



**Southern Health & Social Care Trust**

**Public Authority Statutory Equality and Good Relations Duties  
Annual Progress Report 2022-23**


**Contact:**

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

<https://southerntrust.hscni.net/involving-you/equality-and-diversity/>

**Signature:**

  
Cathy Lavery, Head of Equality, Diversity & Inclusion

**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 2022 and March 2023**

**Appendix 1**

Equality and good relations examples of outcomes, impacts and good practice

**Appendix 2**

Equality Action Plan & Disability Action Plan Year 5 Progress

**Appendix 3**

Equality in Action Newsletter

## **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 2022-23, 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.*

#### **Q1 – *Introduction part***

The Southern Health and Social Care Trust (SHSCT or referred to as the Trust) welcomes diversity and inclusion, recognising that difference brings value to the organisation. During 2022-23, the Trust has continued to take steps to promote equality and inclusion and continues to mainstream it and make it a key strategic priority for the organisation.

This year's report provides a high-level summary of what the Southern Trust has achieved in furthering its statutory duties, the aim of which is to bring about improved outcomes for the 9 Section 75 equality categories.

It is important to note that this report stands alongside the range of other Trust reports, such as the Corporate Plan, Quality Annual Report, Trust's Public and Personal (PPI) Involvement Progress Reports, Carers Report and Community Development Report.

Copies of any of these reports can be obtained by contacting us on [Equality.Unit@southerntrust.hscni.net](mailto:Equality.Unit@southerntrust.hscni.net)

## Financial Health Zone

- Introduction to Money Helper virtual workshop.
- Pension Awareness Workshop in support of Pensions Awareness Week – MaPS and HSC Pensions.
- Your Financial Wellbeing virtual workshop with MaPS, Gam Care and Christians against Poverty.
- The Menopause and your Pension virtual workshop.

In December 2022 a successful Trust wide initiative gathered a significant collection of items for our local Foodbanks – a thank you to everyone that participated and to highlight its success was shared with our workforce.



During 2022-23 we implemented the HSC Flexible Working Framework along with supporting resources. This included briefing communications, awareness training and resources for managers and information on flexible working options for

employees. During the time frame April 2022 to March 2023, we received 568 requests for flexible working. This is the baseline as 22-23 is the first year this was monitored and reported on. The most common reasons for requesting flexible working are: reduced/personalised hours, compressed hours and the biggest staff group is N&MW. Less than 10% rejected. Also, we have approximately 4000 remote access users who WFH part of the time. And 270 managers attended the awareness sessions.

With 86% of our workforce female, and widely accepted that in the main females take the caring responsibilities in families – we are working towards supporting our female and age workforce – children and older parental caring responsibilities. That coupled with more acceptable to WFH continue to make us a flexible employer with good work life balance opportunities for staff as soon as they begin working with us and now don't have to wait 6 months before asking for flexibility.

We also completed in 2022 our Future of Work survey to hear the views of our workforce on hybrid working. The survey results, alongside the Northern Ireland Executive's updated guidance on homeworking, informed the introduction of our Interim Hybrid Working guidance in September 2022. The guidance sets out the areas of consideration that managers and employees should discuss in order to balance office and home working and how to put in place working arrangements that best meet organisational needs.

### **SMT Visibility Plan**

Restrictions introduced during COVID-19 and the move to using online collaboration tools such as Zoom and MS Teams had led to reduced visibility of our Senior Management Team (SMT). We developed our SMT Visibility Plan to support the 'rebuild' and 'stabilising' messaging associated within our Corporate Plan for 2022/23 and to communicate our vision, ambition, values and culture of the Trust, to explain where we are headed and how our people can help us get there.

We introduced 'Chat with the Chief' each week which has had consistently good numbers of attendees and feedback has also been positive. Video recordings of the short sessions are also being viewed by those who aren't able to attend the live sessions.

Leadership Walks recommenced in Autumn 2022, with Directors visiting teams across the organisation. A feedback template has been piloted, and as result of feedback has been amended and tested again in February 2023. Follow up visits are planned to ensure any actions for the organisation have been completed.

