



Quality Care - for you, with you



Southern Health & Social Care Trust

Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2020-21

Contact:

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• Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan	As above <input checked="" type="checkbox"/> (double click to open) Name: Telephone: Email:

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

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

Signature:

A handwritten signature in black ink that appears to read "Cathy Lavery".

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 2020 and March 2021

Appendix 1

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

Appendix 2

Equality Action Plan & Disability Action Plan (2020-2021) Year 3 Progress Report (*Regional*)

Appendix 3

Equality Action Plan & Disability Action Plan (2020-2021) Year 3 Progress Report (*Local*)

Appendix 4

Equality in Action Newsletter 2020-2021

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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 2020-21, 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.

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 2020-21, 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.

The Southern Trust welcomes diversity, recognising that difference brings value to the organisation. During 2020-21, 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, both now and in the future.

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.

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 a number of other Trust reports, such as:

- Trust's Traveller Action Group (TAG) Progress Report aimed at tackling inequalities experienced by the Traveller community;
- Trust's Public and Personal Involvement Progress Reports aimed at encouraging user involvement in the design and delivery of our services;
- Carers Report and Community Development Report.

Copies of these reports can be obtained by contacting the Equality, Diversity & Inclusion Team on Equality.Unit@southerntrust.hscni.net

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The 20-21 year was a year of unprecedented changes. There were a number of key challenges and also positive transformations throughout the year. More information is detailed below.

Covid-19

The 20-21 year was unlike others in many ways, with the main reason being the Covid 19 pandemic. The initial phases of Covid-19 dramatically changed the service delivery offering of the Southern Trust. Some services had to be stood down for various reasons including clinical, patient and staff safety as well as physical and workforce capacity constraints. Some new services also had to be introduced to meet the predicted demands of the pandemic and other services changed considerably to meet new ways of working necessary to sustain services during the pandemic. The effects are still being felt across the organisation and will continue into the 21-22 year.

Considerable work was carried out during the year on equality screening the Covid response plans and Rebuild Plans. These included the:

- Covid-19 surge plan
- Rebuild Plan Stage 1
- Rebuild Plan Stage 2
- Stage 3 Winter Resilience and Surge Plan
- Covid Vaccination Centre

The impact on Trust staff as a result of the pandemic has been recognised and specific measures have been taken that should have a positive impact including the development of a digital resource which highlights a range of options that are available, including information on support helplines, downloadable resources, home working and redeployment advice, wellbeing village at CAH, calm spaces within hospital and community (Pause Pod), establishment of a dedicated psychological support helpline and staff outreach support, with particular emphasis on high-intensity Covid-impacted settings, to support staff through the Covid pandemic and beyond. In addition we introduced Café Connect (20-30min informal confidential group support) and Care & Support Spaces (20min one to one session with a focus on health and wellbeing).

Staffing changes

During 2020-21, the Head of Equality Assurance retired after 43 years in post and a new Head of Equality, Diversity & Inclusion was appointed and took up post in September. The Equality function changed the name from Assurance to Equality, Diversity & Inclusion, bringing a further emphasis on diversity and inclusion as well as equality and the value added alongside statutory obligations.

Raising awareness for Equality & Diversity

As part of our commitment to inclusion and diversity, during the year we actively supported a number of recognised celebratory days in relation to Equality and Diversity.

During 2020-21, information on Ramadan was disseminated to our staff, we were delighted to support International Day for Person's with a Disability (3 December 2020), International Day of Human Rights (10 December) to coincide with the launch of the regional Good Relations Statement and International Women's Day (3 March 2021) where we held our first menopause café. Recognition of relevant days to celebrate and highlight diversity will continue during 2021-22.

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Equality, Good Relations and Human Rights eLearning Training - *Making a Difference*

The outbreak of Covid-19 pandemic from March 2020 saw a decline in the ability to provide face to face training and compliance with corporate mandatory training dropped below the Internal Audit compliance rate of 60%.

However, we are pleased to see that this increased in the year 2020-21, given the acceptance of e-learning as an alternative method of training for compliance purposes and hope to see the compliance rates continue to increase. Significant efforts are being directed towards expanding delivery of training via Zoom to make it more flexible and accessible to all.

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

Corporate Mandatory Training Element	% Compliance as at 31 st March 2019	Variance (%)	% Compliance as at 31 st May 2020	Variance (%)	% Compliance as at 31 st March 2021
Equality, Good Relations & Human Rights	22	- 20	42	+ 31	73

During the 2020-21 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”. A total of **2844** employees undertook the training during 2020-21 reaching a total of 73% of staff now trained.

Table 1 shows the breakdown across Directorates.

Directorate	Key: % Trained			
	Equality			
	Not Trained	Trained	Head Count	% Trained
	1477	3186	4663	68%
Acute Services	10	4	14	29%
Chief Executive's Office	437	1226	1663	74%
Children & Young People's Services	12	40	52	77%
Executive Directorate of Nursing & Midwifery and AHP's	58	239	297	80%
Finance & Procurement	87	152	239	64%
HR & Organisational Development	29	38	67	57%
Medical	333	1359	1692	80%
Mental Health & Disability Services	738	2315	3053	76%
Older People & Primary Care	61	111	172	65%
Grand Total	3242	8670	11912	73%

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Accessible Communication for service users

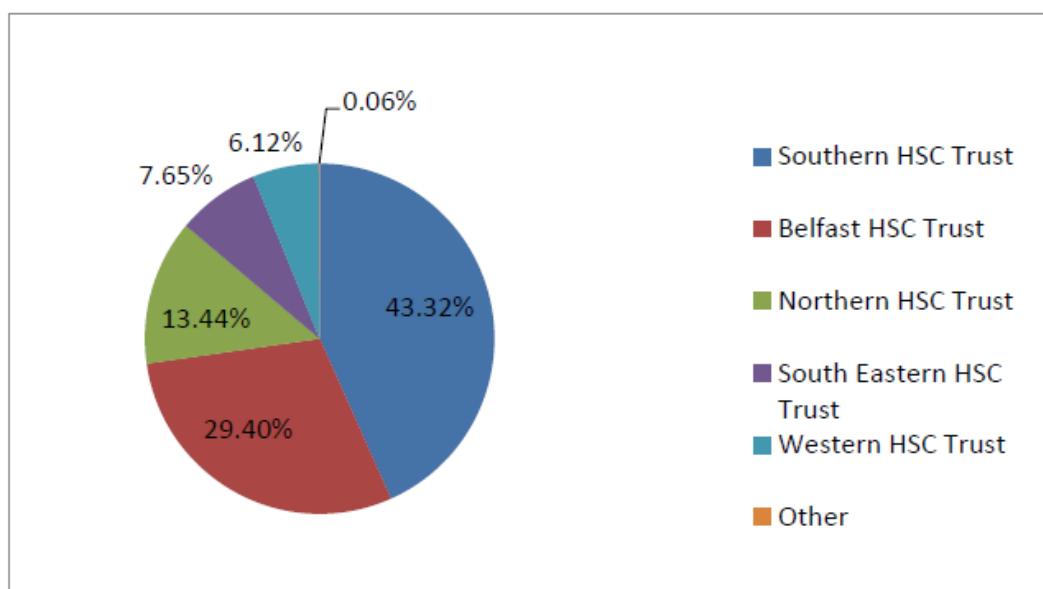
The Southern Trust has one of the largest ethnic minority populations in Northern Ireland. As a result of Covid the face to face interpreting service saw a downturn however the telephone interpreting nearly doubled in demand. Accessing translation service during this time was not only required but essential to the safety of service delivery especially with many difficult and sensitive conversations taking place around Covid, bereavement and illness and treatment.

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 a total of **26,231** (last year - **56,780**) requests for interpreters through the NI Regional HSC Interpreting Service. The top 3 languages requested were Polish, Lithuanian and Tetum.

NI HSC Interpreting Service Report 1 April 2020 to 31 March 2021

HSC Trust Area	Total Number of Requests Received	Cancellations	Non provisions	Out of Hours
Southern HSC Trust	26231	3416	154	654
Belfast HSC Trust	17804	2541	272	490
Northern HSC Trust	8137	1161	44	108
South Eastern HSC Trust	4635	559	47	122
Western HSC Trust	3708	513	18	79
Other	35	0	0	0
TOTAL	60550	8190	535	1453



Top 20 Southern HSC Trust Languages - 1 April 2020-31 March 2021

Polish	5820
Lithuanian	4666
Tetum	3701
Bulgarian	3212
Portuguese	2875
Romanian	1855
Arabic	937
Russian	823
Latvian	480
Slovak	443
Hungarian	410
Chinese - Mandarin	213
Chinese - Cantonese	179
Urdu	133
Bengali	89
Punjabi	83
Czech	68
Spanish	48
Pashto Central	47
Italian	38

In addition 9,815 calls were serviced through the telephone interpreting service during 2020-21. For comparison purposes during 2019-20 the number of calls serviced was 4,669.

A total of 353 appointments were supported with sign language interpreters and 151 documents were translated into minority languages during 2020-21.

Annual Fair Employment Monitoring Return

The Trust submitted its statutory Annual Fair Employment Monitoring Return to the Equality Commission showing workforce composition between the 2 main communities in NI, applicant flows/appointees, promotees and leavers for the year. As at 1 January 2021 the community background of the Southern Trust was as follows:

35.6% Protestant, 56.6% Roman Catholic and 7.8% non-determined.

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 30 – A Summary of NI Monitored Workforce Returns 2019.

As at 1 January 2021 the Trust employed a total of 14,245 staff of which 14.9% were male and 85.1% 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.

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EU Settlement Scheme / Brexit

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.

Positive Retirement

During the final quarter of 2020-21 we piloted a new online facilitated session that focused solely on helping staff to mentally prepare for the emotional / psychological impact of leaving the organisation during a pandemic. This was greatly welcomed and appreciated by those involved in the pilot exercise especially as due to Covid much of the face to face engagement when coming up to retirement had ceased.

For further examples, please see Appendices 1 – 4 and Trust Website:

www.southerntrust.hscni.net

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- 2 Please provide examples of outcomes and/or the impact of equality action plans/measures in 2020-21 (*or append the plan with progress/examples identified*).

See Appendices 1 - 4 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 2020-21 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 – 4 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 – 4 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://southerentrust.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*):

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- 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 2020-21 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

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- 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 2020-21 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.
- Equality screenings and EQIAs for key service developments are discussed at the Senior Management Team and signed off at Trust Board. All equality screenings progress with associated policy documents to the Policy Scrutiny Committee.

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.

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6 In the 2020-21 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 2019-20 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 and EQIAs on key service developments are discussed and signed off at SMT and Trust Board ahead of public consultation
- 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

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Equality action plans/measures

7 Within the 2020-21 reporting period, please indicate the number of:

Actions completed*:	19	Actions ongoing*:	12	Actions to commence*:	7
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*Refers to action measures for Year 3 with the **Regional** EAP.

Actions completed**:	16	Actions ongoing**:	5	Actions to commence**:	0
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Refers to action measures for Year 3 with the **Local EAP.

Please refer to Appendix 2 & 3 for progress updates on Year 3 action measures.

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

None – See Appendix 2 & 3 for details of progress made with regards Year 3 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 2020-21 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 2020-21 year, the Equality Action Plan and Disability Action Plan actions were rolled out for Year 3.

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 2020-21 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:**

During February 2021, the Trust Board heard directly from a number of BAME staff about their experiences. The Southern Trust employs many international doctors and nurses and has a very multi-cultural staff make up. The staff involved talked about their introduction to NI and working for the Trust, working through the Covid pandemic and about experiencing a sense of belonging and feeling valued as an employee. Plans to establish a Staff Support Network for our Ethnic Minorities Communities is underway and is planned for 2021-22.

The PPI Team hosted a Recognition event on 27 November 2020 to reflect upon 10 years of partnership working with the Southern Trust's PPI Panel. Established in September 2010, the Southern Trust's PPI Panel is a group of service users, carers and other stakeholders including staff representing the services we provide across all localities. They work with the Trust to embed PPI into the culture and practice of our organisation by helping to shape service user and carer involvement structures and processes. The panel provides feedback to the Trust on the implementation of our PPI consultation scheme and action plans and also nominates members to sit on the Patient Client Experience Committee and other relevant fora.

In August 2020, the online feedback platform Care Opinion was launched. This enables service users, families and carers with the opportunity to share their experience of Health and Social Care in Northern Ireland through an online user feedback platform. Care Opinion is an independent non-profit organisation supported by Department of Health and implemented by the Public Health Agency (PHA). Care Opinion will complement and enhance existing feedback systems within the six Health and Social Care Trusts which includes Northern Ireland Ambulance Service.

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12 In the 2020-21 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.

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:

See response at question 11 for illustrations of the methods of consultation utilised by the Trust.

13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2020-21 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

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

Yes No Not applicable – no commitment to review

The 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://southerentrust.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):**

16

There were also some policies for which equality screenings were commenced and nearing completion during the current reporting period but were impacted upon, in the main, due to the Covid-19 pandemic and the need to resource essential services.

- 16 Please provide the number of assessments that were consulted upon during 2020-21:**

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

While no public consultations were carried out during the reporting period, engaging with those affected by a policy is integral to the Trust's policy development process. Comprehensive Section 75 equality screenings have been completed and published.

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- 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 2020-21 reporting period? (tick one box only)**

Yes No Not applicable

Please provide any details and examples:

No EQIAs were consulted upon nor published in 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 2020-21 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:

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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 2020-21 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 2021-22.

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 2020-21, 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

The outbreak of Covid-19 pandemic from March 2020 saw a decline in the ability to provide face to face training and compliance with corporate mandatory training dropped below the Internal Audit compliance rate of 60%.

However, we are pleased to see that this increased in the year 2020-21, given the acceptance of eLearning as an alternative method of training for compliance purposes and hope to see the compliance rates continue to increase.

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	0% - 59%		
	60% - 79%		
	80% - 100%		
	Equality		
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HR & Organisational Development	58	239	297
Medical	87	152	239
Mental Health & Disability Services	29	38	67
Older People & Primary Care	333	1359	1692
Performance & Reform	738	2315	3053
Grand Total	61	111	172
	3242	8670	11912

Working Well with Interpreters - Staff Training Sessions

On 22 February 2021, we hosted a “Working Well With Interpreters” training session facilitated by the NIHSCIS. The session was designed to raise

awareness of the NI Interpreting Service, the role of the Interpreter, patient rights and entitlement to language assistance, and the risks/dangers of using untrained Interpreters/family/friends. A total of 30 staff attended this session.

Visual Awareness, Deafblind and Deaf/Hearing Awareness Training

During the 2020-21 year four sessions were held on Visual Awareness Training with 21 participants. The requests for Visual Awareness Training (VAT) and Deafblind Awareness Training were greatly reduced, and a number of planned sessions were cancelled due to the restrictions around Covid-19.

Transgender awareness workshop

24 Breast screening staff attended a Transgender awareness workshop delivered by Transgender NI on 4 March 2021. The focus of the training was to improve staff understanding of Trans, questioning and non-binary issues, barriers to healthcare access for Trans people as well as developing their cultural competency. In their evaluations, staff reported that the training had been beneficial and had improved their confidence in supporting trans and/or questioning individuals. Moreover, they felt that the training enabled them to provide a much more inclusive and supportive service.

Employment - Selection and Recruitment Training

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, 514 staff undertook the on-line Selection and Recruitment Training in the Trust.

END HIV STIGMA 2020 campaign

As part of the Trust's World AIDS Day campaign, we partnered with Youth Action to deliver a regional training session to 54 Youth Workers. The training focused on HIV and STI prevention, transmission and treatment as well as stigma and discrimination. The purpose of this training was to educate all staff about HIV and other sexually transmitted infections thereby encouraging everyone to take care of their sexual health and well-being. In addition, informed staff are also equipped to share their learning with work colleagues, family and friends to cascade learning to and continue to challenge the stigma and eliminate the fear that exists around HIV. This will help to ensure that people living with HIV are treated with dignity and respect when accessing public services.

We created a virtual HIV awareness campaign to advocate and reinforce safer sex messages for the whole population, to promote and encourage regular testing and where you can access HIV testing in the Southern Trust area. We also broadcasted a podcast with Mel, who had been living with HIV. He reflected on his personal experience of HIV and the changes that have emerged in treatments, attitudes and awareness throughout his life.

Professional Induction Programme for Social Work/Social Care Staff and Social Work Students

Provision of equality training for newly qualified social work staff is delivered in-house via existing equality and social care training unit staff. Induction

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programmes are held twice a year in January and August. This programme is organised to meet induction standards set down by NISCC as well as the mandatory training standards set by the Trust. The programme draws on the input from staff within the Trust as well as external providers e.g. Women's Aid.

Southern Trust Social Services Workforce Development and Training Team ensure implication of Human Rights legislation on practice is incorporated into training and education opportunities delivered. The courses delivered are accessible to social work/social care staff working within both adults and children services. To further promote transfer of learning from training courses to practice the Social Services Workforce Development and Training Team continues to use action planning at the end of each course which supports staff to identify learning areas and actions they will discuss with their line manager and apply within their work setting. The Action Plan also specifically requires staff to identify application of human rights within their practice.

- 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 2020-21, 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 - examples this year include:

- Booklet on children's sensory motor skills programme – translated into Arabic, Hungarian, Lithuanian, Polish, Portuguese and Tetum.
- Patient Information Leaflet - Healthy Eating for Diabetes – translated into Bulgarian, Latvian, Lithuanian, Portuguese and Tetum.
- Patient Information Leaflet – Medicines for ADHD – translated into Polish and Lithuanian.
- Information leaflet for Foster Carers – translated into Tetum.

Improved access at Banbridge Polyclinic and Banbridge HSC Centre – eye care services

The extension of eye care services at Banbridge replaced some of those previously provided at Craigavon Area Hospital, South Tyrone and Daisy Hill. Service users raised concerns through the 10,000 More Voices feedback about the difficulties they had with access to the clinic. A service user walk through was arranged with Estates and changes made.

PART A

Before	After
No zebra crossings connecting the new Health centre to the former poly clinic  	
No dropped kerbs or tactile pavements 	
No zebra crossing in front of busy ambulance depot	
No tactile payment at front entrance to clinic – cars were obstructing entrance for patients	
Not enough designated car parking spaces	

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints in relation to the Equality Scheme have been received during 2020-21?

Insert number here:

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:

- Development of policies including a Domestic and Sexual Violence Policy and our People Strategy.
- Development for support to assist Trust managers and staff to ensure best practice and compliance with DDA legislation / and embedding training and support for

PART A

Reasonable Adjustments / Disability awareness for managers.

- To develop and support the implementation of policies and procedures that promotes Equality, Diversity & Inclusion.
- Support for under-represented groups including staff. Creation of a range of staff support networks.
- Continued roll out of the 'Making a Difference' eLearning modules for management and staff – targeting hard to reach groups / delivery of Bespoke Training.
- Refresher training on Equality screening and review of training materials.
- Promoting and raising awareness of Diversity & Inclusion via a range of Celebratory Days throughout the year.
- Continuing to raise awareness and mainstreaming of equality, diversity & inclusion.

The effects of Covid-19 are still being felt across the organisation and will continue into the 21-22 year.

30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2020-21) reporting period? (please tick any that apply)

- Employment
- Goods, facilities and services
- Legislative changes
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

Continued application of Section 75 Equality Duties to service reconfiguration - Regional Transformation Programme/Financial Planning/Procurement arrangements - demonstrating leadership and ongoing commitment to the Section 75 Equality Duties.

PART B

Please see DAP (Regional and Local) attached as appendices 2 & 3.

Disability action plans/measures

Within the 2020-21 reporting period, please indicate the number of:

Actions completed*:

8

Actions ongoing*:

7

Actions to commence*:

0

*Refers to action measures for Year 3 with the ***Regional*** DAP.

Actions completed**:

21

Actions ongoing**:

7

Actions to commence**:

0

Refers to action measures for Year 3 with the *Local*** DAP.

