/19.

The Department of Health CoProduction Guidance was disseminated widely across the Trust and provides an easy reference guide on best practice and merits of co-production.

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.

During 2018/19, 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.

Progress Year 2

Flow Coaching is a model for Improvement which focuses on the patient's journey through the whole health and social care system. Rather than looking at a particular team or department this work requires teams who share care of patients to come together. The Flow Coaching model has designed a road map to help staff understand the current state of their system. It provides tools and structures to help staff develop change ideas and to test them out. Measurement is critical to ensuring that changes made are actually improving patient care. The work is facilitated by coaches working along with frontline staff and service users in improvement spaces called BigRooms.

In 2019-20 the Trust rolled out a new 2 hour training programme to staff, 'Introduction to Involvement'. This was face to face training to provide staff with the skills, knowledge and confidence to carry out involvement. The sessions were interactive, allowing staff to engage with the facilitator to better understand how to make involvement a reality in their roles. The sessions were very well received and have

led to an increase in involvement activity for those in attendance. This training was underpinned by the already established eLearning module available to all staff, 'Engage and Involve', which supports 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 service. 2019-20 also saw the Trust support the development of regional training for those members of the public, service users and carers who wish to become involved. This will help service users and carers gain knowledge and confidence to have their voices heard at the level which best suits their abilities and needs. This training will be rolled out in 2020-21.

Progress Year 3

The Trust has continued to roll out training for staff to give them the skills and knowledge to offer opportunities for involvement and address perceived barriers to carrying out involvement. The Trust piloted SCOPE training to service users and carers to build capacity and confidence to be more involved in the development of Trust services.

The Trust carried out a large mapping exercise to highlight and showcase good models of involvement and share learning across teams and directorates. This will be developed further in 2021/22 to look at the impact and outcomes from this involvement. Alongside this the Trust has developed and Internal PPI Leads group of staff to share learning and experiences of involvement and push the involvement agenda in their specific areas of work.

The development of the new Trust Integrated Involvement Plan was informed by very effective involvement from service users, carers, the community and voluntary sector and staff. The opportunity for involvement was promoted widely through various channels and those wishing to be involved were supported to do so in a way which worked best for them. This meant that groups previously not involved in strategic work such as this in the Trust now had a mechanism to have their voices heard. The British Deaf Association and Mencap brought together groups of service users and carers to help develop the IIP and many of these individuals have gone on to be involved in other aspects of Trust service development.

The work of No More Silos also allowed the opportunity for detailed and effective involvement, work which will grow in 2021/22.
The Trust developed and delivered 2 webinars to inform and educate the public on the key objectives of NMS and developed a strong Involvement Reference Group to feed into the work streams. The Webinar can be found on the Trust's involvement hub, accessible here, along with the report from the event**.**

The Trust will also be developing a PPI communications plan and further utilising the online hub to promote opportunities for involvement. This will become a very effective resource to ensure everyone has access to the opportunities for involvement available to them.

Within Adult Learning Disability (ALD) the Trust Involvement team continues to develop and support the ALD strategic and local implementation approach to ensure engagement with ALD service users and carers are at every level of ALD services. 2 Local Involvement Facilitators and 1 Involvement Manager have been recruited to support this process.

Since the onset of COVID 19 until end April 2021 a total of 34 Local Involvement Group Meetings have been facilitated across the WHSCT area. These have been a mix of face-to-face and online meetings due to restrictions. Online arrangements have been challenging for some while the concern and fears of carers have affected attendance at face to face meetings. The meetings are held 6-8 weekly and are planned until end Dec 21. The Involvement facilitators and Involvement Manager develop and co-ordinate a range of programmes of work arising from the discussions at the Involvement groups.

The Strategic Involvement Group last met in Feb 2020 but has regrouped, the meetings have been arranged quarterly for the remainder of the year with the next meeting in May 2021. A workshop was held in March 2021 to co-produce an Involvement Action Plan for Adult Learning Disability Services.

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. Five Local ALD Involvement Groups, attended by staff, carers and service users, meet every 6-8 weeks. The discussions at the Local Involvement Groups feed into a quarterly Strategic Involvement Group.

