

Western Health and Social Care Trust



Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2019-2020

Contact:

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

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

Signature:

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

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

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

This report reflects progress made between April 2019 and March 2020.

Introduction

This is the Trust's 13th Annual Progress Report on Section 75 of the Northern Ireland Act 1998 and Section 49A of the Disability Discrimination Order (DDO) for submission to the Equality Commission of Northern Ireland. In preparing this Annual Progress Report the Trust has used the template provided by the Equality Commission for Northern Ireland. The Report provides assurance to Trust Board on how the Trust has fulfilled its legislative obligations and gone beyond compliance to achieve best practice in promoting equality of opportunity and good relations.

Part A of this Report provides an overview of the work undertaken in compliance with its 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 2019-2020 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 2 - 2019-2020. 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
- 8 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 (eg physiotherapy, occupational therapy)
- 17,000 social work contacts
- 390,000 community nursing and health visitor contacts - 7,000 mental health assessment referrals

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 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 2019-20, 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.

Regional screening template and toolkit

Regional work has been carried out to develop a two part screening template that has been piloted in Belfast Trust. The aim is to develop 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 is envisaged that this template will be adopted by the Trusts in collaboration with the Commission.

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 to information for those with a visual or hearing impairment.

Accessible communication

During the reporting period the Trust had a total of 8,009 sessions of foreign language interpreting, both face to face and telephone. There were 847 sessions of Sign Language Interpreting.

Delivering Value – Safe, Effective, Affordable Services

The Trust's 3 year recovery programme "Working Together Delivering Value" (2019 – 2022) had a hugely successful first year in 2019/20. The implementation is supported via a Programme Management Office approach and working across every Directorate and there was a strong collective mobilisation which reached out to staff at all levels, service users, trade union colleagues and our partners in the independent sector who support our front line service delivery. The Trust's primary focus in year one was to fully scope out and agree a range of efficiency big programmes across the 3 years as well as a range of tactical savings projects in year 1 towards achieving financial recovery whilst continuing to deliver safe and effective services to our patients and clients.

The Year 1 outturn on the Tactical Savings Plan successfully delivered 95% of its £7Million target which was a significant success across every Directorate whilst maintaining safe services and supporting our staff and service users through this significant reform process. There was a particular focus in supporting the Big Programmes of Work with the development of "health checks" which has helped ensure the Trust continues to be able to

monitor impact and outcomes across the 4 key quadrants:

1. Workforce
2. Service Delivery – Productivity
3. Safety & Quality
4. Financial Outcomes.

This “balanced” scorecard approach continues to ensure the Trust is considering all impacts and outcomes of these significant change projects. The Big Programmes have had meaningful engagement and involvement with staff and service users at every point of this projects and this is key to ensuring that these change projects have ownership and a rounded, balanced view of all of the priorities associated with these change projects.

Our Strategic Priorities

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

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

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

To realise these ambitions, the Department of Health (DoH) embarked upon a wide ranging programme to transform Health & Social Care (HSC) services from 2018 - 2020. The four key areas of activity were:

Build capacity in communities and in 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 a greater level of support through 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

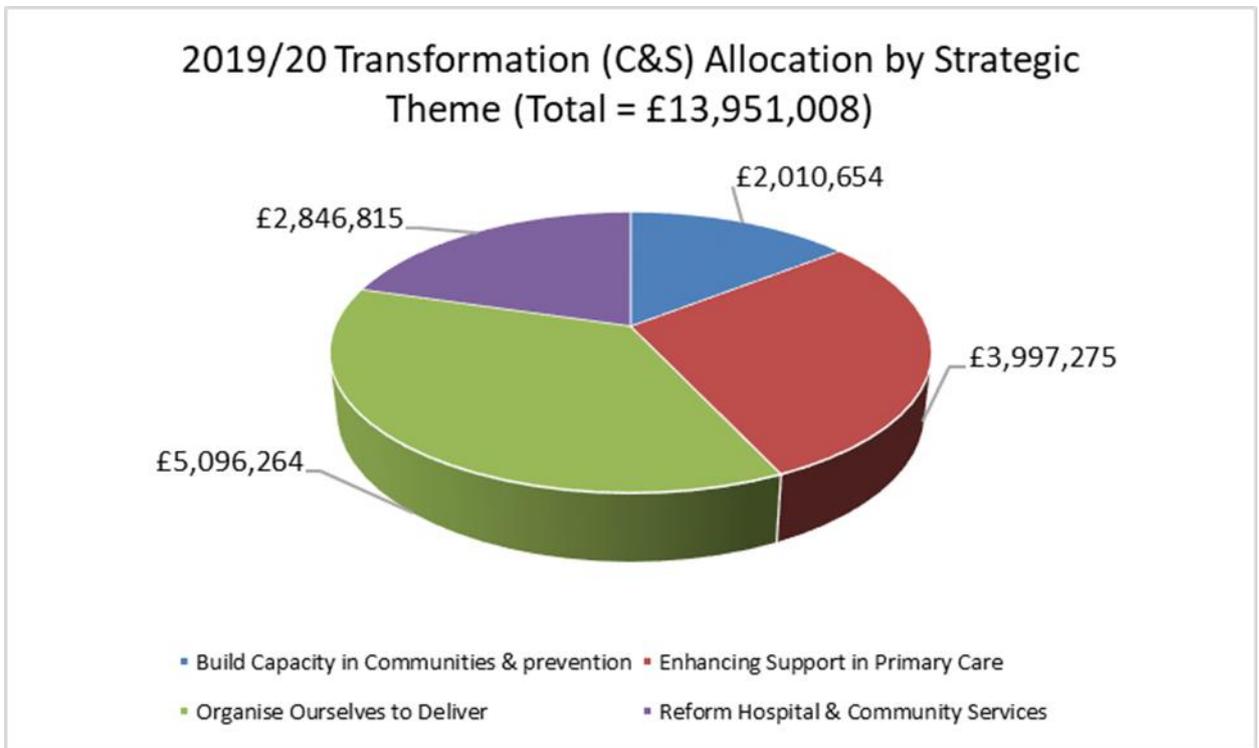
Reforming how community and hospital services are provided

- 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

Better organisation of administrative and management arrangements

- Ensuring that the administrative and management structures make it easier for staff to look after the public, patients and clients
- By rolling out workforce and leadership strategies
- By restructuring the work of the HSC Board

£200m was allocated to the Department of Health to support the implementation of the Transformation programme through the Confidence and Supply agreement. £100m was allocated in 2019/20. £13.95m was allocated to the Western Trust across a range of 77 projects across the four key areas of activity as follows:



Projects funded within the Western Trust in 2019/20 included:

Primary Care Multi-Disciplinary Teams

Patients in 28 GP practices across the Northern Sector of the Trust in partnership with the Derry Federation of Family Practices have direct access to physiotherapy, social work and mental health support. The Western Trust is one of only two Trusts that were selected to undertake this pilot programme.

Our Hearts, Our Minds

A unique 12-week programme 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 DH’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 nearly 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.

Looked After Children (LAC) projects

Has helped reduce LAC numbers; children can remain within the Trust area, their local communities and families. A Professional Lead has tracked a cohort of children and young people to identify pathway/transition plans and check what services the cohort has access to. By focusing on their adverse childhood experiences, placements with Specialist Foster Carers, with mixed skills model of support, has transformed the lives of children and young people.

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

- Positive progress made against waiting times especially long waiters with reduced reliance on general anaesthetic and theatre time.
- Prevention of onward referrals being made to the Gateway Service through the provision of early, local based intervention and support.
- Better outcomes for stroke patients as they receive earlier intervention and support
- Support to residential and nursing homes, this has led to improved quality of care and has prevented inappropriate admissions to hospital.
- SEN for AHPs and Community Paediatrics has a single Point Entry meaning children are reviewed much sooner.
- Patients have moved from a pre-diabetic range to normal, thereby preventing or delaying the onset of diabetes.
- Improved quality of life for adults with dysphagia.
- Young vulnerable women and their extended families have built strong therapeutic relationships with family nurses.
- Patients on Haematology Consultant waiting lists have reduced waiting times as they are now reviewed by the Clinical Nurse Specialist.

