



Belfast Health and
Social Care Trust

Action Plan

Trust Section 75 Action-based Plan based on Inequalities Audit 1st May 2011

Trust Equality Scheme S75 Action-based Plan

Period 1st May 2011 – 30th April 2014

This document is available in alternative formats on request. Please contact Orla Barron, Health and Social Inequalities Manager by telephone 028 90 960069, textphone 028 90 566755 or email orla.barron@belfasttrust.hscni.net

Action Plan

Foreword:

Belfast Health and Social Care Trust delivers integrated health and social care to 340,000 people in Belfast and part of the Borough of Castlereagh. It also provides specialist services to all of Northern Ireland. The overall purpose of the Belfast HSC Trust is to improve health and wellbeing and reduce health inequalities.

Inequalities Audit:

The Equality Commission Northern Ireland has recommended that all Equality Schemes are accompanied by an action plan based on the context of their functions. The Action Plan should be informed by an Inequalities Audit.

The recommended process involved:

- Undertaking an audit of inequalities
- Develop action measures based on functions and key inequalities
- Prioritise those actions which have most impact on inequalities
- Develop performance indicators for delivery of action measures
- Develop timescale for implementation of action measures
- Develop an action plan
- Consult on action plan

In order to inform the Inequalities Audit and develop an action plan, the Belfast HSC Trust has engaged with internal and external stakeholders and undertaken a review of corporate management plans and literature, research and data sources relevant to the functions of health and social care and the Trust.

The purpose of this audit was to identify key areas of potential inequality, as part of the process of undertaking a systematic review and analysis of inequalities. This review was undertaken on both a regional and local basis engaging key leads in Equality, Human Resources and Service Groups and involved gathering internal and external information involving relevant research, consultation with stakeholders and analysis of complaints/user feedback.

The Trust has also worked on a regional basis with members of the HSC family to identify inequalities and emerging themes, so that common themes and priority areas were established.

An Emerging Themes document has been prepared and is available to download at www.belfasttrust.hscni.net or in alternative formats on request.

Action Plan:

The action plan has been drawn up on both a regional and local level and has been based on recurring inequalities, which need to be addressed. The purpose of the action-based plan is to make a positive impact/outcome on the lives of individuals who use our health and social care services and those whom we employ.

The Trust's formal consultation period on the draft Equality Scheme and Action based plan, which lasted for 13 weeks from 10th December 2010 to 11th March 2011, is now complete.

Introduction

The Trust's Action Based Plan (Plan) to promote equality of opportunity and good relations is based on the 'functions' of the Trust and will be implemented through the Framework of the Trust's Equality Scheme.

This Action Plan has been developed to address specific inequalities that will be addressed over the next 3 years. This action plan is in addition to the Trust's Equality Scheme and dual statutory responsibilities to promote equality of opportunity and good relations. The dual statutory responsibilities are intrinsically linked, interdependent and complementary to one another. ¹ This combination of equality and good relations applies to the Action Plan in relation to policy formulation, resource allocation, service provision, employment, procurement and all its dealings with service users, families, carers and the staff that it employs.

The measures contained within this draft Plan are linked to the Trust's Corporate Planning Cycle in order to ensure that equality of opportunity and good relations are incorporated and mainstreamed at a strategic level into the business of the Trust and aim to address inequalities and promote good relations in health and social care for all of the S75 categories – men,

<http://www.equalityni.org/archive/word/S75GuideforPublicAuthoritiesApril2010.doc>

women, persons with and without a disability, persons with or without dependants, persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation.

Formal consultation indicated that some consultees would have found it useful to have actions linked to 1 or more of the 9 section 75 categories. For ease of reference, this grid has been devised and added to ensure to facilitate interpretation of the document and the actions therein.

SECTION 1

CROSS CUTTING THEMES

Theme 1 – Improving Access to Services Communication and Information

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Regional					
<ul style="list-style-type: none"> ▪ Communication issues ▪ Understanding of health needs ▪ Need for relevant written information in accessible formats. <p>For those with a learning disability, sensory impairments etc.</p> <p>Source: ECNI Formal Investigation into the Accessibility of Health Information</p>	<p>To ensure that all relevant information provided by health and social care is available in an accessible format for people with a learning disability and those with low literacy levels.</p> <p>Create Multi-Disciplinary Accessible Communications Group.</p>	<p>Develop standard appointment letter template for all health and social care appointments.</p> <p>Guidelines on good practice and minimum standards.</p> <p>Easyread library on website.</p>	<p>Improved access and uptake of services.</p>	<p>Standard appointment letter and guidelines developed within first year (May 2012). Easyread library on website by April 2012 – ongoing update. Monitoring Arrangements: Targeted focus groups with service</p>	<p>Belfast Trust Equality Lead in partnership with relevant officers from HSC Organisations.</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>in NI for People with a Learning Disability</p> <p>Source: RNIB Reports including “Losing Patients”.</p> <p>Source: HSC Complaints</p> <p>Source: Assembly Questions</p>				users i.e. deaf community, adults with learning disabilities (April 2013)	
<p>Service users who are not fluent in English can be at a major disadvantage getting access to health and social care.</p> <p>Source: Ethnicity, Equality and Human Rights: Access to H&SS in NI.</p>	<p>To identify gaps in information provision as highlighted in the inequalities audit and Accessible Formats Working Group and respond to the new/emergent needs of BME communities.</p>	<p>Production of specific information – information produced will be needs led as identified by key stakeholders.</p>	<p>Improved patient experience and better understanding of Health and Social Care services.</p>	<p>Baseline established through Regional Accessible Information Stakeholder event/Disability Action Plan Communication Workstream. Key information</p>	<p>DAP Communications Workstream Regional Accessible Information Steering Group – consists of HSC representatives and</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Race Equality in Health & Social Care (ECNI, DHSSPS)	<p>Involvement of key stakeholders when developing key information to be produced in alternative formats.</p> <p>Creation of a Regional Health and Social Care database of translated information.</p>	Regional Database established and maintained on an ongoing basis.	Reduction of duplication across Health and Social Care organisations and improved access to up-to-date and relevant translated information in a range of languages for those not fluent in English.	<p>identified through the gap analysis to be produced within first 6 to 12 months. Feedback from Regional Stakeholders and monitoring of complaints.</p> <p><u>Monitoring Arrangements:</u> Database established by May 2013 – update ongoing. Reduction in complaints.</p>	service users.

