



January 2021

Equality, Diversity & Inclusion Unit — Tel:028 375 64152 Email: Equality.Unit@southerntrust.hscni.net

S75 Annual Progress Report 2019-2020

This is the **13th** Section 75 Annual Progress Report prepared by the Southern HSC Trust's Equality Unit, the purpose of which is to demonstrate how the Trust has fulfilled its:

- Equality and Good Relations Duties under Section 75 of the NI Act 1998 together with its -
- Disability Duties i.e. **to promote positive attitudes toward persons with a disability and to encourage the participation of disabled people in public life** — Section 49A of the Disability Discrimination Act 1995 (as amended) refers.

Welcome

Welcome to this edition of Equality in Action newsletter. This overview will give you a flavour of some of the fabulous work that is ongoing within the Southern Trust with a focus on equality, diversity and inclusion. Within the Equality, Diversity & Inclusion Unit it is our aim to help create and support a culture that is inclusive at all levels, in line with the Trust's Vision, Values and Priorities, ensuring that the Trust is a '*great place to work*' and promote positive attitudes to diversity, both in relation to staff and service users.

Finally we would like to take this opportunity to say a massive thank you and good luck to Lynda Gordon in her recent retirement. Lynda worked tirelessly for 43 years within the Southern Trust and is to be applauded for all the positive work she participated in and developed over the years. She will be missed.

Cathy Lavery

Head of Equality, Diversity & Inclusion

The Southern Health and Social Care Trust (SHSCT or referred to as the Trust) reaffirms its commitment to diversity and inclusion and as such ensures equality is central to everything that it does. During 2019-20, the Trust has continued to take steps to promote equality and to engage and empower stakeholders (both internal and external) to be involved in shaping the delivery of services.

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.

Copies of these reports can be obtained by contacting the Equality, Diversity & Inclusion Team on Equality.Unit@southerntrust.hscni.net or tel:028 375 64152.



Working together



Excellence



Openness & Honesty



Compassion

Equality in Action Key Achievements

Accessible Communication for Service Users

The Southern Trust has one of the largest ethnic minority populations in Northern Ireland.

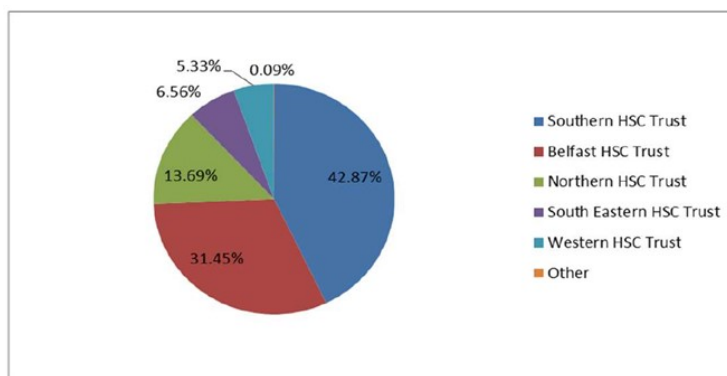
Provision of language assistance is a legal requirement for public sector organisations and an essential part of providing safe, high quality care to all patients and clients. The Trust is committed to ensuring everyone is given equal access to information about services in a format they can understand. The Trust provides interpreting services on request to help patients and clients and staff to communicate when using services.

The 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. Access to an interpreter is a legal entitlement. During the reporting period, the Southern Trust made a total of **56,780** requests for interpreters through the NI Regional HSC Interpreting Service. The top 3 languages requested were **Polish, Lithuanian and Portuguese**.