### **Recognition and Appreciation**

Recognition and appreciation is undertaken via both formal and informal channels. A number of campaigns and resources have been developed and promoted across the Trust such as:-

- #ThankYouThursday feedback cards have been printed and issued to members of our Senior Management Team to write a hand written note of appreciation to individual employees.
- #ThankYouThursday a free Tea/Coffee campaign ongoing for all employees across the Trust on a Thursday.
- Ongoing promotion and use of GREATix, a system for our people to use to recognise when a colleague has done a great job.
- External awards and achievements are regularly celebrated in our Employee Newsletter 'Southern-i'.



A Recognition Steering Group, established in 2021/22 reviewed it's Terms of Reference in February 2023. The group includes representatives from across the various workforce groups and service directorates. Their role is to engage with their identified workforce group to gather ideas and approaches on how their workforce group would wish to be recognised and appreciated and to organise an event, or series of events, to do so.

A recognition calendar and a recognition toolkit has been drafted for implementation in 2023/24. The intention is that these resources will constantly develop with feedback from employees in relation to their ideas for recognition.

To support our people who are considering retirement, we have developed a 'Preparing for a Positive Retirement' resource and advertise regularly a 'Preparing for Retirement' training programme.

We have also developed an Employee Benefits brochure drafted - Employee Benefits - to be promoted throughout 2023/24.

It is our aim to help create and support a culture that is inclusive at all levels and help create a sense of belonging, in line with the Trust's Vision, Values and Priorities. We strive to ensure the Trust is a '**great place to work**' that promotes positive attitudes to diversity, both in relation to employees and service users. We wish to ensure that equality, diversity and inclusion are embedded across our organisation and that our employment practices are fair, flexible and enabling so that each employee can reach their full potential.

Some key highlights during the 2022/23 year include:-

- We developed a user friendly guide on "Updating your employment equality data" for employees which identifies how we use that data and how employees can easily keep their information up-to-date. The guide is now available for employees on SharePoint and highlighted a various training sessions.
- A comprehensive programme of training is provided both by the Trust and also in partnership with a range of organisations such as Rainbow, BDA and Employers for Disability NI.
- Equality, Good Relations and Human Rights e-learning programme for all employees is available on the regional HSC learning platform.

## Ramadan - 2nd April to 1st May 2022

Traditionally Ramadan is a time for communal prayer, spiritual reflection, meals with extended family and friends to break daily fasts, concluding with the community celebration of Eid-ul-Fitr. As a Trust, we have a diverse workforce and it is important that we consider our Muslim colleagues during this time, who may be observing religious customs such as fasting, to ensure they remain properly supported and safe at work.



Let's get visible - **Belfast PRIDE** week took place from 22nd July to 31st July 2022. During this time, we wanted to show support for our LGBTQ+ workforce and service users. Whilst we continue to make progress, we know that there is much more to do to improve the LGBTQ+ community's

experience of our services.

As part of a number of events, we organised Gender Identity training for employees and publicised a podcast message on social media by our Trust Chairperson Eileen Mullan.

### Employee Networks

As part of this commitment to diversity and inclusion, we established an Employee Support Network **REaCH** (Race, Ethnicity and Cultural Heritage) to support our ethnic minorities' colleagues in 2021.



The REaCH Staff Network aims to be a place of support for all current and new employees from different race and ethnic minority backgrounds within the Southern Trust.

The REaCH network held a virtual meeting in June 2022 and as Covid-19 restrictions eased held a drop in session in Daisy Hill Hospital in October 2022. In February 2023 the Network met again to agree their Terms of Reference and agreed to hold meetings approx. every 2 months with an emphasis on face-to-face



meetings. Awareness of the network continues to grow with every meeting and is reflected in attendance.

Friday 19<sup>th</sup> November 2022 marked **International Men's Day (IMD)** which is celebrated worldwide and recognises the positive value men bring to the world, their families and communities. With 15% of Southern Trust workforce male, we took the opportunity to raise awareness of IMD and to highlight just how important it is to look after your health and wellbeing – both your mental and physical health. In support of IMD some of our male colleagues took the time to highlight the importance of looking after their own health and wellbeing and offered a snapshot of how they practised self-care.

### International Day of Persons with Disabilities (IDPD) on 3rd December 2022.

We organised a number of events. On Friday 2<sup>nd</sup> December 2022, we held a Disability Awareness Session for Managers with a focus on the Reasonable Adjustments.