S75 Annual Progress Report (April 2020 – March 2021)

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

S75 Category	Outline new developments or changes, practices, service planning or delivery and the difference they have made
Persons of different religious belief	<p><u>Good Relations Statement launched 10 Dec 2020</u></p>  <p>Working together we will promote good relations between people of different race, religion or political opinion</p> <p>This means that we:</p> <ul style="list-style-type: none"> Will actively address and challenge racism and sectarianism in all its forms Will treat each other fairly, with respect and dignity Will make sure our spaces are shared, welcoming and safe. <p>During Good Relations week 2020, a regional online engagement event was organised to develop a regionally consistent Good Relations statement for HSC organisations across Northern Ireland. Participants included equality representatives from all HSC Trusts, a Community Relations Council Board member, Local Council representatives, Patient and Client Council, Business Services Organisation, Equality Commission NI, Public Health Agency, Trade Unions and interested employees from across the HSC sector.</p> <p>In developing the Good Relations statement our overarching aim is to have a visible, accessible and unequivocal statement displayed in all health and social care facilities to promote positive relations between persons of different religious belief, political opinion and/or racial group. In our discussions we acknowledged that our statement must be clear that this commitment applies equally to our service users, patients, carers, visitors and our staff. The Southern Trust is committed to the promotion of good relations amongst people of different religious belief, race or political opinion.</p> <p>Following the engagement a final HSC sector Good Relations statement was launched in December 2020 - 10th December 2020 - International Human Rights Day.</p>

	<p><u>Chaplaincy services during Covid-19</u></p> <p>The onset of Covid-19 made us all stop and reflect on how we continue to fulfil our roles and responsibilities in a Pandemic. Chaplains normally have the privilege of being on the wards visiting patients, listening to their stories, sharing time with them in their journey through life. In normal circumstances they would be able to support the patients' family in stressful times and working alongside clinical colleagues to bring holistic care to the patients. This all changed with the arrival of Covid-19 as Chaplains were no longer able to routinely visit the wards and minister to patients, relatives and staff.</p> <p>As a team of Chaplains, they had to change the way they worked, in response to the current demands, to support patients, relatives and staff and maintain a necessary service. The Chaplaincy team had to rethink the way they work, and began by providing resources for patients on the wards, prayers and readings that they could use themselves. They also developed packs of multi faith resources that staff could use on the wards with patients at end of life.</p> <p>Alongside resources for patients they produced literature and prayers for staff to use at the beginning and end of shift. This material was designed to reassure staff during this challenging time. A temporary Quiet Room was set up in the Village area at Craigavon Area Hospital where staff could drop in anytime and enjoy some space to reflect and pray. This room was stocked with helpful and relevant literature. The Chaplaincy team organised a drop in staff prayer time each morning, Monday to Friday in the temporary Quiet Room. The church at Daisy Hill Hospital remained in its current location for staff to use.</p> <p>The team set up a 7 day a week Telephone Support Line which was offered to patients, families and staff. They are available 24/7 for emergency pastoral care as normal and are able to assist as they have received the appropriate PPE training.</p> <p>Chaplains continue to be available to the hospital community and they can be contacted every day between 10am-12noon and 2pm-4pm.</p>
<i>Persons of different political opinion</i>	<u>Good Relations Statement</u> (as above)
<i>Persons of different racial group</i>	<p><u>Good Relations Statement</u> (as above)</p> <p><u>EU Settlement Scheme</u></p> <p>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. During the year communication received from the Home Office was disseminated to Trust Staff, setting out relevant information and signposting to many different topics from the EU Settlement Scheme, recognition of profession qualifications, frontier working to reclaiming immigration health surcharge and healthcare when travelling in the EU We endeavour to keep staff up to date as and when further information becomes available.</p>

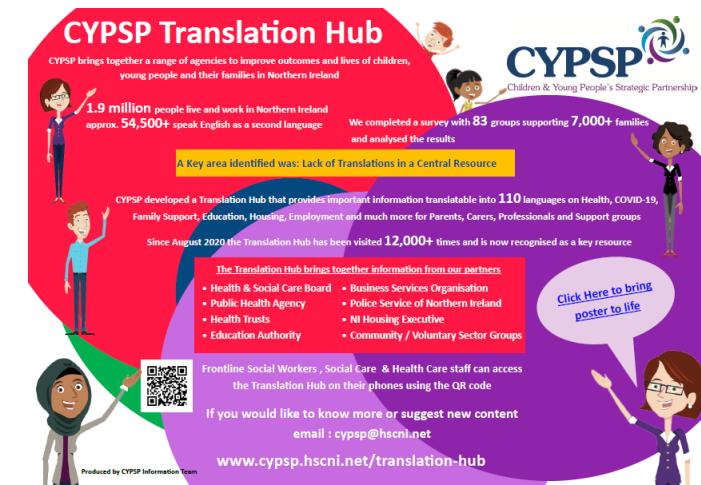


BAME staff engagement

During February 2021, the Trust Board heard directly from a number of BAME staff about their experiences. The Southern Trust employs many international doctors and nurses and has a very multi-cultural staff make up. The staff involved talked about their introduction to NI and working for the Trust, working through the Covid pandemic and about experiencing a sense of belonging and feeling valued as an employee. Video can be viewed here. Plans to establish a Staff Support Network for our Ethnic Minorities Communities is underway and due to happen in 2021-22.

Newcomer Families Task & Finish Group

The Newcomer families Task and Finish Group under CYPSP Out comes Group was established to look at the needs and barriers to services of Newcomer Families in the SHSCT area. The multi-agency group is an excellent model of working in partnership to achieve outcomes. A Newcomer family is defined as one who originally lived outside Northern Ireland and /or does not speak sufficient English to enable them to fully access and engage with services. Please view the Translation Hub - one of the resources developed through the group.



Phone First - Alternative Formats

The Southern Trust has one of the largest ethnic minority populations in NI. We now have information on our new 'phone first' service in a number of different languages and an easy read format for people with a learning disability. Information has been published in English, Lithuanian, Portuguese, Bulgarian, Polish, Romanian and Tetum.



Highlighting period of Ramadan for staff

Equality, Diversity and Inclusion - Ramadan

Did you know that in the Islamic calendar we are currently in the period of Ramadan (23 April -23 May 2020)? Ramadan is a religious holiday for Muslims that occurs for one lunar month of the year, whereby adult Muslims, who are able to, are required to fast

[READ MORE](#)

Persons of different age

World Elder Abuse Day 15 June 2020

To mark World Elder Abuse, the Southern Local Adult Safeguarding Partnership declared zero tolerance of abuse and neglect of older people in our local community. The Partnership is a group of statutory, independent, community and voluntary sector organisations who work together to raise awareness of and support all adults who have experienced abuse, exploitation or neglect.

Award for Community Children's Nursing Team

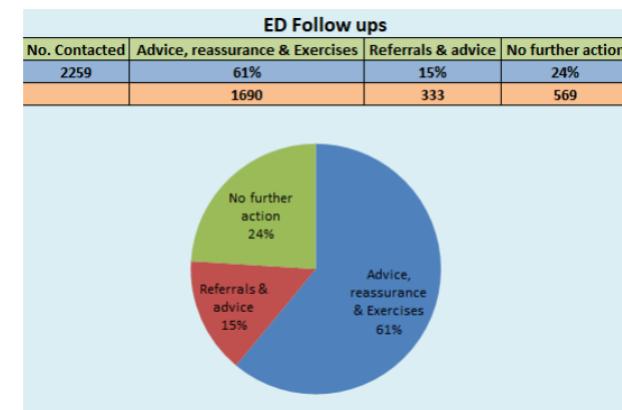


Well done to our Community Children's Nursing team who were finalists in the RCNi awards - child health category, for the development of an intravenous antibiotic care at home service.

The service is having really positive benefits for both children and their families, providing safe and effective care whilst offering greater flexibility around home and school life.

ED follow up service gets praise from the elderly

With services stepping down at the beginning of the COVID-19 pandemic and some Intermediate Care Service (ICS) staff unable to take part in face to face visits, it was agreed that these staff would carry out a 'follow up' call with patients over the age of 65 who had attended ED but made the decision to 'not be admitted.' Due to the success of this service and the continued positive response the Team aim is to carry on, establish increased links with other services and develop it further to make earlier contact with vulnerable people in their own home.



	<p><u>Positive Retirement</u></p> <p>During the final quarter of 2020-21 the Southern Trust piloted new online facilitated sessions that focused solely on helping staff to mentally prepare for the emotional / psychological impact of leaving the organisation during a pandemic.</p> <p><i>"Thank you for the opportunity, the need for this preparationthe personal sense / perception of loss, scrap heap etc., is important to address and to see this as a beginning, not an end. So important, and this is what I have left with."</i></p>
	<p><u>Hospital introduces Zoom calls for parents to read bedtime stories to babies in neonatal unit</u></p> 
	<p>Having a premature baby in a neonatal unit can be a very stressful and anxious time for parents, even without the added stress of a global pandemic and social distancing measures. To help ease some of the anxiety, staff from the Southern Trust have been organising Zoom calls for families so they can "read their babies a bedtime story". The initiative has been widely praised by parents, said one new mum "It a brilliant idea, I was thinking of mums and dads and how the situation we are in would affect visits and bonding etc. Well done to everyone involved in this. My twins were in CAH neonatal just over 8 years ago and were treated so well by all the staff."</p>
<i>Persons of different sexual orientation</i>	<p><u>HIV Awareness END HIV STIGMA 2020 campaign</u></p> <p>As part of the Trust's World AIDS Day campaign, we partnered with Youth Action to deliver a regional training session to 54 Youth Workers. The training focused on HIV and STI prevention, transmission and treatment as well as stigma and discrimination. The purpose of this training was to educate all staff about HIV and other sexually transmitted infections thereby encouraging everyone to take care of their sexual health and well-being. In addition, informed staff are also equipped to share their learning with work colleagues, family and friends to cascade learning to and continue to challenge the stigma and eliminate the fear that exists around HIV. This will help to ensure that people living with HIV are treated with dignity and respect when accessing public services.</p> <p>We created a virtual HIV awareness campaign to advocate and reinforce safer sex messages for the whole population, to promote and encourage regular testing and where you can access HIV testing in the Southern Trust area. We also broadcasted a podcast with Mel, who had been living with HIV. He reflected on his personal experience of HIV and the changes that have emerged in treatments, attitudes and awareness throughout his life.</p>

**Persons
with and
without a
disability**

International Day of Persons with Disabilities – 3 Dec 2020

The 2020 theme ‘Not all Disabilities are Visible’ focuses on spreading awareness and understanding of disabilities that are not immediately apparent, such as mental illness, chronic pain or fatigue, sight or hearing impairments, diabetes, brain injuries, neurological disorders, learning differences and cognitive dysfunctions, among others.

For more information click on <https://idpwd.org/>

Interpreter Now app – remote sign language interpreting service

A free remote interpreting service for British Sign Language (BSL) and Irish Sign Language (ISL) users in Northern Ireland has been introduced to provide the Deaf community with access to NHS111 and all non-emergency health and social care services during the COVID-19 pandemic. This temporary service is provided by InterpreterNow.



Accessible Information

The Accessible Information Strategy Group supported by the Adult Learning Disability Speech and Language Therapy Team have created a Tile on SharePoint for Accessible Information. Accessible information is about sharing information in a way that everyone can understand. The term accessible information refers to all methods of sharing information which includes environmental cues and objects of reference through to photos, pictures, symbols and text.

The Accessible Information Tile has a section for resources specifically related to Covid – 19 alongside other useful resources. These resources have been designed to be used with people who have a Learning Disability. These resources can also be used with people who have communication difficulties; to support their communication.



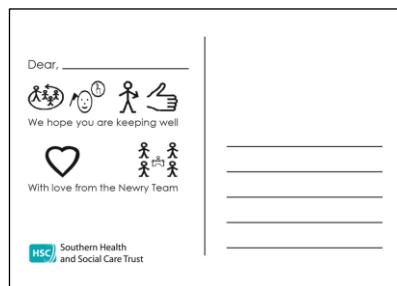
The Accessible Information Tile on SharePoint

In SharePoint you will find some easy read / accessible resources to help you explain Coronavirus and the impact of the virus to those who you support.

There are also a number of helpful resources for staff teams / professionals working with someone with a learning disability. Look out for the next piece which is around promoting good communication. Click [HERE](#)

Learning Disability Week 15-21 June 2020

The theme this year was the importance of friendships during lockdown. As part of the many ways in which the Trust celebrated Learning Disability Week, Newry and Mourne Adult Learning Disability Team sent postcards to all their service users to show their friendship and let them know they are thinking about them.



AHP Esteem Awards 2020 – Community Diabetes Podiatry Team

Esteem Award!

The Community diabetes podiatry team have been recognised in the AHP Esteem Awards 2020.

The team have continued to provide services to patients, working across community sites and acute hospitals. Flexible working was key as the team looked at new ways of working. Clinics were rearranged and shielded patients maintained virtual contact via telephone consultations and photographs. Patients received newly designed education packs on wound dressing and wound care advice and the team embraced digital technology enabling a shielding podiatrist to continue vital work from home.

Also, our podiatry assistant was re-deployed to the 'Donning and Doffing' area in Craigavon Hospital.



Author Terry Pratchett sums up the times perfectly;
“.... They are strange times, times of beginnings and endings. Dangerous and powerful..... These times are not necessarily good, and not necessarily bad. In fact, what they are depends on what we are.”

The diabetic podiatry team definitely met these challenging times ...well done team!

Coronavirus Information for Adults with a learning disability (includes use of Makaton)

The Speech and Language Therapy Adult Learning Disability Team partnered with Promoting Wellbeing and Communications with the involvement of carers to pull together an accessible resource of relevant information on Coronavirus for adults with a learning disability. It was also a way to keep in touch with service users and their families by having staff that they are familiar with informing them of the key coronavirus messages albeit online. Each topic is introduced by a member of staff using Makaton as a way to communicate. People can struggle with lots of information at once and it is important to break down this information in a way that our service users can understand and follow. These fantastic videos have been widely shared including across the Trust, other HSC Trusts and with the HSCB and the independent sector.

Links to all videos here

Below are the Facebook, Twitter and You Tube analytics for the Learning Disability Coronavirus video posts:

- **19,829** people reached – Facebook LD videos
- **18,538** people reached – Facebook Staff videos
- **2,406** impressions – Twitter LD videos
- **3537** impressions – Twitter Staff video
- **6994** views on You Tube

	<p><u>Just a minute' – JAM card Dec 2020</u></p> <p>Reception staff within our Health and Care Centres across the Trust have completed their JAM Training. The JAM Card lets people with a learning difficulty, autism or communication barriers tell others that they need "Just a Minute".</p> 
<i>Persons with and without dependents</i>	
<i>Persons of different marital status</i>	
<i>Persons of different gender</i>	<p><u>Men's Health Week 15-21 June 2020</u></p> <p>During Men's Health Week we aim to raise awareness of the health issues that affect men of all ages and focus on getting men to become more aware of health problems and to gain the courage to do something about it. There was also an Interactive Tool to help men look after their health and wellbeing and a Man Manual with lots of useful resources and signposting.</p> <p><u>Menopause Policy launched – 18 October 2020</u></p> <p>We launched the Trust's new Menopause at Work Policy on World Menopause Day (18th October). The policy was developed by the Staff Health and Wellbeing Steering Group in recognition that menopause is an important issue for staff and managers. The policy aims to ensure that the Trust provides a supportive working environment and a consistent approach to support women experiencing adverse peri-menopause/menopause-related symptoms at work. It provides guidance to increase staff and managers awareness about the menopause, related symptoms and the potential impact for women at work. It also provides guidance on facilitating supportive conversations between managers and staff about menopause related symptoms impacting on health, wellbeing and capacity at work and</p> 

	<p>signposts to additional resources and sources of support.</p> <p><u>International Women's Day (IWD) – 8 March 2021</u></p> <p>With 86% percentage of the Trusts workforce female and many working in non-traditional roles, the Trust celebrated IWD 2021, #ChooseToChallenge. Trust staff participated by showing their support and participating in the ChooseToChallenge.</p> <p>In addition, we held our first Virtual Menopause Café, continuing to raise awareness of the SHSCT Menopause at Work policy and toolkit to encourage support in the workplace for working women.</p> <p><u>Transgender awareness workshop</u></p> <p>24 Breast screening staff attended a Transgender awareness workshop delivered by Transgender NI on 4 March 2021. The focus of the training was to improve staff understanding of Trans, questioning and non-binary issues, barriers to healthcare access for Trans people as well as developing their cultural competency. In their evaluations, staff reported that the training had been beneficial and had improved their confidence in supporting trans and/or questioning individuals. Moreover, they felt that the training enabled them to provide a much more inclusive and supportive service.</p>
Covid-19 related - supporting S75	<p>The Acute Care at Home team has been shortlisted in three categories including 'Patient Safety Team of the Year.' They were shortlisted in the 'Improving Care for Older People Initiative of the Year', for their response to the Covid-19 pandemic. The team adapted and extended their service to seven days, treating 290 Covid-19 patients, many acutely ill, in their own homes, avoiding the upheaval of a hospital admission.</p> <p>The service was also shortlisted in the 'Deteriorating Patients and Rapid Response Initiative of the Year' – for the development of a Virtual Monitoring system for care home patients with Covid-19. The system allows the team to observe patients through a daily virtual ward round and intervene quickly within the care home setting, when there are signs of deterioration.</p> <p>The Trust's Day Centre Vaccination Programme is a finalist in the 'Learning Disabilities Initiative of the Year' category. With people with learning disability identified as much more vulnerable to Covid-19, a mobile vaccination team was very quickly deployed to day centres across the entire Southern area. The team of nurse vaccinators, pharmacy, infection prevention and control, transport, speech and language therapy worked together, engaging with service users and carers and the day care team to ensure a very successful programme, offering the vaccine to 398 attendees.</p> <p>Finalists for the 2021 HSJ Patient Safety Awards can be found at https://awards.patientsafetycongress.co.uk/shortlist-2021 Winners will be selected ahead of the ceremony, which will take place as part of the Patient Safety Congress and Awards in Manchester in September 2021.</p> <p><u>Virtual Visiting Service Pilot – Trust website</u></p> <p>We are currently piloting a new virtual approach to hospital visiting at Daisy Hill and Craigavon Area Hospital. This Virtual Visiting</p>

service uses tablet devices to connect families at home to their loved ones in hospital and we hope it will bring some comfort at this difficult time.

Visiting, due to the current pandemic has been restricted. Whilst patients and families understand the importance of visiting restrictions in preventing the spread of infection, we really appreciate the challenges this presents to friends and families not being able to see their loved ones during their hospital stay.

Relatives wishing to avail of this pilot service should call our Virtual Visiting co-ordinator between 9am and 5pm on 077 7651 6419.

Currently, this service is not available in Covid-19 red zone areas. However, as stated above, all Southern Trust sites have access to free Wi-Fi and our staff can help where possible to set this up on the patient's device if they need some extra help with this.

Following the pilot it is anticipated that we will be providing Virtual Visiting as a Trust wide service.

Staff's mental health during pandemic – Psychology services

Psychology Services COVID Response

In collaboration with Human Resources, the Psychology Department prioritised the needs of staff particularly in helping support them through the Covid surge planning stage. As patient facing service delivery was temporarily stepped down in March, it enabled the Department to deploy its staff into the new Human Resources Psychology Staff Support Service.

The aim of the service is to enhance staff wellbeing, promote resilience and support staff experiencing stress and distress related to Covid. As a responsive needs-led service, the team is continually adapting and evolving based on the needs identified through the relationships we have formed with other teams. At the heart of the service is a compassion-informed approach.

