

Equality in Action Newsletter



What's Inside:

- Accessible Communication for Service Users
- Annual Fair Employment Monitoring Return
- Equality, Good Relations & Human Rights Training
- Good Relations
- Diversity Days/Events
- Health & Wellbeing
- Key Priorities Ahead

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

Welcome

Welcome to 2021-22 edition of Equality in Action.

Each year when preparing the Annual Progress Report, it is a time for us to reflect and take stock on the progress we have made towards the mainstreaming of equality and diversity and to celebrate the achievements that have taken place during the past year within the Trust. Whilst during 2021-22 we still felt the impacts of Covid, there was many opportunities to see the dedication of staff and to highlight the good work ongoing within the Trust in relation to equality.

As a team, at the Southern Trust, it is our aim to help create a culture that is inclusive at all levels and supports a sense of belonging, in line with the Trust's Vision, Values and Priorities. We strive to ensure the Trust is a '*great place to work*' and promote positive attitudes to diversity, both in relation to staff and service users. I hope this newsletter gives you a snapshot of some of those achievements and highlights some examples of how staff and services have adapted and risen to the challenges we all face, time and time again.

Your comments and feedback are welcome. If you have any suggestions for progressing the diversity and inclusion agenda within the Trust, I would be delighted to hear them. I look forward to another year ahead and showcasing some of the amazing work that is ongoing within the Southern Trust.



Cathy Lavery,
Head of Equality, Diversity & Inclusion

Accessible Communication for Service Users

The Southern Trust has one of the largest ethnic minorities' populations in Northern Ireland. During the reporting period, the Southern Trust made 38,495 (last year – **26,231**) requests for interpreters through the NI Regional HSC Interpreting Service. This has shown an increase again in the face-to-face interpretation. The top 3 languages requested were Polish, Arabic and Romanian.

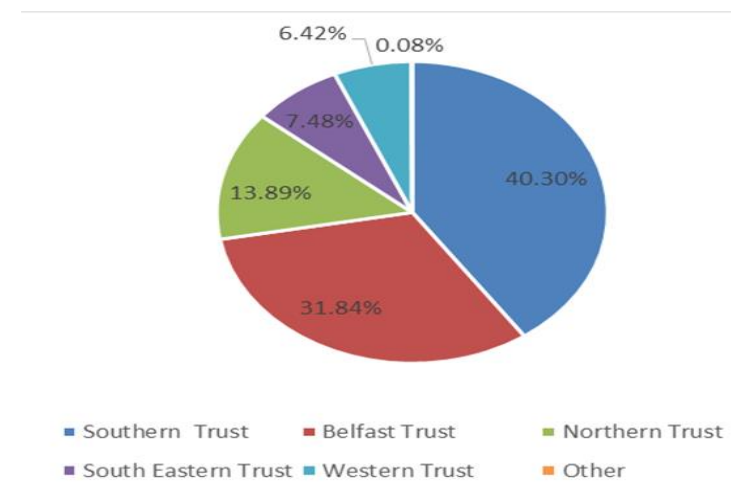
NI HSC Interpreting Service Report

HSC Organisation	Number of Requests	Cancellations	Non provisions	Out of Hours
Southern Trust	38495	4097	486	823
Belfast Trust	30413	3296	981	597
Northern Trust	13263	1558	173	213
South Eastern Trust	7143	783	143	140
Western Trust	6130	718	116	104
Other	73	5	2	0
Total	95517	10457	1901	1877

Top 10 Southern Trust Languages

Language	Requests
1. Polish	19265
2. Arabic	15431
3. Romanian	9546
4. Lithuanian	9222
5. Bulgarian	6868
6. Portuguese	6312
7. Tetum	5431
8. Slovak	4271
9. Mandarin	2568
10. Somali	2191

