

Equality in Action Newsletter

August 2021

Equality, Diversity & Inclusion Unit — Tel: 028 375 64151 Email: Equality.Unit@southerntrust.hscni.net

S75 Annual Progress Report 2020-21

This is the **14th** Section 75 Annual Progress Report prepared by the Southern HSC Trust's Equality Unit, the purpose of which is to demonstrate how the Trust has fulfilled its:

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

Welcome

Welcome to this edition of Equality in Action. Preparing the Annual Progress Report is a time for us to reflect and take stock on the progress we've made towards mainstreaming of equality, however it is also a time for us to acknowledge that we still have more to do in supporting both our colleagues and service users in terms of Section 75.

The 20-21 year was unlike any other, in the main due to the Covid -19 pandemic. The initial phases of Covid -19 dramatically changed service delivery. 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 demands of the pandemic and other services changed considerably to meet new ways of working, necessary to sustain services. It's important to say that during this turbulent time we kept a focus on ensuring equality, diversity and inclusion were part of those changes.

As a team we are proud to celebrate the diversity of our local community and staff and helping to create an inclusive compassionate culture within our Trust, where everyone feels safe to be themselves.

Within the newsletter you will see many examples of how staff and services have adapted and risen to the Covid challenge time and time again and some of the amazing work that is ongoing within the Southern Trust. We hope you enjoy it!

Cathy Lavery, Head of Equality, Diversity & Inclusion

The Southern Health and Social Care Trust (SHSCT or referred to as the Trust) reaffirms its commitment to diversity and inclusion and as such ensures equality is central to everything that it does.

During 2020-21, the Trust continued to take steps to promote equality and to engage and empower stakeholders (both internal and external) to be involved in shaping the delivery of services.

This year's report provides a high level summary of what the 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.

Equality in Action Key Achievements

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.

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

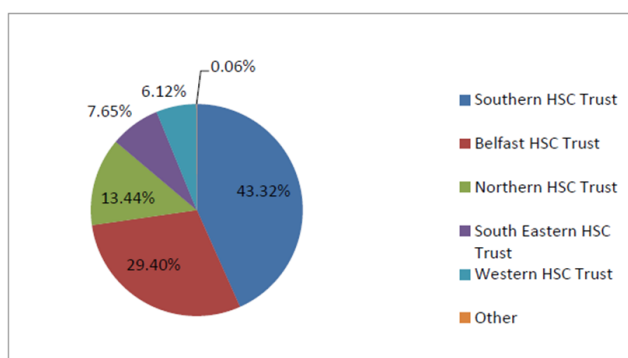
In addition **9,815** calls were serviced through the telephone interpreting service during 2020-21. For comparison purposes during 2019-20 the number of calls serviced was **4,669**.

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

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

% of Requests per HSC Trust



Top 10 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

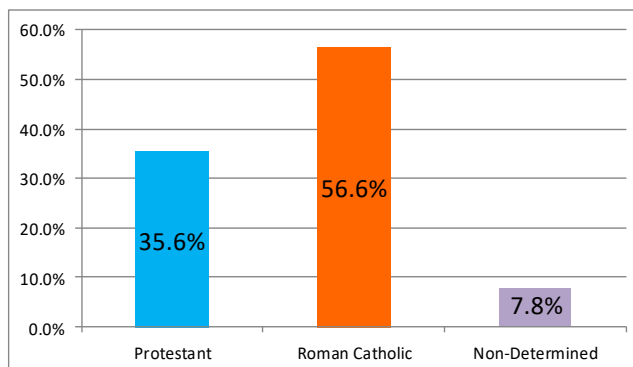
Equality in Action Key Achievements

Employment Equality — Annual Fair Employment Monitoring Return

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

As at 1 January 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.

As at 1 January 2021 the Trust employed a total of **14,245** staff of which 2,117 (14.9%) were male and 12,128 (85.1%) were female. According to the NI HSC Workforce Census March 2020, published by the Department of Health 79.0% of the HSC workforce were female and 21.0% were male.

Equality, Good Relations and Human Rights eLearning Training

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.



Accessible Information

Accessible information tile has a section for resources specifically related to Covid-19 for people who have a learning disability.



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](#)

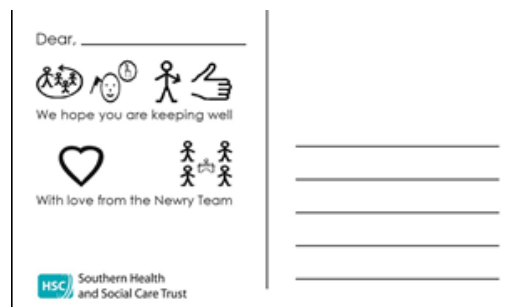
The Accessible Information Strategy Group supported by the Adult Learning Disability Speech and Language Therapy Team have created a Tile on SharePoint for Accessible Information. Accessible information is about sharing information in a way that everyone can understand. The term accessible information 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.

Equality in Action Key Achievements

Learning Disability Week

Learning Disability week took place from 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.



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.

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 YouTube

International Day of Persons with Disabilities



The 2020 theme was 'Not all Disabilities are Visible' focusing 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.

Just a Minute - JAM card



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".

Equality in Action Key Achievements

AHP Esteem Awards - Community Diabetes Podiatry Team

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



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."*

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 Interpreter Now.

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. 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 Outcomes 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.



Equality in Action Key Achievements

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.

Men's Mental Health Week

During Men's Health Week (15th - 21st June 2020) our aim was 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.

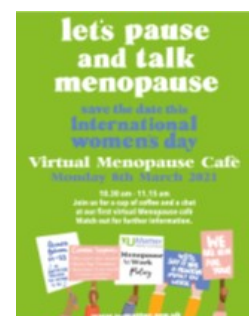
Menopause Policy Launched

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 signposts to additional resources and sources of support.

International Women's Day (IWD)

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.

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.



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.



Equality in Action Key Achievements

HIV Awareness 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.

World Elder Abuse Day

To mark World Elder Abuse day (15th June 2020), 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.

Positive Retirement

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.

"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."

Award for Community Children's Nursing Team

Our Community Children's Nursing team 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.



Equality in Action Key Achievements

Hospital Introduces Zoom calls for parents to read bedtime stories to babies in neonatal unit

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."



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.

Good Relations Statement Launched

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.



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.

Following the engagement a final HSC sector Good Relations statement was launched in December 2020 - 10th December 2020 - International Human Rights Day.

Equality in Action Key Achievements

Chaplaincy Services during Covid - 19

Chaplaincy services have had to change with the arrival of Covid-19 as Chaplains were no longer able to routinely visit the wards and minister to patients, relatives and staff. 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. They also developed packs of multi faith resources that staff could use on the wards with patients at end of life.

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 in 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-19 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).

EU Settlement Scheme

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



Equality in Action Key Achievements

Key Priorities for the Year Ahead - 2021/22



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 a training and support for Reasonable Adjustments / Disability awareness for managers
- To develop and support the implementation of policies and procedures that promotes Equality, Diversity & Inclusion.
- Support for underrepresented 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 21-22.

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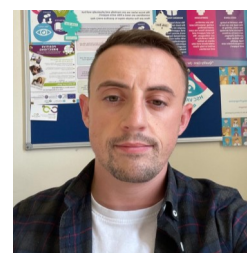


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The Equality, Diversity & Inclusion Unit in the Southern Trust provides support, advice, guidance and training to Trust staff and support services, around meeting the organisations obligations in terms of equality, diversity and inclusion. The Unit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