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Needs of Older BME patients / Service Users in terms of dietary and spiritual needs Indian Community Centre Emerging Themes Booklet	To provide information to staff and Service Users on dietary and spiritual needs To reduce isolation To make services more accessible and culturally sensitive for this group	Staff better informed and positive correlation with Patient Experience	Leaflet sent to all Wards and 10 awareness sessions for staff	December 2012 Monitoring Arrangements Monitor usage of leaflets and complaints	South Eastern Trust to lead
Need to provide HSC staff with information and guidance on the the religious, cultural and spiritual needs of new and emerging BME communities, whilst treating patients and clients	Update on an annual basis health and social care guidance to reflect new and emerging BME communities	Guidance available on Trust's internet and intranet sites	Increased staff awareness of religious, cultural and spiritual beliefs	Guidance produced by May 2012/Annually reviewed Monitoring Arrangements Patient experiential surveys and monitoring of complaints	Southern HSC Trust And Equality Leads

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Deaf community's need for improved communication and access to public services.</p> <p>HSSPS Literature Review, Success to Public Services for Deaf Sign Language Users (RNID and BDA), Ongoing feedback from deaf community through Disability Action Plan Communication Workstream</p>	<p>Work in collaboration with HSC Board and Deaf Community to establish a regional equitable and consistent sign language interpreting support service - modelled on the good practice evidenced from the HSC Regional Interpreting Service (for minority language users).</p>	<p>Establishment of regional working group to develop service model.</p> <p>Regional HSC Sign Language Interpreting Service developed.</p>	<p>Improved access to services for sign language users.</p>	<p>Sign Language Service developed by December 2011</p> <p><u>Monitoring Arrangements:</u> Quarterly statistics re. uptake of sign language interpreting services and complaints received.</p>	<p>Equality Leads, HSC Board, Procurement and Logistics Service</p>
<p>Need for flexibility and sensitivity in the use of interpreter services.</p>	<p>Provide refresher sessions of Working Well With Interpreters training.</p>	<p>20 Refresher sessions to be held.</p>	<p>More awareness amongst staff of availability of</p>	<p>Refreshers sessions held by May 2012.</p>	<p>Equality Leads/ NIHSC Interpreting</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Need for breadth of interpreters to meet language needs of emergent communities and ensure confidentiality Source: HSC Complaints</p> <p>Source: Ethnicity, Equality and Human Rights: Access to H&SS in NI.</p> <p>Source: Race Equality in Health & Social Care (ECNI, DHSSPS)</p> <p>Source: Life As a Stranger – Personal Stories of Migrants to NI</p>	<p>Continue to recruit and train interpreters to meet these needs. Conduct satisfaction survey with BME patients on interpreting.</p>		<p>interpreters and correct service to use.</p> <p>Enhanced accessibility and improved uptake of services.</p> <p>Effective utilisation of existing interpreting provision.</p>	<p>Monitoring Arrangements: Quarterly statistics re. uptake of various interpreting services and complaints received.</p>	Service

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Need for a Regional Policy to underpin the NI Health & Social Care Interpreting Service (NIHSCIS).</p> <p>NICEM</p> <p>Need to undertake a review of NIHSCIS Code of Ethics, Good Practice Guidelines and Terms and Conditions Source: Regional Interpreting Service</p>	<p>Development of a Regional Strategy to underpin the NIHSCIS</p> <p>Review of NIHSCIS Code of Ethics, Good Practice Guidelines and Terms and Conditions to ensure best practice standards.</p>	<p>The Regional Strategy developed and implemented.</p> <p>NIHSCIS Code reviewed and implemented</p>	<p>Enhanced Regional Interpreting Service that is responsive to the needs of existing and new/emergent BME communities.</p> <p>Updated code and best practice standards and consistent terms and conditions</p>	<p>Strategy developed by May 2012.</p> <p>Monitoring Arrangements: Quarterly reports from NIHSCIS. Annual review to be undertaken</p>	<p>HSC organisations</p> <p>Belfast HSC Trust</p>
<p>Need for specific information for new and expectant</p>	<p>Production of information pack for new parents from</p>	<p>Regional information pack produced, in collaboration with</p>	<p>Increased awareness and improved early</p>	<p>Pack produced by 2012 Monitoring</p>	<p>Southern and South Eastern</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>mothers from emerging BME communities</p> <p>(Source: East Down Rural Community Network Southern and South Eastern Trusts, All Ireland Traveller Health Study)</p>	<p>these communities</p> <p>Raise awareness and improve equality of access of maternity and health visiting services</p>	<p>new parents and East Down Rural Community Network and Craigavon Muslim Women's Group, Traveller Community</p> <p>Literature available in various languages</p>	<p>uptake of maternity services e.g. antenatal screening etc and clear understanding of health visiting services</p>	<p>Arrangements</p> <p>Uptake level of services and reduction of late bookings Improved health outcomes</p>	Trusts
<p>Need for effective communication support mechanism to enable people from the deaf community to provide constructive feedback and complaints/compliments on services.</p> <p>Source: Emerging</p>	<p>Trusts will produce a DVD resource on how to make a complaint – Complaints Team will design this and have BSL signer and subtitles. Need to secure funding.</p>	<p>Production of audio visual resource Increased volume of communication or complaints from members of deaf community</p>	<p>Concerns addressed and investigated. Remedial action taken and services or practices ultimately improved.</p>	<p>DVD produced by May 2012.</p> <p>Monitoring Arrangements: Monitoring of complaints by Deaf people and feedback from DAP Communication</p>	<p>South Eastern Trust in partnership with HSC organisations</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Themes/ Meeting with Co-Director that complaints process may not be sufficiently accessible/robust.				Workstream.	
Local					
Ethnic Minorities do not engage with the service in numbers that would be expected Source: Research on Chinese Community "Endurance No More" 2005	Develop self-help pack for mental health services translated into 5 different languages and upload onto Trust website. Improve accessibility to mental health services by presenting an alternative of those who do not wish to present in person because of cultural beliefs	`Production of self-help pack for mental health services translated into 5 different languages. Upload to website	Greater access to mental health self-help through alternative means	December 2011 <u>Monitoring Arrangements</u> Current monitoring arrangements for Mental Health Services	Community Development

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Information for Travellers not always clear due to low levels of literacy. Need for awareness amongst Travellers of preventative health services e.g. immunisation, screening programmes</p> <p>Source: All Ireland Traveller Health Study.</p>	<p>Traveller Strategy – improve awareness and flexibility for Travellers to access preventative health services and other services to improve the health and well being of them and their families.</p> <p>To increase uptake and remove barriers for travellers accessing health and social care</p>	<p>Employ 2 Travellers in part time posts in Family and Childcare and Social Care</p> <p>Range of appropriate formats developed providing information on range of Trust services</p>	<p>More responsive service. Less reticence to avail of services. More effective outreach</p> <p>Increased availability of appropriate information and increase in uptake of services amongst Traveller community.</p>	<p>December 2013</p> <p><u>Monitoring Arrangements</u></p> <p>Monitoring arrangements as per Traveller Strategy</p>	<p>Trust Traveller Health Steering Group</p> <p>Trust Traveller Operational Group</p>