Four areas of support have been developed to date based on a continuum of support and Psychological First Aid, with a compassion-informed approach at the heart of everything they do:

Bespoke resources for leaders and staff were developed and displayed within hospital and community sites i.e. Well-being check-ins to support compassionate care during team handovers; Tips for before, during and after shifts; Going home checklist;

Compassionate leadership; Compassion Care Flow. Promotion of material on our Twitter site; selfie My Name is stickers. Partnership working with Trust teams including Promoting Wellbeing and the Recovery College in supporting the design of the U Matter well-being content. Promoting well-being and grounding through developing calm spaces within hospital and community (Calm Room/Pause Pod), Essential Oil Massage creams and practices developed by Sue Trouton, displaying grounding posters in donning areas and organising Q Radio tailored music recoding for CAH main donning area. Psychology Department communication newsletter 'Round Up' to share staff experiences adapting and changing to different ways of working i.e. remote working. Advocacy role in communication of staff needs to senior management

Please contact us if you wish for a copy of any of our resources.

Staff Support Phone line

The first direct support part of the service was developed for all Trust staff and has been in operation since 1st April, operating a Monday – Sunday Service. In line with the new Regional Staff Health and Wellbeing Framework announced on 16th April 2020, the phone line was further extended to include the Ambulance Service, Local GP Federation, Domiciliary services, and Independent care home staff (nursing, residential, and supported living units). The aim is to provide all staff with psychological support and advice regarding any concerns or issues affecting them as a result of the Covid-19 outbreak. The times have now changed with current Regional usage to Monday to Friday 9am to 5pm.

Acute Hospital Direct Outreach Support

A dedicated team of Consultants from Psychology and Psychiatry have been providing support to staff working within the Craigavon and Daisy Hill hospital sites. Regular activities include providing a drop-in service within a dedicated cabin in the Craigavon Wellbeing Village; ATICS drop-in service directly within Craigavon hospital, in-reach service check-in, individual and group supports. The Craigavon Village drop-in cabin has been resourced as a calm relaxing space and is available to all staff on the hospital site on an individual or team basis. Bespoke range of psychological interventions are provided including compassionate informed individual and group intervention and Eye Movement Desensitisation which offer support, processing distressing events and practical skills to use within work and home contexts.

Community Teams Outreach Support

In collaboration with the Recovery College and U in Mind Service, an outreach service has been developed to provide support to community based staff, leaders and teams, including check-ins and direct support. Examples of activities include mindfulness skills and compassion focused practices.

The team say they have learned that where senior staff and managers have embedded and demonstrated a compassionate approach, all staff in the service benefit. They feel that this is a key opportunity to promote and embed a compassionate culture with ongoing support to promote collective resilience within the Trust. They thank all of the psychology staff and partners for their hard work over the last few months.

Health and Social Care Remote Sign Language Interpreting Service

A free remote interpreting service for British Sign Language (BSL) and Irish Sign Language (ISL) users in Northern Ireland has been introduced to provide the Deaf community with access to NHS111 and all non-emergency health and social care services during the COVID-19 pandemic. This temporary service is provided by InterpreterNOW.



[Supporting our Team Leaders \(HR Information & Guidance for Managers – COVID 19\)](#) which included Regional PHA FAQ's; Key



Contacts and Support; information and guidance on: Protecting Employees in Vulnerable Groups; Health Risk Assessment; COVID 19 New Starts; Redeployment; Homeworking; Essential Payroll Processing; Terms & Conditions Advice for COVID 19; Absence Recording; Staff Testing; COVID 19 Accommodation; Manager Support; Caring for COVID 19+ Staff; COVID 19 Vaccination Portal; Corporate Mandatory Training; Supporting Our People; Health and Wellbeing U-Matter Brochure.



[Supporting our People](#) resource that includes helpline information at Trust, Regional and National levels as well as online counselling and support for staff. We have also introduced Café Connect (20-30 minute informal confidential group support sessions) and 20min Care and Support Spaces (20 minute one to one independent confidential conversations to help staff focus on their health, wellbeing and wellness. The Supporting our People resource has also signposted our employees to a range of online Apps and resources to help our people manage their own health and wellbeing whilst also looking after others.



Quality Care - for you, with you

Progress Update Regional Equality and Disability Action Plans Year 3

Equality Action Plan
Regional Actions
2018 – 2023

Progress Report
Year 3: 2020-2021

To be noted: This reporting period coincided with the Covid-19 pandemic therefore some of the actions within have been carried over to year 4.

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

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

Action Measure	Description
We will develop a Screening and Equality Impact Assessment (EQIA) Tool Kit to guide staff through the process.	<ul style="list-style-type: none">• A regional toolkit will be available for policy and decision makers.• More robust and regionally consistent screening/EQIAs.
Progress Year 3 - Completed for this reporting period and ongoing	
Following on from ECNI recommendations the Trust's current screening template is not in a fully accessible format – a new requirement for all published information. Online resources and screening toolkit will be provided on Trust SharePoint for policy/service more comprehensive and timely completion of screening templates. The Trust will adopt ECNI screening template to ensure ease of completion and maximum accessibility when published on the Trust website. We will provide on-line screening training for policy/service leads on new toolkit– to include S75 and Rural Needs.	
Action Measure	Description
We will develop a checklist to make sure Equality, Disability and Human Rights are at the heart of procurement.	<ul style="list-style-type: none">• Checklist developed and adhered to by staff with responsibility for buying goods and services.• Raised awareness among staff of equality and human rights obligations in procurement process.• S75 and human rights issues identified at an early stage of procurement process.
Progress Year 3 – Rollover Year 4	
A Flowchart has been drafted and shared with Finance in NIAS initially for comments. This will then be shared more widely for agreement across the region. Discussion has taken place in terms of integrating an agreed flowchart into procurement training. This action has not fully been achieved as a result of Covid-19 pressures and will be picked up on in year 4.	
Action Measure	Description
We will review our staff training to ensure best practice is followed when screening and conducting EQIAs.	<ul style="list-style-type: none">• Up to date training programme for all policy makers across health and social care will be made available to ensure best practice.• Skilled staff, policy leads and decision makers.• Consistent and effective approach in the training programme across all Trusts (targets to be set).• Effective compliance with the S75 Equality Duties.
Progress Year 3 – Rollover Year 4	
Given the current pandemic the decision was made to stand down all face to face training. The online Making a Difference training is still available for	

staff and compliance continues to be monitored. The Trust's Equality Unit continues to provide policy leaders and decision makers across the Trust with specific advice and support on best practice in screening and EQIAs.

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

Action Measure	Description
We will develop and implement a communication strategy to ensure that stakeholders are aware of Trust Equality Units, their functions and how they can be engaged on equality and human rights issues.	<ul style="list-style-type: none"> Strategy in place to improve communication. Raised awareness among S75 groups of Trust Equality Units and how they can be involved in and influence Trust equality agenda.

Progress Year 3 – Completed for this reporting period

- The Trust uses a range of methods to communicate with stakeholders, representative groups and individuals. This includes ongoing media, social media, newsletters etc. including a commitment to host an annual show case event as a conduit to raise the profile of the Equality Units.
- During this reporting period, the annual Show Case event focused on the development of a regional good relations statement. During Good Relations Week (14 – 21 September 2020), the Northern Trust hosted a regional engagement event via Zoom to develop a coproduced visible, accessible and unequivocal Good Relations Statement for HSC organisations to promote positive relations between persons of different religious belief, political opinion or racial group. The event was well attended by individuals, representative groups and trade unions. The final co-produced statement is displaying in offices and waiting areas.
- The Equality Section of the Trust's website includes screening outcome reports, Annual Progress Reports, Disability and Equality Action Plans and newsletters. Communication and awareness raising also continues through social media including Facebook and Twitter as well as press coverage of events/initiatives etc. Frequent articles are also drafted for staff and published in the Trust's Southern-i staff magazine.
- The Southern HSC Trust Board considers the Section 75 Annual Progress Report for approval – a further means of raising awareness and highlighting key achievements during the current reporting period.
- The Trust continues to raise awareness through established networks and user panels such as the Equality, Human Rights and Good Relations Joint Consultative Forum which facilitates ongoing communication and collaboration between the Equality and Human Rights Commissions and the Community Relations Council in order to optimise outcomes for Section 75 groups.
- As part of our commitment to inclusion and diversity, during the year we actively supported a number of recognised celebratory days in relation to Equality and Diversity. During 2020-21, information on Ramadan was disseminated to our staff, we were delighted to support International Day for Person's with a Disability (3 December 2020), International Day of Human Rights (10 December) to coincide with the launch of the regional Good Relations Statement and International Women's Day (3 March 2021). Recognition of relevant days to celebrate and highlight diversity will continue during 2021-22.

Action Measure	Description
We will work with the Department of Health and other relevant stakeholders to make sure we are prepared for the introduction of Age Discrimination Regulations.	<ul style="list-style-type: none"> One regional event to raise awareness of potential implications of the new legislation on health and social care provision. Better understanding amongst staff on the implications of the legislation.

Progress Year 3 – Rollover Year 4

Rolled forward as legislation not in place yet.

Section 2 – Promoting Equality in our Services

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

Action Measure	Description
We will review our equality training programme in collaboration with service users, carers and their advocates.	<ul style="list-style-type: none">• Consistent staff training and awareness raising, co-produced and delivered, where appropriate, across health and social care.• Raised awareness among staff of the best way to promote equality of opportunity for service users.• Each Trust to identify a process to monitor e-learning.

Progress Year 3 - Completed for this reporting period

- The regional Equality, Good Relations and Human Rights; Making a Difference eLearning programme is mandatory for all HSC Staff. The Trust monitors compliance, which is, reported through the governance and accountability structures. The Equality, Good Relations and Human Rights training manual is available online as a resource to complement the training and to act as an aide memoire for staff. We disseminate hard copies to staff who do not have access to a PC. We carried out a review of this training programme, which has resulted in a number of amendments including a revision of the content of this programme to acknowledge that same sex marriage is now legalised in NI.
- As detailed above we have co-developed a regional good relations statement with individuals, representative groups and trade unions. The final co-produced statement is displayed in offices and waiting areas.
- The Trust's Equality Unit continues to provide staff with information, training and resources to ensure that they have the appropriate level of knowledge, expertise and skill to mainstream Section 75 duties.

Action Measure	Description
We will work with service users, carers and representative organisations to ensure Trust websites are accessible, user friendly and easy to navigate.	<ul style="list-style-type: none">• User friendly HSC websites containing up to date information.• Better communication with service users, carers and the public on access to our websites information.

Progress Year 3 - Rollover Year 4

Website accessibility regulations came into force on 23 September 2018. The regulations mean that public sector bodies now have a legal obligation to meet accessibility requirements for their websites. To check how well the public sector is meeting the requirements, the Government Digital Service monitored a sample of public sector websites. Due to Covid this was not progressed fully in Year 3 and will roll over to Year 4.

Action Measure	Description
We will work in partnership with LGBT representative organisations to develop guidance for health and social care staff to ensure LGBT service users have access to services.	<ul style="list-style-type: none">• Consistent up to date staff guidance developed in partnership with LGBT organisations.• Enhanced awareness of access barriers for LGBT service users and carers.• Improved satisfaction with health and social care services for LGBT service users and carers.

Progress Year 3 - Completed for this reporting period and ongoing

Work is underway with the HSC Trusts, Rainbow Project and Transgender NI and Trade Union colleagues to co-develop guidance for health and social care staff to ensure LGBT service users have access to services. This will be informed by a webinar/lunchtime engagement session facilitated by Fidelma Carolan, Chair of Regional HSC LGBT Network with a presentation from Alexa Moore, Transgender NI and Belfast Trust staff from the Trans community to discuss their experience in the workplace. This guidance will cover good practice, etiquette, use of pronouns, and responsive service provision and employment. It is anticipated that this will be formally launched during Pride Week 2021.

Action Measure	Description
We will work in partnership with Black and Minority Ethnic (BME) groups and groups representing BME older people to develop guidance for health and social care staff on meeting the needs of older people in BME communities and ensure access to services.	<ul style="list-style-type: none"> • Staff guidance co-produced with BME communities and representative organisations. • Raised profile of needs of BME older people. • Increased awareness among staff of the needs of BME older people. • Improved access to services for BME older people.

Progress Year 3 – Completed for this reporting period

The Trust has worked with the Public Health Agency to provide translated public health materials related to Covid 19, including infection control and information about the vaccine. This included a number of interviews, shared on social media, of clinicians speaking in their native tongue to promote uptake of the Covid19 vaccine.

The Trust is committed to maintaining a safe and positive working environment for BME staff and the elimination of racial discrimination for employees and patients. During February 2021, the Trust Board heard directly from a number of BAME staff about their experiences. The Southern Trust employs many international doctors and nurses and has a very multi-cultural staff make up. The staff involved talked about their introduction to NI and working for the Trust, working through the Covid pandemic and about experiencing a sense of belonging and feeling valued as an employee. Plans to establish a Staff Support Network for our Ethnic Minorities Communities is underway and is planned for 2021-22.

Action Measure	Description
We will work in partnership with older people's groups, including the Pensioner's Parliament, to develop guidance for HSC staff on meeting the needs of older people.	<ul style="list-style-type: none"> • Staff guidance co-produced with groups representing older people. • Raised profile of needs of older people in the delivery of services. • Increased awareness among staff of the needs of older people. • Improved communication and access to services for older people.

Progress Year 3 – completed for this reporting period

The Pensioner's Parliament did not meet during the reporting period. Trusts' have been providing vaccines for care home residents and staff. Trusts work with private nursing homes on initiatives including rainbow rooms. The Hospital at Home initiative provided advanced care planning. The Trust's asked for staff volunteers to work in care homes during the pandemic. Support was provided for staff members required to shield.

Action Measure	Description
We will work with the Northern Ireland Human Rights Commission (NIHRC) to develop a training programme on a human rights approach to dealing with complaints – building on work done by the Ombudsman's Office.	<ul style="list-style-type: none"> • Training on a human rights based approach to complaints management delivered to all staff who deal with complaints. • Complaints resolution process that embeds human rights values and principles. • Improved satisfaction with health and social care complaints management process.

Progress Year 3 - Completed for this reporting period

As a result of reviews HSC will focus this training on residential care for vulnerable people. HSC Trusts have engaged with the NIHRC to commission this training and it has committed the following in their business plan: Design and deliver a regional human rights training session in partnership with NI Health and Social Care Trusts on residential care for vulnerable adults (2 sessions to be designed and delivered by March 2022). The training will be based on case studies and lawyers in NIHRC will advise Trust staff on human rights considerations in delivery of care and decision-making.

Action Measure	Description
We will hold an annual event to showcase best practice in equality and diversity within the health and social care.	<ul style="list-style-type: none">• An annual Equality and Diversity event delivered.• Health and social care viewed as a sector that promotes equality and diversity.• Improved awareness of equality and diversity best practice models and shared across health and social care and beyond.

Progress Year 3 - Completed for this reporting period

During Good Relations Week (14-21 September 2020) the Northern Trust hosted a regional showcase event via zoom to develop a co-produced visible, accessible and unequivocal Good Relations Statement for HSC organisations to promote positive relations between persons of different religious belief, political opinion or racial group. The event was well attended by individuals, representative groups and trade unions. The final co-produced statement is displaying in offices and waiting areas.

Section 3 – Supporting our Staff

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

Action Measure	Description
We will ensure compliance with any new legislation governing gender pay reporting and address any inequalities identified.	<ul style="list-style-type: none">Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation.
Progress Year 2 – Rollover Year 4 Legislation has yet to be enacted by the NI Assembly. Further developments in this area have been halted due to the pandemic and we await information on the enactment of legislation within NI.	
Action Measure	
We will work in collaboration with relevant stakeholders to extend the remit of our Employability Schemes to enhance employment opportunities for marginalised S75 groups.	<ul style="list-style-type: none">Scope in year 1 opportunities and availability for our employability schemes.Employability scheme available to other marginalised S75 groups.Improved employment opportunities for marginalised S75 groups.Access to employment is improved for marginalised S75 groups.
Progress Year 3 – Rollover Year 4 Due to Covid-19 pressures and the priority to maintain essential service provision progress has been affected. The group plan to drive forward this work stream as soon as business activities resume and Trust working groups are given the go ahead to reconvene.	
Action Measure	
We will revise Equality, Human Rights and Disability guidelines for our Non-Executive Trust Board members.	<ul style="list-style-type: none">Up to date guidelines in place for Non-Executive Directors.Increased awareness among Non-Executive Directors of statutory compliance and responsibilities.
Progress Year 3 - Completed for this reporting period The Southern HSC Trust Board considers the Section 75 Annual Progress Report for approval – a further means of raising awareness and highlighting key achievements during the current reporting period. Regional guidance was reviewed and amended to help inform Trust Board members of their roles and responsibilities in respect of equality, good relations and human rights. “Promoting Equality, Good Relations and Human Rights in HSC – Guidance for Board Members 2020”. It is the intention this will be shared with the Trust Board in Year 4 as due to Covid it has been delayed.	
Action Measure	
We will review our harmonious working environment advice in light of any new findings and recommendations from the work conducted by the Commission on Flags, Identity, Culture and Traditions.	<ul style="list-style-type: none">Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.

Progress Year 2 – Completed for this reporting period The Commission's report has not yet been published. HSC Good Relations Statement poster has been shared across Trust facilities for display.	
Action Measure	Description
We will launch our new E-Learning Module and Equality and Diversity Staff Training Manual	<ul style="list-style-type: none"> • 20 minute E-Learning Training Programme for staff and managers and Equality and Diversity Staff Training Manual launched and available for all health and social care staff. • Marketing strategy to increase uptake of training across all Trusts. • Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual. • Improved uptake of equality training, each Trust to set targets.
Progress Year 3 – Completed for this reporting period Trust continues to monitor compliance of mandatory Making a Difference, Equality, Good Relations and Human Rights eLearning training. The main body of the Annual Progress Report provides uptake during the reporting period. A review of this programme was undertaken, during the current reporting report and amendments made such as legalisation of same sex marriage and inclusion of HSC Trust values on the landing page.	
Action Measure	Description
We will work with relevant organisations and Trade Unions to develop best practice in supporting our staff who are victims of Domestic Violence/Abuse.	<ul style="list-style-type: none"> • Best practice model established in each Trust with support mechanisms for staff experiencing Domestic Violence/Abuse. • Improved support for staff who are victims of Domestic Violence/Abuse. • Raised awareness among staff of the best way to support colleagues who are victims of Domestic Violence/Abuse.
Progress Year 3 - Rollover Year 4 Regional meetings have been conducted with all Trusts with a view to adopting a similar policy and approach to ensure consistency and equality of opportunity for all HSC staff, who may be experiencing domestic and/or sexual abuse or violence. The Trust leads for the support service for staff also shared their learning and experience in a roundtable discussion with stakeholders across England, Scotland, Wales and Northern Ireland, which was convened by the Home Office. In year 4 HSC Trusts will convene a regional event specifically in regard to domestic and sexual abuse and raising awareness and promoting good practice.	
Action Measure	Description
We will make sure that our staff who are carers are supported in the workplace so that they can continue with their caring role.	<ul style="list-style-type: none"> • Consistent regional approach established to support carers in our workforce. • Improved support for staff who are carers. • Raised awareness among staff of the best way to support staff who are carers. • To pilot digital resources for carers and 'jointly app' carers app in Northern Trust area with learning disseminated regionally Year 3.
Progress Year 3 - Completed for this reporting period The Trust continues to develop and implement its Carer Support Framework and action plan and monitor progress through its Carers Reference Group and Governance Committee.	

Covid had a major impact during the year and in response to this the Trust was involved in a number of Covid response actions:-

- Regular communication with carers has continued through Carers Register and through teams to ensure they are aware of supports and guidance, including the Covid-19 Community Helpline which was provided by the PWB Division and partner organisations.
- 556 Cash grants totalling £76,965 were provided to carers.
- 7644 Carers ID cards issued to carers across all teams.
- Carers Co-ordinator referred 3,757 carer vaccine requests to Trust booking team.
- Worked in partnership with DoH, PHA, HSCB and other Trusts in regional carer groups to ensure a co-ordinated and informed response to carer issues during Covid.
- All Carers information on the Trust's SharePoint and website has been updated to include Covid-19 guidance and links.