NI HSC Interpreting Service Report 1 April 2019 to 31 March 2020

HSC Trust Area	Total Number of Requests Received	Cancellations	Non provisions	Out of Hours
Southern HSC Trust	56780	6363	688	638
Belfast HSC Trust	41655	4719	898	705
Northern HSC Trust	18125	2311	241	219
South Eastern HSC Trust	8693	1080	138	86
Western HSC Trust	7058	931	142	83
Other	123	18	0	0
TOTAL	132434	15422	2107	1731

% of Requests per HSC Trust



Top 10 Southern HSC Trust Languages - 1 April 2019-31 March 2020

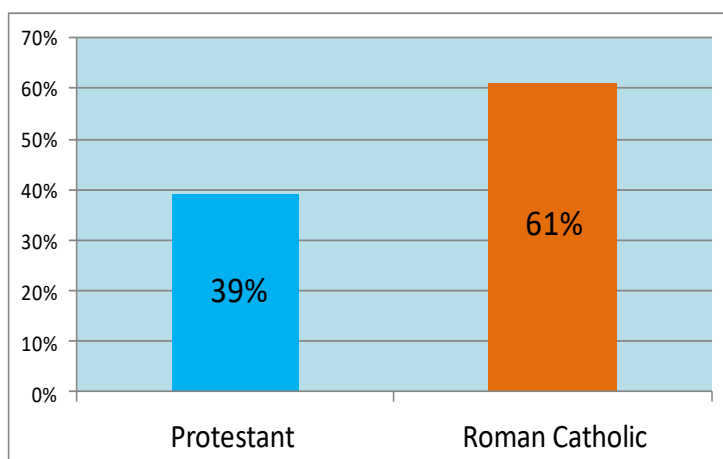
Polish	13426
Lithuanian	11694
Portuguese	6374
Tetum	6066
Bulgarian	5929
Romanian	3766
Arabic	2730
Russian	1585
Latvian	1240
Slovak	1210

Equality in Action Key Achievements

Employment Equality — Annual Fair Employment Monitoring Return

The Trust submitted its statutory Annual Fair Employment Monitoring Return to the Equality Commission, ahead of the statutory deadline, showing workforce composition between the 2 main communities in NI, applicant flows/appointees, promotees and leavers for the year.

As at 1 January 2020 the community background of the Southern Trust was as follows:



The analysis is 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 28 – A Summary of NI Monitored Workforce Returns.

As at 1 January 2020 the Trust employed a total of **13,408** staff of which 1,909 (14.2%) were male and 11,499 (85.8%) were female. According to the NI Health and Social Care Workforce Census March 2020, published by the Department of Health (DoH) 79.0% of the HSC workforce were female and 21.0% were male.

Equality, Good Relations and Human Rights eLearning Training

During the 2019-20 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 rolled out an extensive training program Equality training “Making a Difference” in the Trust is now mandatory and must be completed by all staff every three years. Uptake is monitored twice each year. A total of **3470** employees undertook the training during 2019-20.



Regional Gender Identity and Expression Policy

In collaboration with other Trusts and representative organisations a Regional Gender Identity and Expression Policy has been developed. This Policy ensures that our services and workplace are accessible and welcoming to all people regardless of their sexual orientation or gender identity.



Equality in Action Key Achievements

Trust Pledge to 'listen and learn' from young people

The Trust made a formal pledge to listen to and involve the views of young people in planning services that affect them. The promise came following a Care Day event attended by the Trust Chair and Chief Executive, at Stormont, where young people from VOYPIC (Voice of Young People in Care) expressed that they would like to build better relationships with the people who make decisions about their lives.

Young people from Autism Services and Looked After young people from 14 Plus have since been working with Trust Board on a range of issues like accessibility of services, communication, accommodation and employment opportunities for young people with autism and those leaving care.

A number of developments from the new partnerships include: a life skills programme and volunteer scheme for young people with autism; a Trust wide yoga programme; a video and website for young people with autism; and an information leaflet on the 14 plus service. A programme of more tailored activities for Looked After Children is also being explored along with the identification of more appropriate accommodation for young people leaving care.



Infant Mental Health Strategy

A new five year Infant Mental Health Strategy has been launched in the Southern area. The strategy represents a commitment by statutory, voluntary and community organisations to promote positive infant mental health from the ante natal period through to children aged three years of age.