SECTION 1

CROSS CUTTING THEMES

Theme 2 – Service Monitoring

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Regional					
<p>Need for integrated information systems that capture ethnic equality data in health and social care.</p> <p>Source: OFMDFM Race Strategy 2005-2010.</p> <p>Source: NICEM</p>	<p>To lead a pilot and share learning on the development of common ethnic monitoring information routinely available on identified Health and Social Care Information Systems.</p> <p>Implement the pilot's associated action plan</p>	<p>To provide a clear and more accurate picture of service use and/or under-utilisation of services by particular communities.</p> <p>To provide accurate information to service planners and providers in order to improve, expand and develop services</p>	<p>Reduce health and social inequalities and associated disadvantage by providing evidence based data by entire population including those most affected by poverty and disadvantage.</p> <p>Identify gaps in current service provision and target/model</p>	<p>3 Year project subject to quarterly monitoring.</p>	<p>Belfast, Southern and South Eastern Trusts, OFMDFM, NISRA, NICEM, DHSSPS NI</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
		to all members of the community. To respond to recent demographic changes in the population, in particular, in the diverse ethnic profile of the population.	services accordingly.		
Section 75 monitoring systems unable to allow service providers to identify key inequalities, investigate their causes, and respond appropriately. Source: OFMDFM Race Strategy 2005-2010.	Maintenance of Compendium of Research Literature. Establish mechanisms to ensure log of literature is relevant and up-to-date to inform ongoing and future action based plans.	Up-to-date and reliable evidence based information.	Identification of unmet need and improvements in service planning, design and delivery of services.	September 2011-2012-2013-2014 <u>Monitoring Arrangements:</u> Through S75 Annual Progress Reports.	HSC Organisations

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Need for user friendly guidelines for HSC staff to effectively monitor Section 75 impacts Source: Feedback from HSC staff	To produce user-friendly Section 75 monitoring guidance specifically for HSC staff-based on ECNI guidance	User-friendly guidance produced and available on intranet	Increased staff awareness and improved Section 75 monitoring	December 2012 <u>Monitoring arrangements</u> Through S75 Annual Progress Report/Quarterly Screening Outcome Reports	Northern Trust to lead Section 75 and Employment Equality Leads, HSC organisations
Local					
Lack of data capture across all available fields	Take forward a programme of work with Health Records To address reservations/barriers that prevents staff from asking monitoring questions. To ensure that despite limitations in current Patient administration system that fields where present are completed	Train frontline staff to assist in equality monitoring Develop a card for monitoring purposes Pilot a self-completion monitoring form	Better clinical and treatment outcomes More responsive services More informed allocation of resources	December 2012 <u>Monitoring Arrangements</u> Baseline audit Annual review Patient Administration System to be upgraded in 2015	Health and Social Inequalities And Health Records

SECTION 1

CROSS CUTTING THEMES

Theme 3 – Mainstreaming Equality, Good Relations, Disability Duties and Human Rights Considerations into the Corporate Planning Cycle and Decision Making Processes

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Regional					
Need for greater awareness amongst Health and Social Care staff of Section 75 issues. Source: S75, NI Act 1998 Five Year Effectiveness Review	Continue to mainstream S75 equality and good relations considerations into the core business and everyday life of the Trust through equality training strategy, screening and EQIA timetable.	All staff to receive relevant training - general awareness and specific training as required.	Increased awareness and understanding amongst staff.	Lifespan of the Scheme/Action Based Plan (3 years).	Equality Leads/ Learning and Development
	Redesign Health and Social Care screening template to reflect the ECNI's new guidelines. Production of quarterly	Up-to-date screening template and guidelines. Quarterly reports	Equality duties further mainstreamed into strategic and operational plans and decision-making processes. Improved guidance and support for Trust policy makers.	Monitoring arrangements: Annual S75 Progress Report to Equality Commission. Evaluation of training strategy. Quarterly	

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
	screening outcome reports.	published on intranet and Trust's website.	Greater transparency in decision-making.	screening outcome reports	
Need to further mainstream Section 75 considerations into the corporate planning cycle and core business of the Trust	To ensure that the S75 action plan is integrated into Trusts' corporate plans and Trusts' Disability Action Plans	Evidence of Section 75-related actions in corporate plan-linked to targets to reduce health inequalities	Increased mainstreaming of S75 duties in Trust Corporate Planning processes	May 2012 <u>Monitoring Arrangements</u> Corporate Plan Monitoring	Equality Leads and Planning
Local					
Relatively low uptake of equality and diversity training across Trust due to conflicting priorities and workloads (Source: Training monitoring)	Make Equality and Good Relations training mandatory Ensure all staff are trained in the spirit & principles of legislation & to make their service provision more responsive as a result and ultimately help them deliver person-	Introduction of mandatory training alongside new Equality Scheme. Increased numbers availing of training.	Increased cognisance and mainstreaming of equality, good relations and human rights considerations into every day practice and behaviours	Mandatory as of May 2011 <u>Monitoring Arrangements</u> S75 Annual Progress Report Personal Development Plans and KSF	Health and Social Inequalities Team. Learning and Development

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
	centred, person-led services and treat one another with dignity and respect			monitoring	

SECTION 1 -CROSS CUTTING THEMES
Theme 4 – Promoting Participation and Inclusion

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Regional					
<p>Level of participation in public policy decision-making.</p> <p>Source: OFMDFM Race Strategy 2005-2010</p> <p>Difficult for any public body to deliver appropriate services on its own.</p> <p>Source: Race Equality in H&SC Good Practice Guide, ECNI, DHSSPS</p> <p>Source: Trust Consultation</p>	<p>Develop and deliver a programme of communication and training aimed at key stakeholders.</p> <p>To ensure key stakeholders are made fully aware of the Equality Scheme and understand the commitments and obligations within it.</p> <p>Undertake a gap analysis in existing forums.</p> <p>Produce an annual</p>	<p>All identified user forums trained over the lifespan of the Scheme.</p> <p>Establishment of additional forums in order that all S75 groups are represented.</p> <p>Annual Report on published on intranet and Trust's website.</p>	<p>User Forums more informed and better placed to influence Trust policy and decision- making.</p> <p>Improved involvement in decision- making and design and delivery of services etc.</p> <p>Greater awareness of Trust's commitment to engage with S75</p>	<p>Lifespan of the Scheme</p> <p><u>Monitoring Arrangements:-</u> Through S75 Annual Progress Report and PPI Quarterly and Annual Reports.</p>	<p>Equality and PPI leads.</p>

<p>Schemes and PPI Strategies, Trust, Equality Scheme Source: Emerging Themes Document, Disability Action Plan Meeting</p>	<p>report on the Trust's engagement processes.</p>		<p>groups.</p>		
<p>Local</p>					
<p>Very few people with a learning disability are represented on Trust groups. (Source: Audit meeting with LD Services)</p>	<p>Invite representation from a service user with a learning disability on to the Disability Steering Group. Fuller participation. Enhanced decision making by inclusion of someone with learning disability who can help inform the process</p>	<p>Service user representation</p>	<p>Improved decision making More cognisance of learning disability across the Trust's Services</p>	<p>December 2011 <u>Monitoring Arrangements</u> Annual Progress Report</p>	<p>Disability Steering Group</p>