PathfinderWest

Purpose of Pathfinder

The Fermanagh and West Tyrone Pathfinder was established in 2018 to improve the population health and to address the health inequalities within this locality. The Pathfinder programme is directed by a Senior Strategic Group with representatives from across a range of government bodies led by Dr Anne Kilgallen, Chief Executive, Western Health and Social Care Trust. The Pathfinder programme has been organised into three phases;

- Engagement phase (**September 2018 – end of April 2019**)
- Data Analysis (**July 2019 – September 2019**)
- Moving to Action (**January 2020 – Present**)

Overview of work during each Phase:

Engagement Phase (September 2018 – end of April 2019) - 62 engagement sessions held attended by over 2,200 people.

Data Analysis/Needs Assessment Phase - Dr Declan Bradley (PHA) compiled a population health report highlighting key Health & Social Care issues relevant to people in the Fermanagh and West Tyrone Area.

An 'Implementing Change Together' workshop was held on 25th September 2019 to present key findings from the data analysis phase and determine initial priorities for our work and ways of working going forward. Over 40 participants attended including representatives from a wide range of voluntary community sector organisations, carers and service users, Trust staff and other statutory stakeholder groups attended the workshop to consider the Pathfinder Priorities.

The 5 Pathfinder priorities agreed by the participants at this event were; Hospital Care, Primary Care, Community Care, Mental Health and Carers.

Moving to Action Phase (From Jan 2020 to present time) - 5 'Moving to Action' workshops were held in January and February 2020, and were attended by 227 people. From these workshops, the key programme priorities were identified for each theme.

These workshops helped build a shared understanding of need in the area, as well as identifying priorities and potential actions to move forward. They also secured a commitment and contribution to change from key partners. Following the Moving to Action Workshops, the 5 Collaborative Implementation Groups (CIGs) were established to provide a structured approach to co-designing and co-producing the programme of work. It was agreed that the CIGs will continue to facilitate a co-delivery and co-design approach with a focus on Access and Integration across the 5 themes.

Membership of the CIGs includes key stakeholders relevant to the five themes of work. This is in keeping with the co-production approach that underpins Pathfinder Programme of work.

The Pathfinder Collaborative Implementation Groups have been meeting since January 2020 and in June 2020 members co-produced their hopes for the future for the work of Pathfinder. CIG membership also takes account of the ARE IN principles as set out in the DOH Co-production Guide.

The Kings Fund Model for Population Health is currently being adopted by the WHSCT for the Pathfinder Programme which will support an integrated plan for improving the population health for people living within the Fermanagh and West Tyrone area.

HSC 'Values for All'

During October 2019 the Trust launched the shared 'HSC Values for All' to coincide with World Values Day (17 October). This was following an extensive communication and engagement process in 2018, involving staff and the people who use our services right across the HSC system in Northern Ireland. Out of that exercise, **four values and associated behaviours** were chosen for everybody working in, and using, Health and Social Care. These are: **Working Together, Compassion, Openness and Honesty and Excellence**. Our values are important. They guide our behaviour, our attitudes, the decisions we make and what we expect of one another. They have a strong impact on how we and others view our organisation. Our focus will be on embedding and living the values throughout the Trust and wider HSC family.

What this means
 We work together for the best outcome for people we care for and support. We work across Health and Social Care and with other external organisations and agencies, recognising that leadership is the responsibility of all.

What this looks like in practice

- I work with others and value everyone’s contribution
- I treat people with respect and dignity
- I work as part of a team looking for opportunities to support and help people in both my own and other teams
- I actively engage people on issues that affect them
- I look for feedback and examples of good practice, aiming to improve where

What this means
 We commit to being the best we can be in our work, aiming to improve and develop services to achieve positive changes. We deliver safe, high quality, compassionate care and support.

What this looks like in practice

- I put the people I care for and support at the centre of all I do to make a difference
 - I take responsibility for my decisions and actions
 - I commit to best practice and sharing learning, while continually learning and developing
 - I try to improve by asking ‘could we do this better?’

What this means
 We are sensitive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.

What this looks like in practice

- I am sensitive to the different needs and feelings of others and treat people with kindness
- I learn from others by listening carefully to them
- I look after my own health and well-being so that I can care for and support others

What this means
 We are open and honest with each other and act with integrity and candour. We deliver safe, high quality, compassionate care and support.

What this looks like in practice

- I am open and honest in order to develop trusting relationships
- I ask someone for help when needed
- I speak up if I have concerns
- I challenge inappropriate or unacceptable behaviour and practice
- I try to improve by asking ‘could we do this better?’

Training

Trust Staff are regularly advised of all training available via frequent Trust Communications and team meetings. Adhoc training is also delivered e.g. management development training programmes or staff training days.

Training delivered/arranged by the Equality Team from 1 April 2019 to 31 March 2020:

Training	Training delivered by	No. Sessions	No of attendees
Deaf Awareness	British Deaf Association	8	101
Disability Awareness	Employers for Disability NI (EFDNI)	2	34
Equality Screening	Equality Officer	5	13
Making a Difference E-learning	Online	E-learning	1452
Making a Difference Face to Face	Equality Officer	7	117
Visual Awareness	Eye Care Liaison Officers, RNIB	8	114
Working with Interpreters	Equality Officer	7	101

‘Making a Difference E-learning programme

The Equality, Good Relations and Human Rights Training E-learning programme was launched in 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 in early 2017.

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

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

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

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

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

During 2018/19 in recognition of the fact that a number of staff do not have access to computers, face to face sessions of the training were developed and piloted with homecare staff. During the first six months of 2019/2020 117 members of staff received the training face to face, this included staff from Estates and Transport Department. The Trust plans to continue to offer the face to face training sessions in the future.

Sexual Orientation Awareness Training

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 sessions

This 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 they were still in their training, 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 people attended a session at Mullabuoy Centre in Lettershandoney, Co. Derry on 27 November 2019. This session was attended by staff and some trans young people who were keen to listen to the information during the session. 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.

Traveller Health and Wellbeing Programme

The Traveller Health and Wellbeing Programme aims to improve the health outcomes of travellers in the Western Trust Area. Together with the Traveller Action Group (TAG) staff work collaboratively to improve health and reduce health inequalities for Travellers. The Traveller Action Group includes membership from community and voluntary groups, Housing Executive, Education, Councils etc. who during the reporting period developed an action plan.

Between 1 April 2019 to 31 March 2020, the Traveller Development Officer arranged 6 Cultural Awareness Sessions, which were attended by 89 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 facilitated by a member of the Travelling community at the request of staff from the Obstetrics & Gynaecology Department, in Altnagelvin Hospital.

Location	Attendees
Derry-Londonderry – 2 sessions	20
Enniskillen – 2 sessions	36
Strabane	8
Omagh	15
Obstetrics & Gynaecology Dept, Altnagelvin	10

Mini Medical School

During week commencing 17 June 2019 The Western Trust Medical Education Department at the South West Acute Hospital in Enniskillen hosted the first ever Mini Medical School. The new initiative was aimed at Year 13 Students, from a number of local schools, with the objective of inspiring a new generation of Medical Students from the area.

With workforce challenges to the forefront of so many discussions with staff and community throughout the Pathfinder engagement phase, across Fermanagh and West Tyrone, a new Mini Medical School is visionary thinking and would blend seamlessly into an overall Workforce strategy for building careers of the future in Health and Social Care in the area.