Supporting our People resource that includes helpline information at Trust, Regional and National levels as well as online counselling and support for staff. We have also introduced Café Connect (20-30 minute informal confidential group support sessions) and 20min Care and Support Spaces (20 minute one to one independent confidential conversations to help staff focus on their health, wellbeing and wellness. The Supporting our People resource has also signposted our employees to a range of online Apps and resources to help our people manage their own health and wellbeing whilst also looking after others. Available on Umatter, on the new SHSCT Connect Staff App and on the Trust's SharePoint site.

New role within OPPC

The Domiciliary Care Service introduced a new role last year to assist with the growing demand for sitting services. The Home Companion is a Band 2 post with a casual hour contract and will only provide care to enable unpaid carers to get a break from their caring responsibilities. The Service is now recruiting for new home companions.

Workforce Covid-19 Helpline

For support and guidance regarding Covid-19.

Total Actions in Year 3	19	Total Actions Completed in Year 3	12	Actions ongoing into Year 4	7
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**Disability Action Plan
Regional Actions
2018 – 2023**

**Progress Report
Year 3: 2020-2021**

Section 1 – Promoting positive actions and increased participation through training, awareness and resources

Disabled people have told us that promoting well-informed social attitudes to disability is central to securing the right to equality for all disabled people. We are committed to providing training and resources to support our staff in the implementation of our disability duties.

Actions to promote positive attitudes towards disabled people

Action Measure	Description
We will co-design and deliver bespoke disability equality training for frontline staff in partnership with disabled people.	<ul style="list-style-type: none">• Consistent staff training and awareness raising, co-designed and delivered, where appropriate, across health and social care.• Co-designed training programme in each Trust that includes specific guidance on communication on disability and autism.• Increased staff awareness on disability equality and how to promote positive attitudes and participation in public life.• Disability equality training that will reflect all disabilities (including hidden, autism, sensory) and will challenge negative stereotypes / attitudes about disabled people.

Progress Year 3 – Complete for this reporting period

The Making A Difference E-Learning mandatory training is the main training resource which all staff are required to complete. This incorporates disability awareness training and scenario based learning.

In addition, HSC Trusts have revised the Staff Disability Etiquette Booklet which is aimed at raising staff awareness.

Work has been ongoing to co-produce training with disabled people. Progress is not as far advanced as originally intended due to Covid-19 pandemic and other priorities. A regional programme will be finalised incorporating input and involvement from people with disabilities and it is planned that this will be rolled out in Year 4. This will complement existing resources such as Making Communication Accessible and the Regional HSC Disability Tool Kit.

Action Measure	Description
We will work with the consortium of mental health organisations and the ECNI to ensure health and social care is signed up to the Mental Health Charter.	<ul style="list-style-type: none">• Workplace that welcomes and supports staff with a mental health issue.• Development of best practice models that ensure services are accessible to people with a mental health issue.• Availability of long-term sustainable information and training support that will help managers to identify and offer help and support to staff with a mental health issue.

Progress Year 3 - Completed for this reporting period

The Trust has signed up to the Mental Health Charter in collaboration with the Equality Commission for NI. The Charter commitments are currently being mainstreamed in the outworking of the Trust's Health, Well-Being and Inclusion Strategy.

The Trust promotes and supports the mental health and wellbeing of staff and during the outbreak of Covid-19, many resources to support mental health and wellbeing have been disseminated.	
Action Measure	Description
We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy.	<ul style="list-style-type: none"> Promotion of regional sensory awareness e-learning programme. Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports.
Progress Year 3 - Rollover Year 4 The Physical and Sensory Disability Strategy is led by HSCB and it has been agreed that the work on the Regional Accessible Information Standard should also be led by a regional organisation rather than a Trust. The HSCB has engaged with DoH and PHA on how this can be taken forward. The Trusts will of course continue to be involved in this work given the commitment made in their respective Disability Action Plans. It is important to note that this will continue to be a priority piece of work, particularly highlighted by the importance of providing clear accessible information as we continue to deal with the pandemic, rebuild HSC services and roll out the Encompass project.	

Actions to encourage participation by disabled people in public life

Action Measure	Description
We will develop for staff a welcome pack with information about accessibility such as: <ul style="list-style-type: none"> arrangements for sign language interpreting provision of auxiliary aids disability etiquette alternative formats. 	<ul style="list-style-type: none"> Accessibility welcome pack available for all disabled service users to improve access to services. Improved service user and carer experience. Resource available for staff to support them to meet the needs of disabled service users and carers.
Progress Year 3 – Rollover Year 4 A new remote sign language interpreting service has been set up, primarily to ensure that our service users have access to health and social care appointments during the pandemic. The service user can download an app to access a free online remote sign language interpreter 24/7. The service user can use this service to contact the NHS111 Northern Ireland COVID19 Helpline, NI COVID19 Community Helpline, GP surgeries, hospitals, dentists, social care services etc. This new service was published on our social media and disseminated through our established networks. We also wrote out to service users who had previously booked a sign language interpreter through our services	
In March/April when the pandemic first hit we were provided with a lot of vital information about how to stay safe. Information about the Coronavirus, guidance on staying home and social distancing along with information about the vaccine process was just some of the information we received and shared with our networks. This information was translated into various languages, put into easy read and provided in alternative formats. This information was made available on the Trust website and shared regionally.	

Action Measure	Description
We will work with relevant organisations to adopt a communication standard in line with the Accessible Communication Standard in England to ensure information is accessible for all disabled people including those with autism and those with communication disability.	<ul style="list-style-type: none"> • Establishment of a consistent communication standard across all Trusts. • Improved communication with service users and carers. • Improved experience for people using our services. • Improved accessibility to information and services.
Progress Year 3 - Rollover Year 4	
The Physical and Sensory Disability Strategy is led by HSCB and it has been agreed that the work on the Regional Accessible Information Standard should also be led by a regional organisation rather than a Trust. The HSCB has engaged with DoH and PHA on how this can be taken forward. The Trusts will of course continue to be involved in this work given the commitment made in their respective Disability Action Plans. It is important to note that this will continue to be a priority piece of work, particularly highlighted by the importance of providing clear accessible information as we continue to deal with the pandemic, rebuild HSC services and roll out the Encompass project.	

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

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

Actions to promote positive attitudes towards disabled people

Action Measure	Description
We will work with disabled people to make sure we are ready for the introduction of new legislation including: <ul style="list-style-type: none">• Mental Capacity• Age Discrimination (Goods/Facilities/Services)	<ul style="list-style-type: none">• Actions plans available to ensure readiness for forthcoming legislation

Progress Year 3 - Completed for this reporting period

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

The Act provides a statutory framework for people who lack capacity to make a decision and people who now have capacity but wish to make preparations for a time in the future when they lack capacity. Where a person who lacks capacity is being deprived of their liberty, the Deprivation of Liberty Safeguards must be applied.

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

Action Measure	Description
We will review how we communicate with and seek feedback from disabled people (staff and service users) about health and social care and develop guidance to ensure effective engagement in the future	<p>Introduction of new methods of seeking feedback and communication identified such as Citizen Space.</p> <ul style="list-style-type: none">• Use of all available media (including social media) considered.• Guidance available for staff to ensure effective engagement with disabled people.• Improved development of policy and practice by drawing on wide range of views and experiences.

Progress Year 3 - Completed for this reporting period

The Trust is committed to the principles of the Co-Production-Guide.pdf. This guide illustrates the commitment to a system that partners and organises health and wellbeing with people, for people, and by people, including people with a disability and representative organisations. Details of the extensive work carried out can be found in our PPI and Co-production Annual Report.

Actions to encourage participation by disabled people in public life

Action Measure	Description
We will work with representative groups to develop an accessibility checklist to ensure that health and social care facilities are considered accessible spaces for all.	<ul style="list-style-type: none"> • Accessibility checklist for health and social care facilities developed in partnership with ECNI and voluntary and community sector. • Health and social care facilities accessible for service users and carers. • Information from checklist to support prioritisation of programme of accessibility works. • Resource developed to promote best practice in the built environment including autism friendly spaces. • Promotion of best practice when working with colleagues on modernisation projects or new builds. • Guidance available on autism friendly spaces. Promote principles of autism friendly spaces and services.

Progress Year 3 – Rollover Year 4

The Northern Trust completed and launched Accessibility guides on 11 May 2021 - access guides for Antrim Area Hospital and Causeway Hospital. We are currently working closely with the Estates Department to further develop such guides within the Southern Trust. This action has been progressed to Year 4.

Action Measure	Description
We will work to ensure access to all forms of communication support including support for BSL/ISL users, Makaton users and people who have Autism Spectrum Disorder.	<ul style="list-style-type: none"> • Regional services established for the provision of communication support for people who are deaf or hard of hearing. • Health and social care communication accessible to all service users and carers. • Improved access to services. • Improved communication with service users and carers. • Improved experience for people using our services.

Progress Year 3 – Rollover Year 4

In 2013 the Health and Social Care Board (HSCB) initiated a regional review of the provision of Communication Support Services in Northern Ireland to determine the most appropriate arrangements for providing the service in the future. The review concluded in January 2016 and proposed that communication support services should be supplied in future on the basis of a regional shared service provided by the Business Services Organisation. In June 2016 [a consultation on the recommendations from the regional review of communication support services for people who are deaf or hard of hearing across Northern Ireland](#) was launched. The public consultation supported the recommendation that the Business Services

Organisation would be commissioned to supply Regional Communication Support Services (RCSS) for deaf and hard of hearing people who need to access to health and social care across Northern Ireland. The RCSS service development has been driven by the need to improve the accessibility, quality and safety of current communication support to service users as intended by RQIA in its Recommendation in 2011. The RCSS Service Delivery Model has been developed based on the recommendations from the review of communication support in 2016. Over the reporting period meetings have been held with sign language service users and a range of organisations and individuals across all HSC Trust areas, providing an opportunity to discuss the service model. Work on developing the model continues.

A new remote sign language interpreting service has been set up, primarily to ensure that our service users have access to health and social care appointments during the pandemic. The service user can download an app to access a free online remote sign language interpreter 24/7. The service user can use this service to contact the NHS111 Northern Ireland COVID19 Helpline, NI COVID19 Community Helpline, GP surgeries, hospitals, dentists, social care services etc. This new service was published on our social media and disseminated through our established networks. We also wrote out to service users who had previously booked a sign language interpreter through our services.

Action Measure	Description
We will join the Equality Commission's 'Every Customer Counts' initiative to try and ensure that services and the physical environment are accessible.	<ul style="list-style-type: none">• Public commitment to 'Every Customer Counts' and formal sign up by all Trusts being a campaign signatory.• Health and social care services accessible and open to all potential service users and carers. Raised awareness of three good practice guides to illustrate reasonable adjustments which have been made by various service providers in a range of sectors.

Progress Year 3 – Rollover Year 4 and ongoing

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

There have been a number of projects undertaken during the year, examples of these can be found in the APR.

As part of our commitment to ensuring our services are more accessible, the EDI team and Estates Department are working to develop Accessibility guides within some of the Trust sites. This is due to be progressed in Year 4.

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

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

Action Measure	Description
We will work in partnership with Recruitment Shared Services to promote a review of recruitment and selection processes to promote equality and ensure any barriers that may discourage a disabled person from applying are identified and mitigated action as appropriate.	<ul style="list-style-type: none">• Barriers to recruitment and selection process improved.• Best practice model developed in relation to online recruitment.• Increased applications from people with a disability.
Progress Year 3 – Completed for this reporting period The Health and Social Care Workforce Strategy 2026: Delivering for Our People sets out ambitious goals for a workforce that will match the requirements of a transformed health and social care system. It also addresses the need to tackle serious challenges with supply, recruitment and retention of staff. The Strategy document includes a very detailed look at the workforce issues and challenges facing health and social care in Northern Ireland. Theme 1 in the Strategy is about Attracting, Recruiting and Retaining and includes the commitment to set up and roll out a regional HSC careers service to help ensure a good supply of people in the future; to inform and excite people on the range of jobs and professions and to publicise health and social care as a career option. Trusts have been working collaboratively to improve access for those seeking employment with the Trusts. Examples include: <ul style="list-style-type: none">• Improvements in website accessibility – providing greater ease of access for job applicants.• Production of a series of recruitment - How to Guides.• Outreach measures – regional and local career events to promote the HSC as an employer of choice. The new Disability Equality Policy and Disability Tool Kit were agreed regionally with Trade Union partners and introduced within each Trust in 2021. The SHSCT are currently developing a communication plan to raise awareness of staff and managers. This resource was informed with input from the Disability Sector, ECNI, managers and staff across HSC as well as Equality practitioners. The Tool Kit provides very practical advice for both managers and staff when managing disability in the work place and will be used across the region as a resource to aid best practice and understanding of the out workings of the Disability Discrimination Act 1995.	

Action Measure	Description
We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.	<ul style="list-style-type: none"> • Development of our work placements and employability programmes. • Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions.
Progress Year 3 – Rollover Year 4	
Due to Covid-19 pressures and the priority to maintain essential service provision progress has been affected. We will further consider this work stream as soon as business activities resume and Trust working groups can reconvene.	
Action Measure	Description
We will review opportunities for staff to disclose their disability.	<ul style="list-style-type: none"> • Staff encouraged to declare that they have a disability. • Promotion of the benefits of disclosure and importance of monitoring. • Increased awareness of the importance of staff keeping personal equality monitoring records up to date (via HRPTS). • Increased staff disclosure and staff supported. • Robust equality monitoring statistics to ensure meaningful analysis to support decision making and benchmark workforce profile.
Progress Year 3 – Completed for this reporting period	
A staff information booklet entitled 'Should I Disclose to My Employer that I have a Disability' has now been produced setting out the benefits of disclosure. Whilst disclosure is voluntary there are clear benefits for an employee in being open and transparent about their disability status. Firstly, it enables an employer, in this instance HSC Trusts, to provide for timely and practical implementation of reasonable adjustment in the workplace for new or existing employees with a disability. This is particularly important where there are health and safety considerations. This staff information booklet draws on best practice advice provided by Disability Action. This booklet is now available on the Trust's SharePoint site alongside the Disability Equality Policy and Disability Toolkit.	
Action Measure	Description
We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.	<ul style="list-style-type: none"> • Promotion of revised best practice guidance on employing persons with a disability. • Development and delivery of bespoke equality and human rights training to Occupational Health staff. • Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers. • Improved support for disabled staff. • More robust reasonable adjustment process.
Progress Year 3 – Completed for this reporting period	
The new Disability Tool Kit includes a complete section on Reasonable Adjustments in the Workplace to ensure managers fully understand their legal responsibilities under the Disability Discrimination Act 1995.	

Promotion of the role of Occupational Health in helping to identify and support staff and managers implement reasonable adjustments. Unfortunately, due to Covid pressures, which have significantly affected Occupational Health resources, some of the actions have had to be deferred.

Action Measure	Description
We will develop guidance on supporting people with autism in employment in partnership with representative organisations.	<ul style="list-style-type: none"> Co-designed guidance produced which will raise awareness among staff of reasonable adjustments for people with autism. Promotion of guidance across health and social care.

Progress Year 3 – Completed for this reporting period

Guidance currently on the Trust's SharePoint for staff:

- Disability Etiquette Booklet which has a section on Autism.
- Employing people with autism: a brief guide for employers by The National Autistic Society Northern Ireland, the Department for Employment and Learning, the Equality Commission for Northern Ireland and Employers for Disability NI.
- Personal Passport – Reasonable Adjustments in the Workplace. This can be used by the staff member to store any information about their disability and reasonable adjustments in the workplace. They can use the passport to tell a new line manager about anything they need to have in place which enables them to carry out their role.

Autism awareness training continues to be provided to staff groups across the Trust and is also delivered upon request to staff groups.

Total Actions in Year 3	15	Total Actions Completed in Year 3	8	Actions ongoing into Year 4	7
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Quality Care - for you, with you

Progress Update Local Equality and Disability Action Plans Year 3

Equality Action Plan
Local Actions
2018 – 2023

Progress Report
Year 3 - 2020-2021

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

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

Action Measure	Description
Further Embed Public and Personal Involvement (PPI) throughout the Trust We will review the Trust's PPI Strategic Action Plan. We will update the Trust's Consultation Scheme in line with regional guidance and ensure that the Section 75 equality duties are an integral part of this scheme. We will update the Trust's PPI Toolkit for staff to facilitate the mainstreaming of PPI and Section 75 equality duties throughout the Trust's Directorates and functions. We will promote the uptake of the PPI Awareness E-Learning training module and deliver face to face training to teams. We will provide PPI support to Directorate teams on request. We will support the development of the PPI panel. We will monitor PPI through the Patient & Client Experience (PCE) Committee (Sub-Committee Trust Board). We will work with regional partners Department of Health, Public Health Agency, Regional PPI Forum, Patient Client Experience through the Patient Client Experience Committee to streamline PPI, Co-production and PCE and maximise links with complaints and quality improvement.	<ul style="list-style-type: none">• Development and implementation of Corporate and Directorate PPI Action Plans.• Production of annual reports to reflect progress against the regional PPI standards.• Cohesion between PPI and Section 75 equality duties.• Revised Consultation Scheme which reflects regional guidance and incorporates Section 75 equality duties.• Toolkit available for all staff to facilitate the mainstreaming of PPI and Section 75 equality duties.• Completion of PPI Awareness E-Learning module by staff.• On-going PPI to Directorates teams.• Progress measured via PPI annual progress reports.
Progress Year 3 – Completed for this reporting period <ul style="list-style-type: none">• Due to Covid-19 the PPI Team were stood down and re-deployed (COVID-19 community helpline).• Ad Hoc work carried out which was classified as urgent.• PPI Panel contact maintained during this time.• Support of MHD Advocacy Contract.• Re-establish PPI Panel and carry out a TNA. Support PPI Panel in accessing Training to meet TNA.• Re-connect PPI Panel member with senior management to align them with re-build work and re-shaping of services.	

- To recognise the contribution the PPI Panel have made to PPI and Co-production both at a local Trust level and regional HSC level the Southern Trust held a Recognition Event on 27th November via the online platform Zoom. Over 40 participants attended the event and it was great to see so many past and present Panel members.
- The impact of projects funded through these small grants will continue to be monitored as appropriate via Corporate and Directorate Action Plans. Impact will be shared through the PPI/User Involvement Communication Strategy.
- PPI Team support and advice given to teams on user involvement with regard to the Trust's Re-build Plan.
- Survey developed and shared with service users and carers to view how well service users are involved across the Trust, and the extent to which this is providing positive outcomes for the patient/client experience of care.

Action Measure	Description
Promotion of the Role and Function of the Equality Unit We will continue to raise awareness of the role and function of the Trust's Equality Unit to ensure that staff, Trade Unions and Section 75 groups are aware of available expertise, advice and support.	<ul style="list-style-type: none"> • Local communication strategy in place to proactively promote the Trust's corporate commitment to its equality duties as set out in its Equality Scheme. • Increased awareness amongst staff, Trade Unions and Section 75 groups as to the role and function of the Trust's Equality Unit. • Equality in Action Newsletter widely disseminated through established Trust Networks as well as external Section 75 networks to promote the role, function and activities of the Unit to include themed coverage on specific topics of interest. • We will participate and promote the work of the Unit through annual best practice show case events and also proactively via new and established Section 75 networks.

Progress Year 3 – Completed for this reporting period

During the 20-21 year, the Head of Equality Assurance retired and in September a Head of Equality, Diversity & Inclusion was appointed. This change in title refocuses the emphasis on value added work and raising the awareness of all aspects of equality to include the diverse nature of both the Trust staff and service users and working to ensure we can bring a sense of belonging and inclusion .