The Groups are still in early stage development and require a high level of assistance. The Local Involvement Groups are promoted through the newsletters which are delivered quarterly to all families on the Master Patient Index (over 2,000 homes). Work is currently being undertaken to update the ALD HUB website to ensure optimum and best use of the site. The Involvement Database is a register of all families who have indicated an interest in Involvement and all programmes and events are promoted using the database.
Adult Learning Disability Services have been developing cross-sectoral and interagency partnership working through the work of the Local Engagement partnership, which includes carers and service users.

Progress Year 4
The newly formed Trust ITI committee have developed a committee work plan which aims to embed the five standards for involvement throughout the Trust at all levels of the organisation. This takes into account involvement within our governance structures, PPI training, monitoring and opportunities to get involved. Complimentary to this is the development of the Integrated Involvement plan which brings together the different areas of work such as PPI, Patient Client Council, quality improvement and staff engagement. The Integrated involvement plan allows for improved ways of working together as well as avoiding duplication.

The Trust are committed to service user and carer involvement and therefore continue to invest in the resources required.

HSC PPI Training Programme

In 2021/22 training of staff continued to be delivered online. Sessions continue to be interactive and allow for staff, volunteers, service users and carers to gain a range of skills and knowledge in regards to PPI. This includes leadership skills, facilitation skills, monitoring and evaluating, awareness of co-production. Plans to work with Trust colleagues and service user / carer reps on a regional PPI training suite have begun and it is hoped we will be in a position to offer a more regional, stream lined training programmes in 22/23. As we move into 2022/23 we will begin to promote a hybrid approach to training offering both face to face and online options.

ALD PPI

Five Local Involvement Groups, attended by Staff, Carers and Service Users, meet every 6-8 weeks. The discussions at these meetings feed into a quarterly Strategic Involvement Group. Two Local Involvement Facilitators and one Involvement Manager have been recruited to support this process. Despite the pressures caused by COVID, the Trust has remained committed to this process of engagement and have moved to online meetings to facilitate their continuation. Support on the use of online platforms was provided to Carers and Service Users. The Involvement Facilitators and Involvement Manager develop and co-ordinate a range of programmes of work arising from the discussions at these meetings.

In order to develop consistency of approach across all areas, the groups worked together to:

- Develop an Involvement Action Plan
- Identify and discuss innovative solutions to tackle Local and Trustwide priorities
- Agree Terms of Reference to outline how we will work together
- Develop a 'Welcome Pack' available in Easy Read, so that new members will be offered induction and support before they attend the group meetings
- Inform the update of the online Adult Learning Disability HUB
- Co-produce the 'Have Your Say' leaflet to promote the Involvement process

The Local Involvement Groups are promoted through the ALD newsletters which are delivered quarterly to all families on the Master Patient Index (over 2,000 homes). The ALD HUB website which provides timely and relevant information for Service Users and their Carers is constantly updated to ensure optimum and best use of the site. The Involvement Database which is a register of all Carers and Service Users who have indicated an interest in Involvement is regularly updated. A text messaging service has been set up as an additional means of communication.

ALD PPI Positive Action Initiative

An initiative is ongoing to obtain employment for Adults with a Learning Disability in the Support Services Department within the Trust. To take this initiative forward the LD PPI Team set up a group which includes representatives from Trust Human Resources and Support Services Departments Community and Voluntary Sector representatives include Mencap and Orchardville. Prospective employees will be supported to undertake training and work placements which will lead to permanent employment. It is envisaged that the first cohort will commence their training in Autumn 2022.

Action Measure (6)	Description
We will continue to involve Section 75 groups in the planning of new and reconfigured facilities.	• Better facilities that meet the needs of people with disabilities and other Section 75 groups. • Issues raised on the fora are used to inform Trust Strategic Capital Developments.

Progress Year 1

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

Progress Year 2

Following feedback from service users of the Omagh Hospital & Primary Care Complex works were completed to enhance access at the main entrance/set down area.