The three day programme welcomed 22 local Year 13 students from Fermanagh, who had just completed their AS level exams to the first Mini-Med School. During the intensive three-day programme, students shadowed junior doctors across the hospital, learning clinical skills and finding out what it's like to be a medical student. It is hoped this will encourage young people to pursue a career in healthcare and come back to work in the hospital in the future.

Public Information on New Build Facilities

Projects which have completed in 2019-20 have reflected the principles of the wayfinding strategy including phases of the new North Wing at Altnagelvin Hospital.

WHSCT Pre-Exposure Prophylaxis (PrEP) service

The PrEP service was initially piloted in the Belfast Trust with Western Trust patients travelling to avail of the service. PrEP is a medication that reduces the risks of acquiring HIV.

In September 2019 the WHSCT Sexual Health Team set up a local PrEP service, ensuring PrEP was easily accessible for all eligible patients in the Trust area. Clinics run daily during service hours, including evenings.

No user has waited more than 2 weeks to access PrEP and there has been no negative impact on core clinic services. Service users have commended the service via online feedback. Due to the success of the service it has now been extended to all of NI.

Personal and Public Involvement (PPI)

The Western Trust's Annual PPI Progress Report is accessible via the Trust website and staff intranet. The Trust continues to host a PPI Engagement event, held in May 2019, and supports the monitoring and verification process for PPI agreed between the Trust and the Public Health Agency (PHA). The Trust monitors against the standards for PPI which were developed by the PHA and endorsed by the Department of Health in 2015. The Trust is also working to develop processes, through which, it will implement the standards and objectives of the Department of Health's new Co-Production Guide. There are already examples of models of co-production taking place within the Trust and this work will be developed further in 2020/21.

The new Trust 'Improvement through Involvement' committee is chaired by a non-executive director and aims to give leadership and governance to ensure involvement is embedded as part of the Trust's culture. A service user and carer forum will be developed to feed into this committee and ensure service user and carer voices are given a mechanism to be involved at this strategic level within the Trust.

'Engage' an online central resource for Involvement in Health and Social Care - <http://engage.hscni.net> continues to be promoted throughout the Trust. The resource is available to staff, service users, carers etc.

"WHSCT PPI Strategy & Action Plan 2018 – 2021

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

In 2019-20 the PPI Forum was stood down to make way for development of a new governance committee to oversee involvement in the Western Trust, led by 2 Trust Directors and 2 Non-Executive Directors. This was prompted by the need to develop a new Integrated Involvement Plan to evidence how the Trust will integrate large programmes of work to ensure effective involvement becomes part of the Trust's culture. This new group was established in September 2019 and has developed throughout the remainder of the year. Planning has also taken place to ensure the service users and carers will have a voice on this committee, with work underway to develop a new service/carers panel for the Trust to feed into this group.

Utilising Transformation funding, the Trust recruited one full time temporary Band 7 Partnership Working Officer to support the development of the Trust's PPI/Co-production agenda across Directorates, as well as providing support to transformation projects within the Trust. Transformation funding was also utilised to support the development and recognition of service user involvement in the Trust. Funding was provided to the Recovery College to develop capacity, skills and opportunities for involvement, where service users co-produce and co-deliver training. It also funded a celebration event in May 2019 to showcase 8 involvement projects from across Trust directorates and recognise and thank those service users and carers who were involved. This event was also an opportunity to share learning and provide inspiration and impetus to push the Trust's involvement agenda.

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

The Trust has developed a Hub and Spoke model of engagement for ALD Service users and carers to ensure an effective PPI approach to the development of the ALD services

provided by WHSCT. Regular quarterly newsletters continue to be developed. These can be found on the online hub and are also distributed to all service users and their carers.

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

HSC PPI Training Programme

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 face to face 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.

Provision of Foreign Language Interpreting

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

The Trust continues to provide a robust face to face and telephone interpreting service for patients/clients who do not have English as a first language. This is part of the Trust's commitment to ensuring and promoting equality of access to all our services. Telephone interpreting is provided by The Big Word.

The top 5 languages during the 2019-20 reporting period were: Polish, Arabic, Lithuanian, Hungarian and Bulgarian.

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

Western Trust Disability Steering Group (DSG)

Due to changes to staffing within Directorates and resources, the group, which includes representatives from the Community & Voluntary sector, the Patient Client Council and Trust Staff has not met in the past 3 years. This will be an area for priority for the Trust, particularly given the introduction of the new Regional Disability Action Plan 2018-2023 and associated Trust Action Plan.

Self-Directed Support (SDS)

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

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

At the end of March 2020 the Trust had 5392 Recurrent Cases which equates to 5695 Packages of which:

- 1212 Direct Payments
- 10 Managed Budgets
- 4057 Trust Arranged Services
- 416 Cost Neutral cases and approximately

We also had:

- 816 One-Off Payments for individuals in receipt of services.
- 708 Carers Support Packages reported via the Monthly SDS Returns in Year 2019-20.

It is also important to note that we had 527 cases ceased in 2019-20. All these packages have been reported as having been worked through the SDS process giving people more control, flexibility and independence to choose how they manage their personal budget to meet their assessed need and promote outcomes that were identified in their assessment."

Recovery College

The Western Trust's Recovery College is now in its 6th year and their commitment to supporting people to better understand and manage their mental health remains unwavering. Their courses are all co-designed and co-facilitated by people who have the lived experience of mental health issues along with mental health professionals. The Recovery College aims to offer individuals educational courses and workshops promoting self-management, well-being and recovery. The courses are free and open to all those who experience mental health difficulties, their families and friends and also the staff who support them.

As well as their ongoing educational programme the Recovery College has also co-produced "Finding Hope". This book which was launched on World Mental Health Day, 10th October 2019, covers a range of common mental health & well-being issues and includes information from a variety of organisations including voluntary and statutory organisations and support groups. It is now available at all Recovery College workshops and is available to download from the Trust's website.

Regional screening template and toolkit

Regional work has been carried out to develop a two part screening template that has been piloted in Belfast Trust. The aim is to develop 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 is envisaged that this template will be adopted by the Trusts in collaboration with the Commission.

Mental Capacity Act (NI) 2016

The Mental Capacity Act (NI) 2016 ('the Act') is a piece of legislation which, when fully implemented, will bring together mental capacity and mental health law for those aged 16 years and over within a single piece of legislation. The Deprivation of Liberty Safeguards, as set out in the Mental Capacity Act (Northern Ireland) 2016 (MCA), became law on 2nd December 2019 - this was following an extension by the Department of Health.

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 states that by December 2020, the Trust must make sure that everyone, who is currently deprived of their liberty, has been reviewed and safeguards have been put in place by a special Trust Panel known as a Trust Authorisation Panel which can authorise a deprivation of liberty. There are different levels of training – according to people's role within the Trust and under the legislation – much of this is mandatory. Simulation training was convened for practitioners to help them understand the complexities and intricacies of the legislation and its implementation. A Mental Capacity Implementation Team has been established, along with appointment of Short Term Detention authorisers and coordination of Authorisation Panels. 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 information is produced to ensure there is a sound level of awareness.

Good Relations

Work continues to develop the Trust Good Relations Strategy. 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).

Improving the Health and Wellbeing of Trust Staff

The Trust continues to take a proactive approach in Tackling Wellbeing in Staff Together. A Staff Newsletter is circulated weekly and the TWIST West Website is continually updated with health and wellbeing information, advice and events for staff. Over 70 % of Staff have now visited this website and approximately 50% revisit the website regularly. During the reporting period: Staff have engaged in various wellbeing events such as Picnic in the Park, Couch to 5k Spring and Autumn programme, Freestyle Fitness Yoga, Chair Yoga, Active Travel Cycling and Walking Activities, mindfulness sessions, financial wellbeing sessions and more. 1001 Trust employees engaged in a Health and wellbeing survey and these results have helped to inform programme planning and development work in the area of staff health and wellbeing.