**SECTION 1 –
CROSS CUTTING THEMES
Theme 5 – Procurement**

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Regional					
Issues re consistency of external contractors' compliance with equality duties. Source: Emerging Themes Booklet, Disability Action Plans	Ensure contract compliance by all external contractors regarding S75 equality duties and anti-discriminatory provisions. Ensure external contractual literature includes a clause to ensure compliance with equality law and practice.	All existing and future contractual literature include equality clause.	Improved compliance by external contractors regarding S75 provisions.	By December 2012 <u>Monitoring Arrangements:</u> Through organisational contractual monitoring.	Procurement & Logistics Service HSC organisations and Equality Leads.
Need for consistent compliance with ECNI guidance Equality of Opportunity and Sustainable Development in Public Sector Procurement.	Develop easy to read guidance for staff who are procuring goods and services to ensure when buying	Easy to read HSC procurement guide	Improved compliance with Equality of Opportunity and Sustainable	Guide produced within 1 year (May 2012). <u>Monitoring Arrangements:-</u>	Procurement and Logistics Service, HSC organisations and Equality

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
	services that arrangements take account of the Section 75. The Procurement/ Purchasing process promotes equality and ensures staff and contractors understand their obligations.		Development in Public Sector Procurement document	Through organisational contractual monitoring.	Leads.

SECTION 2

SERVICE RELATED ISSUES

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Regional					
<p>Members of the Lesbian, Gay, and Bisexual (LGB) Community experience difficulty in revealing their sexual orientation when accessing GPs/Genito- Urinary Medicine Clinic/Fertility Services/Mental Health Services and Sexual Health Services due to societal heterosexism and homophobia.</p> <p>Source: Rainbow Project</p>	<p>Monitor and enhance awareness raising and training to make staff aware of the needs of LGB and T patients and clients.</p> <p>Work in partnership with Rainbow to research on LGB experiences with the specific sexual health services and Mental Health Services</p>	<p>Development of training and awareness raising in partnership with LGB and T community.</p> <p>Ensure Health and Social Care literature is reflective of the LGB and T community.</p>	<p>Improved experience of LGB patients and clients at GP/Fertility Services/GUM Clinic/Sexual Health Services.</p> <p>Patients and clients have access to all services they may need and associated health improvements.</p>	<p>December 2012</p> <p><u>Monitoring Arrangements:</u> User feedback from services. Percentage of staff attending training. Feedback from training. Complaints. Feedback from Rainbow Project. Uptake of services.</p>	<p>HSC Organisations & Equality Managers Director Rainbow Project</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Barriers to accessing services; dealing with loss and social isolation; poverty; asylum seeker processes.</p> <p>Source: Diversity In Action NI (DIANI)</p>	<p>Address inequalities identified in DIANI research. Improve the lives of ethnically diverse children and young people across NI through practice support and policy development.</p>	<p>Establishment of key stakeholder group.</p>	<p>Development of action based plan to address key inequalities identified in research.</p>	<p>April 2014 <u>Monitoring Arrangements</u> 3 year project with integral annual monitoring arrangements</p>	<p>National Children's Bureau (NCB), Barnardo's and HSC Trusts.</p>
<p>Health inequalities in regard to considerably higher rates of cancer among people in areas of social and economic deprivation. People from certain groups less likely to use Cancer Screening Services such as Older People, those with low literacy and people with disabilities</p> <p>(Source: Priorities for</p>	<p>To establish regional project to identify barriers that make people less likely to use Cancer Screening Services. Develop an action plan to improve access</p>	<p>Action plan to improve access to Cancer Screening Services for target groups</p>	<p>Increased uptake and access to Cancer Screening Services Better Health outcomes Earlier intervention</p>	<p>April 2014 <u>Monitoring arrangements</u> Uptake of services Through monitoring arrangements established for action plan</p>	<p>Public Health Agency, HSC Trusts, BSO</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Action Women Development Resource Agency, S75 Audit Meetings)					

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>For persons in need who are destitute and have no or limited recourse to public funds.</p> <p>Source: No Home From Home Research (NIHRC)</p> <p>Source: Programme for Cohesion, Sharing and Integration (OFMDFM)</p>	<p>Cross-reference with action plan contained in research document to implement key recommendations.</p> <p>Agree & implement HSC Action Plan to meet Trust responsibilities to homeless & potentially destitute non UK Nationals. Train staff in human rights re homeless non UK Nationals.</p>	<p>To ensure Health and Social Care is available to those in need. To ensure that decisions in this area are compliant with key legislative requirements e.g. Human Rights Act. Current constraints include lack of Regional Guidance and ring-fenced funding.</p>	<p>Re Implementation of guidance to cover health and social care provision in relation to adults, children & families with dependent children who are ineligible for welfare benefits & present as homeless or in need.</p>	<p><u>Monitoring Arrangements</u></p> <p>Action Plan updated every 6 to 12 months.</p> <p>Staff's increased awareness of support that they can provide for those who find themselves destitute and with no/limited recourse to public funds</p> <p>Consistency of approach across Northern Ireland</p>	<p>Brian Dornan Southern Trust On behalf Of HSC Directors DHSSPS NIHRC HSC Board Trusts</p>
<p>Caring occurs across all groups in society. Despite this diversity carers want the same thing, sensitive,</p>	<p>To work with Commissioners to ensure appropriate services are developed for young</p>	<p>Establishment of a regional working group</p>	<p>Development of specialist support and information</p>	<p>December 2012 <u>Monitoring arrangements</u> Monitored through ongoing engagement</p>	<p>HSC Board Trusts</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>tailored support designed with their personal and work life needs, circumstances and their values and beliefs in mind. Despite developments carers feel they have limited recognition in their own right.</p> <p>Carers NI, Equality Commission Report as part of Carers Week 2010</p>	<p>adult carers including transitional planning</p> <p>To improve the lives of young adult carers through tailored support and recognition of their role</p>			with carers and representative groups	
<p>There may be reduced access to information and services for users of both acute and community mental health services</p> <p>Source: RQIA Inspections, Social Care Institute for</p>	<p>Use research and reports to develop improved user information in appropriate formats</p> <p>Produce and distribute information leaflets in appropriate formats and languages</p>	<p>Provision of an accessible internet system of information</p> <p>Provision of appropriate information for patients and staff</p>	<p>Meeting needs of patients, clients, carers and families. Improved experience of mental health services. Patients and clients have</p>	<p>May 2013</p> <p><u>Monitoring Arrangements</u></p> <p>Annual patient satisfaction survey</p> <p>RQIA reports</p> <p>Feedback from patients, clients, carers and Families.</p>	<p>Mental Health Think Child Co-Co-Ordinator</p> <p>HSCB, Health Promotion and Equality Leads</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Excellence (SCIE) recommendations	<p>Develop an internet based information system on services available</p> <p>Link system to the Regional Family Support database</p> <p>An improved experience of mental health acute and community services for patients and clients</p> <p>Improve staff knowledge basis and awareness of all services</p>		clear expectations of services provided.	Advocate, User and Carer group Feedback, Number of hits on internet site	
Local					
Younger people reluctant to engage with services they perceive as traditional and not relevant to	Targeted health promotion for young people –in particular young men Outreach	Increased uptake of services Provision of information and accessibility of	Better health outcomes for young people	May 2013 <u>Monitoring Arrangements</u> Through existing service monitoring	Mental Health