% Requests per HSC Trust/Org



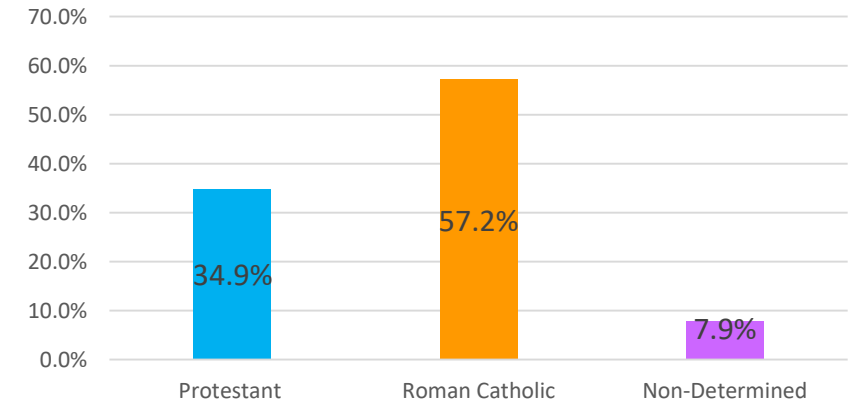
In addition, 9,093 calls were serviced through the telephone interpreting service during 2021-22.

544 appointments were supported with sign language interpreters and 149 documents were translated into minority languages.

Annual Fair Employment Monitoring Return

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

As at 1 January 2022, the community background of the Southern Trust was as follows: 34.9% Protestant, 57.2% Roman Catholic and 7.9% 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 31 – A Summary of NI Monitored Workforce Returns 2020.

As at 1 January 2022, the Trust employed 15,299 staff of which 14.7% were male and 85.3% were female. According to the NI Health and Social Care Workforce Census March 2021, published by the Department of Health (DoH) 78.0% of the HSC workforce were female and 22.0% were male. ([NI HSC Census 2021](#))

Equality, Good Relations & Human Rights eLearning Training Making a Difference



During the 2021-22 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“. 2844 employees undertook the training during 2021-22.

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

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

As uptake has dropped from 73% to 53%, working to increase this percentage uptake will be a key priority for the year ahead.

Table 1 shows the breakdown across Directorates.

Key: % Trained				
0% - 59%				
60% - 79%				
80% - 100%				
Equality				
Directorate	Not Trained	Trained	Head Count	% Trained
Acute Services	2455	2275	4730	48%
Chief Executive's Office	11	8	19	42%
Children & Young People's Services	775	898	1673	54%
Executive Directorate of Nursing & Midwifery and AHP's	33	32	65	49%
Finance & Procurement	147	160	307	52%
HR & Organisational Development	75	182	257	71%
Medical	27	54	81	67%
Mental Health & Disability Services	580	1144	1724	66%
Older People & Primary Care	1610	1499	3109	48%
Performance & Reform	55	128	183	70%
Grand Total	5768	6380	12148	53%

Good Relations Week

During **Good Relations Week** beginning **20 September 2021**, we took the opportunity to promote our good relations statement and highlight our commitment that our staff and service users should be treated with respect and dignity in line with the HSC Values.

Trust Board member and Chair of the Community Relations Council Martin McDonald supported the initiative by participating in promotional videos disseminated via social media, which included stories from some of our local community groups about their personal experiences.



Diversity Days/Events – Dementia Week 12-23 May 2021



For people living with Dementia, admission to hospital can often leave the person feeling more vulnerable and their families worried. In the Southern Health and Social Care Trust, we have four Dementia Companions as part of our ongoing efforts to offer additional support for this group of patients. As part of Dementia Action Week (17-23 May), we highlighted the amazing work that they do and assure those with Dementia who may find themselves in hospital, that our Companions are here to provide ongoing compassionate reassurance to them and their families.

Mental Health Awareness Week May 21 – Making Connections

‘Making Connections’ was the theme of a virtual networking event hosted by Step 2 CAMHS on 14 May. The event included participation from Parenting NI, NSPCC, Dunlewey, PIPS Hope & Support, Links Counselling, CAPS, EISS, Family Support HUBs, SHIP and React Armagh. This was a fantastic opportunity for services in the Southern Trust to showcase what is on offer in the community for children, young people and their families. The event marked the end of Mental Health Awareness Week.