Although during Covid when face to face interaction was restricted the new Head of Unit engaged both locally and regionally with equality stakeholders. In addition, to raise the profile with Board, the Head of Unit attended the February meeting and presented on the current profiles, emerging issues and priority areas for moving forward. This was supplemented by a presentation with some of the Trust ethnic minority staff who provided an overview of how they felt working in the Trust and also during Covid. The Board gave full support for further engagement on such issues.

On a practical level, the Equality in Action Newsletter continues to provide a valuable source of information for the Trust Board and Trust Staff on the key achievements of the Equality Unit. This is supplemented throughout the year with specific and timely new items in the Trust's Southern-i (Staff Newsletter), social media channels, intranet and internet.

As part of our commitment to inclusion and diversity, during the year we actively supported a number of recognised days in relation to Equality and Diversity. During 2020-21, we were delighted to support International Day for Person's with a Disability 3 December 2020, International Day of Human Rights 10 December to coincide with the launch of a regional Good Relations Statement and International Women's Day 3 March 2021.

Action Measure	Description
Implementing the Age Discrimination Regulations We will work with Department of Health and other relevant stakeholders to ensure the local implementation of the Age Discrimination Regulations into the sphere of Goods, Facilities and Services provision.	<ul style="list-style-type: none"> The Trust will participate in the planning and organisation of a regional event to raise awareness of potential implications of the new Age Discrimination legislation and the implications for health and social care provision. Better understanding amongst staff re the implications of the new legislation.
Progress Year 3 – Rollover Year 4 This legislation has yet to be enacted by the local Assembly – progress has since been hindered by Covid-19 planning.	
Action Measure	Description
Quality/Continuous Improvement Projects We will work with the Trust's Continuous Improvement Team to mainstream our Section 75 equality duties, disability duties and human rights obligations in our: <ul style="list-style-type: none"> ➤ Continuous Improvement projects/work streams and our ➤ Quality Leader Programmes - undertaken by both our staff and service users. 	<ul style="list-style-type: none"> Provide all participants undertaking Quality Improvement projects with access to the 'Equality, Good Relations & Human Rights –Training manual for staff', 'Making Communication Accessible for All' – a guide for HSC staff and the Equality Commission's 'Every Customer Counts' publication. Presentation to participants on equality, diversity, human rights and Section 75 obligations. Provide specific training to participants to ensure the Section 75 equality duties are adhered to including the completion of equality screenings and, where appropriate, EQIAs as part of informing their project initiation documents (PIDs). Increased awareness of equality/diversity, Section 75 processes and obligations. Greater awareness on the role and function of the Trust's Equality Unit for both staff and service users undertaking continuous improvement projects.
Progress Year 3 – Completed for this reporting period Section 75 considerations continue to be mainstreamed with the Trust's Continuous Improvement work streams. Regular engagement with the Trusts PPI team is also an integral part to mainstreaming. It is envisaged that further equality related training and raising awareness of diversity and inclusion will continue into 21-22.	
Action Measure	Description
Roll out of the Level 3 Award in Quality Improvements We will support the roll out of the Level 3 Award in Quality Improvements to include service users, carers and community and voluntary sector organisations in the Southern Trust area. NB: New initiative being offered for the first time by the Trust to service users, carers and community and voluntary organisations.	<ul style="list-style-type: none"> Roll out of the Level 3 Award in Quality Improvements to service users, carers and community and voluntary organisations. Development of knowledge and skills and involvement of service users, carers, voluntary and community organisations (Section 75 groups) in quality improvement activities and Section 75 obligations. Supports the Trust's Corporate Social Responsibility policy by empowering local citizens to participate in an accredited training programme aimed at bringing about quality improvements in service provision.
Progress Year 3 – Completed for this reporting period Quality Improvement Award:	

- Autism Service training programme was completed.
- Regional cross Trust training programme completed.
- Supported living training programme completed.

No further roll out of this programme was initiated in 2020- 21 due to the impact of Covid19.

Action Measure	Description
Staff Training – Screening and Equality Impact Assessments (EQIA) We will review our staff training to ensure best practice is followed when screening and conducting EQIAs.	<ul style="list-style-type: none"> • Up-to-date training programme available for all our policy makers to ensure best practice is followed when screening and conducting EQIAs. • Revised training programme rolled out across the Trust over the life span of this Plan. • Staff appropriately skilled to undertake equality screenings and EQIAs. • Compliance with Section 75 equality duties.
Progress Year 3 – Rollover Year 4 Progress has since been affected by Covid-19 and the restrictions on face to face training methods. Regular one to one support for equality screening continues and there are plans for roll out of a training programme online in relation to equality screening/ EQIAs during 2021-22.	

Section 2 – Promoting Equality in our Services

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

Action Measure	Description
Traveller Action Group	<ul style="list-style-type: none">• Complete a review of progress to date and agree priorities for improving Traveller health and wellbeing.• Key priorities identified through both the regional Traveller Health and Wellbeing Forum and the Trust's local Traveller Action Group.• Signposting and provision of information to ensure Travellers are aware of available services, referral pathways to improve their health and wellbeing.• Traveller development further embedded.• Further development of the Health Champion and Health Trainer programme.• Creation of employment and volunteering opportunities for Travellers within the Trust and partner organisations.
Progress Year 3 – Completed for this reporting period	<ul style="list-style-type: none">• Completed a review of membership and ToR of the Trust's local Traveller Action Group.• Completed a review of progress to date and agree priorities for improving Traveller health and wellbeing.• Identified key priorities through both the Regional Traveller health & Wellbeing Forum and Trust's local Traveller Action Group.• Commissioned and supported local Traveller Support Groups to signpost and provide information to ensure Travellers are aware of services available and referral pathways to improve their health and wellbeing.• Volunteering opportunities developed through partnership working with Volunteer Now.• The current model for sharing health and wellbeing information, activities, engaging with external facilitators works best and is rolled out to Traveller women, young women, men and youth groups across the Southern Trust areas.• Within the various Traveller women's groups and Traveller men's groups TCDO continues to encourage participants to take home to their family messages, information and resources discussed.• Additional resources provided to Traveller Support Groups to ensure travellers were aware of and participated in Census 21.• Traveller Cultural Awareness Training Workshops delivered internally, to statutory partners and in the community.• Review of Traveller Family Support Worker (N&M) post completed, due to retirement of current post holder in N&M locality. Post reconfigured as a combined Traveller and BAME Support Worker to work closely with community development and health improvement. Recruitment due Q1 2021-22.• Review of Traveller Community Development Officer (TCDO) due to retirement of current post holder. <p>Covid Response Actions:</p> <ul style="list-style-type: none">• Communication with Traveller families in Craigavon, Banbridge and Newry areas re: Covid 19, discussed issues around family bubbles, the risk

- of transmission and updated guidelines on travel restrictions, wearing masks.
- Supporting families with school materials and access to learning online, liaising with local schools to ensure access to educational materials.
 - Communicating with Traveller families via telephone and WhatsApp.
 - Support with access to GPs, medical appointments and Pharmacies.
 - Supplied health and wellbeing messaging to families via telephone, WhatsApp and information packs.
 - Support with benefit applications and appeals.
 - Outreach to families in Newry & Mourne whilst waiting on the Traveller and BAME Support Worker post is filled.

Action Measure	Description
Reducing Social Isolation for Older Persons	<ul style="list-style-type: none"> • Continue to work in collaboration with other statutory, voluntary and community sector partners to reduce social isolation for older people, including Good Neighbourhoods for Ageing Well, Verve Healthy Living Network, mPower Project. • Be an active partner in the development and implementation of an Ageing Well framework within Mid Ulster Council and the Age Friendly Strategic Alliance in Newry, Mourne and Down Council. • Explore potential for the development of an Older Person's Support Hub.

Progress Year 3 – Completed for this reporting period

Adult and Child Safeguarding

- COVID-19 impacted on the ability of Community Sector Training to deliver courses in the first 6 months of 2020/21, and the staff were redeployed into supporting the COVID Community Helpline. The team supported the delivery of a total of 25 courses between 1st September 2020 and 31st March 2021, split down into 5 Adult Safeguarding and 20 Child Safeguarding, to a total of 196 participants / 29 groups. 5 courses were face to face back in Sep/Oct 2020 and the rest all delivered on Zoom.

mPower Project

- The mPower project targets people aged 65 years and over to enhance their ability to self-manage their health and care by navigating them to appropriate support organisations and opportunities and making use of digital technologies.
- The project has successfully delivered on targets for Wellbeing Plans and Digital Interventions to date. The project implementation period has been extended by a further 6 months and will now finish at the end of May 2022.
- Whilst the COVID-19 pandemic posed specific challenges in relation to face-to-face meetings with existing and potential clients for mPower, it also provided opportunities to expand the range and reach of digital technologies to help reduce social isolation and improve health and wellbeing outcomes with particular reference to mental and emotional health and wellbeing.
- mPower has funded an initiative called WAVE (Weekly Audio Visual Engagement) being delivered by the Confederation of Community Groups in Newry. In response to the isolation due to Covid-19, WAVE provides an opportunity to connect virtually and visually (via the use of electronic tablets) with older, vulnerable and isolated people. WAVE also supports the sharing of health messages and digital interventions to support older people and signposting/redirection to other support services as appropriate to keep well.
- mPower has also made use of electronic tablets to keep older people in Care Homes across the Southern Trust area connected with family and friends, with clinicians and with the outdoors. Most of the Care Homes have been provided with a pre-loaded digital device that has provided access to social and physical activities, clinical engagements, opportunity for learning, reflection and worship, and support for emotional

wellbeing.

- The ability to stay connected has proved to be beneficial in supporting mental and emotional wellbeing and in reducing the impact of social isolation resulting from COVID-19. The mPower team in the Southern Trust has also shared the learning from this initiative with colleagues across Northern Ireland, Republic of Ireland and Scotland.

Good Neighbourhoods for Ageing Well

- The Good Neighbourhoods for Ageing Well initiative is no longer funded and the Local Implementation Groups were stood down during 2020/21 as a result of COVID. The Trust continues to work closely with communities and with community and voluntary sector groups to identify and collaboratively address issues relating to health and social wellbeing for older people across the Trust area.

Ageing Well

- The Trust continues to provide funding towards this scheme which has recently been re-tendered for delivery across the Mid Ulster locality. The service continues to provide a range of services for older people across the Mid Ulster area, including a good morning call service and a handy van service for fitting of key safes and some minor works in and around the home, e.g. garden maintenance.

Support for other CV organisations

- The Trust also funds a range of Community and Voluntary sector organisations to provide health and social wellbeing support to older people in local communities, including British Red Cross, Community and Voluntary Services, Confederation of Community Groups, University of the Third Age and Southern Age Well Network (previously Newry and Mourne Senior Citizen's Consortium).

Age Friendly NMD

- The Trust is an active partner in the Newry and Mourne Age Friendly Strategic Alliance and helps to facilitate the Older Person's Forum which is a core element of the Alliance. Due to the COVID-19 pandemic, it was not possible to facilitate the annual Positive Ageing event in October 2020

Access & Information Service

- The Trust's Access and Information service acts as a central point of contact for older people aged 65 and over who struggle to complete daily living tasks and would like to be connected to local support services.
- The service processes referrals for the Trust's Integrated Care Teams, incorporating social work, district nursing, occupational therapy, referrals to Reablement, regional emergency out of hours social work, Continence, Intermediate Care Step Up & Step Down and referrals for IV.
- The service also signposts and makes onward referrals to Community and Voluntary Sector organisations and groups and other agencies, including Lifeline; Men's Sheds; Befriending; Fit 4 U; Good Day, Good Carer; 50+ Groups; Community Transport; dog sitting with the Rosie's Trust; and many more.
- A preventative and upstream approach sees signposting, redirecting and referring on to services both within health and social care and externally with community and voluntary sector enabling older people to maintain/regain their independence and exercise choice and control of their health and wellbeing. Feedback received has been positive.

COVID Community Helpline

- In response to COVID-19, the Promoting Wellbeing Division in the Trust established a helpline and support service to ensure that those who were identified as most vulnerable and residing in the Trust area had adequate practical, emotional and social help and support to self-isolate at home during the COVID-19 outbreak. This was actioned as part of a region-wide COVID Community Helpline response that was delivered in partnership with Department for Communities, Advice NI and a wide range of local community and voluntary sector organisations which provided practical support such as food and medicines delivery to vulnerable people in their local communities.
- When contacted, helpline staff carried out a 'guided conversation' to enable them to identify specific practical, emotional and social needs.

Referrals for access to food parcels were made directly to local council distribution hubs. For other types of support e.g. social contact, referrals were made onto community and voluntary sector groups.

- The service operated 7 days a week between April and July 2020. There were a total of 2176 contacts during that period. 50% were aged 65+ years and 81% were in receipt of a 'shielding' letter from GP. 64% requested support for access to food.
- Calls were often complex with multiple issues requiring to be responded to, including mental and emotional wellbeing, isolation, etc.

Community Planning

- The Trust is an active partner in local council community planning partnerships. Partnership meetings and actions were significantly reduced during 2020/21 due to COVID-19. The focus for collaborative working remains on areas such as mental health and wellbeing, poverty and welfare, cancer prevention, physical activity, and older people.

Action Measure	Description
Carers Rights and Entitlements We will work with the current Carers Support Provider to ensure delivery of contracted services to meet needs of carers.	<ul style="list-style-type: none"> Increased awareness of carers' rights and entitlements amongst Section 75 groups. Increased awareness amongst our staff, who are carers, as to their statutory rights and entitlements and supports.

Progress Year 3 – Completed for this reporting period

The Trust continues to develop and implement its Carer Support Framework and action plan and monitor progress through its Carers Reference Group and Governance Committee.

Covid response actions:

- Regular communication with carers has continued through Carers Register and through teams to ensure they are aware of supports and guidance, including the Covid-19 Community Helpline which was provided by the PWB Division and partner organisations.
- 556 Cash grants totalling £76,965 were provided to carers.
- 7644 Carers ID cards issued to carers across all teams.
- Carers Co-ordinator referred 3,757 carer vaccine requests to Trust booking team.
- Worked in partnership with DoH, PHA, HSCB and other Trusts in regional carer groups to ensure a co-ordinated and informed response to carer issues during Covid.

Ongoing development:

- Use of the Carers Conversation Wheel has now been extended and this approach is gradually being adopted across the Trust with training and support available to teams. Carers report very positive experience of the approach.
- A Carers Checklist was developed to capture all wider support offered to carers. This was piloted in Mental Health directorate and has now been rolled out in all teams. Reporting against this is now a DSF.
- All Carers information on the Trust website has been updated to include Covid-19 guidance and links.
- Carers engagement sessions have been held in relation to the retendering of the Carer Community Support contract and have informed and shaped the service.
- Carers Trust NI, CAUSE, Alzheimer's Society and Action Mental Health ADAPT continue to deliver services, largely remotely, as contracted community providers for carers support across the Trust.

- Three Freedom of Information requests responded to, requests included Cash Grant Allocation, Cash Grant Staff and user guidance and budgets allocated, Trust provision of Adult Services for Autistic Spectrum Disorder (ASD).
- Six Assembly Questions responded to, requests included: How many carers were registered, number of Cash Grants awarded. Unmet need. How many unpaid family or friend carers there are; and to detail the criteria used to add, update and maintain a register of carers. Measures Health and Social Care Trusts will put in place to support carers over the Christmas period. The ways in which your Department is taking cognizance of the additional needs of informal, unpaid carers in your COVID-19 response and how your Department is actively involving them in the design and development of future plans to stabilise, restore and rebuild services.
- Carers continue to be a standing item on team meeting agendas.
- Teams continue to make use of the Trust SharePoint for information and training.
- Expansion of Band 2 Home Companion sitting service to provide more flexible, short term respite for carers.

Action Measure	Description
Health and Wellbeing for people with disabilities Targeted programme for people with disabilities.	<ul style="list-style-type: none"> • Implementation of the Fit 4 U project, engaging 160 service users with physical/sensory disabilities and 100 people with a learning disability in physical activity sessions in local leisure services. • Implementation of a Health and Wellbeing improvement plan for learning disability services within SHSCT.

Progress Year 3 – Completed for this reporting period

From April 2020 – March 2021

The Fit 4 U service has adapted over the last year to support adults with disabilities to stay active and healthy at home. Due to the Covid-19 pandemic, there were no face to face group physical activity sessions in Leisure Centres.

Fit 4 U supports adults with physical disabilities and Fit 4 U 2 supports adults with learning disabilities to participate in physical activities and aims to improve participants' physical, mental and social health and wellbeing.

Fit 4 U support has included the circulation of physical activity challenges/exercises and health promotion material electronically and via post, weekly keeping in touch telephone calls, the distribution of resource packs, production of bespoke Fit 4 U and Fit 4 U 2 exercise videos, DVDs and interactive sessions on Zoom and a Winter Walk Challenge.

Outputs:

- 75 Weekly keeping in touch telephone calls
- 300 Resource Packs distributed.
- 300 service users received physical activity challenges and health promotion material via WhatsApp, email or post.
- 13 sessions delivered on Zoom – 35 Participants.
- 52 DVDs distributed.
- 23 people participated in Walk Challenge, accumulating 4,346,056 steps over 6 weeks, equivalent to 3263 km.

Outcomes:

- Resources circulated have supported people with disabilities to be physically active and mentally stimulated at home.
- Continued contact throughout the pandemic has maintained connections, supported mental health and reduced feelings of isolation.

The Health and Wellbeing improvement plan for learning disability services within SHSCT continues to be developed. A Health and Wellbeing Co-ordinator post has been developed and is currently being scoped as a regional recommendation based on the Southern Trust model.

Action Measure	Description
Social Interaction Group This group comprises of Asian, Arabic, Irish and refugees. It aims to relieve segregation and social isolation and to promote community wellbeing for both young and older residents living in the Armagh Banbridge and Craigavon (ABC) Council areas.	<ul style="list-style-type: none"> • Further development of the Social Interaction Group to include committee skills and capacity building and training. • Work with the ABC Council's Good Relations and Community Development staff to facilitate planning days for this group. • Provide support in identifying key priorities and a tailored action plan aimed at tackling inequalities.

Progress Year 3 – Rollover Year 4

There has been no progress to report due to Covid.

Action Measure	Description
10,000 Voices, Patient Experience- Section 75 Engagement Plan We will work with the 10,000 voices facilitator to ensure that patient stories and patient experiences are captured from hard to reach Section 75 equality groups e.g. BME and Travellers and LGBT communities.	<ul style="list-style-type: none"> • Questionnaires translated into different languages and disseminated via the NI Health and Social Care Interpreting Service to ethnic minority groups. • Ease of completion by ethnic minority groups.

Progress Year 3 – Completed for this reporting period

10,000 More Voices

A Trust engagement plan is developed for each 10,000 voices regional survey to encompass the Section 75 groups. 10,000 More Voices Surveys live 2020/2021:

In light of the ongoing COVID-19 pandemic in Northern Ireland the regional work-plan for 2020/21 was reconfigured to capture the most recent experience of our citizens (including patients, client, relatives & staff) engaging with our HSC system during the pandemic. The system has had to learn and adapt quickly during the pandemic and this has had a significant impact upon all our services. It is encouraging to see a growing demand in the need to explore these experiences and to learn directly from them using the robust methodology such as 10,000 More Voices model. Outlined below is an update on regional projects – all local facilitation by 10,000 More Voices Facilitator:

- You and your experience of working during COVID-19 – staff survey
- You and your experience of Mental Health Services during the COVID-19 Pandemic – service user survey
- Your Experience of Personal Protective Equipment during COVID-19 – staff survey
- Your Experience of Mental Health Services Regional Report 2019 – service user survey.

New Regional Online Service User Feedback - Care Opinion – Launched on 2 August 2020 (April 2020 postponed due to Covid-19)

Local Implementation of Care Opinion

Patient and Client Facilitators are continuing to engage with a broad range of staff in operational teams to embed Care Opinion in the SHSCT and encouraging staff to promote all methods of feedback. The Trust has been very successful in its first 8 months of Care Opinion operation with 710 stories received in relation to experience in the Trust. There has been a notable increase in stories since its introduction within the SHSCT - allowing more voices to be heard.