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>their lives, yet high prevalence of suicides among young people and particularly young men. (source: Meeting with Mental Health Services/Bamford)</p>	<p>programmes Ongoing focus on recovery model Develop advocacy management through Mindwise to ensure young people have their views heard re service delivery To reach out to younger people To equip younger people with information and accessible relevant means of support</p>	support		arrangements	
<p>Need to cater for multiple S75 identity in service provision. Need for specialist services for Children and Adolescent Mental Health users with sensory</p>	<p>Devise a strategy focusing on specialist CAMHS services – for those with a sensory impairment. Undertake audit of young people with</p>	<p>Strategy focusing on multiple identity Audit of young people with emotional and behavioural difficulties who</p>	<p>More responsive service provision Increased service uptake</p>	<p>May 2013 <u>Monitoring arrangements</u> A process will be established to monitor the effective implementation of the strategy</p>	<p>CAMHS Sensory Impairment Team Carers' Coordinator</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
impairment. Or cognisance of those young people with caring responsibilities	emotional and behavioural difficulties who are also young carers.	are young carers			
Teenage pregnancy and early motherhood can result in poor educational achievement, poor physical and mental health, social isolation and poverty Source: Women living in disadvantaged communities, Not just Health, BHSCT, Priorities for Action	Extend delivery of HYPE project across Belfast. Especially to marginalised communities HYPE team provide young people with information, knowledge and skills to make informed choices about their sexual and reproductive health and well-being by increasing their access to Health Education, Information and Services.	Fewer Sexually Transmitted Infections Fewer Teenage pregnancies	Reduction in health inequalities for young people – especially those in marginalised communities	December 2012 <u>Monitoring Arrangements</u> Monitoring of implementation of Not Just Health Strategy and Action Plan	HYPE Health Improvement Team Community Development

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Men tend not to avail of health and social care Source: Mental Health, S75 Audit Meeting)	To ensure that current models of good practice e.g. Men's Health Project in East Belfast are rolled out across the city This will target those at most risk with multiple issues – e.g. a single man with alcohol/addictions and physical ill health	Increased roll out of good practice models specifically targeting men	Better health outcomes for single men with multiple health and social care needs	April 2014 <u>Monitoring Arrangements</u> Monitored through Health Improvement and Mental Health Services	Mental Health and Health Improvement
Potential low uptake of people from ethnic minorities who avail of Neurological Services e.g Parkinsons and Huntingdon's (Source: Audit Meeting)	Carry out research with minority ethnic groups followed by health promotion campaign as necessary.	Research recommendations for increased uptake of Neurological Services and increased accessibility	Improved uptake of service Early detection and appropriate interventions	April 2014 <u>Monitoring Arrangements</u> Effective monitoring arrangements will be established to ensure effective implementation of research recommendations	Neurological Services

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Inequalities faced by older people using health and social care Source: Engagement with Age NI/ Older Peoples Advocate	Meet with Older People's Services to establish what good practice initiatives are currently underway and what models of good practice could be adopted to further address the inequalities faced by older people who regularly use our services	Baseline established Research to indicate what good practice models could be adopted to address inequalities faced by older people	Improved experience for older people who avail of health and social care	March 2012 <u>Monitoring Arrangements</u> Monitored through Older People Services	Older Peoples Services and Health and Social Inequalities Manager

SECTION 3 EMPLOYMENT

In relation to the employment element of the action plan set out in section 3 the objectives stated will be achieved within the current framework for promoting employment equality. The Trust has in place a range of Employment Equality and Human Resource Policies which have been developed in consultation and partnership with key stakeholders and Trade Unions . These Policies are reviewed as a matter of course on a 3 yearly basis but earlier if a need to account for legislative and best practice changes occurs. All these Policies undergo Section 75 screening across the 9 equality categories to ensure equality of treatment between the different groups, the avoidance of any hierarchy, including any distinction between statutory and non statutory discrimination and to take account of the potential for multiple categories. The Trust will continue to monitor the screening outcomes and implementation of these policies as part of its action plan.

The Trust provides a comprehensive menu of Equality Training delivered in partnership between the Employment Equality and Health and Social Inequalities Teams. This includes mandatory equality training for all staff across both Section 75/Human Rights/Good Relations and Employment Equality. In addition mandatory equality training is provided for managers covering these areas in more detail. Staff may also avail of on line equality training and specific additional training is available covering Disability Awareness, Working Well together and Harassment, Good Relations, Human Rights, Working Well with Interpreters and Travellers' Awareness. An overview of Equality is provided at the corporate induction, staff are signposted to the mandatory training and in addition specific Managers' induction training includes an overview of equality with signposting to the mandatory training. A specific aspect of the Action Plan is to increase the provision of this training and monitor and evaluate its effectiveness.

The Trust has in place a Working Well together and Harassment Policy which details the support in place to ensure appropriate and confidential facilities which allow individuals or groups facing discrimination to raise their concerns and has a Disciplinary Procedure with clear and explicit measures, remedies and sanctions for acts of discrimination and harassment. Through its Improving Workforce Health Strategy and Action Plan collaborative working with Health Improvement, Health and Safety, Learning and Development, Occupational Health and Absence Management Teams in partnership with Trade Unions and Business in the Community (BITC) the Trust is involved in a programme of work to improve

the working lives of staff and provide appropriate support, guidance and advice on a range of issues. The Trust was the first HSC Trust to introduce a Domestic Abuse Support Service and policy framework, which provides a free and confidential service to staff through a number of trained support workers. This model of good practice is being adopted by other HSC organisations.

The Trust undertakes a systematic audit of workforce composition as part of its statutory annual and three yearly monitoring requirements under FETO. The Trust has just completed its first Article 55 review which includes a comprehensive analysis of all workforce flows, practices and policies as well as composition of applicants and staff by location, management level and job family and is progressing this with the ECNI. Action arising will be taken forward in the Inequalities Action Plan. In addition the Trust has completed a complete re monitoring survey of its workforce across all Section 75 categories, has undertaken a comprehensive survey of 400 staff who consider that they have a disability, has participated in the BITC Opportunity Now benchmarking survey and has participated in the annual regional Staff Survey initiative. The Trust will utilise all available qualitative and quantitative data and the analysis and recommendations from these initiatives will be taken forward in the Trust's Action Plan.