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

- 1.1 The Trust continues to mainstream Equality/Section 75 duties throughout the Trust.
- 1.2 Procedures are in place to ensure that new and revised policies are subject to Equality Screening and Equality Impact Assessment (EQIA) where applicable.
- 1.3 The Equality & Involvement (E&I) Team has continued to build on training carried out in previous years to raise staff awareness of their obligations under Section 75. See Section 24 of this report for detail re training delivered during 2019-2020.
- 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 The Trust has an established Western Equality and Human Rights Forum (WEHRF) chaired by the Director of Performance and Service Improvement. This group oversees and monitors progress on the Trust's Equality Action Plan.
- 1.10 Quarterly Equality Screening Reports outlining the screening outcomes of all policies/proposals approved in the quarter have been made available since 1 April 2011. Reports can be accessed on the Trust's website and staff intranet. Consultees are advised of the availability of the reports.
- 1.11 As recommended, by the Equality Commission's Guidance for Public Authorities on the Implementation of Section 75, the Western Trust Equality Scheme is accompanied by an Action Based Plan (Equality Action Plan).
- 1.12 Applicants for posts within the Western Trust are requested to complete Section 75 information. Those applying online via HSCRecruit can voluntarily complete the Equal Opportunities Monitoring form which includes their section 75 information.
- 1.13 With the introduction of the Human Resource, Payroll, Travel and Subsistence (HRPTS) system staff can maintain and change Equality and Diversity data, apart from Community Background. However, staff who are appointed and who we have not entered a perceived community background can change their record to reflect their community background. It is anticipated that this will aid accurate reporting on Section 75 data.
- 1.14 The Western Trust's Head of E&I is a member of the Regional Equality and Human Rights Steering Group (REHRSG). REHRSG bi-monthly meetings are led by the Department of Health (DoH), in partnership with HSC Equality Leads. As a member of this Forum the Head of E&I shares information and updates from the regional meetings with Trust Directors on a regular basis.
- 1.15 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. Monitoring of progress in relation to Self-Directed Support/Direct Payments, Short Breaks, and update of carers assessments has progressed well. At the end of the reporting year the Carers Support Team were in contact with 5,570 carers on their mailing list. Those registered on the mailing list receive a regular Carers Newsletter.

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

PART A

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (*or append the plan with progress/examples identified*).

Please see Appendix 1 and Appendix 2 for a detailed update of actions progressed in year 2 (2019-2020) 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 2019-20 reporting period? (*tick one box only*)

Yes No (go to Q.4) Not applicable (go to Q.4)
Please provide any details and examples:

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

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 Unit provides staff with the information, training and resources to support staff to have the appropriate level of knowledge, expertise and skill to mainstream S75 duties.

The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory and compliance is monitored.

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 many considerations on how to promote equality of opportunity and good relations. For example there is better engagement with those affected by policies and decisions including with service users and carers.

Accessible Communication

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

Human Resources Payroll and Travel System (HRPTS)

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

Western Trust Local Consultee List

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

Regional HSC Consultee List

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 itself workforce across the nine equality categories. This monitoring information is use for all section 75 screening of proposal 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.

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.

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

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

4 Were the Section 75 statutory duties integrated within job descriptions during the 2019-20 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 2019-20 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. Equality training is mandatory in the Trust and attendance at/completion of all mandatory training is determined through the appraisal process

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 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.

Trust Communications are regularly issued to highlight the training available including, Visual, Deaf and Disability Awareness training sessions. In addition Equality Screening training and Working with Interpreters training is available.

6. In the 2019-20 reporting period were **objectives/ targets / performance measures** relating to the section 75 statutory duties **integrated** into corporate plans, strategic planning and or operational business plans? (tick all that apply)

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments / jobs
- No, these are already mainstreamed through the organisations ongoing corporate plan
- No the organisation's planning cycle does not coincide with this 2019 - 2020 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

Central to the Trust's main Personal and Public Involvement and Equality scheme commitments is the responsibility to work in close partnership with service users, carers, groups and organisations from all sectors – community, voluntary and statutory. The Trust upholds its commitment Consultation in line with the HSC Reform act to ensure service users, carers and the public are consulted on the planning, development, delivery and decisions for the provision of care.

In taking forward consultation the Trust shall continue to further embed involvement processes and community development approaches to support local involvement and innovation in the future delivery of services including working in partnership with other community, voluntary and statutory organisations.

Equality action plans/measures

7 Within the 2019-20 reporting period, please indicate the **number** of:

Actions completed:	12 Regional	Actions ongoing:	4 Regional	Actions to commence:	0 Regional
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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 2019-20 reporting period (*points not identified in an appended plan*):

Detailed update provided in Appendix 1

9 In reviewing progress on the equality action plan/action measures during the 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 2019-20 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.

Adult Learning Disability - PPI

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.

Transformation money continues to fund a facilitator to support the Local Involvement groups and the development of the Strategic Involvement Group. Five Local ALD Involvement Groups continue to meet on a monthly basis. The Local Involvement Groups have nominated their Representative on the Strategic Group which is a partnership of ALD senior staff and representative Service user/carers from the local groups.

12 In the 2019-20 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

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

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

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

See also response to 11.

PART A

- 13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019-20 reporting period? *(tick one box only)*
 Yes No Not applicable

Please provide any details and examples:

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

- 14** Was the consultation list reviewed during the 2019-20 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)*:

19

- 16** Please provide the **number of assessments** that were consulted upon during 2019-20:

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

- 17** Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

N/A

- 18** Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? *(tick one box only)*

Yes No concerns were raised No Not applicable

Please provide any details and examples:

N/A

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

19 Following decisions on a policy, were the results of any EQIAs published during the 2019-20 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 2019-20 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.
- Monitoring of interpreting identifies the top 5 languages requested in the Trust.
- Trust published Quarterly Screening Reports.
- Collection of analysis of interpreting provision: Sign Language and Foreign Language.

Encompass

The encompass programme is a HSC-wide initiative that will introduce a digital integrated care record to Northern Ireland. This will support the HSCNI vision to transform health and social care in order to improve health outcomes and create better experiences for those receiving, using and delivering services. The 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.

The initiative is being led by professionals from across HSC in Northern Ireland who have a wealth of experience in leading the delivery of digitally enabled transformation within and across HSCNI, the encompass team are supported by communications, legal and procurement specialists, and patient representatives. Following a regional procurement exercise Epic was selected as the supplier of choice. Epic are global leaders in this technology and in their structured implementation approach, tools and quality of support, which will all help to ensure success for HSCNI.

Health and care information will be securely available to the health and care

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

It is envisaged that encompass will greatly enhance and streamline HSC records and systems and allow service users access their own information with access to communicate with their health and social care team, view test results and manage appointments. Health and care staff will not have to enter the same data on different systems and in paper records and forms and can make better use of their time.

- 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 2019-20 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. The document is reviewed and updated annually.

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

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 2019-20, and the extent to which they met the training objectives in the Equality Scheme.

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

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

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

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

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

VISUAL AWARENESS Training: continues to be offered Trustwide 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.

DEAF AWARENESS Training: delivered by the British Deaf Association (BDA) throughout the Trust, the training includes an Introduction to deafness/Hearing loss and provides information on Communication Methods used by Deaf/Hard of Hearing people and how to communicate clearly.

DISABILITY AWARENESS Training: delivered by Employers for Disability NI. The training covers Disability Discrimination Act (DDA) overview and case law with a brief overview of legislation followed by case study exercise using DDA cases. A variety of learning methods are used including an exercise on Language etiquette and Disability awareness training video clips. There is also an overview of five key disability areas; hearing loss, visual disability, learning difficulty and disability, physical disability and

hidden disability, including mental health. Information is provided on the nature and extent of disability, as well as good practice in interacting with people with disabilities.