In addition, on Thursday 8<sup>th</sup> December 2022, we hosted a Dyslexia Awareness Session highlighting the key characteristics of dyslexia, including how people are impacted and how best to support people with dyslexia in communication, learning and employment.

### Diversity & Inclusion Calendar

In January 2023, we compiled our first Diversity & Inclusion Calendar making a commitment to celebrate a number of diversity days throughout the year including Chinese New Year on 22<sup>nd</sup> January 2023 and World Holocaust Day on 27<sup>th</sup> January 2023.





## Diversity and inclusion calendar 2023

The 2023 diversity and inclusion calendar is now live! Check it out to see upcoming equality and diversity days we'll be celebrating this year and what we already acknowledged in January.

Click [here](#) to view calendar ➔

### Diversity & Inclusion Calendar 2023

The Equality, Diversity & Inclusion Team are delighted to introduce the Diversity & Inclusion Calendar for 2023. The Calendar aims to provide staff with an insight into upcoming Equality and Diversity days for each month of the year 2023 and to assist us as a Trust, in celebrating diversity in accordance with the regional HSC values by ensuring our services and facilities provide shared, safe spaces and are considered inclusive, welcoming and accessible to everyone.

The D&I Calendar and the days included are not intended to be exhaustive and are included for guidance purposes only.



### International Women's Day

To help celebrate International Women's Day on **8<sup>th</sup> March 2023**, we organised a number of online sessions for employees to help support with the menopause.

- Eating Well During Menopause - Nutrition and menopause Webinar on Wednesday 8<sup>th</sup> March 2023.
- Myths about the Menopause and HRT - FREE informational talk for employees around the Menopause and use of HRT. The Southern Trust Gynaecology Consultant with an interest in menopause - Dr Sharma led a Q&A session on Myths about the Menopause and HRT on 13<sup>th</sup> March 2023.



### Equality, Good Relations and Human Rights eLearning Training – Making a Difference

Corporate Mandatory Training (CMT) is training that **all** staff must complete and keep up-to-date. CMT is a process to help all staff to get to know the Trust, what it expects of them and how they will be supported to provide a safe, effective service and to perform to the highest level within their post. Part of this process involves providing training that is essential for staff to do their jobs safely and well.

During the 2022-23 year, the Trust continued the emphasis on enhancing our staff knowledge and capacity around equality, diversity

## PART A

and inclusion, across all parts of the organisation. To this end, we continue to roll out the corporate mandatory online training equality training “Making a Difference“. **4783** employees undertook the training during 2022-23.

### Making a Difference: corporate mandatory training

This training is mandatory for all staff and managers. Have you completed yours?

The Equality, Diversity and Inclusion Team encourages you to complete your training modules.

Part one must be completed by all staff and part two must be completed by all managers.

This training sets out your rights, your roles and your responsibilities and aims to increase awareness of the Southern Trust's commitment to promoting equality of opportunity, good relations and a human rights based approach to health care.

To complete your training click [here](#) or for more information click [here](#).

For further information or any queries, email [matthew.smith@southerntrust.hscni.net](mailto:matthew.smith@southerntrust.hscni.net) or call 028 375 64248



The Corporate Mandatory Training (CMT) Compliance comparisons since March 2019 are outlined below:

CMT	% Compliance as at 31 <sup>st</sup> March 2019	% Compliance as at 31 <sup>st</sup> May 2020	% Compliance as at 31 <sup>st</sup> March 2021	% Compliance as at 31 <sup>st</sup> March 2022	% Compliance as at 31 <sup>st</sup> March 2023
Equality, Good Relations & Human Rights	22%	42%	73%	53%	65%

Corporate Mandatory Training Element	% Compliance as at 31 <sup>st</sup> March 2022	% Compliance as at 31 <sup>st</sup> March 2023	Variance (%)
Equality, Good Relations & Human Rights: Making a Difference	53	65	+12%

Table 1 shows the breakdown across Directorates.