In the period two business case for the development of new primary health care facilities have been submitted to the Department of Health for consideration. The business cases included initial screening assessments for sustainability, equality and human rights. Subject to approval and funding it is anticipated that Section 75 groups will be involved in the planning for these facilities.

Progress Year 3

Although opportunities for engagement were limited due to the covid-19 pandemic, the Trust continued to ensure e.g. information on the new North Wing facility at Altnagelvin was shared in a number of formats. A particular focus was on preparing for transfer of services to the new main entrance area, ensuring everyone who needed to access services could do so as easily and efficiently as possible. Any business cases submitted for new developments continued to include initial screening assessments for sustainability, equality and human rights. Subject to approval and funding, Section 75 groups will be involved in the planning for and design of these facilities.

Equality staff continue to liaise with RNIB staff and shared RNIB guidance re vaccine centres with relevant staff. Equality staff also liaised with RNIB to gather feedback on their experience when attending the Trust vaccine centres. This feedback was shared with vaccine centre managers.

Progress Year 4
Opportunities for engagement were limited due to the covid-19 pandemic, the work of Strategic Capital Development focused on new business cases for development. When Outline Business Cases are approved and moving to design, Section 75 groups will be engaged as appropriate to ensure all needs are addressed in new buildings, as far as possible

Action to continue through lifespan of plan.

Action Measure (7)	Description
Social and Economic Regeneration Plan (SERP) We will provide skills training and placement opportunities; tackling social exclusion and long term unemployment. We will supply chain opportunities for social enterprise, micro organisation and Small and Medium Sized Enterprises (SMEs).	The creation of social and economic opportunities throughout the life of new capital developments.

Progress Year 1
The Directorate of Strategic Capital Development continue to comply with the Buy Social NI Construction Model, implemented by SIB and CPD in April 2016. There is a contractual requirement in major construction projects for targeted recruitment and training opportunities to be provided in government construction contracts. All SCD projects, including the current Altnagelvin North Block development incorporate this clause in the contract and compliance is monitored through the duration of the construction contract.

Progress Year 2
The Directorate of Strategic Capital Development continue to comply with the Buy Social NI Construction Model, implemented by Strategic Investment Board and Construction & Procurement Delivery branch of the Department of Finance. There is a contractual requirement in major construction projects for targeted recruitment and training opportunities to be provided in government construction contracts. All Strategic Capital development projects incorporate this clause in the contract and compliance is monitored through the duration of the construction contract.

Progress year 3
The Trust remaining compliant with CPD Health Project guidelines during these periods, ensuring every effort was made to deliver all

targets within a safe and compliant environment.

Progress Year 4
As per last year, the Trust remains compliant with CPD Health Project guidelines during these periods, ensuring every effort was made to deliver all targets within a safe and compliant environment.

Action to continue through lifespan of plan

Section 3 – Supporting our Staff

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

Action Measure (8)	Description
Review of uptake of Family Friendly policies. To be better informed of uptake of Family Friendly policies across the S75 categories.	• Increased uptake of Family Friendly policies. • Increased awareness by managers of the application of Family Friendly policies. • Increase in staff awareness of the policies – identify through staff survey results.

Progress Year 1
The Trust continues to promote work life balance options to all staff. Information re applications via family friendly policies can be obtained from HRPTS. Stats being sought for numbers of requests for e.g. reduced hours refused.

Further info to be issued to managers re procedures to be followed when staff request e.g. reduced hours, flexible working. Analysis of change of hours via HRPTS to be undertaken 2019/20.

Progress Year 2
Information on up-take of family friendly policies information in 2019/20 is with the Trust Working Longer group for review and analysis.

Progress Year 3
Much of the work of the Human Resources Directorate has been impacted by the Covid-19 pandemic. Throughout this time our staff have shown immense resilience and willingness to work innovatively to ensure many of our services continued to be sustained during

this period. The Trust continues to promote work life balance options to all staff.