SECTION 3 EMPLOYMENT

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Regional					
<p>Potential inequalities identified through Regional Pay Audit which will consider pay analysis on data captured by gender, part time working, ethnic origin, religion, age, disability and marital status</p> <p>Source: Joint Negotiation Forum Pay Audit</p>	<p>To achieve consistency with principle of equal pay for work of equal value and equitable conditions of service for staff in same grades and with same length of service. Trust to participate in regional pay audit on pre and post Agenda for Change terms and conditions of service.</p>	<p>Assessment of impact pre and post Agenda for Change terms and conditions</p>	<p>Assessment made by gender, part time working, ethnic origin, religion, age, disability and marital status and implementation of recommendations</p>	<p>Over 3-year period.</p> <p>Monitoring Arrangements Monitoring of analysis and findings.</p>	<p>Regional HR Leads, Trades Unions</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
sub Group Employment Inequalities in an Economic Downturn ECNI 2010					
Potential Inequitable treatment of staff at the upper end of the age profile Source: Phasing out the Default Retirement Age Consultation Document (DWP,BIS 2010)	Ensure fair and equitable treatment for all staff irrespective of age. Development of a Regional Framework on Retirement Review of Trust Flexible Retirement Policy	Effective implementation of Policy	Opportunities for staff at the upper end of the age profile to extend their working life or to retire under range of flexible retirement options	May 2011 <u>Monitoring Arrangements</u> Ongoing review to ensure effectiveness of arrangements	Human Resources and Employment Equality Leads
Local					

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Under representation of people with disabilities employed in the Trust (2% self declared as having a disability following re-monitoring)</p> <p>Employment rate in NI of those with disabilities (79%) is over twice that of people with disabilities (32%) Bamford Review target of 50% of people with mental health</p>	<p>Take forward the objectives of the Regional Disability Action Plan in particular the development of on line training and the implementation of the new Framework for the Employment of People with Disabilities to replace the current Trust Policy.</p> <p>Development and implementation of a survey of staff with disabilities to identify specific issues relating to employment, access and support.</p>	<p>Implementation of Framework</p> <p>Implementation and Analysis of survey</p>	<p>Enables people with disabilities to become economically and socially active and contribute fully to the Trust's services</p> <p>Creates a culture that empowers and supports employees with disabilities in the workplace</p>	<p>May 2011</p> <p><u>Monitoring Arrangements</u></p> <p>Ongoing monitoring over 3 year period.</p> <p>Feedback from survey.</p>	<p>Employment Equality Leads, Absence Management Team, Occupational Health, Trades Unions, Service Managers, Disability Sector</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>disabilities to be in full time employment.</p> <p>Source: Statement of Key Inequalities in NI (ECNI 2007);</p> <p>Employment Inequalities in an Economic Downturn ECNI 2010</p> <p>Labour force survey 2002</p> <p>DDA 1995 (as amended);</p>	<p>Establishment of a Focus Group/Forum with input from Employers for Disability</p> <p>For employees with a range of disabilities.</p> <p>The purpose of this Group will be to influence Trust policy and practice with regard to the employment of people with disabilities and to address the issues raised by these staff</p>	<p>Group and action plan in place</p>		<p>Feedback from Focus Group.</p>	

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>HSC Regional and Trust Disability Action Plans;</p> <p>Analysis of Trust Re-monitoring survey</p>	<p>Ensure Trust representation on ECNI collaborative Working Group on Improving Access to Employment for People with Disabilities. To develop guidance for the public sector on work placements arrangements and ring fencing of posts and ensure this is implemented in the Trust.</p> <p>Access support and advice set out in the ECNI Employability Toolkit in relation to employability initiatives for marginalised groups</p>	<p>Clarity in relation to schemes and programmes</p>			

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
	Provision of a minimum of 15 work experience placements each year in conjunction with the voluntary sector and Employers for Disability	15 work placements	Review of effectiveness of arrangements with Trust Absence Management Team		
	Commitment to establish ring fenced job opportunities in the area of Mental Health Disability and to roll this out to other disability groups in future years	Ring fenced posts in the area of mental health			
	Ensure existing employees who are or who become disabled are supported and facilitated through the	Evaluation conducted			

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
	Trust's reasonable adjustment arrangements and where appropriate conditions management scheme.				
Potential lack of fair participation in the workplace in terms of community background identified by Trust's Article 55 Review	<p>To increase fair participation in the workforce.</p> <p>Completion of Article 55 Review and submission to ECNI on 1 January 2011 in line with FETO 1998 and production of Executive Summary for Trust Board on key findings and recommendations.</p> <p>Engagement with ECNI in relation to agreement</p>	Achievement of any affirmative action measures and outreach measures agreed with ECNI	Both main communities in NI are fairly represented in the workplace	<p><u>Monitoring Arrangements</u></p> <p>Ongoing monitoring over 3 year period</p>	Employment Equality Leads

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
	on affirmative action and outreach measures Effective implementation of these measures and ongoing monitoring and review over period 2011 - 2013				
Potential differences in occupational profiles in terms of female/male representation in higher SOC groups in context of 79% female composition of workforce Trust statistics indicate 51% of all male staff employed by	Completion and analysis of Opportunity Now Benchmarking Report and analysis of Trust Statistics. Development and Implementation of Opportunity Now action plan	Evaluate pilot and implement recommendations	Fair representation in terms of gender. Improved representation for females in SOCS 1-3	<u>Monitoring Arrangements</u> ⋮ Ongoing over 3 year period. Monitoring via EOMS and analysis and review against Opportunity Now Action Plan.	Employment Equality Leads

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>the Trust and 56% of all female staff employed by the Trust are in SOC 1 – 3. In NI a third of males in monitored workforce are in higher managerial groups compared with one quarter of females</p> <p>(Source: Article 55 Review, Fair Employment A Generation On (ECNI 2005), Statement of Key Inequalities in NI (ECNI 2007),</p>					

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Employment Inequalities in an Economic Downturn ECNI 2010)					
<p>Potential inequalities in relation to treatment of ethnic minority staff</p> <p>(Source: Racist & sectarian attitudes. PSNI stats on Sectarian & Hate Incidents & Crimes during 2009/10 increased by 15.4 % (245) &</p>	<p>Raise awareness and eliminate inequitable treatment towards ethnic minority staff. Develop and support workplace initiatives to promote respect and cultural diversity</p> <p>Sign up to the Business in the Community Migrant Workers Charter</p>	<p>Launch of Migrant Workers Charter</p> <p>Continue to increase provision of mandatory training for all staff, specific training for managers and promotion of on line equality and Diversity training.</p> <p>Focus Group and Action Plan implemented</p>	<p>Improved attitudes and behaviours to ethnic minority staff</p>	<p><u>Monitoring Arrangements</u></p> <p>Over 3-year period. Training evaluation and regional staff survey results</p>	<p>Trust Leads, Trade Unions, BITC</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>racial by 4.8% (48) in comparison to 2008/09</p> <p>Programme for Cohesion, Sharing & Integration – OFMDFM.</p> <p>Zero Tolerance of Abuse of HSC Staff (DHSSPS)/ Trust Policy</p> <p>Embracing Diversity Good Practice Guide for HSC Employers (DHSSPS) 2004</p> <p>Staff Survey 2009</p>	<p>Continued roll out of mandatory training on equality and diversity and evaluation of effectiveness of on line equality training</p> <p>Establishment of Focus Group to take forward action plan from the Charter</p>				

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Under representation of some Occupational Groups at mandatory Equality and Diversity Training</p> <p>Source: Staff Survey 2009</p>	<p>Increased awareness of equality and diversity legislation, Trust Policy and practice and responsibilities via greater attendance at training sessions.</p> <p>Audit and evaluation of all current training provided to assess effectiveness in terms of accessibility and uptake.</p> <p>Increased provision of mandatory training for all staff and specific training for managers within resources available. Promotion and evaluation of on line equality and diversity training in</p>	<p>Increased attendance at training across all occupational groups</p>	<p>Increased awareness and understanding of equality and diversity issues for all staff</p>	<p><u>Monitoring Arrangements</u></p> <p>Ongoing over 3-year period. Monitoring of uptake of training and staff survey results.</p>	<p>Employment Equality Leads</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
	order to ensure provision of accessible and time efficient training.				