Table 1

Key: % Trained				
0% - 59%				
60% - 79%				
80% - 100%				
Equality				
Directorate	Not Trained	Trained	Head Count	% Trained
Adult Community Services	1178	1943	3121	62%
Chief Executive's Office	10	12	22	55%
Children & Young People's Services	651	1079	1730	62%
Executive Directorate of Nursing & Midwifery and AHP's	682	539	1221	44%
Finance & Procurement	63	246	309	80%
HR & Organisational Development	28	170	198	86%
Medical	19	67	86	78%
Medicine & Unscheduled Care Services	617	892	1509	59%
Mental Health & Disability Services	410	1356	1766	77%
Performance & Reform	15	168	183	92%
Surgery & Clinical Services	740	1555	2295	68%
<b>Grand Total</b>	<b>4413</b>	<b>8027</b>	<b>12440</b>	<b>65%</b>

During the year there was a concentrated effort in encouraging uptake via regular communications to staff on the importance of keeping their Equality data up to date. Uptake has now increased from 53% to 65% in the 22-23 year.

### Accessible Communication for service users

The Southern Trust has one of the largest ethnic minorities populations in Northern Ireland. Provision of language assistance is a legal requirement for public sector organisations and an essential part of providing safe, high quality care to all patients and clients.

The primary aim of the NI HSC Interpreting Service is to improve equality of access to Health and Social Care for patients who do not speak English as a first or competent second language. It also ensures that information is communicated through a qualified interpreter, which in turn ensures high quality safe services.

During the reporting period, the Southern Trust made 46,309 (last year – **38,495**) requests for interpreters through the NI Regional HSC Interpreting Service. This has shown an increase again in the face-to-face interpretation. The top 3 languages requested were Polish, Arabic and Romanian.

### NI HSC Interpreting Service Report 1 April 2022 to 31 March 2023

HSC Organisation	Number of Requests	Cancellations	Non provisions	Out of Hours
Southern Trust	46309	5063	1009	740
Belfast Trust	41260	4528	1812	771
Northern Trust	15525	1825	346	184
South Eastern Trust	7620	822	201	108
Western Trust	6714	818	187	62
Other	131	19	2	0
<b>Total</b>	<b>117559</b>	<b>13075</b>	<b>3557</b>	<b>1865</b>

### Top 20 Southern HSC Trust Languages 22-23

Language	Requests
1. Polish	22131
2. Arabic	18921
3. Romanian	10648
4. Lithuanian	10413
5. Bulgarian	8098
6. Portuguese	7540
7. Tetum	6923
8. Slovak	4505
9. Somali	3763
10. Mandarin	3342
11. Russian	3099
12. Hungarian	2590
13. Cantonese	2473
14. Ukrainian	2107
15. Latvian	1725
16. Farsi	1271
17. Tigrinya	1165
18. Bengali	1008
19. Urdu	813
20. Spanish	732

## PART A

In addition, 11,669 (*last year 9,093*) calls were serviced through the telephone interpreting service during 2022-23.

134 (*last year 149*) documents were translated into minority languages during 2022-23.

### **Annual Fair Employment Monitoring Return**

The Trust submitted its statutory Annual Fair Employment Monitoring Return to the Equality Commission showing workforce composition between the two main communities in NI, applicant flows/appointees, promotees and leavers for the year.

As at 1 January 2023, the community background of the Southern Trust was as follows: 34.3% Protestant, 57.5% Roman Catholic and 8.2% non-determined.

The analysis is again in line with an increasing trend within the Health Sector in favour of Roman Catholics as evidenced in the Equality Commission's Annual Fair Employment Monitoring Report No 32 – A Summary of NI Monitored Workforce Returns 2021.

For the second consecutive year, the share of the total public sector workforce represented by members of the Roman Catholic community (50.3%) was more than the share of those with a Protestant community background. Of the six sub-sectors within the public sector, members of the Roman Catholic community represented the majority of those monitored in the Health, Education and Other Public Authorities sub-sectors.

64.2% of full-time public sector employees in 2021 were women, a trend observed every year since 2001. The female share remained unchanged from the previous year and increased overall by 9% from 55.2% in 2001 (Web Chart 4.7). (Equality Commission for NI [Fair Employment Monitoring Report No.32](#))

As at 1 January 2023, the Trust employed 16,074 staff of which 12.5% were male and 87.5% were female. According to the NI Health and Social Care Workforce Census March 2021, published by the Department of Health (DoH) 78.0% of the HSC workforce were female and 22.0% were male. ([NI HSC Census 2021](#))

### **Preparing for a Positive Retirement**

We value the loyalty, dedication and contribution our people have made to Health & Social Care during throughout their career. We recognise that retirement is an important time in every employee's life. We want to help ensure that all employees who are approaching retirement are supported and given the opportunity to plan and prepare.