We recognise the significant demands that have been placed on staff both physically and emotionally and protecting the health, safety and wellbeing of our staff remains a priority for us and we will continue to work in partnership with staff and Trades Unions to ensure our staff are supported. We have factored in the need for staff to have flexible working necessary to support childcare and caring commitments. Staff across a range of service areas including human resources, occupational health, psychology, infection control and health improvement, have worked collaboratively to pool their expertise and resources to draw together a comprehensive package of practical support for our staff including e.g.:

- Trust Psychology staff have set up a number of support services for staff. This has included the establishment of a dedicated psychological support helpline, 1-hr Team Staff Support Sessions, 40-minute 'Space for You' individual sessions and 2.5 hr Webinars for managers on 'Staff Wellbeing and Psychological Safety'. It is anticipated that these resources will remain in place until March 2022, with plans to introduce other staff support early autumn.
- A substantial number of staff have been supported to work remotely (including from home) through the roll out of additional laptops, mobile phones and other devices.

The Trust continues to promote work life balance and HSC organisations are now working on Flexible Working policies.

Progress Year 4

The Trust continues to promote work life balance and is currently working on Flexible Working Arrangements. These will apply to all staff directly employed by the Western Trust and gives these staff a day one right to request flexible working. The policy is being updated in line with changes to Section 33 of the National Health Service (NHS) Agenda for Change (AFC) Terms & Conditions handbook which will be effective in Northern Ireland from 1st April 2022. Working from home options still remain for some staff across a range of service areas including hybrid models of combined home and office working. The HR Hub on the Trust intranet site provides access to HR policies and information and advice to staff continues to be disseminated via Trust Communication.

Action to continue through lifespan of plan.

Action Measure (9)	Description
We will promote the Trust Complaints Process. We will work with service users and staff to support improvements in capturing issues/data.	• Improved service through the active and effective involvement of Trust staff in partnership with service users, carers and the public in improving services. • Increased service. • Increased awareness of issues with services.

Progress Year 1
The Trust provides an accessible complaints procedure for all patients and clients and continues to monitor complaints received. The Trust Complaints Team considers specific Section 75 related complaints and promotes positive action as required.

Progress Year 2
The Trust's Complaints Department has been selected to take part in an Ulster University Complaints Study. Discussions with them in relation to this have been ongoing since early 2019. This study will examine the longitudinal experience of making a complaint to the NHS from the patient's perspective. The project is built on the Team's previous work on NHS complaints, including a pilot study of a small set of recorded complaints calls to the Scottish NHS Health Board, which examined patterns of response by call handlers and the resulting effects on the conversation. The findings clearly demonstrated the potential for research on communication to lead to improvements in patients' experience of NHS Complaints handling.

Following completion of the study, a communication training resource will be developed – "Real Complaints" which will be based on the findings and in consultation with key stakeholders. By recalibrating how complaints staff respond to complainants, we can transform the service users' experience, thereby addressing evidence based manner, key system failures that can lead to litigation.

The Trust refers people to the Patient and Client Council (PCC) for support as part of their messaging to the public. The Trust makes reference to this in its acknowledgement letters to all new Complainants. Reference to PCC support is also included in the Trust's complaints leaflet.

Progress Year 3
From early August 2020, in addition to the Trust Complaints procedure, service users, the general public etc. can access 'Care Opinion'. Care Opinion is an independent non-profit feedback platform for HSC, supported by the Department of Health and implemented by the Public Health Agency (PHA). It enables service users and their families, anonymously, to give real time feedback on their Health and Social Care received and share their stories with others in a safe and simple manner. To make the system more accessible there are a number of options people can choose e.g. British and Irish Sign language, ability to change font sizes and

contrasts for anyone with visual impairment. A wide selection of languages are also accessible For those with sensory or communication difficulties there is also the opportunity to use pictures, i.e. Talking mats to share their experiences. Those submitting stories are also requested to complete Equality Information e.g. their gender, age, whether they have a disability etc.

Managers and designated responders within the Trust are able to respond directly using the platform. During the COVID 19 pandemic, Zoom training sessions for responders were coordinated by the Trust Patient Client Experience facilitator and Care Opinion Team based in Sheffield.