At a stakeholder engagement event in May 2019, representatives from the statutory, voluntary and community sectors shared their thoughts and ideas to help the working group to develop the strategy

A cross sectoral Southern Area Infant Mental Health Strategic Group will now be established to ensure that the strategy is implemented across the locality.

Find the full strategy and summary along with translated versions at www.southerntrust.hscni.net/services/4302.htm

Celebration of Positive Ageing

To mark International Day of Older Persons (1 October 2019) the Trust hosted a celebration of 'Positive Ageing'. Funded by the NI Executive Office, through Armagh City, Banbridge and Craigavon Borough Council's Good Relations Action Plan and organised in partnership with the Council and the Jethro Centre, Lurgan, the event featured taster workshops for Strength and Balance, Take 5 Steps to Wellbeing and a session on safety from the Policing and Community Safety Partnership.

There were also around 40 information stands on services, activities and support available for older people. Around 100 people from local older people's groups attended on the day.



Equality in Action Key Achievements

Job Shadow Day



As part of the European Job Shadow Day on Thursday 16 May, the Day Opportunities Team organised work experience placements for 19 adults with disabilities across a number of Trust Departments including nursing, admin, portering, catering and domestic services. Big congratulations to all of our service users who really enjoyed the experience!

Daisy Hill Hospital's new Direct Assessment Unit Officially Opened

In June 2019 the Permanent Secretary of the Department for Health, Mr. Richard Pengelly officially opened the new Direct Assessment Unit at Daisy Hill Hospital.

The Direct Assessment Unit was one of the proposals agreed through the Daisy Hill Pathfinder Project to help sustain and develop unscheduled care services for the Newry and Mourne population.

The Unit is staffed by a team of Medics, Nurses, Social Workers, Pharmacy and Allied Health Professionals with Administrative support. They offer diagnostics, observation and treatment for patients who do not need life-saving emergency care but do require urgent medical attention.



Makaton Friendly Status



The Southern Trust's Newry and Mourne Adult Learning Disability team have achieved 'Makaton Friendly Status'. The award was presented to the team by the Makaton Charity in recognition of their efforts to promote Makaton and ensuring the locality team based at Drumcashel House, Newry is an inclusive, accessible communication friendly environment for all service users who have communication support needs and their families/carers.

Makaton is a language programme that gives everyone a helping hand to communicate and is proven to develop speech, language and communication skills. Makaton uses signs, symbols and speech to help people to communicate and reduce feelings of frustration and isolation.

Men's Health Toolkit

The Trust developed an interactive tool kit to help men to look after their health and wellbeing to support Men's Health Week 10-16 June 2019 – the theme of the campaign was 'Men's Health Matters' – 'Make the time, Take the time'.



Equality in Action Key Achievements

International Day of People with Disabilities



Participants of the Southern Trust Fit 4 U Project met at Banbridge Leisure Centre for two special Olympic themed events to celebrate 'International Day of People with Disabilities'. This is a recognized day for the celebration of the achievements of people living with disabilities across the world.

A total of 94 people with disabilities, 21 carers and six volunteers from across Armagh, Dungannon, Craigavon, Banbridge and Newry attended these two events.

The first event took place on 3 December 2019 for people with physical disabilities and the second event took place on 10 December for people with learning disabilities.

Rhonda Richardson, Fit 4 U Co-coordinator, explained: "These events provide an opportunity for people with disabilities to participate in accessible and inclusive games, try new activities and enjoy fun and friendship with participants from across the Southern area.

"Within the theme and ethos of 'International Day of People with Disabilities', Fit 4 U seeks to promote awareness of the challenges faced by people living with disabilities and promote inclusion, equity, participation and citizenship."

Teresa Fitzpatrick, carer explained: "In the two years that Philip has been recovering from his stroke, this was the best event he has attended by far, it meant so much meeting other people with disabilities, in similar situations.

"As a carer you can also feel isolated and meeting other carers at this event was very special and everyone felt very included. To see as a carer what my husband could achieve was fantastic."