There are many things to consider as they approach retirement. Therefore, we developed a resource to highlight some of the advice and support available to our people. As part of this 'preparing for retirement', workshops were offered and attended by 40 Trust employees during the year.

***For further examples, please see Appendices 1 – 3 and Trust Website:***  
[www.southerntrust.hscni.net](http://www.southerntrust.hscni.net)

- 2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2022-23 (or append the plan with progress/examples identified).**

***See Appendices 1 - 3 for detailed examples of good practice and outcomes.***

- 3 Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2022-23 reporting period? (tick one box only)**

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

Please provide any details and examples:

The application of the Trust's Equality Scheme, equality screening and consultation processes have ensured that an equality focused lens has been brought to policy and service development as well as decision making.

For evidence please refer to the Trust's Quarterly Screening Outcome Reports which illustrate how the Section 75 equality duties have been mainstreamed into the decision making/policy development processes of the Trust – available on the Trust's website under 'About the Trust / Publications / Policy Screening Outcome Reports'.

***Please see Appendices 1 – 3 for further examples.***

- 3 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 see Appendices 1 – 3 for further examples.***

- 3 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):  
New and revised policies adopted by the Trust during this period have been screened. Please see the Trusts Screening Outcome Reports



<https://southerntrust.hscni.net/involving-you/equality-and-diversity/policy-screening-outcome-reports/>

- ☐ As a result of what was identified through the EQIA and consultation exercise *(please give details)*:
- ☐ As a result of analysis from monitoring the impact *(please give details)*:
- ☐ As a result of changes to access to information and services *(please specify and give details)*:
- ☐ Other *(please specify and give details)*:

## 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 2021-22 reporting period? *(tick one box only)*

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

Please provide any details and examples:

- Compliance with the Section 75 equality duties are stipulated in job descriptions under 'Staff and Managerial Responsibilities'.

- Compliance with the Section 75 equality duties is also included in specific guidelines for Trust Board members and the Trust's Senior Management Team.
- Arrangements and responsibility for ensuring the effective and timely discharge of the Trust's Section 75 equality duties are set out in Chapter 1 of the Trust's approved Equality Scheme - which elaborates on how the Trust proposes to fulfil its equality duties in relation to its specific functions. The accountability structure is also clearly outlined in the Equality Scheme.
- Equality objectives are specifically included in the job descriptions of the Trust's Director of Human Resources and Organisational Development and the Trust's Head of Equality, Diversity & Inclusion.
- They are also included as part of the knowledge and skills framework and monitored via staff appraisals.
- Incorporated in Training Programmes – Equality, Good Relations and Human Rights – Making a Difference – eLearning programme.

**5 Were the Section 75 statutory duties integrated within performance plans during the 2022-23 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) is the process linked to annual development of reviews for Trust staff and informs personal development plans. Equality and Diversity is one of the 6 core dimensions and is reflected as a key element on all job descriptions.
- Equality and Diversity is also a key element of revalidation – life-long learning aimed at maintaining high quality, safe services.
- Section 75 equality duties are routinely included in the Trust's own Annual Report.
- Progress in implementing the Section 75 duties is also reported in the Trust's Annual Progress Report and regularly to the Trust Senior Management Team and Trust Board.

The Trust's Equality, Diversity & Inclusion team provides ongoing training, hosts workshops for policy leads/decision makers and provides advice and expertise in the area of Section 75, the disability duties and human rights obligations. They also act as a business partner - participating in discussions at an early stage of policy development and decision making processes.

**6 In the 2022-23 reporting period were objectives/ targets/ performance measures relating to the Section 75 statutory duties integrated into corporate plans, strategic planning and/or operational business plans? (tick all that apply)**

- ☐ Yes, through the work to prepare or develop the new corporate plan
- ☒ Yes, through organisation wide annual business planning
- ☐ Yes, in some departments/jobs
- ☐ No, these are already mainstreamed through the organisation's ongoing corporate plan
- ☐ No, the organisation's planning cycle does not coincide with this 2021-22 report
- ☐ Not applicable

Please provide any details and examples:

Section 75 equality duties are incorporated and mainstreamed at a strategic level into the business of the Trust.