Changes made/planned – Care Opinion allows the Trust to identify any changes made/planned from feedback received across the SHSCT:

Emergency Departments -

- Sharing learning at daily safety brief (completed)
- Review of name badges in ED (completed)
- Review of heating in ED (partially completed)
- Issues relating to members of the public who are exempt from wearing face masks (not yet complete)

X Ray Department -

- Introduction of disposable gowns for all patients attending x ray department at South Tyrone Hospital (completed)
- Review of process for patients attending STH for scans (completed)
- Review of signage (completed)
- Review of staff management during shift handover in X-ray dept. (completed)

Paediatrics/Neonatal -

- Child friendly cutlery across all paediatric wards (completed)
- Review of guidance for parents in neonatal unit (completed)

Cardiac outpatients department -

- Review of signage to cardiac investigations outpatients departments, which is now moved to a the former paediatric/audiology department (completed)

Memory Services Team -

- Review of leaflet provision in Outpatients Department (planned)

Covid Vaccination Centre -

- Improving signage to COVID vaccination centre
- Review of communication when patients are receiving COVID vaccination

Virtual Visiting Service -

- Training for virtual visiting team to improve communication with patients and their families following stroke

Contraceptive Clinic -

- Reinstated waiting list/partial booking system at Contraceptive Clinic

Future Changes Planned

- Quality Improvement Project to review the pathway for women and their partners when miscarriage occurs
- Review of car parking for patients attending the mobile screening unit on the Trust Dromalane site in Newry
- Review of Wi Fi service for virtual visiting
- Review of information on card for deaf service users and arrange for this to be reissued to deaf service users in SHSCT
- Improvements to waiting area in Emergency Department, CAH
- Review of measures to ensure safe social distancing in Minor Injuries Unit, South Tyrone Hospital
- Dedicated phone line to deal with issues to/from GPs in relation to queries with blood samples.

Care Opinion Training Strategy -**• Care Opinion Awareness session**

To date the PCE facilitators have facilitated over 70 awareness sessions with teams. The awareness session is in the final stages of being uploaded on the SHSCT HSC eLearning platform.

• Responder training

Responder training continues fortnightly, to date 255 staff have attended responder training

Action Measure	Description
'What Matters to You' Campaign We will support the roll out of a number of experience/engagement initiatives including the 'What Matters to You' campaign. NB: The Trust is one of the first in NI to join the campaign which originated in Scotland.	<ul style="list-style-type: none">• Roll out of 'What Matters to You' campaign to encourage patients, service users, carers and our staff to share what matters to them.• Support meaningful conversations between those who provide health and social care and the people, families and carers who receive it.• Campaign to be rolled out to all acute settings – Daisy Hill, Craigavon and Lurgan hospital sites.

Progress Year 3 – Rollover Year 4

'What Matters to You' campaign was deferred in 2020 due to the impact of Covid-19.

Action Measure	Description
Annual Best Practice Show Case Event We will participate in an annual event to showcase best practice in equality and diversity within health and social	<ul style="list-style-type: none">• Host an annual Equality and Diversity event.• Health and social care seen as a sector that promotes equality and diversity.• Improved awareness of equality and diversity and best practice models.

care.	<ul style="list-style-type: none"> • Best practice in equality and diversity shared across health and social care and beyond.
Progress Year 3 – Completed for this reporting period	
<p>During Good Relations Week Sept 2020, a regional online engagement event was organised to develop a regionally consistent Good Relations statement for HSC organisations across Northern Ireland. Participants included equality representatives from all HSC Trusts, a Community Relations Council Board member, Local Council representatives, Patient and Client Council, Business Services Organisation, Equality Commission NI, Public Health Agency, Trade Unions and interested employees from across the HSC sector.</p>	
<p>In developing the Good Relations statement our overarching aim is to have a visible, accessible and unequivocal statement displayed in all health and social care facilities to promote positive relations between persons of different religious belief, political opinion and/or racial group. In our discussions we acknowledged that our statement must be clear that this commitment applies equally to our service users, patients, carers, visitors and our staff. The Southern Trust is committed to the promotion of good relations amongst people of different religious belief, race or political opinion.</p>	
<p>Following the engagement a final HSC sector Good Relations statement was launched in December 2020 - 10th December 2020 - International Human Rights Day.</p>	

Section 3 – Supporting our Staff

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

Action Measure	Description
Employment Opportunities for Marginalised Groups We will work in collaboration with the Equality Commission for NI and relevant stakeholders to extend the remit of our current Employability Scheme to enhance employment opportunities for other marginalised Section 75 groups.	<ul style="list-style-type: none">Liaise with the Equality Commission to explore the feasibility of extending the Employability Scheme to other marginalised Section 75 groups.Access to employment is improved for marginalised Section 75 groups.
Progress Year 3 - Rollover Year 4 The Trust's supported employment scheme for adults with a disability did not progress within original timescale due to temporary cessation of day opportunities during Covid-19 lockdown. Contracted training providers were also unable to assist the Trust in 2020/21 due to curtailment of their own training activities and services provided on an outreach reduced basis.	
Action Measure	
Promoting Staff Health and Wellbeing We will revise and launch our staff health and wellbeing strategy and action plan. We will use the recently established Health and Wellbeing Information Hub/Centre in Craigavon Hospital as a means to: <ul style="list-style-type: none">➤ further engage with our staff to disseminate information to support our staff in managing their own health and wellbeing e.g. mental health awareness, cancer awareness and the range of Trust led programmes available for staff e.g. mindfulness, take 5 steps to wellbeing, relax and rewind, cycle to work, etc.➤ target the specific health needs of staff e.g. men's health week.	<ul style="list-style-type: none">The Trust staff Health and Wellbeing Steering Group will revise the strategy and implement an annual action plan.Utilisation of the Health and Wellbeing Information Hub/Centre to disseminate and promote health and wellbeing information and initiatives available for our staff.Work with the local carers co-ordinators to ensure that our staff who are carers are supported in the workplace.Improved health outcomes for staff.
Progress Year 3 – Completed for this reporting period <ul style="list-style-type: none">The Health and Wellbeing Hub in CAH was offered to acute services during the Covid-19 pandemic. All non-clinical access was cancelled.The Hub in CAH was used for the donning and doffing and currently in use by acute staff as a drop off point for patient belongings. Health and	

Wellbeing bags with useful resources for families and carers have been left in the Hub.

- The HWB Room in DHH was offered to nursing governance, mental health services and other clinical staff.
- Review of the use of both areas is currently underway in line with Trust guidelines and procedures in relation to Covid and accessing acute areas.

Action Measure	Description
Staff as Service Users We will support our staff to seek out quality improvements to our services by actively encouraging them to partake in the '10,000 More Voices' campaign.	<ul style="list-style-type: none"> Improvements in service provision as a result of listening and learning from the experiences of our staff as service users. Services more accessible by Section 75 equality groups.

Progress Year 3 – Completed for this reporting period

10,000 More Voices continues to be actively promoted throughout the Trust through:

- Umatter
- SHSCT Connect App
- SHSCT Facebook, Twitter, all Trust digital screens, engagement with staff etc.
- Production of a quarterly Patient Client Experience Newsletter for staff to update staff on current 10,000 More Voices projects and outcomes to date. Three newsletters were produced 2020 to 2021 (Sept 2020, Nov 2020 and Feb 2021). See below:

The image shows three issues of the 'PATIENT CLIENT EXPERIENCE NEWSLETTER' from SHSCT. Each issue is titled 'PATIENT CLIENT EXPERIENCE NEWSLETTER' and includes a date (September 2020, November 2020, or February 2021) and an issue number (Issue 12, Issue 13, or Issue 14). The newsletters feature various columns such as 'CONTENTS', 'PAGES', 'Local implementation of Care Opinion', 'We're listening!', 'Directories', 'Our Trust Vision and Values', and 'Our vision encompasses our core commitment to deliver safe, high quality care that is co-produced and co-designed in partnership with Service Users and staff who deliver our services. "Quality Care – for you, with you".'

Action Measure	Description
Staff Training on Equality and Diversity We will launch our newly commissioned eLearning Modules and Equality and Diversity Staff Training Manual.	<ul style="list-style-type: none"> • 30 minute eLearning training programme available for staff and managers. • Equality and Diversity Staff Training Manual available for all health and social care staff. • Marketing strategy in place to increase uptake of training across the Trust. • Actively target areas where staff uptake is low and proactively promote the uptake of same. • Improved uptake of equality training. • Informed staff attitudes and mind sets. • Improved patient experience.
Progress Year 3 – Completed for this reporting period	
The latest uptake figures can be found within the main body of the Trust's 20-21 Annual Progress Report. All face to face training sessions have been adversely affected by the Covid-19 pandemic due to social distancing requirements. It is hoped that a training programme can be resumed during 21-22 to target those hard to reach groups that are better suited to f2f training.	
Action Measure	Description
Guidance for our Non-Executive Trust Board Members We will revise the Trust's Equality, Human Rights and Disability Guidelines for our Non-Executive Trust Board members.	<ul style="list-style-type: none"> • Up to date guidelines in place for Non-Executive Trust Board. • Includes Podcast from Trust Chair and Chief Executive. • Increased awareness among Non-Executive Trust Board members of statutory compliance and responsibilities.
Progress Year 3 – Completed for this reporting period	
The Head of EDI attended the February Trust Board meeting and presented on the current profiles, emerging issues and priority areas for moving forward. This was supplemented by a presentation with some of the Trust ethnic minority staff who provided an overview of how they felt working in the Trust and also during Covid. The Board gave full support for further engagement on such issues.	
Further engagement and involvement of Trust Board will continue during 21-22.	
Action Measure	Description
Regional HSC Staff Survey We will work with Trade Union colleagues to ensure that issues raised in the staff survey are addressed/acted upon.	<ul style="list-style-type: none"> • Staff survey Directorate Actions Plans in place to address issues arising from the staff survey. • Progress reported via the Trust Senior Management Team and Trust Board.
Progress Year 3 – Completed for this reporting period	
'Creating a great place to work'	
The Southern Trust's Results of the 2019 Staff Survey highlighted four key themes relating to ' creating a great place to work ' (Leadership; Recognition and feeling valued; Communication and engagement; and Health and wellbeing).	

During 2019/20 we held 'The Big Coffee Conversations' so that we could hear from staff what they thought would be helpful – staff told us again about the importance of **health and wellbeing**, **behaviours** and **relationships**.

During COVID-19 there has been a shift in how people are working. The need for a team approach has been re-emphasised, either through individuals being redeployed and adapting to a new team, or existing teams who have needed to increase, reduce or transform their services and a greater emphasis on flexible working and use of technology.



In late Spring 2020 our Chief Executive hosted a series of COVID-19 Lessons Learned engagement sessions with staff from each directorate and again the three areas were reinforced by staff. The COVID-19 pandemic has shown the great collective leadership practice that already exists in so many places across the Trust. As we moved into the rebuilding phase the need for embedding collective leadership was greater than ever to support all who use our services and work within them.

Leadership is the responsibility of all – this really means everyone working in HSC plays a key leadership role and has the ability to influence, make decisions and contribute, everyone taking responsibility for the success of the organisation as a whole, not just for their own jobs or area.

To generate a baseline measurement for Collective Leadership with organisations and regionally, Affina OD (AOD) has been commissioned to undertake a Culture Assessment Tool (CAT). The Trust actively participated in the Regional CAT implementation group and conducted a Trust wide Culture Assessment Survey in the Autumn of 2020/21. Once again, the results strengthened the need for a focus on **Health and wellbeing**; **Relationships**; and **Behaviours**.

In response to what our people said, we introduced our plan to support our people to create a '**great place to work**'. We wanted to invest in our people, to recognise and encourage leaders at all levels, providing opportunities for our people to develop their collective leadership capabilities. Our future culture will be the outcome of the collective actions of formal and informal leaders working together to deliver our common purpose of world class Health and Social Care services.

Our '**creating a great place to work**' initiative introduced in Autumn 2020, has 3 strands that relate to:-

- Our **People**,
- Our **Team Leaders**, and
- Our **Teams**.

Each strand was designed based on feedback from our staff and so the content includes development and support to encourage and promote the 3 key themes highlighted as important by our people: **Health and wellbeing**; **Relationships**; and **Behaviours**.

Our intention was to offer bite size support and development opportunities via a range of delivery methods that our people could access as and when they chose to.



Connecting what matters – our people focused on developing and supporting all our people – we wanted to move away from the emphasis on the layers within our structure and recognise we have leaders at all levels. We wanted to support our people, our leaders at all levels, as well as across all directorates and all professions to understand how important their health and wellbeing is and what they can do to look after themselves via sessions on ‘Looking after yourself’; ‘A guide to personal resilience’; and ‘Sleep matters’. We also supported our people to increase their awareness about how our behaviours can have an impact on others via the ‘How we treat people matters’ session and the importance of not only ‘what’ we do matters, but ‘how’ we do it matters...‘Every contact matters’ (values and behaviours toolkit); and the 5 Fundamentals of Civility’ (toolkit).

To support our people to build and sustain great working relationships we supported them via our ‘Every conversation matters’; ‘The importance of self-awareness’; and ‘It’s not what you say, it’s how you say it’ sessions that encourage people to listen more and be curious about other perspectives and think about how we communicate with each other to ensure our relationships are healthy and productive so collectively we can provide quality care and support to our patients and service users.



How you lead matters – our Team Leaders focused on supporting our team leaders (anyone from a supervisor to a senior manager) to understand how important the health and wellbeing of their team members is and what they can do to encourage and support the health and wellbeing of others via ‘The importance of looking after our people’; ‘How do I look after my people?’; and ‘Having the wellbeing conversation’ sessions.

We also supported our leaders to increase their awareness about how their Leadership approach can have an impact on others and that wherever possible we should consider a less directive style of leadership that encourages our team members to have the confidence to explore their challenges and suggest ways to overcome them themselves via ‘Leading using a coach approach’. We explored with our leaders what behaviours do leaders need to demonstrate that might be different to their previous role in our ‘Transitioning to be a people manager’; and support them in ‘Making and communicating decisions’.

To support our leaders at all levels to build and sustain great working relationships we supported them to increase their self-awareness via ‘Being an emotionally intelligent leader’; and understand how to improve relationships through our ‘Developing strong working relationships across the team’; and explore what leaders need to consider when ‘Having the compassionate conversation’.



Getting better together – our teams emphasises that every team matters. We supported teams to work better together to create a collective culture where our people work well together in a team, which recognises their role, values the contribution of all team members and work closely with other teams.

This is not team development, or team building but team support whereby an OD Consultant was in a team support role to assist teams to become better together as a collective unit and become more agile and self-sustaining.

It is clear that COVID will be with us for some time to come. Therefore our approach going forward will be to make best use of technology available to support us e.g. online bite sized learning available 24/7 from any device, videos, zoom facilitated sessions and options around flexible working

(including working from home) and how to support our people whilst working remotely. It remains more important than ever to continue to listen to staff in terms of what would be of most use to support them and remain agile in our approach to how we deliver all our services to support our workforce.

Action Measure	Description
Equality in Action Newsletter We will re-launch the Trust's 'Equality in Action' newsletter and include specific features to raise awareness of the Equality, Diversity, Section 75 Equality Duties, the Disability Duties and Human Rights obligations.	<ul style="list-style-type: none"> • Increase staff awareness. • Compliance with best practice standards. • Greater visibility of the Equality Unit and its role and function. • Good staff relations.
Progress Year 3 – Completed for this reporting period The latest newsletter highlights key achievements during the reporting period 2020-21 and aims to raise awareness of the Section 75 Equality Duties, the Disability Duties and Human Rights obligations. For further details please refer to the full Section 75 Annual Progress Report.	

Actions Completed in Year 3	16	Actions Ongoing Rollover to Year 4	5	Actions to Commence	0
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Quality Care - for you, with you

Disability Action Plan Local Actions 2018 – 2023

Progress Report Year 3 - 2020-2021

Section 1: Promoting positive actions and increased participation through training, awareness and resources

Action Measure	Description
Promoting positive attitudes toward Disabled People: Staff eLearning - We will actively promote the 2 new Discovering Diversity eLearning modules to encourage uptake by all staff and managers.	<ul style="list-style-type: none"> Production of activity reports to monitor the uptake of these modules by staff and managers across our service directorates and functional areas. Use of bench marking to effectively target and encourage consistent uptake across all our service directorates and functional areas. Increased staff awareness re disability duties. Progress monitored via the Trust's Section 75 Annual Progress Report. Mainstreaming of disability duties into the policy, practice, procedures, design and delivery of our services. Compliance with the disability duties.
Progress Year 3 – Completed for this reporting period Ongoing deployment of the Making a Difference – Equality, Good Relations and Human Rights eLearning Programme. Directorates continue to be encouraged to ensure uptake of this mandatory training by all staff. For the latest figures please see the main body of this year's report. The recently developed Disability Tool Kit also aims to raise both manager's and staff's awareness of the disability duties and is now available on SharePoint for Trust staff to access.	
Action Measure	
Promoting positive attitudes toward Disabled People: Acquired Brain Injury Team – Client Centred Accredited Training - We will create a client centred accredited training initiative (and link with the Regulatory Quality Improvement Authority (RQIA) objectives) to educate third sector organisations, charities and nursing homes as well as other appropriate organisations in the: ➤ causes and consequences of acquired brain injury and ➤ ways to understand and respond to behaviour that is challenging.	<ul style="list-style-type: none"> Qualitative feedback from attendees. Feedback from service users. Review of number of referrals for challenging behaviour.
Progress Year 3 – Completed for this reporting period To date, this goal remains in progress. We have engaged with our service users who have participated in a training video programme (which we were able to secure funding for from PPI initiative). We are currently in the process of creating our training video, however, this has been delayed due to Covid and is envisaged it will be progressed in 2021/22. Preliminary discussions have been held with RQIA which we will be progressing in 2021/22.	

Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>Networking - We will proactively engage with the disability sector to forge stronger links with this sector.</p> <p>We will extend invitations to representatives from the disability sector and representative groups to attend the Health and Social Care Trusts' Regional Employment Equality Network to discuss relevant and topical disability related issues and to inform policy, practice and work streams.</p>	<ul style="list-style-type: none"> • Improved networking between the Trust and disability sector and representative groups. • Informed policy and practice i.e. mainstreaming the disability duties in existing, new and revised employment policy and practice and supporting guidance for managers. • Celebrate best practice at annual show case events e.g. Continuous Improvement Events and Health and Social Care Equality Leads annual show case event.
Progress Year 3 – Rollover Year 4	
The Trust continues to build on existing arrangements with the Disability Sector and USEL in taking forward the 'WorkableNI' programme. Progress however was slowed down due to the Trust's response to the Covid-19 Pandemic and the need to support essential services across the Trust.	
Action Measure	Description
<p>Promoting positive attitudes toward Disabled People:</p> <p>Equality in Action – Newsletter - We will re-launch the Trust's Equality in Action newsletter. To include specific features on the Disability Duties; overview of Trust's Equality Policies; Work Placement Scheme and the importance of timely reasonable adjustments to increase disabled persons participation and retention in the workplace.</p> <p>We will use internal methods of communication to raise staff awareness of the disability duties including raising awareness of national awareness days/weeks particularly in terms of hidden disabilities.</p> <p>Communication mediums include the Southern-i (corporate staff magazine), Trust's intranet, Executive Briefings, Team meetings, calendar and use of podcasts, etc.</p>	<ul style="list-style-type: none"> • Increased staff awareness and understanding of the Disability Duties. • Support for persons with a disability in the workplace. • Greater participation and retention of persons with a disability in employment. • Participation of persons with a disability in a greater range of job placements/experiential learning.

Progress Year 3 – Completed for this reporting period

The latest newsletter highlights key achievements during the reporting period 2020-21 and aims to raise awareness of the Disability Duties. For further details please refer to the full Section 75 Annual Progress Report.