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Audit of Workforce Learning and Development has identified anecdotal evidence from Lifelong Learning Team of staff whose first language is not English having difficulty accessing level 2 vocational courses and essential skills programmes in communication.	Increased access for staff whose first language is not English to these programmes. Work with Belfast Metropolitan College and EGSA to determine an appropriate solution to support such staff and determine their specific learning and development needs in this regard.	Evidence of improvement in access through evaluation	Improved access for those in ethnic minority groups	Solution developed by 2011. <u>Monitoring Arrangements</u> Will be reported on through the action plan associated to the Trust's strategy for developing Band 1-4 staff, "Supporting Belfast : a strategy for inclusiveness in learning and development for support workers	"Senior Manager Learning and Development/ Lifelong Learning Team

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Inequality of access for members of staff employed in Bands 1-4 to workplace learning and development.</p> <p>This relates to all groups, but higher risk for Roman Catholics, Males, 55-64 year olds, single people, 16-24 year olds</p> <p>Source: BHSCT Section 75 statistics DEL Northern Ireland Skills Monitoring</p>	<p>Increased access to workforce learning and development for identified groups. Implementation of a Lifelong Learning Strategy for Bands 1-4 enabling access to Level 2 vocational programmes and essential skills facilitating progression and movement for support workers. The strategy which will provide equality of opportunity for all staff in bands 1-4 will be accompanied by a significant action plan in the first year.</p>	<p>Evidence of increased attendance/participation in Workforce learning and development opportunities</p>	<p>Increased opportunity across all Section 75 groups in Bands 1-4 and in particular Roman Catholics, males, 55-64 year olds, single people, 16-24 year olds</p>	<p>Ongoing over 3-year period.</p> <p><u>Monitoring Arrangements</u></p> <p>Will be reported on through the action plan associated to the Trust's strategy for developing Band 1-4 staff, "Supporting Belfast : a strategy for inclusiveness in learning and development for support workers</p>	<p>Senior Manager in Learning and Development</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Barriers to employment for marginalised groups</p> <p>Source: ECNI Statement on Key inequalities in NI</p> <p>Employment Inequalities in an Economic Downturn ECNI 2010</p> <p>Trust's Not Just Health Strategy</p>	<p>Removing barriers to employment and improving access for the long-term unemployed and other marginalised groups – specific reference to Disability and Ethnic Minority sections.</p> <p>Continue to implement the employability initiatives and programmes in the Trust's Not Just Health Strategy and utilise the ECNI Employability Toolkit to reduce health and social inequalities issues e.g. poverty, long-term unemployment and low educational attainment.</p>	<p>Implementation and evaluation of West Belfast and Greater Shankill Health Employment Project, implementation of affirmative action from Article 55 review and achievement of actions in relation to the specific groups set out in this plan.</p>	<p>Improved opportunities for identified groups</p>	<p><u>Monitoring Arrangements</u></p> <p>Over 3-year period. Monitoring and evaluation of effectiveness of initiatives.</p>	<p>Trust Leads, Trade Unions</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
<p>Access to employment, training and education opportunities for children leaving care.</p> <p>Care Matters Northern Ireland – a Bridge to a Better Future (2007) – statistics: 57% of care leavers, whose economic activity was known, were in education, training or employment, compared with 91% of 16-18 year olds in</p>	<p>The Trust is working to achieve the target in Priorities for Action (PSA5.3):“<i>Ensure that 70% of all care leavers aged 19 are in education, training or employment</i>”.</p> <p>Development of an employability service in partnership with BHSCT Children’s Services, HR, Opportunity Youth & Include Youth comprising 4 stages:</p> <p>Exploration: helping the child/young person develop basic employment skills & develop a clear idea of preferred career path</p> <p>Pre-vocational: helping</p>	<p>We will continue to participate in regional and local initiatives on a multi-agency and multi-sectional basis</p> <p>to develop and deliver services to looked after children and young people in transition and after care settings(Management Plan Target 3.1.6)</p>	<p>Increase in number of care leavers aged 19 are in education or training</p>	<p><u>Monitoring Arrangements</u></p> <p>Over 3 year period. Monitoring and evaluation of effectiveness of initiatives.</p>	<p>Family & Child Care, Social and Primary Care Services.</p> <p>(Supported by Learning and Development Manager)</p>

Key Inequalities Identified and Source	Action Measure/Description What is it you are trying to achieve? Are there any constraints?	Performance Indicator		Timescale & Description of Monitoring Arrangements	Lead Responsibility
		Output	Outcome/Impact (For S75 Groups)		
Northern Ireland; Unemployment level of children leaving care is 30% compared to 5% of all school leavers.	<p>to determine a clearer understanding of the preferred career choice and gain placement experience</p> <p>Vocational Pathway: provision of vocational training or accessing education</p> <p>Employment/college ready: supporting child/young person gain employment or access Further/Higher Education.</p>				

ACTION BASED PLAN – QUICK REFERENCE

This table highlights which action pertains to which Section 75 category

Section 75 Group	Theme	Page Number
Age / Older People	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Ensure fair and equitable treatment for all staff irrespective of age.</p> <p>Potential inequitable treatment of staff at the upper end of the age profile.</p>	25
Age / Young People	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Younger people reluctant to engage with services they perceive as traditional and not relevant to their lives yet high prevalence of suicide particularly among young males.</p>	21
Age / Young People	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Access to Employment, Training and Education opportunities for Children leaving Care. Poor outcomes for care leavers in education, training and employment – enhance access to employment, training and education opportunities for children leaving care.</p>	35
All Groups	<p>Service Monitoring</p> <p>Section 75 monitoring systems unable to allow service providers to identify key inequalities, investigate their causes and respond appropriately.</p>	11