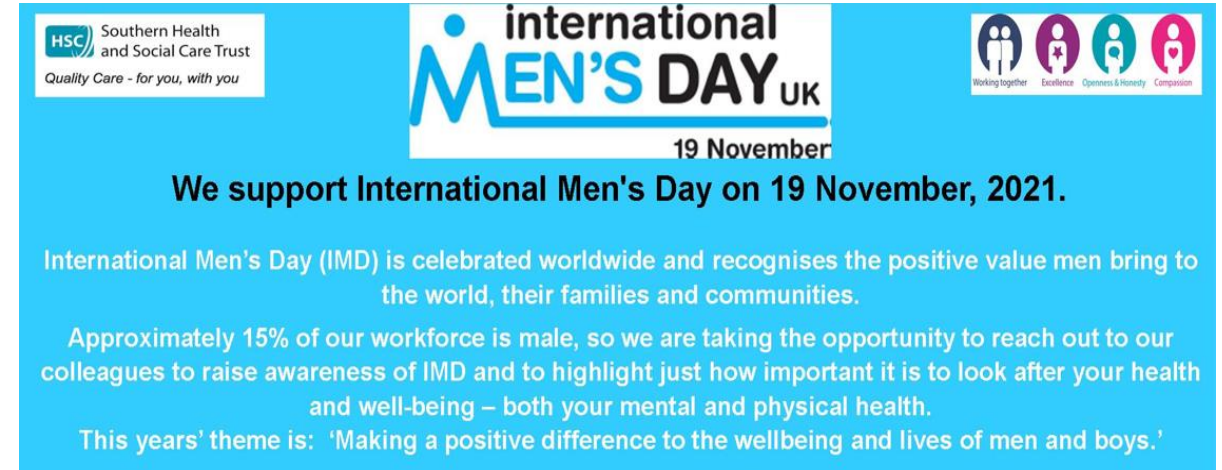
Pride 23rd July – 1st August 21



From **Friday 23 July – Sunday 1st Aug 2021**, we showed support for our LGBTQ+ staff and service users and took the opportunity to join in the celebrations for **Pride 2021**. We hosted a sexual orientation and gender identity lunch & learn session, delivered by the Rainbow Project. The focus was on language and terminology, demographics, common challenges faced by the LGBTQ+ community and support services available. In addition, we promoted our support via Trust social media channels including a video by our Trust Chairperson Eileen Mullan.

International Men's Day 19th Nov 21

In support of **International Men's Day** on **19 November 2021**, some of our male colleagues, including Chief Executive Shane Devlin, took the opportunity to highlight the importance of looking after their own health and wellbeing and how they practice self-care. We recorded a number of short videos and made available resources and useful links on both SHSCT Connect App and Umatter's Men's Health Zone.



The banner features the HSC Southern Health and Social Care Trust logo on the left, the 'international MEN'S DAY UK' logo in the center, and four icons representing values on the right: Working together, Excellence, Openness & Honesty, and Compassion. The date '19 November' is displayed below the central logo.

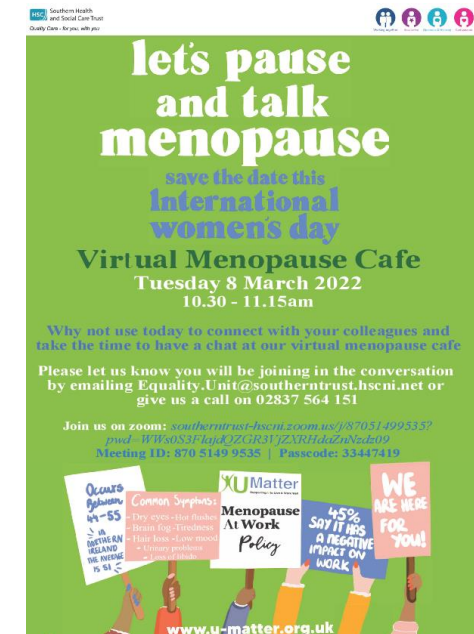
We support International Men's Day on 19 November, 2021.

International Men's Day (IMD) is celebrated worldwide and recognises the positive value men bring to the world, their families and communities.

Approximately 15% of our workforce is male, so we are taking the opportunity to reach out to our colleagues to raise awareness of IMD and to highlight just how important it is to look after your health and well-being – both your mental and physical health.

This year's theme is: 'Making a positive difference to the wellbeing and lives of men and boys.'