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

EQUALITY SCREENING Training: continues to be delivered by Equality & Involvement staff to Senior Managers and their staff who are involved in developing policies/proposals/strategies and implementing changes to services. The training provides information on Section 75 of the NI Act 1998 and requirements under Section 75 for Public Authorities; and informs staff why and when screening needs to take place and how to screen.

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

EQUALITY, DIVERSITY and INCLUSION Training: this training was developed and delivered as part of NVQ training for staff and is now delivered to staff within Departments across the Trust on request. The aim of the training is to inform participants about Equality, Diversity and Inclusion and how it applies within the Trust.

'LESBIAN, GAY, BISEXUAL and/or TRANSGENDER - CREATING INCLUSIVE WORKPLACES'

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

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

- 25** Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

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

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

26 Please list **any examples** of where monitoring during 2019-20, 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.

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

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. NIHSCIS has 353 Interpreters registered in 35 different languages. Demand for interpreting continues to increase on an annual basis with over 132.434 requests made regionally for interpreters processed during 2019-20 and 98.4% of bookings successfully fulfilled. NIHSCIS reached 1 million interpreter requests in June 2019.

There are currently 363 active registered Interpreters covering 35 languages, with 15 new Interpreters registered in December 2019 to target priority languages including Bulgarian, Polish, Farsi, Romanian, Slovak, Turkish, Latvian, Urdu.

In March 2020 the Interpreting Service Customer Survey had 227 responses with 97% of HSC Staff and Practitioners surveyed rated the overall service received as 'very good' or 'good'.

Training delivered by/via NIHSCIS continues as below:

17 Interpreters completed 'Pregnancy loss and the death of a baby: Sands Training for Interpreters' in September 2019

9 Interpreters completed NI Blood Transfusion Service 'Donor Selection Guidelines and Good manufacturing Practice training for Interpreters' in April 2019

14 Interpreters completed Belfast HSC Trust 'Speech and Language Therapy Refresher Training for Interpreters' in June 2019

Over 150 Queens University Belfast School of Medicine 4th year medical students completed 'Working well with Interpreters Training' as part of their 2019/20 General Practice training module

29 NI Approved Social Worker Training Programme Students completed 'Working well with Interpreters Training' in February 2020

- Uptake of sign language interpreting is monitored throughout the Trust, refer to Appendix 4 for details.
- 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 2019-20?

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*)

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 now 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.

PART A

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2019-20) 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 second year 2019-2020.

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 2019/20



Western Health
and Social Care Trust

Appendix 1

Appendix 1

Regional Equality Action Plan

Year 2 Progress Report

2019/2020

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.	<ul style="list-style-type: none"> • A regional toolkit will be available for policy and decision makers. • More robust and regionally consistent screening/EQIAs.
<p>Progress Year 2 – Completed for this reporting period</p>	
<p>Work on an Equality and Human Rights Screening Toolkit came to fruition, during the year under review, with the incorporation of positive comments from the Equality Commission for NI. The screening toolkit will facilitate the effective mainstreaming of the statutory Section 75 equality duties and will assist policy makers in completion of meaningful screening templates so that equality considerations are an integral part of policy development and inform decision making. The new toolkit will form the basis for future staff training which in turn will provide for consistency across the HSC Trusts in the application of screening and EQIAs methodology and best practice.</p> <p>This online Equality Screening Toolkit was developed using feedback obtained from senior managers together with feedback from the Equality Commission for NI. Some final tweaks to the toolkit are ongoing to ensure that it is user friendly, interactive, easy to navigate.</p>	
Action Measure	Description
We will develop a checklist to make sure Equality, Disability and Human Rights are at the heart of procurement.	<ul style="list-style-type: none"> • 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 2 – Ongoing Rollover Year 3

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 on in year 3.

Action Measure	Description
We will review our staff training to ensure best practice is followed when screening and conducting EQIAs.	<ul style="list-style-type: none">• 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 2 – Ongoing Rollover Year 3

A regional training sub-group has been set up to develop a revised staff training programme which will be rolled out to ensure consistency across Trusts and adherence to best practice. The regional Screening Toolkit and amended screening template will form the basis for this new staff training programme. The Equality Commission for NI have been involved in discussions around the new screening toolkit and their input to the content of the new revised staff training programme will also be sought.

HSC Trust Equality Units continue to provide policy leaders and decision makers across HSC with specific advice and support on best practice in screening and EQIAs.

The roles of Trust Boards and Executive Management Teams are essential in ensuring that a meaningful and effective approach to implementing the Section 75 duties. The regional Trust Board Guidelines have been reviewed and updated to ensure leaders, senior managers and decision makers in HSC Trusts demonstrate good governance and best practice in equality screening and equality impact assessments.

It is important to note that in light of Covid-19 all face to face training has been suspended. HSC Trust Equality Leads are currently considering how staff training can be delivered remotely or through resources available online.

Action Measure	Description
<p>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.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2- Completed for this reporting period</p> <p>HSC Trusts utilise a range of mediums to raise awareness of the roll and function of their respective Equality Units. This includes ongoing media, social media, newsletters etc. including a commitment to host an annual show case event as a conduit to raise the profile of the Equality Units.</p> <p>During this reporting period, the annual Show Case event focused on ‘Supporting Carers in the Workplace’. It was held on Thursday, 20 February 2020 in Mossley Mill, Newtownabbey and was attended by over 70 Health and Social Care employees who are currently working whilst caring for a family member or friend.</p> <p>HSC Trusts external websites have an Equality section where Equality Screenings, Annual Progress Report, Disability and Equality Action Plans and newsletters are published. 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 Staffnet.</p> <p>Other mediums include ongoing presentations at Senior Management /Executive Team and Trust Board meetings as well as Team Meetings. The Trust also tables its Annual S75 Progress Report at Trust Board as a further means of raising awareness and highlighting key achievements during the current reporting period.</p> <p>HSC Trusts continue to raise awareness through established networks and user panels such as the recently establish 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.</p> <p>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</p>	

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.	<ul style="list-style-type: none">• 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 2 – Ongoing Rollover Year 3

Regulations not yet enacted by the local Assembly.

Section 2 – Promoting Equality in our Services

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

Action Measure	Description
<p>We will review our equality training programme in collaboration with service users, carers and their advocates.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period</p> <p>The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory for all HSC Staff. Compliance is reported regularly within each HSC Trust utilising dedicated internal reporting mechanisms. Reports are drawn up per directorate and shared to influence how best to promote staff awareness of equality, good relations and human rights and ensure uptake of this mandatory training. Targeted action is taken as necessary to further ensure compliance. The latest training figures can be found in the 'Training Section' of this year's S75 Annual Progress Report.</p> <p>A review of this training programme was undertaken, during the current reporting period, and has resulted in a number of amendments including e.g. the incorporation of the HSC Trust values, on the landing page, and a revision of the content of this programme to acknowledge that same sex marriage is now legalised in NI.</p> <p>HSC Trust Equality Units continue to provide staff with information, training and resources to ensure that have the appropriate level of knowledge, expertise and skill to mainstream Section 75 duties.</p>	
Action Measure	Description
<p>We will work with service users, carers and representative organisations to ensure Trust websites are accessible, user friendly and easy to navigate.</p>	<ul style="list-style-type: none"> • 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 2 – Completed for this reporting period	
The Trust has recently set up a new website which has resulted in an improved design, layout and accessibility. Trust staff have access to Read and Write software to enhance accessibility.	
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.	<ul style="list-style-type: none"> • 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 2 – Completed for this reporting period	
Initial meetings have taken place with Stonewall and S75 Equality Leads to discuss ‘Diversity Champion’ status. Arising out of piloted training there is a commitment to co-producing written guidance for staff on how to provide a responsive and sensitive service for people who are LGB and T. This guidance will be utilised across the HSC to further extend best practice.	
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.	<ul style="list-style-type: none"> • 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 2 – Completed for reporting period	
The Equality Leads have been liaising with the organisers of the NICON Conference and the ECNI to facilitate working and learning from with the BAME Network England. These include discussion with the Patient User Tsar and Director of Inclusion. This meeting will facilitate joint learning of systems, approaches and key learning opportunities for both HSC in NI and the BAME Network. This initiative was planned to take place Year 2 but due to the COVID-19 crisis was postponed until the end of 2020. Action will be carried forward and reported on in Year 3.	