Progress Year 4

Care Opinion continues to be used throughout the Trust with Designated responders including those staff delivering direct care, commissioning or monitoring services are trained to respond directly to feedback. 291 staff members have received training during the COVID 19 pandemic, Zoom training sessions for responders were coordinated by PCE facilitator and Care Opinion Team based in Sheffield. Zoom training continues to be facilitated by the Patient Client Experience facilitator. For the period 1 April 2021to 31March 2022 Care Opinion received 490 stories, 432 of these were positive about the care received. The Care opinion site had 33,519 public views.

The complaints department continues to work closely with both the Patient Client Council and Care Opinion. The Governance Manager meets monthly with Care Opinion to collaborate themes and trends around causal and contributory factors in order to highlight these within Directorates to facilitate the formation of robust remedial action plans.

Complaints trends and learning to help prevent recurrence are presented within the Assurance framework and Directorate Governance forums to support collaborative learning and sharing of same. Both Complaints/Compliments data and Care opinion data are presented within the Improvement Through Involvement Committee which too is presented within Trust Board. This work will be developed further to help evidence and reflect the significant input service user involvement is having in improving safety, quality and the user experience along-side the valuable input from front line staff.

The complaints team are currently collating a Service User Survey which is planned for dissemination within 2022/23.

Action to continue through lifespan of plan

Action Measure (10)	Description
Review training and ensure that S75 groups, who have highlighted staff attitudes as a particular issue are appropriately covered e.g. Lesbian, Gay, Bisexual and Transgender (LGBT) people, people with disabilities (including autism), people from minority communities and older people. Continue to work with S75 groups to develop and deliver training. Open up training to include participation from staff in organisations that have Service Level Agreements (SLAs) with the Trust/Co-operation and Working Together (CAWT) etc.	• Increased understanding of how to integrate equality and good relations considerations into everyday practice. • Improved staff attitudes. • Improved understanding of equality issues and legislation by staff in SLA organisations.

Progress Year 1

In 2018/19, Sexual Orientation Awareness Training, facilitated by HERe NI, was delivered to midwives. During 2019/20 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.

During 2018/19 2 Transgender Awareness sessions were 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.

During 2018/19 6 Traveller Cultural sessions were delivered across the Western Trust area.

During 2018/19 face to face sessions of the Trust Mandatory Equality, Good Relations and Human Rights E-learning programme were developed and piloted with Homecare staff. From October to November 2018 286 members of homecare and reablement staff undertook the training. Staff members from a Day Centre and Theatres also completed the training, bringing the total to 335. In total, 2,689 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. Staff are reminded of the requirement to undertake the online training regularly through Trust Communications. The training also forms part of the induction programme for new members of staff.

Progress Year 2

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) staff work collaboratively to improve health and reduce health inequalities for Travellers. The Traveller Action Group includes membership from community and voluntary groups and Housing Executive, Education, Councils etc. and during the reporting period developed an action plan.

During 1 April 2019 to 31 March 2020 the Traveller Development Officer arranged 6 Cultural Awareness Sessions, which were attended by 79 people including Trust staff, Education Authority staff etc. An additional, more informal presentation on the culture/experiences of Travellers, followed by a question and answer session was facilitated by a member of the Travelling community at the request of staff from the Obstetrics & Gynaecology Dept, in Altnagelvin Hospital, 10 staff members attended this.

In 2019/20 Health Improvement, Equality and Involvement within the Trust arranged Sexual Orientation Awareness Training, aimed at Midwives and Health Visitors. Student nurses, in training at Magee University, were also encouraged to attend. Sessions were delivered by HERe NI, a community organisation and registered Belfast charity who support lesbian and bisexual women and family and improve the lives of L & B women across Northern Ireland, through providing information; peer support; facilitating training; lobbying government and agencies. The training was attended by 214 Student Nurses at Magee and 77 Trust Health Visitors/Midwives. After attending sessions participants were more aware of the size and diversity of the LGBT population in N. Ireland and more aware of the use of appropriate language as well as more confident in terms of how to support same sex parents and where to source further support if needed.