Fit 4 U Sports Programmes for Adults with Disabilities.

Fit 4 U seeks to empower people with disabilities to improve their health through participation in a range of daytime physical activity and sporting opportunities.

During the summer 2019, adults with disabilities participated in walking groups across the Southern Trust as part of the Fit 4 U Project. In autumn the groups returned to the local Leisure Centres across the Trust, to participate in a range of group based physical activities and sports.

Programmes take place in 5 Leisure Centres across the Trust, at Banbridge Leisure Centre, Dungannon Leisure Centre, Craigavon Leisure Centre, Newry Leisure Centre and Armagh Leisure Centre. There is a Fit 4 U programme for adults with physical disabilities and a Fit 4 U 2 programme for adults with learning disabilities at each Leisure Centre.

"Within the theme and ethos of 'International Day of People with Disabilities', Fit 4 U seeks to promote awareness of the challenges faced by people living with disabilities and promote inclusion, equity,



Equality in Action Key Achievements

National Recognition for Trust Learning Disability Service

The Southern Trust has scooped three top prizes at the 2019 National Learning Disabilities and Autism Awards. The Awards celebrate excellence in the support for people with learning disabilities and aim to pay tribute to those who excel in providing quality care.

There were 16 award categories representing all areas of support in the sector; from frontline staff such as support workers, nurses and managers, to people and organisations who have made an impact in other areas such as training and innovation. Southern Trust winners were:

- **Bernie McNaughton, Learning Disability Nurse Award**

Bernie was instrumental in identifying a service which supports people with complex care needs in the community and in leading the team who provides a holistic collaborative and coordinated approach to allow people to remain in their own homes.



- **Glanree House Support Staff, Supporting Older People with Learning Disabilities Aware**

The judges commented that this is an amazing team, truly person centered passionate with a real commitment to the people they support.

- **Disability Day Services Team, Great Autism Practice Award**

The team was recognised as a really excellent group whose commitment shone through with a real drive to value staff and service users equally

Improving Accessibility for Outpatients at Daisy Hill Hospital

The Southern Trust has been working with people with sensory difficulties to help improve access to the new Outpatients Department at Daisy Hill.

Outpatients moved to Bernish House last October to make way for the new Direct Assessment Unit in the main building.

The Trust's Outpatients, Estates and Patient/Client Experience teams recruited the help of David McClurg and his Guide Dog, Paxton, Angela Mallon who is deaf and Laurence Mallon who is Partly Deafblind to help make sure that this group of service users can get to the building and once inside find their way around.



Sr Marilyn Mulligan, Outpatients Manager explains: "We want to make sure that everyone using our services can access them easily and were particularly aware that the move from the main building over to Bernish House presented additional challenges for patients with sensory issues.

Some of the external changes include; some additional car parking spaces, tactile paving, new zebra crossings, improved signage, safety railings, kerbing and road markings.

Inside the Bernish House building: signage has been improved including new much clearer pictorial images to distinguish male and female toilets; sliding glass has been installed at reception; subtitles are now on TVs in waiting areas; staff are wearing yellow name badges; and a new 'deaf card' system has been introduced to make staff more aware of patients with hearing needs.



Equality in Action Key Achievements

New Macmillan Cancer Information and Support Hub, Daisy Hill Hospital



A new Macmillan drop-in information and support hub has opened at Daisy Hill Hospital in partnership with the Southern Trust. The hub offers a wide range of advice and information on the issues which affect people with cancer and their families. Macmillan has been working with the Southern Trust over the last eight years to improve access to cancer information and support services across its hospitals, primary care and community locations. The opening of the Daisy Hill hub follows the development of a Macmillan information and support centre located in Craigavon Area Hospital foyer in recent years.

Showcasing Health & Social Care for Young People in Newry and Mourne

On 6 November 2019 the Southern Trust and Newry Mourne and Down District Council teamed up to host the biggest ever health and social care careers event in the area. Around 1,000 young people from local post primary schools, the Southern Regional College and general public, dropped in to the event at Newry Leisure Centre to see the wide range of career opportunities available across the Trust.