International Women's Day 8th March 22



The poster has a green background with white and yellow text. It includes the HSC logo and four icons representing values. The main text reads: 'let's pause and talk menopause', 'save the date this international women's day', 'Virtual Menopause Cafe', 'Tuesday 8 March 2022', '10.30 - 11.15am'. It also includes contact information for Equality Unit and Zoom details.

let's pause and talk menopause
save the date this international women's day
Virtual Menopause Cafe
Tuesday 8 March 2022
10.30 - 11.15am

Why not use today to connect with your colleagues and take the time to have a chat at our virtual menopause cafe?

Please let us know you will be joining in the conversation by emailing Equality.Unit@southerntrust.hscni.net or give us a call on 02837 564 151

Join us on zoom: southerntrust-hscni.zoom.us/j/870514995337
pwd: WW50S3F1qjdQZGR31JZXRHddnVed09
Meeting ID: 870 5149 9538 | Passcode: 33447419

Occurs between 45-55
Common symptoms:
- Hot/cold flashes
- Brain fog / Irritability
- Hair loss / Low mood
- Urinary problems
- Low libido

Menopause At Work Policy

45% SAY IT HAS A NEGATIVE IMPACT ON WORK

WE ARE HERE FOR YOU!

www.u-matter.org.uk

On **8 March 2022**, the Trust helped in raising awareness of International Women's Day 2022 with the theme of #BreakTheBias. With 85% of our workforce female, raising awareness of IWD helps to demonstrate our commitment to creating a diverse and inclusive workplace for everyone.

Some of our staff were pictured striking a pose to "*Break the bias*" and help raise awareness. In addition, we ran our second virtual menopause café giving colleagues the opportunity to connect and take the time to have a chat about all things menopause. It was also an opportunity to remind staff about the SHSCT Menopause at Work policy and toolkit.



International Day of Persons with Disabilities - 3rd December 2021

To help raise awareness of **International Day of Persons with Disabilities (IDPD)** on **3 December 2021**, we organised a number of events. On Thursday 2 December, we welcomed the British Deaf Association, who took staff through a Deaf Awareness Session covering barriers to access, some communication tips and a few BSL signs. In addition, on Friday 3 December, we hosted a Disability Awareness Session for Managers, with a focus on reasonable adjustment. This was in association with the launch of the regional Disability Equality Policy and Disability Toolkit - an online resource, which houses a wealth of information for both managers and employees.



National Success for Children's Disability Team

FOR HEALTHCARE LEADERS
HSJ | **AWARDS**

Huge congratulations to our Children's Disability Social Work Service who have been awarded as Highly Commended at the prestigious HSJ Value Awards. The HSJ Awards celebrate the healthcare service excellence in the UK sharing best practice contributing to service and quality improvement.

The team were the only one in Northern Ireland recognised in this prestigious awards this year, for their work throughout the pandemic. Awarded in the 'Specialist Service Redesign Initiative' for delivering person-centred support services with a disability and their families in times of risk, change and uncertainty.

New Southern Trust Carers Consultants

The Southern Trust has appointed two 'Carers Consultants' to support those who care for an adult with a learning disability. Bernie Marshall and Majella Gorman aim to keep carers updated on Trust developments, help them to share their views and participate in the planning and delivery of learning disability services. Bernie has over 20 years' experience in community development and good relations while Majella has worked for the Trust for over 18 years in a range of roles including Carers Co-ordinator and Personal Public Involvement. There are over 1800 unpaid carers of adults with a learning disability living in the Southern Trust.



Staff Networks

The Southern Trust is an inclusive organisation, inclusive of different races, ethnicity and cultural backgrounds. We believe that every employee should have the opportunity to flourish and reach their full potential without fear of discrimination or prejudice.

As part of this commitment to diversity and inclusion, we established a Staff Support Network to support our ethnic minorities' colleagues and encourage all staff who self-identify as a member of an ethnic minority group to join. We held our first meeting of the **Ethnic Minorities Staff Network** (REaCH – Race, Ethnicity and Cultural Heritage) in June 2021 and had a further four meetings during the 21/22 year.

Such a network within the Trust provides an opportunity for individuals to come together in a safe, welcoming and shared working environment, to share ideas, raise awareness of challenges and provide support to each other.