Transgender Awareness training was also delivered by HERe NI on 17 June 2019 with 214 student nurses attending. Under the sexual health action plan staff targeted student nurses while so that they would already have the information and use it early in their careers. A rural community group working to support Trans people in their community were also keen to undertake the training and 17 staff and some trans young people attended the session on 27 November 2019. Outcomes included increased knowledge about the Trans community in N. Ireland and the issues that affect them, as well as increased knowledge of support available to the trans community and their families.

Progress Year 3

Training was severely impacted by the Covid-19 pandemic, the need to socially distance, infection prevention and control measures and demand on the workforce as a result of the pandemic. However, within the timeframe the uptake of the HSC Equality, Good Relations and Human Rights Training E-learning programme ‘Making a Difference’ increased. This 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.

‘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.

Plans are in place to deliver the training via zoom during 2021/22 to staff who do not have access to Trust computers. The programme also will be updated in 2021 to reflect changes to legislation etc.

Progress Year 4

Health Improvement Equality and Involvement Department

The Rainbow Project supported the HIEI Department during 2021-22 by providing 2 training sessions around Sexual Orientation and Gender Identity for Social workers based in residential units. 23 staff attended across the sessions. These targeted sessions were planned as part of the Sexual Health Investment Proposal Template (IPT) commissioned by PHA. Looked after Children are a priority target group under the regional Sexual Health Strategy commissioning priorities. The aim of the training sessions was to raise awareness about issues relating to gender identity and gender dysphoria as well as raising awareness about issues relating to LGBTQ+ people and their families. The sessions also explored implications for practice and how to best support looked after children in their care.

As part of the Trust LGBTQIA+ Inclusivity, Awareness and Wellbeing programme, the Trust consulted with staff who identify as LGBTQIA+ to participate in 2 focus groups and a questionnaire. As a result the Trust organised LGBT Awareness Training for WHSCT staff, facilitated by CARA Friend. The training is for staff with an interest in improving professional practice, understanding and developing knowledge of issues relating to the LGBTQI+ community. The Learning Objectives include Understanding of what is meant by LGBTQI+, awareness of the needs of service users and colleagues from the LGBTQI+ community, Awareness of LGBTQI+ issues so staff can become more inclusive in their professional practice and information on LGBTQI+ terminology. In addition a number of resources have been produced to support and promote inclusivity and diversity.

Traveller Awareness Training continued via zoom during the period. Disability Awareness Training and Deaf Awareness Training sessions were also held. A pilot began to deliver an RNIB training video on Visual Awareness Training to staff.

Uptake of the Making a Difference E-learning Programme training continues to increase, with a total of 2,824 additional staff members availing of programme in 2021 – 2022. As it is valid for 3 years a number of staff who undertook the training when it was initially launched have updated their training in 2021/22. Sessions of the training were delivered via zoom to staff who do not have access to Trust computers. Equality staff linked with Directorates to advise on levels of completion of the training and will continue to work with managers to increase uptake of the programme. Equality staff also participated in the Trust "Focus on Mandatory Training week" which sought to highlight mandatory training within the Trust and offer staff an opportunity to take part in a zoom session during June 2021. The Focus on Mandatory Training week created a unique opportunity to allow staff time to complete mandatory training via zoom.

Action to continue through lifespan of plan.

Action Measure (11)	Description
Appropriate Volunteer support agreed with clearly defined tasks as part of agreement with staff, volunteers and patients/carers.	• Increase in staff awareness of the role of Volunteers • Identify through staff survey results of the impact of Volunteer Roles • Benefits to staff/patients/ carers noted.

Progress Year 1

All volunteers receive a comprehensive induction. Volunteers also have the opportunity to attend Deaf Awareness, Disability Awareness and Visual Awareness Training. The Trust continues to work to develop the volunteer Role Description**.** We await the results of questionnaires issued to staff and volunteers. The next phase will involve feedback from service users, carers etc. who have used the volunteering service.

Progress Year 2

There are 140 active volunteers across the Trust in a range of roles. Staff awareness has been heightened in relation to the role of Volunteers and staff feedback on the involvement and the impact of Volunteer Roles is regularly sought and remains positive. Complements are regularly received and feedback also indicates that volunteer involvement is much appreciated by patients, visitors and staff alike. . The most recently introduced role of Dementia Friend has made a valuable contribution to supporting patients and staff.