Objectives/targets/performance measures relating to the Section 75 statutory duties were integrated into corporate plans, strategic planning and/or operational business plans as follows:

- The Trust's Corporate Plan
- The Trust's Delivery Plan
- The Trust's own Annual Report
- The Trust's Management of Change Framework embeds the principles of fairness and equity
- Trust's Section 75 Annual Progress Report
- Equality Screenings are tabled at the Policy Scrutiny Committee along with the policy document
- Equality and Human Rights are a standard section for consideration for reports progressing to SMT/Trust Board

## Equality action plans/measures

### 7 Within the 2022-23 reporting period, please indicate the number of:

Actions completed:	12	Actions carried forward:	2	Total Actions:	14
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Please refer to Appendix 2 for progress updates on Year 5 action measures.

### 8 Please give details of changes or amendments made to the equality action plan/measures during the 2022-23 reporting period (*points not identified in an appended plan*):

None – See Appendix 2 for details of progress made with regards Year 5 action measures.

The Equality and Disability Action Plans are ‘live documents’ and therefore constantly under review to ensure they deliver on outcomes.

### 9 In reviewing progress on the equality action plan/action measures during the 2022-23 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

During the 2022-23 year, the Equality Action Plan and Disability Action Plan actions were rolled out for Year 5.

### Arrangements for consulting (Model Equality Scheme Chapter 3)

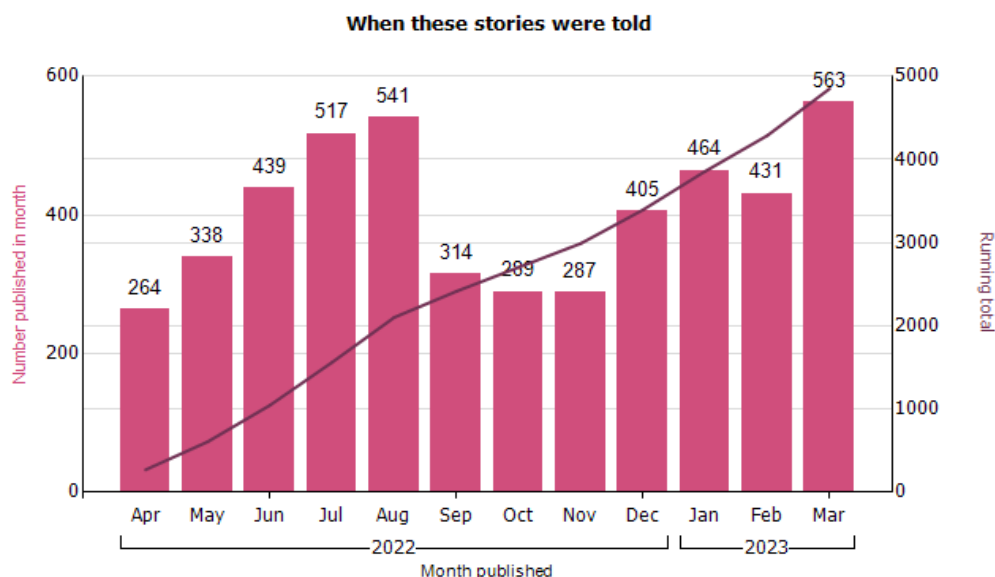
- 10** Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*

☐ All the time
 ☒ Sometimes
 ☐ Never

Where relevant, we engage with targeted groups in a pre-engagement phase of consultation. This initial engagement is to inform the consultation at an early stage and helps us shape the scope of the wider consultation.

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

The implementation of Care Opinion is continuing across all directorates within the SHSCT. During the reporting period (01/04/2022 – 30/03/2023) a total of **4852** stories were received.