Action Measure	Description
<p>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.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for the reporting period</p> <p>Key developments include a prototype for a new integrated care system which is based on partnership at all levels and embeds and values co-production as integral part of this system. This new system has a focus on improving local population health outcomes, including the health outcomes of older people. It embodies an anticipatory care model in nursing homes looking at dementia pathways and the involvement of a user group of older people. This initiative is currently being tested in Northern area to be rolled out regionally.</p> <p>Other developments, which have come about through quality improvement initiatives, to improve meaningful personalised activity for people living with dementia in nursing or residential homes include:- a series of interventions such as 'All about Me' posters in client's bedrooms, another was co-production of activity boxes specific to the individual to allow carers, family or staff to engage meaningfully with the older person.</p> <p>There has also been significant in-roads into the development of a regional HSC Delirium Pathway so that people with delirium receive the right care in the right place at the right time. Resultant outcomes have been the production of a Delirium Pathway policy, a Care Pathway and associated Guidance developed to assist in the coordination of care and to improve how patients, over the age of 18 (as per NICE guidance) are managed during a delirium episode aimed primarily at improving their care and minimise adverse outcomes. The pathway sets out the steps that should be taken to recognise, diagnose and manage delirium for any patient over the age of 18 (in the community as well as in the acute setting) including when to refer for specialist management and to identify issues for discharge and follow up. It will help staff utilise evidence-based practice to prevent, treat and manage delirium.</p>	

Action Measure	Description
<p>We will hold an annual event to showcase best practice in equality and diversity within the health and social care.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period</p> <p>The annual showcase best practice event ‘Supporting Carers in the Workplace’ was held on Thursday, 20 February 2020 in Mossley Mill, Newtownabbey. It was attended by over 70 Health and Social Care employees who are currently working whilst caring for a family member or friend.</p> <p>This event was supported by Carers NI and Employers for Carers. The programme included learning how to manage caring responsibilities alongside working and how to build techniques that can help. The event provided everyone with the opportunity to share their stories and provide feedback on supports that would be beneficial to staff. This will contribute to the development of guidance and training for manager on how they can support working carers.</p>	

Section 3 – Supporting our Staff

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

Action Measure	Description
We will ensure compliance with any new legislation governing gender pay reporting and address any inequalities identified.	<ul style="list-style-type: none"> • Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation.
<p>Progress Year 2 – Completed for this reporting Period</p> <p>Legislation has yet to be enacted by the NI Assembly. In the interim period a Position Paper setting out the key requirements of this new legislation has been shared with the Human Resources Directors Forum.</p> <p>During the current reporting period representatives from the Equality Commission for NI and HSC Finance representatives were invited to a workshop hosted by the HSC Regional Employment Equality Network to explore with the Commission the level of detail and calculations required for reporting purposes. It was agreed that one Trust would undertake some modelling in line with legislative requirements. The NHSCT was identified as a pilot site. Learning to be shared with other HSC Trusts in preparation for legislation coming on stream now that the NI Assembly is up and running.</p>	
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.	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Ongoing Rollover Year 3</p> <p>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.</p>	

Working with the NI Union for Supported Employment, the Northern Trust participated in a pilot working interview programme for disabled applicants within Catering and Domestic Services in Causeway Hospital. Three candidates secured permanent employment opportunities with the Trust commencing in January 2020. Further development of the programme has been curtailed due to Covid 19 pressures.

Action Measure	Description
We will revise Equality, Human Rights and Disability guidelines for our Non-Executive Trust Board members.	<ul style="list-style-type: none"> • Up to date guidelines in place for Non-Executive Directors. • Increased awareness among Non-Executive Directors of statutory compliance and responsibilities.

Progress Year 2 – Completed for this reporting period

This Guidance has been developed and updated in conjunction with by ECNI. It has now been finalised and designed to complement existing resources and is moving to print ready stage.

Podcast has been written for respective HSC Trust Chairs/Non-Executive Directors. Recording of the podcast to be taken forward within in each HSC Trust. Feedback on the draft guidance has been extremely positive. Expected launch date June 2020.

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.	<ul style="list-style-type: none"> • Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.

Progress Year 2 – Completed for this reporting period

The new regional policy is now finalised and waiting endorsement by Regional TU colleagues. The new policy is entitled Equality, Diversity and Inclusion and carries forward the values and principles in the former HSC Trusts' Equal Opportunity Policy. The policy has been updated to take account of developments within the sphere of equality, human rights, disability and good relations duties. This policy is concerned with the promotion of equality and the prevention of unlawful discrimination.

In addition, the former Joint Declaration of Protection Policy Statement has been replaced by a Harmonious Working Environment Statement included as an addendum to this new regional Equality, Diversity and Inclusion Policy for ease of access. In this statement Management, Trade Unions and Staff Organisations representing employees of HSC Trusts jointly agree a number of key principles to support a harmonious working environment: excerpt. *'We Declare that we shall work together to ensure that our workplaces are harmonious and inclusive, where individual differences are valued and respected in line with the commitments and values of the*

organisation’.

At this time, there have been no recommendations published by the Commission on Flags, Identity, Culture and Traditions.

Action Measure	Description
We will launch our new E-Learning Module and Equality and Diversity Staff Training Manual.	<ul style="list-style-type: none"> • 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 2 – 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. Please refer to the main body of this year’s report for the latest uptake figures. This programme is mandatory for all HSC staff. A review of this programme was undertaken, during the current reporting report, and a number of amendments have been recommended to keep abreast of legislative developments e.g. legalisation of same sex marriage as well as the inclusion of HSC Trust values on the landing page of the programme etc.

Total Actions in Year 2	16	Total Actions Completed in Year 2	12	Actions ongoing into Year 3	4
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Western Health
and Social Care Trust

Appendix 2/Part B

Appendix 2

Regional Disability Action Plan

Year 2 Progress Report

2019/2020

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
<p>We will co-design and deliver bespoke disability equality training for frontline staff in partnership with disabled people.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Complete for this reporting period</p> <p>The Making A Difference E-Learning mandatory training is the main training resource which all staff are required to complete. This incorporates disability awareness training and scenario based learning. In addition, HSC Trusts have revised the Staff Disability Etiquette Booklet which includes important information on Autism. This resource is aimed at raising staff awareness.</p> <p>Nearing completion is a new regional Staff Information Booklet entitled: ‘Staff Guidance – Autism in the Workplace’. This booklet aims to increase staffs’ understand and appreciation of Autism and how to provide practical support in the workplace.</p>	

Action Measure	Description
<p>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.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period</p>	
<p>All HSC Trusts have now signed up to the Mental Health Charter in collaboration with the Equality Commission for NI. The Charter commitments are currently being mainstreamed in the outworking of HSC Trusts respective Health & Well-Being Strategies.</p>	
<p>HSC Trusts continuously promotes the mental health and wellbeing of staff and notably during the outbreak of Covid 19, many psychological resources were disseminated and much more focused attention was given to mental health and wellbeing and resilience. It is clear that this will be a priority going forward.</p>	
Action Measure	Description
<p>We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period</p>	
<p>The Regional Service Group is a forum for engagement and collaborative working focused on services for people with sensory loss. It includes Health and Social Care service representatives, community and voluntary sector organisations, and Service Users. The purpose of the RSG is to consolidate and build upon service improvements made for people with sensory disabilities under the <i>Physical and Sensory Disability Strategy and Action Plan 2012-18</i>.</p>	
<p>The overarching objectives of the <i>Physical and Sensory Disability Strategy</i> continue to apply to the work of the RSG. They include:</p> <ul style="list-style-type: none"> • To support disabled people to better exercise their rights, choices and life opportunities; • To support the continuing development of an inclusive and effective range of high quality health and social care services; 	

and

- To develop a more integrated approach to the planning and management of services within and across government departments, the HSC and the independent community and voluntary sector.