Progress Year 3

Covid-19 has led to the postponement of Volunteering across the Western Trust since March 2020. This included all face to face volunteering and registration for new volunteers etc. Some exceptions did apply e.g. Breast Feeding Peer Support Volunteer role has continued via telephone, as it would have pre-Covid. This service has been extremely beneficial in providing relevant support to new Mothers following discharge from Hospital. Breastfeeding peer support link worker/s have provided support to this group of volunteers

throughout.

Progress Year 4
Work has been ongoing to plan for the reintroduction of volunteering and re-open registration for new volunteers. This would be on a phased basis and only when all the relevant safety measures, risk assessments etc. are in place. It may be that some volunteer roles will not be reinstated for a further period of time.

Many volunteer roles remain postponed, however, 'Meet and Greet' has been reinstated across the three hospital sites. Breastfeeding peer support has continued via telephone. Macmillan volunteers are returning on a phased basis with support from staff due to adaptation of role delivery. All returning volunteers have had updated induction training, all information has been revised in line with Covid guidance and are given good relation information.

Action to continue through lifespan of plan.

Action Measure (12)	Description
Managers will support staff to complete all mandatory training. Managers will annually review uptake of mandatory training for their staff/staff teams. Managers will promote completion of mandatory training in the first instance within working hours, as far as is reasonably practicable given the consideration of service needs.	• Trained HSC staff. • Training completed noted on Personal Development Plans for HSC staff (monitored via annual review meetings staff and line manager).

Progress Year 1
Reports can be produced by Management Development on uptake of Mandatory Training by Directorate or Department. Automatic reminders are issued via email for some training to advise staff that training will expire soon. Mandatory training requirements are regularly emailed to staff via Trust Communication and highlighted at annual staff appraisals.

Progress Year 2
Reports are produced by the Trust Management Development Department on the uptake of Mandatory Training, reminders are issued to staff where training is due to expire. Requirements for mandatory training are regularly highlighted to staff on the staff intranet, via Trust Communication and department meetings.

Mandatory Equality and Human Rights eLearning training 'Making a Difference' delivered, during 7 sessions, to 117 staff members who do not regularly use computers face to face including groups of staff from Estates, Transport and Theatres.

Progress Year 3
Directorates continue to receive reports on uptake of mandatory training by their staff. During the current pandemic work has been undertaken to ensure that those staff who normally may have received the training via face to face delivery had the opportunity to receive it via zoom, Microsoft teams etc. Management Development is currently working with those departments who have mandatory training programmes for staff to set up a programme to highlight the training and organise online sessions for mandatory training day in April 2021.

Whilst the pandemic impacted on provision of face-to-face training uptake of e.g. the HSC Equality, Good Relations and Human Rights Training E-learning programme 'Making a Difference' increased. The interactive programme is 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. 'Making a Difference' is supported by a regional Equality Training manual for staff which can be downloaded via the programme.

Plans are in place to deliver the training via zoom during 2021/22 to staff who do not have access to Trust computers. The programme also will be updated in 2021 to reflect changes to legislation etc.

Progress Year 4
Uptake of the Making a Difference E-learning Programme training continues to increase, with a total of 2,824 staff members availing of this training in 2021 – 2022. As it is valid for 3 years a number of staff who undertook the training when it was initially launched have updated their training in 2021/22. Sessions of the training were delivered via zoom to staff who do not have access to Trust computers. Equality staff will highlight this increase to Directors and work to continue this growth.

Equality staff also participated in the Trust "Focus on Mandatory Training week", a Management Development initiative. The aim of this initiative was to highlight mandatory training within the Trust and offer staff an opportunity to take part in a zoom session during June 2021. The Focus on Mandatory Training week created a unique opportunity to allow staff time to get their mandatory training completed. During the reporting period Equality staff liaised with Trust directors to advise on compliance with the mandatory Equality Training within their Directorate.