Staff including nursing, medicine, pharmacy, social care and allied health professionals showcased their roles along with support services like administration, catering, finance, laboratories, estates and many more. The Human Resources team was also on hand to advise on training and employment opportunities. There is a very diverse range of job opportunities throughout the Trust - from caring roles in hospital and community services to a wide variety of other professional and support positions.

Digital Cook Book for Deaf People



A new digital cook book has been created for the deaf community with support from the Southern Trust.

Produced by the charity Clanrye Group with Newry Deaf Club, 'Cook Well, Live Well' was funded by the Department for Communities and features healthy recipes and nutritional advice. The video style cook book features a presenter who works with a sign language interpreter to translate the messages and text directions that accompany each step.

The book is available to view in video format on YouTube here ['Cook Well, Live Well'](#)

Hospital Volunteers 'Here to Help' People with Sensory Issues

The Southern Trust has been working with a service user with sensory difficulties to improve the visibility of its hospital volunteers. 'Here to Help' volunteers are based in the foyer of both Daisy Hill and Craigavon Area hospitals and are available to help visitors find their way and give directions.

The Trust introduced bright yellow fleeces for the helpers following feedback from Leslie Massey who is sensory impaired and uses a guide dog. 'Volunteer' is also written across the back of the fleece



Equality in Action Key Achievements

Hospital Passport



A resource was launched during the year to help raise awareness of the 'Hospital Passport' in the Southern Trust. The resource was co-produced with the Learning Disability Carers Forum.

The passport is for people with a learning disability to complete (with or without help) and present to staff every time they have contact with a general hospital. It gives staff important information on the person and how they prefer to communicate their medical history and any support they might need while in hospital.

Virtual Bus Helping Staff to Better Understand Dementia

Staff at Daisy Hill and Craigavon Area Hospitals have been experiencing what it is like to live with dementia by climbing on board a virtual 'dementia bus'.

Almost 400 staff including medics, nurses, allied health professionals, support staff and senior managers took part in the virtual experience which involves wearing a visual simulator headset, headphones and multiple-layered gloves and being instructed to undertake daily activities like making a bed or setting a table.



According to the Alzheimer's Society there are around 850,000 people in the UK with dementia. One in 14 people over 65 will develop dementia and the condition affects 1 in 6 people over 80.

The Virtual Dementia Tour is the only scientifically and medically proven way of giving a person with a healthy brain the experience of what dementia might be like.

Suicide Prevention Training

A new programme to improve patient safety and reduce suicide rates was launched in Northern Ireland on 13 December 2019. Towards Zero Suicide Patient Safety Collaborative involves all five Trusts and Prisons and aims to research and adopt best practice in suicide prevention work across mental health services and the prison population.

A number of Southern Trust staff have completed the 'Towards Zero Suicide' awareness training and are ready to have a potentially lifesaving conversation! The training takes 20 minutes and provides information and tips to increase awareness of the signs to look for when someone is thinking about suicide. It also provides guidance on what to say and how to ask a person.



Equality in Action Key Achievements

Staff and Volunteers Experience what it's like to have Brain Injury



Over 50 staff and representatives from organisations who work with people affected by brain injury have participated in brain injury awareness training. Organised through the Southern Health and Social Care Trust, the programme 'Reassembled and Slightly Askew' was developed by Shannon Sickels, who created the theatrical training following her own experience with acquired brain injury.

Participants are 'admitted' to the training as hospital patients as they lie on a bed or stretcher with an eye mask and listen to an artistic audio show. This is followed by a reflective discussion before they are 'discharged' from the process

Physical Disability Services Host Community Information Day

On 17 October 2019 Armagh and Dungannon Physical Disability services hosted a community information open day for service users and carers for persons with a physical disability.