A work plan has been drawn up covering the period December 19-20 for the 4 following Task and Finish Groups: Sight Loss Services Framework, Hearing Loss Services Framework, Tinnitus, Sign Language in Care Settings Sight Loss Services Framework. Other worksteams will include: the approach to service users involvement, palliative and end of life care and regional awareness raising and accessible information provision.

Actions to encourage participation by disabled people in public life

Action Measure	Description
<p>We will develop for staff a welcome pack with information about accessibility such as:</p> <ul style="list-style-type: none"> • arrangements for sign language interpreting • provision of auxiliary aids • disability etiquette alternative formats. 	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period</p>	
<p>Ongoing work continues to produce a digital Welcome Pack which will provide front line staff (Health and Well Being Centres) with practical advice and guidance about inclusive and accessible communication. It was initially planned to have this in hard copy but for a number of factors it was decided to have this digitally so that it is accessible for community staff and it can be updated and added to as new information emerges. Being led by the Belfast Trust – this resource will be shared across the region in the interest of extending best practice.</p>	
Action Measure	Description
<p>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.</p>	<ul style="list-style-type: none"> • 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 2 - Completed for this reporting period

A Regional Accessible Communication group has been established. Membership includes HSC Trusts, Disability Action, RNIB, Action on Hearing Loss, RNIB and Mencap. The purpose of the Group is to guide the development and implementation of a communication 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. It has been agreed that a round table discussion will be convened to explore how the information standard would be taken forward across Northern Ireland learning from those with experience of taking this forward in England and Scotland.

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

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

Actions to promote positive attitudes towards disabled people

Action Measure	Description
<p>We will work with disabled people to make sure we are ready for the introduction of new legislation including:</p> <ul style="list-style-type: none"> • Mental Capacity • Age Discrimination (Goods/Facilities/Services) 	<ul style="list-style-type: none"> • Actions plans available to ensure readiness for forthcoming legislation
<p>Progress Year 2 – Completed for this reporting period</p> <p>The Mental Capacity Act (NI) 2016 ('the Act') is a piece of legislation which, when fully implemented, will bring together mental capacity and mental health law for those aged 16 years and over within a single piece of legislation. The Deprivation of Liberty Safeguards as set out in the Mental Capacity Act (Northern Ireland) 2016 (MCA) became law on 2nd December 2019 - this was following an extension by the Department of Health.</p> <p>The Act provides a statutory framework for people who lack capacity to make a decision and people who now have capacity but wish to make preparations for a time in the future when they lack capacity. Where a person who lacks capacity is being deprived of their liberty, the Deprivation of Liberty Safeguards must be applied.</p> <p>This new law states that by December 2020, the Trust must make sure that everyone who is currently deprived of their liberty has been reviewed and safeguards have been put in place by a special Trust Panel known as a Trust Authorisation Panel which can authorise a deprivation of liberty. There are different levels of training – according to people’s role within the Trust and under the legislation– much of this is mandatory. Simulation training was convened for practitioners to help them understand the complexities and intricacies of the legislation and its implementation. A Mental Capacity Implementation Team has been established along with appointment of Short Term Detention authorisers and coordination of Authorisation Panels. 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.</p>	

Action Measure	Description
<p>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</p>	<p>Introduction of new methods of seeking feedback and communication identified such as Citizen Space.</p> <ul style="list-style-type: none"> • 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.
<p>Progress Year 2 - Completed for this reporting period</p> <p>The Regional Initiative ‘Care Opinion’ – platform facilitates real time feedback from service users and their families. Easy Read formats are available.</p> <p>HSC Trusts have used CitizenSpace successfully in the past when engaging with S75 groups including the disability sector on the development of their current Equality and Disability Action Plans.</p> <p>HSC Trusts are committed to the principles of the Co-Production-Guide.pdf. HSC Trusts, other Arms Length Bodies and the DOH are the only public bodies in Northern Ireland which have a statutory duty to involve and consult its stakeholders, therefore the guide 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 health and social care staff in improving health and social care outcomes. This guide illustrates that we want a system that partners and organises health and wellbeing with people, for people, and by people. The Trust’s PPI and Co-production Annual Report provides further detail.</p>	

Actions to encourage participation by disabled people in public life

Action Measure	Description
<p>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.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period</p> <p>Using an adapted version of the ECNI accessibility audit tool it is hoped that a range of changes will be implemented and developed using an 'Access Checklist' to ensure physical environments are more accessible. Learning will be shared across the Trust and regionally.</p> <p>The Northern Trust, in partnership with the Trust's Disability Consultation Panel, has commenced as a pilot project for the region to invest in the creation of access guides for Antrim Area Hospital and Causeway Hospital. The guides will describe each patient journey and give disabled people, carers and those with long term health conditions the information required to plan their visit. AccessAble, a third party provider, was appointed in March 2020 to survey and document all aspects of accessibility at the two hospital sites. The detailed guides will be available to access by website and as a mobile application and will be offered in a wide range of accessible formats.</p>	

Action Measure	Description
<p>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.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Ongoing Rollover year 3</p> <p>In 2013 the Health and Social Care Board (HSCB) initiated a regional review of the provision of Communication Support Services in Northern Ireland to determine the most appropriate arrangements for providing the service in the future. The review concluded in January 2016 and proposed that communication support services should be supplied in future on the basis of a regional shared service provided by the Business Services Organisation. In June 2016 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.</p>	

Action Measure	Description
<p>We will join the Equality Commission’s ‘Every Customer Counts’ initiative to try and ensure that services and the physical environment are accessible.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period</p> <p>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.</p> <p>A regional workshop was held during the year under review. Attendees included Section 75 Equality Leads, a representative from AccessAble UK and Estates officers from each HSC Trust. The Equality Commission have developed a self-audit tool which the sub-group agreed could use to evaluate how accessible services are. The sub- group has had its initial meeting and are in consensus 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.</p> <p>Estates officers agreed to work collaboratively and in collaboration with AccessAble UK to identify 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. Audits will be completed in Antrim Area Hospital and Causeway Hospital sites in July/August 2020.</p>	

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

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

Action Measure	Description
<p>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.</p>	<ul style="list-style-type: none"> • Barriers to recruitment and selection process improved. • Best practice model developed in relation to online recruitment. • Increased applications from people with a disability.
<p>Progress Year 2 – Completed for this reporting period</p> <p>The Health and Social Care Workforce Strategy 2026: Delivering for Our People sets out ambitious goals for a workforce that will match the requirements of a transformed health and social care system. It also addresses the need to tackle serious challenges with supply, recruitment and retention of staff. The Strategy document includes a very detailed look at the workforce problems and challenges facing health and social care in Northern Ireland.</p> <p>Theme 1 in the Strategy is about Attracting, Recruiting and Retaining and includes the commitment to set up and roll out a regional HSC careers service to help ensure a good supply of people in the future; to inform and excite people on the range of jobs and professions and to publicise health and social care as a career option.</p> <p>Trusts have been working collaboratively to improve access for those seeking employment with the Trusts. Examples include:</p> <ul style="list-style-type: none"> • Improvements in website accessibility – providing greater ease of access for job applicants. • Production of a series of recruitment - How to Guides. • Outreach measures – regional and local career events to promote the HSC as an employer of choice. <p>The deployment of the Regional Disability Tool Kit is soon to commence starting with the Human Resources Directorate. The tool kit will be rolled out to other service managers. This resource was informed with input from the Disability Sector, ECNI, managers and</p>	

staff across HSC as well as Equality practitioners. The Tool Kit provides very practical advice for both managers and staff when managing disability in the work place and will be used across the region as a resource to aid best practice and understanding of the out workings of the Disability Discrimination Act 1995.