Some examples of changes planned/made as a result of the feedback received are as follows:

You said	We did
<p><b><i>Daisy Paediatric Ward</i></b>  <i>The only thing that needs fixed is the curtains, they do not work and it is very bright at 4.30am</i></p>	<p><i>Replacement blinds have been ordered.... Blinds have now all been replaced</i></p>
<p><b><i>Female Medical DHH</i></b>  <i>There are no mirrors in the bathrooms so it is hard to see where to shave...</i></p>	<p><i>Mirrors (shatterproof) have been ordered for the bathroom and handheld mirrors have been ordered for patients who can't get to the bathroom</i></p>
<p><b><i>Ward 3 Lurgan Hospital</i></b>  <i>I don't like the food whatsoever I won't be in Lurgan for very much longer as I am told I should be getting out in a week or two, and I am delighted as the meals are just awful. I honestly am yet to find any sort of food in here that I like.</i></p>	<p><i>I am sorry to hear about your experience with the meals provided during your current stay in hospital. Meal provision and patient satisfaction is important and we would encourage patients to let us know what you like or dis-like to help minimise this experience. I will share this information with the catering department. With regards to finding foods you like your family are welcomed to bring in fridge foods (not cooked foods) and these can be labelled specifically for you.</i></p>
<p><b><i>Radiology Department STH</i></b>  <i>I made my way to the X-ray department. There were at least 5 people standing with appointment letters but no member of staff on reception. This was confusing and not very welcoming. I was afraid I would miss my appointment.</i></p>	<p><i>Due to staffing resources at this time, it is current practice to put a sign in the reception window stating that the receptionist is on a break. We have brought this to the attention of the management team and have asked them to ensure this is happening and a brighter slightly larger sign is going to be used.</i></p>



**12 In the 2022-23 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*): The Trust continues to engage with its established user groups. Care Opinion.

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:

**13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2022-23 reporting period? (tick one box only)**

- ☒ Yes      ☐ No      ☐ Not applicable

Please provide any details and examples:

- Publication of S75 Quarterly Equality Screening Outcome Reports
- Section 75 Annual Progress Report was made available
- Equality newsletter "Equality in Action" disseminated
- Equality section included in the Trust's Annual Report
- Engagement exercises
- Equality, Diversity & Inclusion section on Trust website/SharePoint
- Staff Training
- Ongoing guidance and briefings to senior management and Board
- Informal meetings with the Equality Commission and other organisations

- 14 Was the consultation list reviewed during the 2022-23 reporting period? (*tick one box only*)

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

The consultation list is constantly under review and is updated on an ongoing basis.

**Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**

Details can be found at:

<https://southerntrust.hscni.net/involving-you/equality-and-diversity/policy-screening-outcome-reports/>

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

17
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- 16 Please provide the number of assessments that were consulted upon during 2021-22:

0	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment</b> (EQIA) presented.
2	Consultations for an <b>EQIA</b> alone.

Two public consultations were carried out during the reporting period, with accompanying EQIAs and Rural Needs Impact Assessments –

- Future provision of Emergency General Surgery at Daisy Hill Hospital (January 2023)
- Provision of Inpatient Dementia Services in SHSCT (October 2022).

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

As above.

**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:

## 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 2022-23 reporting period? (tick one box only)**

☐ Yes      ☒ No      ☐ Not applicable

Please provide any details and examples:

Results of the EQIAs were not yet published during the reporting period.

## 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 2022-23 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:

- 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:

NI HSC Interpreting Service – ongoing review of language trends used to determine future language needs in order to ensure equality of access to services and in the interest of providing high quality safe services.

- 22 Please provide any details or examples of where the monitoring of policies, during the 2022-23 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:**

The Trust continues to monitor staff across the 9 equality categories. The monitoring of staff is enhanced by the self-service function of the Human Resources, Payroll, Travel and Subsistence System (HRPTS). It is anticipated that staff will be more likely to record their equality information on this online system. This information is used for screening purposes and helps to identify specific issues that need to be addressed to ensure the promotion of equality of opportunity. The Trust regularly raises awareness to encourage staff to keep their details up to date and more is planned for 2022-23.

The Trust completes an Article 55 Review Report every three years which involves gathering and analysing to inform the completion of the review.

We use equality data to inform equality-screening exercises, which in turn inform policy development.

### 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 2022-23, and the extent to which they met the training objectives in the Equality Scheme.**

In keeping with the commitments in its approved Equality Scheme, the Trust has put in place a range of training interventions to ensure the effective discharge of its Section 75 equality and disability duties.

#### Equality, Good Relations and Human Rights eLearning Training

During the 2022-23 year, the Trust continued the emphasis on enhancing our staff knowledge and capacity around equality, diversity and inclusion, across all parts of the organisation. To this end, we continue to roll out the corporate mandatory online training equality training “Making a Difference”. **4783** employees undertook the training during 2022-23.