Action to continue through lifespan of plan

Western Health and Social Care Trust

Appendix 4

Interpreting Provision

2021-2022

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

Table 1: Total Provision and Expenditure with Language Breakdown 1 April 2021 – 31 March 2022

Language	Total Provision for each language		
	NIHSCIS	Big Word	Total per Language
Polish	1859	397	2256
Arabic	1371	379	1750
Hungarian	688	159	847
Lithuanian	457	119	576
Russian	272	123	395
Romanian	290	100	390
Bulgarian	221	100	321
Slovak	201	63	264
Latvian	167	31	198
Cantonese	162	13	175
Mandarin	111	26	137
Somali	34	52	86
Urdu	49	2	51
Punjabi	36	10	46
Spanish	31	13	44
Hindi	39	2	41
Farsi	29	5	34
Portuguese	26	7	33
Turkish	17	8	25
French	16		16
Czech		11	11
Bengali		7	7
Tagalog		5	5
Nepali		2	2
Pashto		3	3
Amharic		1	1
Malay		1	1
Georgian		1	1
Total Provision	**6076**	**1640**	**7716**

Total Cost	**£322,608.84**	**£8,757.63**	**£331366.47**
Average Cost	**£53.10**	**£5.34**	

Table 2: No. of Provisions for Western Trust – NIHSCIS Only for past 14 financial years for comparison:

Year	**2021/ 2022**	**2020/ 2021**	**2019/ 2020**	**2018/ 2019**	**2017/ 2018**	**2016/ 2017**	**2015/ 2016**	**2014/ 2015**	**2013/ 2014**	**2012/ 2013**	**2011/ 2012**	**2010/ 2011**	**2009/ 2010**	**2008/ 2009**
No. of provisions	6076	3703	7058	6914	6,237	6713	5693	6423	6272	5520	5051	4201	3777	3042

Table 3: Total No. of Foreign Language Interpreting Provisions for Western Trust for past 14 financial years:

Year	**2021/ 2022**	**2020/ 2021**	**2019/ 2020**	**2018/ 2019**	**2017/ 2018**	**2016/ 2017**	**2015/ 2016**	**2014/ 2015**	**2013/ 2014**	**2012/ 2013**	**2011/ 2012**	**2010/ 2011**	**2009/ 2010**	**2008/ 2009**
No. of provisions	7716	5397	8009	8045	8343	8901	7808	8440	8172	7476	6741	5348	5529	4834

Table 4: Top 5 Language Interpreting Sessions within WHSCT for previous 9 years

2021/2022	**2020/2021**	**2019/2020**	**2018/2019**	**2017/2018**	**2016/2017**	**2015/2016**	**2014/2015**	**2013/2014**
Polish	Polish	Polish	Polish	Polish	Polish	Polish	Polish	Polish
Arabic	Arabic	Arabic	Arabic	Lithuanian	Hungarian	Hungarian	Hungarian	Lithuanian
Hungarian	Lithuanian	Lithuanian	Lithuanian	Hungarian	Cantonese	Cantonese	Cantonese	Hungarian
Lithuanian	Hungarian	Hungarian	Hungarian	Mandarin	Lithuanian	Mandarin	Lithuanian	Cantonese
Romanian	Bulgarian	Bulgarian	Mandarin	Cantonese	Arabic	Lithuanian	Mandarin	Mandarin

APPENDIX 4: Sign Language Provision in the Western Trust Area

12-Month Report: 1 April 2021 – 31 March 2022

Hands That Talk - Sign Language Interpreting: Expenditure 1 April 2021 – 31 March 2022:

No of Provisions	**612**
Cost	**£84,573.17**
Average Cost	**£138.19**

No. of Provisions for Western Trust – Hands that Talk for past 11 financial years for comparison:

Year	**2021/ 2022**	**2020/ 2021**	**2019/ 2020**	**2018/ 2019**	**2017/ 2018**	**2016/ 2017**	**2015/ 2016**	**2014/ 2015**	**2013/ 2014**	**2012/ 2013**	**2011/ 2012**	**2010/ 2011**
No. of provisions	612	499	847	817	796	842	746	813	647	429	384	296