The information day had a range of information stalls from the Trust's partners in other statutory, voluntary and community organisations which can offer a range of different support for service users and carers. This event was organised in partnership with service users and carers and was very successful with a large number of people turning up on the day



EU Settlement Scheme



During the year information received from the Home Office was disseminated to Trust Staff on the proposed arrangements for the EU Settlement Scheme. This will continue as and when further information becomes available


Need help with gaining Settlement Status in the UK?



Information session
If you are an EU, EEA or Swiss Citizen living in Northern Ireland about to apply for EU Settled Status then help is available to you. There will be an information session organised - it's free to attend and all are welcome.
Dobbin Street Community Centre
11A Dobbin Street, Armagh BT1 7QG
Thursday, 24th October, 7pm-8pm
For details contact: info@strongertogether.org
This information can be made available in other languages on request



APPLY TO THE EU SETTLEMENT SCHEME BEFORE THE DEADLINE ON 30 JUNE 2021

Find out more and apply now: gov.uk/eusettlementscheme

IF YOU'RE AN EU CITIZEN LIVING IN THE UK, APPLY TO EU SETTLEMENT SCHEME ONLINE

Stronger Together EU Settlement Scheme Support Project.
We can help!

- Information & awareness services about EU Settlement Scheme
- Individual support and help with applying for Settled Status
- Specialist Immigration Advice from STEP, Law Centres and Children's Law Centres

Free, confidential, multilingual, local, OIC regulated



Please contact Stronger Together on 03807750211 or info@strongertogether.org

EU CITIZENS EU SETTLEMENT SCHEME: SUPPORT AVAILABLE

Support is available if you need help to complete your application, including:

- EU Settlement Resolution Centre**
For individual questions about your application call 0300 123 7379. Find out about call charges on gov.uk/call-charges. You can also ask a question using the online submission form eu-settled-status-enquiries.service.gov.uk. For more information visit gov.uk.
- Assisted Digital**
This free service is available over the phone and in person if you do not have the appropriate access, skills or confidence to complete the online application form. Contact Assisted Digital by calling 03333 445 675. For more information visit gov.uk/eu-assisted-digital.
- ID document scanning service**
This service is available to complete the identity verification step if you do not have access to the EU Exit: ID Document Check app. There may be an administrative fee to use this service. For a list of locations, visit gov.uk/eu-id-scanner-locations.
- Community organisations**
A list of grant funded community organisations providing EU Settlement Scheme support will be available at gov.uk.

For more information on the EU Settlement Scheme, including the support available, visit gov.uk/eu-settled-status.

Equality in Action Key Achievements

Key Priorities for the Year Ahead



- To develop and support the implementation of policies and procedures that promote Equality, Diversity & Inclusion.
- To create and maintain a good working environment in which everyone's unique contribution is valued and difference is respected.
- Implementation of the Trust's Equality Action Plan covering the period 2018-2023 – Year 3 action measures along with actions rolled over from year 2.
- Implementation of the Trust's Disability Action Plan covering the period 2018-2023 – Year 3 action measures along with actions rolled over from year 2.
- Ensuring the effective discharge of the Trust's Section 75 Equality Duties in relation to the Regional Transformational Programme.
- Support for underrepresented groups including staff.
- Continued roll out of the 'Making a Difference' eLearning modules for management and staff – targeting hard to reach groups.
- Delivery of Bespoke Training.
- Collaboration with DoH and all ALBs in Brexit planning, monitoring and review arrangements including roll out and promotion of the EU Settlement Scheme.
- Continue to work with the Equality Commission, Human Rights Commission and Community Relations Council via a newly established Consultative Forum.

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The Equality, Diversity & Inclusion Unit in the Southern Trust provides support, advice, guidance and training to Trust staff and support services, around meeting the organisations obligations in terms of equality, diversity and inclusion. The Unit is responsible for "Section 75" equality and Human Rights duties, best practice diversity initiatives and workforce across the Trust. For more information please visit the E,D & I [SharePoint site](#).