Action Measure	Description
Encouraging the participation of Disabled People in public life: Staff Welcome Pack – To include information about accessibility, signage, language interpreting, auxiliary aids, alternative formats etc. We will proactively disseminate the regional welcome pack throughout the Trust utilising key contacts and forums e.g. Trust's Continuous Improvement Team and via project initiatives; user forums, internal communications with our staff. This will ensure information about accessibility is widely disseminated through the Trust.	<ul style="list-style-type: none"> • Resources available for staff to support them in meeting the needs of service users with a disability and carers. • Improved access to services. • Improved service user and carer experience.

Progress Year 3 – Completed for this reporting period

Continued promotion and awareness raising of the newly created Tile on SharePoint for Accessible Information. Accessible information is a way of sharing information in a manner that everyone can understand. The term accessible information refers to all methods of sharing information which includes environmental cues and objects of reference through to photos, pictures, symbols and text.

The Accessible Information Tile has a section for resources specifically related to Covid-19 alongside other useful resources. These resources have been designed to be used with people who have a Learning Disability. These resources can also be used with people who have communication difficulties; to support their communication.

Action Measure	Description
Encouraging the participation of Disabled People in public life: Hospital Passport - We will develop a communication plan to support the local roll out of the regional Hospital Passport initiative for service users with a disability. The Hospital Passport is a communication tool to help a person with a learning disability to communicate aspects of their health and social care abilities and needs. It provides information to help staff make 'reasonable'	<ul style="list-style-type: none"> • Enhanced support for staff to meet the needs of service users with a learning disability. • Improved experience for people with a learning disability when accessing hospital services. • Improved communication between staff and service users with a learning disability • The Trust will support the roll out of the initiative in conjunction with the specialist lead for promoting wellbeing (Acute).

adjustments' that may be required so that they can provide safe and effective care for people with a learning disability who are in contact with our hospitals.

Progress Year 3 – Completed for this reporting period

- So far 271 staff from Acute have participated in learning disability (LD) awareness training as part of the Trust's drive to promote Mencap's 'Treat Me Well' campaign aimed at improving the experience of people with a learning disability in hospitals. This number also includes 114 acute staff who have completed the e-learning 'caring for someone with a learning disability in hospital setting'.
- Over 200 staff have signed up as Mencap LD Champions.
- Short video co-produced to promote passport and has been adopted as a regional resource. Currently being used as part of the Regional e-learning 'caring for someone with a learning disability in hospital setting' and Year 1 medical students training in QUU and UU. Link to video: <https://vimeo.com/323802613>.
- Learning disability Coronavirus videos produced with use of Makaton. Including multidisciplinary staff from across directorates. Link to Videos https://www.youtube.com/playlist?list=PL8WVc2H7O1AR00QzjAfstP6N_iVfSF6Lf.
- Facebook, Twitter and YouTube analytics for the Learning Disability Coronavirus video posts which included the promotion and awareness of the hospital passport and video.

To summarise:

- **19,829** people reached – Facebook LD videos
- **18,538** people reached – Facebook Staff videos
- **2,406** impressions – Twitter LD videos
- **3537** impressions – Twitter Staff video
- **6994** views on YouTube.
- SHSCT Breast Screening staff and LD Health Facilitators continue to be involved in the pilot project to improve access to breast screening services for women with a learning disability. PHA have secured funding from the Burdett Trust to employ a Band 6 LD Nurse who will work closely with Trust LD Health Facilitators and Breast Screening staff with the plan to rollout regionally.
- The Trust Accessible Information Strategy Group have and continue to progress the **Accessible Information Tile** on SharePoint which also has easy read information on Covid-19. The tile will help staff understand and learn how accessible information is about sharing information in a way that everyone can understand. The tile will also ensure that the person receiving any health message or information has understood it clearly. All staff can access the tile where they will find templates and resources to suit their service. Hyperlink produced for easy access to tile
 - **#AccessibleInformation**



Action Measure	Description
<p>Promoting positive attitudes toward Disabled People:</p> <p>Equality Commission for NI - Mental Health Charter - We will work with the consortium of mental health organisations and the Equality Commission to ensure the Trust is signed up to the Mental Health Charter.</p>	<p>Charter commitments:</p> <ul style="list-style-type: none"> • We will create an open and inclusive workplace culture which displays respect for those with mental ill health. • We will promote equality of opportunity and challenge discrimination in the workplace. • We will promote equality of opportunity in recruitment and selection for those with mental ill health. • We will identify and provide sources of information and support regarding mental ill health. • We will promote the Equality Commission's 'Every Customer Counts' initiative - improved accessibility for service users and staff.

Progress Year 3 – Completed for this reporting period

The Trust continues to implement the 5 Pillars contained within the Mental Health Charter via its Health and Wellbeing Strategy and UMatter Initiatives - *in seeking to create an open and inclusive workplace culture which displays respect for staff with mental ill health*. This was especially visible during the year under review when faced with the challenges of Covid-19 and related social distancing and isolation measures to prevent the spread of the virus.

For example, the Trust established various help lines for staff to support them through the current pandemic and provided a range of services, via the Trust's Clinical Psychologist and Occupational Health Department, to support staff members and teams during these unprecedented times. Helpful information and resources were also made readily available.

Action Measure	Description
<p>Promoting positive attitudes toward Disabled People</p> <p>Recovery & Wellness College:</p> <p>We will continue to engage all stakeholders:</p> <ul style="list-style-type: none"> • People with lived experience • Service users • Carers/supporters • Providers including Community & Voluntary sector organisations and local communities in the further development of the Recovery College. • Co-delivery of accredited peer training programme for service users. <p>The college will continue to provide a dynamic</p>	<ul style="list-style-type: none"> • Disseminate DVD and training materials that have been co-produced with service users and people with lived experience. • Recruit peer trainers to co-produce and co-deliver courses and programmes of training with the extended multi-disciplinary team, carers groups and partner organisations • Seek to extend the Recovery College model into other service areas by reducing the age for access to 16 years old. • Co-produce and co-design a local Recovery newsletter. • Monitoring the number of those who have completed the training programme in relation to the number who are becoming actively involved in the College/ peer support roles/ volunteering roles/ involvement in working groups.

<p>environment which:</p> <ul style="list-style-type: none"> • Breaks down barriers • Challenges stigma • Addresses cultural attitudes • Creates conditions for change and transformation of individuals and services. <p>The college will continue to create roles for people with lived experience and others who have an interest in co-production through:</p> <ul style="list-style-type: none"> • Offering opportunities for Level I and Level II WRAP • Contracted roles for Peer Educators/Trainers (paid) • Sessional contracts for those with lived experience (paid & voluntary) • Volunteer roles within the college • Volunteer Support roles for course attendance • Co-production of Job Descriptions for lived experience <p>The college will remain rooted in the values and principles of co-production through involvement and engagement of people with lived experience to build capacity, skill and develop expertise:</p> <ul style="list-style-type: none"> • Interface with Mental Health Forum to support and utilise Capacity Building Programme for all service users. • This also has potential to support service users to engage more meaningfully with the college in co-production and co-delivery. • Co-produce all courses with equal weighting. • Co-produce a yearly prospectus. • Co-produce all term timetables. • Engage all stakeholders in all Recovery Agenda activity. 	<ul style="list-style-type: none"> • By delivering an accredited co-production training programme twice yearly to all stakeholders • Through reflective supervision processes that support recovery focused practice • Monitor number of people who have completed both stages of programme • Monitor number of people coming through for co-production of courses • Monitor number of service users with capacity and ability to be actively involved in ImROC agenda working groups. • Recovery Coordinator to attend and feed into working groups that support the Recovery/ ImROC agenda both locally and regionally. <ul style="list-style-type: none"> • Appropriate and meaningful engagement and involvement of lived experience in recovery/ ImROC work streams. • A balance of Peers including those on Trust contracts and sessional/ volunteer staff on working groups including Towards Zero Suicide (Tzs), IMROC Steering Group (suspended), Transforming the Workforce (suspended) and the Recovery College Regional Working Group. • Co-chairing opportunities on UCSIG and Recovery College Steering Group. <ul style="list-style-type: none"> • Monitor number of lived experience people who attend working groups and meetings. • Monitoring number of courses delivered. • Ensure a balance of lived experience and clinical experience on co-production and co-delivery of all programmes. • By assessing all output through statistical analysis with graphical reporting. • By reviewing evaluations and feedback on course delivery. • By ensuring that all courses are delivered in venues (either Trust or external) that
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<ul style="list-style-type: none"> Ensure accessibility and opportunity for mental health education in border and rural communities within the Southern Trust. 	<p>conform to disability access regulations with a health and safety risk assessment carried out on the venue prior to course delivery (relating to both physical and mental disability).</p> <ul style="list-style-type: none"> Continue to work with Innovation Recovery Project (CAWT) to deliver programmes of education and learning to all stakeholders. Monitor uptake and outcomes.
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Progress Year 3 - Rollover Year 4

The SHSCT Recovery College has not been functioning for the past year. To be reinstated in due course.

Action Measure	Description
Encouraging the participation of Disabled People in public life: Establish an Easy Read Database of Accessible Information - We will produce an increasing range of materials in easy read format for persons with a learning disability.	<ul style="list-style-type: none"> Database of easy read information established. Information more readily available across the Trust to be accessible by members of the public and staff. Equality Unit to maintain a log of information produced. Some examples of resources produced - Prostrate, Menopause, AA and Smoke Free Policy, Take 5 Steps to Wellbeing. Resources in the pipeline include information on bowel screening.

Progress Year 3 – Completed for this reporting period

- During this year the Accessible information SharePoint tile has been populated with accessible information and videos to reflect the issues of the past year. Information has been added in relation to Covid 19 which can be used to support service users' understanding of restrictions and how to keep safe.
- Accessible information in relation to MCA has also been created.
- A virtual tour of Woodland House respite facility has been added to the tile and the range of photos on the photo bank has been increased.
- A training package for staff wishing to create accessible information has been developed.
- Some information has been transferred to the Trust website.

Aims:

- To continue to develop the accessible information data base.
- To continue to add to the photo bank and virtual tours.
- To deliver training package for staff wishing to make information accessible.

Action Measure	Description
Encouraging the participation of Disabled People in public life: Day Time Opportunities – Brokerage Scheme – We will promote of a greater range of day time opportunities for people with a disability.	<ul style="list-style-type: none"> Establishment of a Brokerage Scheme that provides a wider range of person centred day time opportunities across the Southern Trust locality. Extended range of options/choice for supporting people with disabilities to participate as active members within their communities.

<p>The range of day time opportunities which the Trust is seeking to develop will vary for service users from different programmes of care, however they will broadly fit into the following four categories: Social & Leisure; Employment (sustainable/temporary); Training (education/job-base) and Volunteering/work placement.</p> <p>Some service users will move through the cycle of opportunities developing capability over time, some may avail of opportunities from all elements, whilst others will settle in an opportunity of choice or a combination of opportunities from the menu available.</p>	
Progress Year 3 – Rollover Year 4	
The disability day services review did not progress to public consultation in 2020-21 due to the temporary cessation of disability day services during Covid-19 lockdown.	
Action Measure	Description
Encouraging the participation of Disabled People in public life:	<ul style="list-style-type: none"> • Weekly programme of physical activity available to people with a physical disability at 5 locations across the Trust.
Roll out of Fit 4 U Programme - Delivery of Fit 4 U physical activity programme to people with a physical disability.	
Progress Year 3 – Completed for this reporting period	
The Fit 4 U service has adapted over the last year to support adults with disabilities to stay active and healthy at home. Due to the Covid-19 pandemic, there were no face to face group physical activity sessions in Leisure Centres.	
Fit 4 U supports adults with physical disabilities to participate in physical activities and aims to improve participants' physical, mental and social health and wellbeing.	
Fit 4 U support has included the circulation of physical activity challenges/exercises and health promotion material electronically and via post, weekly keeping in touch telephone calls, the distribution of resource packs, production of bespoke Fit 4 U and Fit 4 U 2 exercise videos, DVDs and interactive sessions on Zoom.	
Outputs:	
<ul style="list-style-type: none"> • 75 Weekly keeping in touch telephone calls • 133 Resource Packs distributed. • 170 service users received physical activity challenges and health promotion material via WhatsApp, email or post. • 11 sessions delivered on Zoom – 20 Participants. • 31 DVDs distributed. 	

<p>Outcomes:</p> <ul style="list-style-type: none"> ▪ Resources circulated have supported people with disabilities to be physically active and mentally stimulated at home. ▪ Continued contact throughout the pandemic has maintained connections, supported mental health and reduced feelings of isolation. 	
Action Measure	Description
Encouraging the participation of Disabled People in public life: Fit 4 U2 - Extension of the project to include Fit 4 U2 to provide leisure and sporting opportunities for people with a learning disability.	<ul style="list-style-type: none"> • Weekly programme of physical activity available to people with a learning disability.
<p>Progress Year 3 – Completed for this reporting period</p> <p>The Fit 4 U service has adapted over the last year to support adults with disabilities to stay active and healthy at home. Due to the Covid-19 pandemic, there were no face to face group physical activity sessions in Leisure Centres.</p> <p>Fit 4 U 2 supports adults with learning disabilities to participate in physical activities and aims to improve participants' physical, mental and social health and wellbeing.</p> <p>Fit 4 U support has included the circulation of physical activity challenges/exercises and health promotion material electronically and via post, the distribution of resource packs, production of bespoke Fit 4 U and Fit 4 U 2 exercise videos, DVDs and interactive sessions on Zoom and a Winter Walk Challenge.</p>	
<p>Outputs:</p> <ul style="list-style-type: none"> • 163 Resource Packs distributed. • 140 service users received physical activity challenges and health promotion material via WhatsApp, email or post. • 2 sessions delivered on Zoom – 15 Participants. • 21 DVDs distributed. • 23 people participated in Walk Challenge, accumulating 3263 km over 6 weeks. 	
<p>Outcomes:</p> <ul style="list-style-type: none"> ▪ Resources circulated have supported people with disabilities to be physically active and mentally stimulated at home. ▪ Continued contact throughout the pandemic has maintained connections, supported mental health and reduced feelings of isolation. 	
<p>Learning Disability</p> <ul style="list-style-type: none"> ▪ Work has commenced on development of a Healthy Heart toolkit for people with a learning disability and a training module for staff to deliver this. 	
Action Measure	Description
Encouraging the participation of Disabled People in public life: Roll out of Health and Wellbeing Plans and	<ul style="list-style-type: none"> • Targeting and promotional use of recently launched DVD to encourage uptake of annual health checks. • Greater uptake of annual health checks by service users and carers. • Better health outcomes on the back of health and wellbeing plans.

<p>Designation of Health Care Facilitators - The Trust's Health Care Facilitators will actively promote the uptake of annual health checks for adults with a learning disability.</p>	<ul style="list-style-type: none"> • Increase participation of GPs across the SHSCT - each GP practice to have identified named health care facilitator. GP practices to identify and invite adults with a mild learning disability for health screening.
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Progress Year 3 – Completed for this reporting period

Health Care Facilitators (HCF) were redeployed for part of 2020-21 year due to Covid-19 but did follow up on a number of adults with a learning disability who previously did not attend (DNA) when invited for their annual health check (AHC) by contacting them by phone and completing AHC this way, as new ways of working were adopted during the pandemic.

The work on the pilot completed by the Health and Wellbeing Co-ordinator (H&WB Co) in SHSCT has been reported on and as a result this role is to be adopted regionally. The H&WB Co was also redeployed due to Covid-19. The post is currently unfilled and in the process of being recruited.

Health Facilitation continues to work with the Trusts Accessible Information Strategy Group to develop the Accessible Information Tile. This year work was completed on signs and symptoms of Covid-19, the treatment for same, information about the need to wear PPE, and an add-on page for the Hospital Passport for those admitted to hospital with Covid-19. This information is stored on the SHSCT SharePoint tile under Accessible Information. All staff can access the tile where they will find templates and resources to use in their service and in acute hospital on this link:

#AccessibleInformation



A video was co-produced to promote the hospital passport and has been adopted as a regional resource. This resource is being used on the Regional e-learning 'Caring for Someone with a Learning Disability in hospital setting' and Year 1 medical student training in QUU and UU Link to video: <https://vimeo.com/323802613> and it is envisaged it will be used by GP trainees going forward.

Approximately 450 annual health checks have been completed in 2020/21, either by face to face clinics or via telephone. This is a lower number than previous years given that many of the GP practices were not completing clinics coupled with the fact Health Facilitators were deployed due to the Covid-19 crisis. However, anyone seen at a face to face clinic received a Health Action Plan and easy read information about their specific health condition to focus on to improve health in the coming year. The Hospital Passport document with an additional Covid Page and additional easy read information about Covid was also distributed during the face to face clinics and posted out to patients who required same.

The Health Facilitation Team identified the need for psychotropic medication monitoring for people who have a learning disability and mental health problems. We have been awarded £84250 from the Burdette Nursing Fund to develop a service and hope to report progress in DAP year 4. SHSCT Breast Screening Staff and Health Facilitators remain involved in the pilot project with the PHA to improve access to breast screening services for women with a learning disability. The plan to rollout this work regionally.

Health Facilitators worked in the Covid swabbing team, the complex care team and link nursing to provide advice and guidance to nursing and residential homes for adults with learning disability in relation to IPC and Covid.

Health Facilitators have participated in Learning Disability Awareness Training to promote Mencap's 'Treat Me Well' campaign which is aimed at improving the experience of people with a learning disability in acute hospitals and over 270 staff have received training. Over 200 staff has signed up as Mencap Learning Disability Champions when this initiative was launched within the foyers of the acute hospitals within SHSCT.

Action Measure	Description
Promoting positive attitudes toward Disabled People: Children and Young People with an intellectual disability - We will work with our colleagues in mainstream services to improve access to all aspects of healthcare for our children and young people with an intellectual disability, equal to that of their peers. We will highlight that 40% of children and young people with an intellectual disability will experience significant psychiatric disorder, compared with less than 10% of those without an intellectual disability.	<ul style="list-style-type: none"> We will participate in training sessions with colleagues from mainstream services to help clinician's best meet the needs of children and young people with an intellectual disability. We will work in partnership with colleagues in mainstream settings to help them to make reasonable adjustments to meet the presenting healthcare needs of the children and young people. We will highlight this fact to fellow clinician's, social care staff and commissioners through participation in local, regional and national groups such as Bamford, Children and Young Peoples Strategic Partnership (CYPSP) the regional Child and Adolescent Mental Health service (CAMHs) task force, and by participating in and presenting at conferences. We will also respond to consultations and participate in reviews of services. We will work with community and voluntary agencies and educational services.
Progress Year 3 – Completed for this reporting period <ul style="list-style-type: none"> IDCAMHS as a specialist service continues responding to the urgent and routine emotional and mental health needs of children and young people, and their families, while adhering to all Infection Prevention and Control measures. IDCAMHS continually work in partnership across services on case by case basis. IDCAMHS continually work and interface with colleagues, providing Consultation and Therapeutic Planning Meetings. IDCAMHS continually identify and highlight outstanding and unmet needs of children and young people with intellectual disability and mental health, and their families. IDCAMHS continue to progress a variety of pathways including collaborating and interfacing with acute in patient Paediatric Ward and In Patient Unit as required by children and young people with intellectual disabilities and mental health needs. IDCAMHS continually raise awareness of intellectual disability and mental health in children and young people across various fora across Trust and region. IDCAMHS participate in All Ireland IDCAMHS Network, as well as CAMHS Patient Safety Meetings, CAIDPN Child and Adolescent Intellectual Disability Psychiatry Network, Institute for Health Improvement Conference, SHSCT Quality and Safety Conference, and the ECHO Project. IDCAMHS continue working with Community Voluntary Services and seek to undertake joint projects and pilots (i.e. Healthy Me Project with Action Mental Health). 	

Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>Bespoke Training - Trust Board - We will work collaboratively with members of our Trust Board to:</p> <ul style="list-style-type: none"> • consider a disability champion. • create work shadowing opportunities. 	<ul style="list-style-type: none"> • Providing experiential opportunities for persons with a disability to participate in public life. • Increased awareness of the disability duties.
Progress Year 3 – Rollover Year 4	
Roll forward. Covid-19 has impacted on a range of activities and work streams in order to support essential services including this action measure.	
Action Measure	Description
<p>Promoting positive attitudes toward Disabled People:</p> <p>Regional Physical and Sensory Disability Strategy - We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy recommendations.</p>	<p>Provision of communication support:</p> <ul style="list-style-type: none"> • We will establish a short lived working group to ensure the successful transfer of existing contractual arrangements for Sign Language communication support to a new service provider. • We will support the Business Services Organisation in the development of this new service. • We will disseminate promotional literature and information to raise staff and service user's awareness of these arrangements for communication support. • We will inform service users of the new arrangements. • We will provide training to ensure staff are aware of these arrangements e.g. Working Well with Interpreters Training. • We will monitor the uptake of these provisions.
Progress Year 3 – Completed for this reporting period	
<p>The Trust continues to support the work of the Regional Service Group (RSG) which is a forum for engagement and collaborative working focused on services for people with sensory loss. It includes Health and Social Care service representatives, community and voluntary sector organisations, and Service Users. The purpose of the RSG is to consolidate and build upon service improvements made for people with sensory disabilities under the <i>Physical and Sensory Disability Strategy and Action Plan 2012-18</i>.</p> <p>In terms of a new sign language service, following an unsuccessful recruitment process in 2020/21, work is ongoing to consult and engage with stakeholders with a view to establishing a revised service model for the regional HSC face to face sign language interpreting service. In the meantime, the existing arrangements for the provision of sign language interpreting services remain in place, to ensure no disruption to the provision of and access to this important communication support for d/Deaf people.</p>	

Section 2: Supporting full participation of people with a disability by improving accessibility

Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>'Every Customer Counts' Initiative - We will join and promote the Equality Commission's 'Every Customer Counts' initiative to try and ensure that services and the physical environment are accessible.</p> <p>Campaign to be promoted by utilising key contacts throughout the Trust, e.g. the Trust's Continuous Improvement Programme(s); by mainstreaming accessibility requirements into reasonable adjustment training for our managers. We will seek to ensure this initiative is featured in any new service development and as part of the project management of same.</p>	<p>We will develop a plan and undertake actions as appropriate. Actions to include:</p> <ul style="list-style-type: none"> • Develop an Assistance Dogs policy. • Review the provision and processes of alternative formats. • Ensure information regarding venue accessibility is included in event literature. • On-going monitoring of the provision and use of accessible car parking for service users with a disability via the Trust's Traffic Management Policy. • Show case improvements at the Trust's annual Continuous Improvement event and the Health and Social Care Equality Leads Best Practice event – i.e. tangible examples of good practice in promoting accessible services.
Progress Year 3 – Rollover Year 4	
<p>The Trust continues to seek out improvement in its Traffic Management Policy and to seek to further enhance accessible car parking provision for persons with a disability (as well as the management of same to safeguard against inappropriate parking).</p> <p>The Trust also continues to make strides to improve its range of accessible information for staff and service users with various communication needs as well as seeking out improvements in the physical fabric of its building, signage and wayfinding. For examples please refer to this year's annual progress report. Please also note reference above to the creation of an EASYREAD tile for posting information in an accessible format.</p>	
Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>Improvement in Signage and Way Finding - We will work with colleagues in our Estates department to explore opportunities for improving way finding and signage around Trust premises.</p>	<ul style="list-style-type: none"> • Enhanced service user experience. • Ease of way finding.
Progress Year 3 – Rollover Year 4	
<p>Examples of improving way finding and signage can be found in this year's annual progress report.</p>	

Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>Accessible Communication - We will promote the mainstreaming of regional guidance 'Making Communication Accessible for All' throughout the Trust.</p> <p>We will disseminate this resource and seek to mainstream best practice in our Continuous Improvement Projects as well as tapping into developmental opportunities for staff to raise awareness and promote the practical use of this resource.</p>	<ul style="list-style-type: none"> Enhanced service user experience. More accessible service provision.

Progress Year 3 – Completed for this reporting period

The Trust Accessible Information Strategy Group have and continue to progress the Accessible Information tile on SharePoint which also has easy read information on Covid-19. The tile will help staff understand and learn how accessible information is about sharing information in a way that everyone can understand. The tile will also ensure that the person receiving any health message or information has understood it clearly. All staff can access the tile where they will find templates and resources to suit their service. Hyperlink produced for easy access to tile:

#AccessibleInformation



- The launch of the accessible information site was postponed due to COVID-19. Information about the tile has been shared Trustwide.
- A training package has been developed for staff who wish to create their own accessible information.
- The tile has been reconfigured to include information on 'The 5 good communication standards' and Makaton sign of the week.

Aims:

- To deliver the training in accessible information via zoom or in person as appropriate.
- To continue to populate the tile with resources.
- To continue to transfer material to the trust website as appropriate.

Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>Brain Injury Team – Improved Pathways – We will create a new pathway for individuals who have suffered a</p>	<ul style="list-style-type: none"> Trust wide working group established to implement the recommendations from the Regional Quality Improvement Authority (RQIA) inspection. Group to include staff from the Trust's Community Acquired Brain Injury Team, Emergency Care, Medical and Surgical and Children's services. Hold consultation with service users for new pathway for feedback. Provide training on concussion to ED staff.

concussion (i.e. mild traumatic brain injury).	<ul style="list-style-type: none"> • Written information provided for service users affected by concussion on what to expect in a range of languages. <p>Outcomes:</p> <ul style="list-style-type: none"> • Defined pathway established for patients with a brain injury. • Policies and Protocol(s) in place to support defined pathways. • Timely and responsive patient care. • Self-report measures on quality of life indicators. • Self-report measures of mood. • Measure of number of re-attendances to ED (hope to see a reduction in re-admissions as the person feels 'held' and contained by further referral to our service). • Qualitative feedback from service users. • Qualitative feedback from referrers.
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Progress Year 3 – Completed for this reporting period

Goal achieved, Concussion Pathway in place, only service of its kind in NI. Brain Injury Team have also submitted research to conferences and journals demonstrating efficacy of input.

Action Measure	Description
Encouraging the participation of Disabled People in public life: Brain Injury Team – Goal Plans We will develop and implement use of individualised personal goal plans.	<ul style="list-style-type: none"> • Develop collaboration between client and ABIRT staff member as recommended by RQIA using Goal Attainment Scale model.

Progress Year 3 – Completed for this reporting period

Goal achieved - ABIRT continuing to use Goal attainment planning to collaboratively develop with our service users goals that they want to work towards.

Action Measure	Description
Encouraging the participation of Disabled People in public life: Self-directed Support (SDS) is a flexible way of providing social care support which gives an individual more choice over the way their care and support needs are met.	<ul style="list-style-type: none"> • Guidance and forms will be available in a range of formats to meet the needs of those who do not speak English as a first language. • Information widely disseminated amongst local BME groups. • Increased awareness amongst BME communities.

Progress Year 3 – Completed for this reporting period

Self Directed Support has continued to translate guidance and available forms on request to meet the needs of those who do not speak English as a first language.

In addition, the Trust has provided a variety of information on Self Directed Support and Direct Payments including Centre for Independent Living NI & Trust Service User Guides to inform and assist individual interpreters in advance of upcoming meetings with members of the BME Community.

The importance of Self Directed Support has been continually promoted at numerous Carers events by both using Self Directed Support Information Stands to informally engage and support Carers alongside delivering formal presentations and participating in Carers Reference Group Meetings both in person and virtually.

Self Directed Support also established a Service User Group who self-titled themselves as the ‘SDS Gang’ to explore barriers and enablers to accessing Self Directed Support and address these by co-producing and co-designing an informational Self Directed Support/Direct Payments DVD which was subtitled to enhance its accessibility.

Throughout the Covid-19 Pandemic Self Directed Support has continued to be utilised as a flexible way of providing social care support via:

- Drafting and disseminating correspondence regarding entitlement to a free Winter Flu Vaccination for Personal Assistants (PAs) employed by Direct Payment Recipients;
- Communicating and facilitating arrangements for delivering Personal Protective Equipment for Direct Payment Recipients, their PA's and Carers throughout the Covid-19 Pandemic;
- Providing regional consistency across all Trusts in delivering initial Covid-19 support and following detailed inter-agency discussions, assisting with the development of Department of Health ‘Coronavirus (Covid-19): Northern Ireland Guidance for People Receiving Direct Payments’ alongside a related ‘Questions & Answers Paper Regarding the Use Of Direct Payments during the Covid-19 Pandemic’ currently being implemented across all HSC Trusts;
- Establishing arrangements for Trust Staff to enable PA's employed through Direct Payments to use Translink's offer of free public transport travelling to and from their place of work during the Covid-19 Pandemic;
- Ensuring Trust-specific consistency for PAs paid via Direct Payments and the Independent Living Fund to access the Covid-19 Vaccination Programme;
- Devising and agreeing processes and paperwork for the pioneering of Emergency Direct Payments to assist with hospital discharges and support people in a community setting once individuals were declared medically fit for discharge;
- Supporting development of the Independent Information Advice and Advocacy Service through facilitating detailed Trust-specific data mapping and agreeing a regional Data Protection Impact Assessment.

Action Measure	Description
Encouraging the participation of Disabled People in public life:	
Children and Young People with an intellectual disability -	<ul style="list-style-type: none">• All children, regardless of disability, can be referred to the CAMHs single

All children and young people, including those with an intellectual disability can access child and adolescent mental health services (CAMHs) delivering evidence based interventions, equal to that of their peers and in a timely manner.

Through a service improvement project looking at transition (children and young people with an intellectual disability from CAMHs to adult therapeutic services) we will develop seamless care pathways.

Building upon the co-produced Participation Network: Children in Northern Ireland, we will work to:

Establish a task group of parents to: develop a resource to support parents (including siblings) of newly diagnosed/referred children; to review time between assessment and treatment; to establish an out of hours / crisis intervention aspect; to review facilities and procedures in reception and to consider alternative means to appointment letters.

We will develop a joint CAMHs/Paediatric epilepsy clinic with our paediatric colleagues for children and young people with an intellectual disability.

We will work with community and voluntary sector organisations to co-produce a DVD with children and young people with an intellectual disability and their families/carers.

point of entry where the referral is triaged and assessed on the basis of presenting need.

- Develop and expand this service further to ensure that all children and young people can access CAMH services steps 2- 5, as recommended by Department of Health, on an equal basis.
- Children and young people with an intellectual disability and their parents will experience continuity of care at the point of transition into adult therapeutic services.

- In conjunction with parents and children and young people with an intellectual disability, we will task a member of staff within the service to take each action forward as part of our co-production work.
- We will set goals and a timeline so that we can measure our progress to achieving each action.
- Help identify barriers that are preventing access.

- Provision of joint Intellectual Disability CAMHs/Paediatric epilepsy clinic.

- Production of a DVD that has been co-produced with children and young people with an intellectual disability and their families/carers providing an opportunity to tell their story, their needs and the services they require.

Progress Year 3 – Completed for this reporting period

- IDCAMHS have continued providing a specialist service, responding to the urgent and routine emotional and mental health needs of children and young people, and their families, while adhering to all COVID19 related guidance over the last year.
- IDCAMHS have provided direct and face to face provision with children and young people, in clinic or at home, and have developed other virtual approaches to compliment established ways of working.
- All referrals continue being managed and triaged via a Single Point of Entry for CAMHS.
- Services expansion of S2 and S4 developments. With limited resources the Step 2 group programme and service developments with groups / parents concluded in December 2019 due to practitioner going on maternity leave. This work will be re-established on return of practitioner. There has been no further investment in services since 2019 to strengthen the capacity of Step 2 to mitigate the impact of such.
- Appointment of a 0.5wte Speciality Doctor to IDCAMHS was successful in 2020.
- Point of transition work to date. Transition of young people from IDCAMHS to Adult Mental Health Learning Disability Services continues over

2020 on a case by case basis. Cross service development has progressed to a completed agreed Addendum to guide the transition of young people from IDCAMHS to Adult Mental Health Learning Disability Services. This Addendum now needs to be established into practice so young people can experience a streamline efficient transition which takes cognisance of all their needs, including their emotional and mental health needs and related therapeutic provision.

- Social Story continues being used for all routine new patient assessment first commencing Feb 2020.
- No investment provided to establish an out of hours / crisis intervention or community intensive provision.
- Interface meetings and communication has continued with others (Community and Acute Paediatrics, Social Services, AHP, Specialist Schools, etc.) to establish and maintain positive working relationships to ensure best service for children, young people and their families, who present with emotional and mental health needs.
- IDCAMHS continues to advocate for children and young people with intellectual disability and mental health needs on matters and issues, such as Restrictive Intervention and Restrictive Practice, Mental Capacity Act, Deprivation of Liberty, access to full services, etc.

Section 3: Supporting full participation of and positive attitudes towards people with a disability in our workforce

Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>Participation and Employment - Through our work placements and employability programmes we will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.</p> <p>We will actively promote the Trust's Disability Placement Scheme by seeking to secure a range of meaningful placement opportunities across the Trust.</p> <p>We will highlight and promote successful case studies via our Equality in Action Newsletter.</p>	<ul style="list-style-type: none"> • Seek to extend targeted employability programmes for vulnerable groups. • Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions. • We will aim to secure 10-15 placements for persons with a disability each year. • In going forward we will mainstream the commitment to increase opportunities for experiential learning across all service directorates and functional areas – as part of the Trust's corporate social responsibility. • Increased participation of persons with a disability in meaningful placement opportunities. • Enhanced skills and experience for persons with a disability. • Support in seeking long term employment both within the Trust and elsewhere.

Progress Year 3 – Rollover Year 4

The scheme was halted due to Covid, it is hoped that it will be restarted during 2021-22.

Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>Retention of Staff with a Disability - We will work in partnership with our staff with a disability and our Occupational Health Service and Conditions Management team to ensure that people with a disability are supported to continue in employment.</p>	<ul style="list-style-type: none"> • Promotion of revised best practice guidance on employing persons with a disability. • Development and delivery of bespoke equality and human rights training to Occupational Health staff. • Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers. • Improved support for staff with a disability. • Robust process in place for recording reasonable adjustments in the workplace.

Progress Year 3 – Completed for this reporting period

The Trust's Occupational Health Department continue to offer advice and support to managers in ensuring the timely provision of reasonable adjustments in the workplace.

The Regional Disability Tool Kit and accompanying resources are now available on SharePoint for Trust staff to access. The Tool Kit and accompanying resources aim to raise both manager's and staff's awareness of the Disability Discrimination Act 1995 and in particular the reasonable adjustment duty to ensure compliance and adherence to best practice in the roll out of policy and practice across the Trust. It is envisaged that a tailored and focused Disability Awareness Training for managers will take place during 2021-22.

Action Measure	Description
<p>Encouraging the participation of Disabled People in public life:</p> <p>Staff Health and Wellbeing - We will continue to promote our staff's health and wellbeing.</p> <p>We will link and align our Health and Wellbeing at Work Strategy and Action Plan to the Mental Health Charter.</p> <p>We will continue to promote staff training opportunities to empower staff to become good custodians of their mental health through participation in e.g. Relax and Rewind, Mindfulness (focusing on self-care, Looking After Me (highlighting the importance of emotional wellbeing for staff members).</p>	<ul style="list-style-type: none"> Enhanced understanding amongst our staff on how to maintain good health and wellbeing. Greater participation of our staff in health and wellbeing initiatives. Enhanced awareness amongst our staff of mental health issues. Feedback from participants through the promoting wellbeing forms. Trust a signatory to the ECNI Mental Health Charter. Dissemination of information to staff via the Health and Wellbeing new Information Hub in Craigavon Hospital.
<p>Progress Year 3 – Completed for this reporting period</p> <p>Staff Health and Wellbeing</p> <ul style="list-style-type: none"> With onset of pandemic virtual physical activity classes were progressed for all staff offering yoga, pilates and a virtual Couch to 5K. Over 500 staff participated since May 2020. Physiotherapy progressed video clips for staff to provide guidance on staying active and safe while working from home. A Stay Active at Home section was created for staff on Umatter website. A guide has been developed for staff affected by cancer. <p>During Covid-19 the Umatter website was restructured with relevant content including:</p> <ul style="list-style-type: none"> financial wellbeing family health mental health staying at home staying active at home. <p>A weekly Friday Focus themed message was issued to staff covering relevant health and wellbeing themes and directing people to the Umatter website:</p> <ul style="list-style-type: none"> Hope Anxiety Taking one day at a time Self-care and compassion Connections 	

- Loss disappointment and unexpected gains
- Grief and bereavement
- Mental health awareness week
- Resilience
- Rest and relaxation
- Help.

A SHSCT Menopause at Work Policy was launched in October with an online event.

Action Measure	Description
Encouraging the participation of Disabled People in public life: Transition Services - Support for service users with complex needs in transition from children to adult services.	<ul style="list-style-type: none"> • Development of a Transition Team to support service users with learning and physical disability. • Improved experience of service users in transition pathways for children to adult services. • Clearer pathways. • Parallel development of an independent advocacy service in partnership with Disability Action.

Progress Year 3 – Completed for this reporting period

Transition services have come a long way over the past 3 years; however, given the impact on services of Covid-19 pandemic over the past 14 months, progress we hoped to achieve hasn't come to fruition. However, there have been developments that have led to benefits for the service as well as the young people and carers we support.

Strategic Planning:

- Understanding the future needs of the young people coming into our service;
- Planning to ensure the necessary resources are in place to support demand;
- Continued review of Transition services ensuring that it continues to meet the needs of the young people and their carers.

Development of Operational Policy:

- Provide clear and consistent processes to support staff and others through the transition pathway.

Person Centred:

- Pro-active preparation in support of the young person and their carers transitioning into adult services;
- Holistic multi-disciplinary and person-centred planned approach, involving the young person, their carers and other key stakeholders.

Co-Production/Collaborative working:

- Development of working relationships across services and agencies e.g. within adult disability and children's services as well as Special Needs Education, Regional Colleges, Carers and voluntary & independent providers;
- A co-ordinated and joined-up approach to assessing the needs of the young person and their carers.

Workforce:

- Significant investment within the workforce ensuring there is a dedicated multi-disciplinary transition team to include nursing and social work staff, Occupational therapy, Speech & Language therapy and Physiotherapy;

- Staff that are trained and understand the needs of the young person and the challenges experienced by the young person and their carers transitioning into adult services.

Action Measure	Description
Encouraging the participation of Disabled People in public life: Supporting People with Autism Spectrum Disorder (ASD) - Support for service users with ASD.	<ul style="list-style-type: none"> • We will develop a DVD to promote understanding of ASD within the community. This will be developed with our parents, carers and young people through a model of co-production. • Promote the 10 week multi-disciplinary programme for young people who have been recently diagnosed with ASD developed in partnership with young people. • Promote the 'networking forum' where all voluntary, statutory and third sector partners can work together and share resources for the benefit of all children and young people.

Progress Year 3 – Completed for this reporting period

We continue to hold the quarterly ASD forum which is based on the ASD strategy and Action Plan which is cross departmental.

Autism awareness training continues to be provided to staff groups across the Trust and is also delivered upon request to staff groups.

The ASD co-ordinator continues to sit on the ABC Council steering group to become an Autism Friendly borough.

We have co-produced a parent/carer drop-in which has been developed in conjunction with parents and is tailored to meet the needs of children and young people across the service but is based on need and is not predicated on diagnosis. This continues to reach large numbers of families with 130 people logging into each session. Of note this is not the number attended but rather the number of people who have logged in.

The service is in the early stages of a Page Tiger where early intervention, assessment and post diagnostic intervention can be availed of at a time which is suitable to parents.

Actions Completed in Year 3	21	Actions Ongoing Rollover to Year 4	7	Actions to Commence	0
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