The Equality Commission's recently revised 'Outreach/Positive Action Measures for Employers' will be included within the HSC Disability Tool Kit as soon as it is launched and available.

Action Measure	Description
We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.	<ul style="list-style-type: none"> • 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 2 – Completed for this reporting period

HSC Trusts continue to work with the Disability Sector to promote itself as an Equal Opportunity Employer. Within the body of the Annual Progress report, there is further detail about Positive Action measures aimed at encouraging the participation of persons with a disability in employment, volunteering, job experience.

Action Measure	Description
We will review opportunities for staff to disclose their disability.	<ul style="list-style-type: none"> • 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 2 – Completed for this reporting period

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

Action Measure	Description
<p>We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period</p> <p>The new Disability Tool Kit includes a complete section on Reasonable Adjustments in the Workplace to ensure managers fully understand their legal responsibilities under the Disability Discrimination Act 1995.</p> <p>The deployment of the tool kit 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.</p>	
Action Measure	Description
<p>We will develop guidance on supporting people with autism in employment in partnership with representative organisations.</p>	<ul style="list-style-type: none"> • 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.
<p>Progress Year 2 – Completed for this reporting period and ongoing</p> <p>A regional Staff information Booklet completed and when approved regionally will be adopted by HSC Trusts. This resource provides practical advice for managers and staff re managing Autism in the Workplace.</p>	

Total Actions in Year 2	15	Total Actions Completed in Year 2	14	Actions ongoing into Year 3	1
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Western Health
and Social Care Trust

**Local Equality and Disability
Action Plan
2018 – 2023
Year 2 Progress Report
2019/2020**

9/12/20

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.	<ul style="list-style-type: none"> • 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.
<p>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).</p> <p>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.</p> <p>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.</p>	

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.

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.	<ul style="list-style-type: none"> • Clearer, more effective information. • Improved hospital/Trust facilities user satisfaction and reduced complaints.
<p>Progress Year 1</p> <p>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.</p> <p>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.</p> <p>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</p>	

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.

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.	<ul style="list-style-type: none"> • Clearer, more effective information. • Improved hospital/Trust facilities user satisfaction and reduced complaints.
<p>Progress Year 1 Directorates are encouraged to involve service users/carers etc. in the drawing up of information or reviewing of same.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Action to continue through lifespan of plan.</p>	

Section 2 – Promoting Equality in our Services

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

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

Action Measure (5)	Description
<p>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.</p>	<ul style="list-style-type: none"> • People are more involved and are consulted on decisions that affect their health and social care. • Increased satisfaction and reduced complaints.
<p>Progress Year 1</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Progress Year 2</p> <p>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.</p> <p>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</p>	

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.

Action to continue through lifespan of plan.

Action Measure (6)	Description
We will continue to involve Section 75 groups in the planning of new and reconfigured facilities.	<ul style="list-style-type: none"> • 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.

Action to continue through lifespan of plan.

Action Measure (7)	Description
<p>Social and Economic Regeneration Plan (SERP)</p> <p>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).</p>	<p>The creation of social and economic opportunities throughout the life of new capital developments.</p>
<p>Progress Year 1</p> <p>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.</p> <p>Progress Year 2</p> <p>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.</p> <p>Action to continue through lifespan of plan</p>	

Section 3 – Supporting our Staff

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

Action Measure (8)	Description
<p>Review of uptake of Family Friendly policies. To be better informed of uptake of Family Friendly policies across the S75 categories.</p>	<ul style="list-style-type: none"> • 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.
<p>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.</p> <p>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.</p> <p>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.</p> <p>Action to continue through lifespan of plan.</p>	
Action Measure (9)	Description
<p>We will promote the Trust Complaints Process.</p> <p>We will work with service users and staff to support improvements in capturing issues/data.</p>	<ul style="list-style-type: none"> • 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.
<p>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.</p>	

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.

Action to continue through lifespan of plan

Action Measure (10)	Description
<p>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.</p> <p>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.</p>	<ul style="list-style-type: none">• 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 HRe 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 HRE 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.

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.	<ul style="list-style-type: none"> • 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. Compliments 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.

Action to continue through lifespan of plan.

Action Measure (12)	Description
<p>Managers will support staff to complete all mandatory training. Managers will annually review uptake of mandatory training for their staff/staff teams.</p> <p>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.</p>	<ul style="list-style-type: none"> • Trained HSC staff. • Training completed noted on Personal Development Plans for HSC staff (monitored via annual review meetings staff and line manager).
<p>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.</p> <p>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.</p> <p>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.</p> <p>Action to continue through lifespan of plan</p>	



Western Health
and Social Care Trust

Appendix 4

Interpreting Provision 2019-2020

Foreign Language Interpreting Provision for Western Health and Social Care Trust

Table 1: Total Provision and Expenditure with Language Breakdown 1 April 2019 – 31 March 2020

Language	Total Provision for each language			Total per Language
	NIHSCIS	Big Word	FLEX	
Polish	2291	167		2458
Arabic	1759	296		2055
Lithuanian	702	116		818
Hungarian	692	85		777
Bulgarian	265	83	2	350
Russian	268	30		298
Slovak	214	22		236
Cantonese	222	11		233
Mandarin	156	15		171
Romanian	109	39		148
Latvian	135	7		142
Portuguese	34	30		64
Punjabi	37	14		51
Hindi	34	1		35
Turkish	31	2		33
Urdu	24	1		25
Czech	24			24
German	4	12		16
Bengali	13	2		15
Spanish	7	2		9
Farsi	8			8
Japanese	6			6
Tetum	6			6
Vietnamese		5		5
French	1	3		4

Italian	4			4
Nepali	3			3
Thai	3			3
Thai		2		2
Greek	2			2
Italian			1	1
Finnish		1		1
Albanian		1		1
Greek		1		1
Croatian	1			1
Kurdish Sorani	1			1
Tagalog	1			1
Ukrainian	1			1
Total Provision	7058	948	3	8009
Total Cost	£357,068.91	£5,909.20	£289.15	
Average Cost	£50.59	£6.23	£96.38	

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

Year	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09
No. of provisions	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 12 financial years

Year	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11	2009/10	2008/09
No. of provisions	8009	8045	8343	8901	7808	8440	8172	7476	6741	5348	5529	4834

Table 4: Top 5 Language Interpreting Sessions within WHSCT for previous 7 years

2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14
Polish						
Arabic	Arabic	Lithuanian	Hungarian	Hungarian	Hungarian	Lithuanian
Lithuanian	Lithuanian	Hungarian	Cantonese	Cantonese	Cantonese	Hungarian
Hungarian	Hungarian	Mandarin	Lithuanian	Mandarin	Lithuanian	Cantonese
Bulgarian	Mandarin	Cantonese	Arabic	Lithuanian	Mandarin	Mandarin

Sign Language Provision in the Western Trust Area

Hands That Talk - Sign Language Interpreting: Expenditure 1 April 2019 – 31 March 2020

No of Provisions	847
Cost	£119,578.40
Average Cost	£141.18

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

Year	2019/20	2018/19	2017/18	2016/17	2015/16	2014/15	2013/14	2012/13	2011/12	2010/11
No. of provisions	847	817	796	842	746	813	647	429	384	296