Section 75 Group	Theme	Page Number
All Groups	<p>Service Monitoring</p> <p>Need for user friendly guidelines for HSC staff to effectively monitor Section 75 impacts</p>	11
All Groups	<p>Service Monitoring</p> <p>Lack of data capture across all available fields</p>	11
All Group	<p>Mainstreaming</p> <p>Need for greater awareness amongst Health and Social Care staff of Section 75 issues.</p>	13
All Groups	<p>Mainstreaming</p> <p>Need to further mainstream Section 75 considerations into the corporate planning cycle and core business of the Trust.</p>	14
All Groups	<p>Mainstreaming</p> <p>Increase uptake of mandatory Equality and Diversity training</p>	14
All Groups	<p>Measures to Promote Participation and Inclusion</p> <p>Level of participation in public policy decision making; difficult for any public body to deliver appropriate services on its own.</p>	15
All Groups	<p>Measures to Promote Participation and Inclusion</p> <p>Increased representation from people with a learning disability on Trust Groups.</p>	15

Section 75 Group	Theme	Page Number
All Groups	<p>Procurement</p> <p>Issues re. consistency of external contractors' compliance with equality duties.</p>	16
All Groups	<p>Procurement</p> <p>Need for consistent compliance with ECNI guidance Equality of Opportunity and Sustainable Development in Public Sector Procurement.</p>	16
All Groups	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Health inequalities in regard to considerably higher rates of cancer among people in areas of social and economic deprivation. People from certain groups less likely to use cancer screening services such as older people, those with low literacy and people with disabilities.</p>	18
All Groups	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>May be a lack of awareness of patient needs with regard to the use of Liverpool Care Pathway Tool for patients from 9 equality categories. Good practice should be embedded across care settings to enable delivery to suit the needs and wishes of all patients and clients to provide consistency in the care of patients with palliative care and end of life needs.</p>	20
All Groups	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Need to cater for multiple S75 identity in service provision. Need for specialist services for Children and Adolescent Mental Health users with sensory impairment and cognisance of those young people with caring responsibilities.</p>	22

Section 75 Group	Theme	Page Number
All Groups	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Teenage pregnancy and early motherhood can result in poor educational achievement, poor physical and mental health, social isolation and poverty.</p>	21
All Groups	<p>Employment Related issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace Access to learning and development for Bands 1 – 4 – increase attendance and participation</p>	33
All Groups	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace Underrepresentation of some occupational groups at mandatory equality training</p>	31
All Groups / Disability / Mental Health	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>There may be reduced access to information and services for users of both acute and community mental health services.</p>	20
All Groups / Disability / Race / Nationality	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Removing barriers to employment and improving access for the long term unemployed and other marginalised groups with specific reference to Disability and BME sections.</p>	34
Dependents / Carers	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Carers may feel that they have limited recognition in their own right. Carers need tailored support with regard to their personal and work needs, values and beliefs.</p>	19

Section 75 Group	Theme	Page Number
Disability	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Under representation of people with disabilities employed in the Trust (less than 2% self declared as having a disability). Employment rate of those without disabilities over twice that of people with disabilities. Bamford Review target of 50% of people with mental health disabilities to be in full time employment.</p>	25
Disability / Learning Disability / Sensory Impairment	<p>Improving Access to Services, Communication & Information</p> <p>Communication; understanding of health needs; need for relevant written information in accessible formats for those with a learning disability, sensory impairment etc.</p>	3
Disability / Sensory Impairment	<p>Improving Access to Services, Communication & Information</p> <p>Deaf community’s needs for improved communication and access to public services</p>	5
Disability / Sensory Impairment	<p>Improving Access to Services, Communication & Information</p> <p>Need for effective communication support mechanism to enable people from the deaf community to provide constructive feedback and complaints/compliments on services.</p>	7
Gender	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Men tend not to avail of health and social care – ensure current models of good practice are rolled out.</p>	22

Section 75 Group	Theme	Page Number
Gender	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Gender Representation in higher SOC Groups</p>	28
Gender / Race / Nationality / Age / Disability / Marital Status	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Potential inequalities identified through Regional Pay Audit which will consider pay analysis on data captured by gender, part-time working, ethnic origin, religion, age disability and marital status.</p>	24
Race / Age / Young People	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Barriers to accessing services; dealing with loss and social isolation; poverty; asylum seeker processes. Improve the lives of ethnically diverse children and young people across NI through practice support and policy development.</p>	17
Race / Nationality	<p>Improving Access to Services, Communication & Information</p> <p>Services users who are not fluent in English can be at a major disadvantage getting access to health and social care.</p>	4
Race / Nationality	<p>Improving Access to Services, Communication & Information</p> <p>Need to provide HSC staff with information and guidance on the religious, cultural and spiritual needs of new and emerging BME communities.</p>	5

Section 75 Group	Theme	Page Number
Race / Nationality	<p>Improving Access to Services, Communication & Information</p> <p>Need for flexibility and sensitivity in the use of interpreter services. Need for breadth of interpreters to meet language needs of emergent communities and ensure confidentiality</p>	6
Race / Nationality	<p>Improving Access to Services, Communication & Information</p> <p>Need for a Regional Policy to underpin the NI Health and Social Care Interpreting Services (NIHSCIS)</p>	7
Race / Nationality	<p>Improving Access to Services, Communication & Information</p> <p>Need for specific information for new and expectant mothers from emerging BME communities</p>	7
Race / Nationality	<p>Improving Access to Services, Communication & Information</p> <p>Ethnic Minorities do not engage with the service in numbers that would be expected.</p>	8
Race / Nationality	<p>Improving Access to Services, Communication & Information</p> <p>Improve information for Travellers and raise awareness of preventative health services</p>	8
Race / Nationality	<p>Service Monitoring</p> <p>Need for integrated information systems that capture ethnic equality data in health and social care.</p>	10

Section 75 Group	Theme	Page Number
Race / Nationality	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>For persons in need who are destitute and have no or limited recourse to public funds. Agree and implement HSC Action Plan to meet Trust responsibilities to homeless and potentially destitute non UK Nationals.</p>	19
Race / Nationality	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Potential low uptake of people from ethnic minorities who avail of neurological services eg Parkinson’s and Huntingdon’s – need to carry out research with minority ethnic groups followed by health promotion campaign as necessary.</p>	23
Race / Nationality	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Access for staff whose first language is not English to level 2 vocational courses and essential skills programmes in communication</p>	32
Race / Nationality / Age / Older People	<p>Improving Access to Services, Communication & Information</p> <p>Address needs of older BME patients/service users in terms of dietary and spiritual needs</p>	5
Religion	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Potential issues re. fair participation in the workplace in terms of community background identify by Trust’s Article 55 Review.</p>	27

Section 75 Group	Theme	Page Number
Religion / Race / Nationality	<p>Employment Related Issues – Promote Participation, Equality of Opportunity and Good Relations in the Workplace</p> <p>Potential issues re. Racism and Sectarianism in the Workplace.</p>	30
Sexual Orientation	<p>Service Related Issues – Promote Equality of Access to HSC Services</p> <p>Members of the LGB community experience difficulty in revealing their sexuality when accessing GPs, GUM Clinics, Fertility Services and Sexual Health Services due to societal heterosexism and homophobia.</p>	17