The Corporate Mandatory Training (CMT) Compliance comparisons since March 2019 are outlined below:

<b>CMT</b>	<b>% Compliance as at 31<sup>st</sup> March 2019</b>	<b>% Compliance as at 31<sup>st</sup> May 2020</b>	<b>% Compliance as at 31<sup>st</sup> March 2021</b>	<b>% Compliance as at 31<sup>st</sup> March 2022</b>	<b>% Compliance as at 31<sup>st</sup> March 2023</b>
<b>Equality, Good Relations &amp; Human Rights</b>	<b>22%</b>	<b>42%</b>	<b>73%</b>	<b>53%</b>	<b>65%</b>

<b>Corporate Mandatory Training Element</b>	<b>% Compliance as at 31<sup>st</sup> March 2022</b>	<b>% Compliance as at 31<sup>st</sup> March 2023</b>	<b>Variance (%)</b>
Equality, Good Relations & Human Rights: Making a Difference	53	65	<b>+12%</b>

During the year there was a concentrated effort in encouraging uptake via regular communications to staff on the importance of keeping their Equality data up to date. Uptake has now increased from 53% to 65% in the 22-23 year.

## Employment - Selection and Recruitment

The Trust has in place arrangements to ensure recruitment panels receive training on the Trust's procedures for ensuring a fair selection process. A regional eLearning module has been developed. During the reporting period, **830** staff undertook the on-line Selection and Recruitment Training in the Trust.

### EDI Staff Training 2022-23

Date	Name of Training	Who delivered	Attended
April	N/A		
May	N/A		
8 June 2022	Equality Screening Training - Corporate HROD	EDI	12
11 Aug 2022	LGBTQ+ awareness training	Rainbow Project	19
20 Sept 2022	General Disability Awareness Training – all Staff	Employers for Disability NI	34
10 Nov 2022	Equality Screening Training	EDI	15
8 Dec 2022	Dyslexia Focused Disability Awareness Training	EfD	7
15 Dec 2022	Making a Difference – Equality, Diversity & Human Rights	EDI	16
3 Feb 2023	Making a Difference – Equality, Diversity & Human Rights	EDI	5
10 Feb 2023	Making a Difference – Equality, Diversity & Human Rights	EDI	6



23 Feb 2023	Equality Screening Training	EDI	17
8 March 2023	Working Well with Interpreters	NIHSC Interpreting Service	15
29 March 2023	Working Well with Interpreters	NIHSC Interpreting Service	14

- 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:**

Refer to Q24 above.

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

- 26 Please list any examples of where monitoring during 2022-23, across all functions, has resulted in action and improvement in relation to access to information and services:**

The Trust continues to provide information in a range of languages and on request. Along with appointment letters, other examples this year include:

- Type 1 Diabetes Ages 2-7 key points,
- HSC Booklet when someone dies - information guidance and support for family and friends.



### Complaints (Model Equality Scheme Chapter 8)

**27 How many complaints in relation to the Equality Scheme have been received during 2022-23?**

Insert number here:

0

Please provide any details of each complaint raised and outcome:

### Section 3: Looking Forward

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

2023.

**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*)**

It is anticipated that focus during the next reporting period will be on:

- HSC Trusts will be rolling out the new regional 5 year Equality Action Plan and Disability Action Plan.
- Support for EQIAs
- Continued support for Trust managers and staff to ensure best practice and compliance with DDA legislation / reasonable adjustments in the workplace.
- Support for under-represented groups of staff, including ethnic minorities' staff and LGBTQ+ colleagues.
- Promoting and raising awareness of Diversity & Inclusion via the D&I Annual Calendar and a range of Celebratory Days throughout the year.
- Continuing to raise awareness and mainstreaming of equality, diversity & inclusion.

**30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2022-23) reporting period? (*please tick any that apply*)**

- ☒ Employment
- ☒ Goods, facilities and services
- ☒ Legislative changes

## PART A

☒ Organisational changes/ new functions

☐ Nothing specific, more of the same

☐ Other (please state):

PART B

Please see DAP (Regional and Local actions) attached as Appendix 2.

**Disability action plans/measures - Within the 2022-23 reporting period, please indicate the number of:**

Actions completed:	9	Actions carried forward:	2	Total Actions:	11
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