Health & Wellbeing at Work

The Southern Trust have made huge efforts to help improve staff's Health & Wellbeing at work and launched a number of initiatives throughout the 21/22 year :-

- Umatter Version 2 went live during June 2021 that included new zones, apps and tools linked to community partners.
- Approximately 70 workplace Health Champions across all Directorates continue to influence and embed support for staff health and wellbeing in their own teams.
- A new resource '**Supporting Staff Affected by Cancer, Guidance Notes**' was introduced in May 2021 to support our staff who have personal experience of cancer or may be in contact with colleagues or a family member affected by cancer.
- **Wellbeing @ the Library** launched in June 2021 in the Medical Education Centre, CAH. It has 3 main objectives: (1) To support the health & wellbeing of our staff & placement students; (2) To inform & support the professional development of our staff & placement students and (3) To improve the aesthetics of the healthcare library for staff & its users.
- During February and March 2022 a **Mid-Career Review** was delivered by Age NI and staff attended sessions which included Finance, Health & Wellbeing and Career Support
- The Annual Quality Improvement event had a day themed on Health and Wellbeing. During this event we launched a virtual Couch to 5K, a Menopause Café, provided training on how to have a wellbeing conversation, offered staff the opportunity to attend virtual 20 minute Care and Support sessions.
- The H&WB Steering Group commenced development of our new H&WB Framework for 2022–25 and identification of key objectives and priorities for our Year 1 Action Plan for 2022-23. focusing on three priority pillars of integrated wellbeing: Healthy Workplaces – supporting you; Healthy Relationships – staying connected and Healthy Body and Mind – being you.

Looking After Your Staff

The Trust's [Creating a Great Place to Work](#) initiative continued to offer a range of support and development to all our people, our team leaders/managers and our teams during 2021/22.

The Trust recognises that an engaged, happy workforce who feel valued and work well Together in a team, has a positive impact on the safe, high quality, compassionate care and support we provide to our patients and service users.



Therefore, the Trust wanted to ensure that our staff are provided with an environment and opportunities that recognises the value that each individual brings, and to encourage staff to make choices to enable them to feel well, be healthy and happy at work. We want to work together with staff to create a **great place to work** and through a variety of listening events; we created the “**Creating a Great Place to Work**” initiative. In creating a great place to work, the Trust want to invest in our people, recognise and encourage leaders at all levels and provide opportunities to develop collective leadership capability.

Across the year a number of sessions where delivered under the three strands of:-



Managers' Support Service

A new pilot **Managers' Support Service** was launched in March 2022. This is a consultation service focused on supporting managers' wellbeing and their ability to support the emotional wellbeing of their teams and individual staff. A dedicated SharePoint page has been developed to provide all the information our people need to know about what the service is and how to access it - Occupational Health - OH Psychology.

In addition, a range of resources to support staff continue to be available for all our people:

- Supporting our Team Leaders/Managers - [HR Information & Guidance for Managers](#)
- Supporting Our People
- Homeworking Guide
- Creating a Great Place to Work

Flexible Working

It is widely accepted that flexibility at work is key to attracting, retaining and supporting our skilled and valued workforce and assisting in the delivery of high quality services across Health and Social Care into the future.



During 2021-22, we worked on a comprehensive programme of work with regional colleagues to introduce enhanced flexible arrangements for Agenda for Change staff in Northern Ireland from 1 April 2022. A HSC Flexible Working Framework along with supporting resources were developed which sets out the new arrangements. As a result, the Trust's Work Life Balance Policy was updated and arrangements to continue to promote and support flexible working will continue into 2022-23.

Thank You Thursday Campaign

12th November 2021 was dedicated as a day for 'recognition' at this year's virtual Quality Improvement Event and 'Thank You Thursday' was launched. 'Thank You Thursday' is an ongoing campaign to remind and encourage staff to say thank you in a variety of different and meaningful ways.

A visual communication campaign was developed with the slogan '*How do **you** say it?*' and is driven by staff. This small gesture of saying 'thank you' was fed back as important to staff as part of our listening journey, which included The Big Coffee Conversations and the COVID 19 Lessons Learned events.



Positive Retirement

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

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

New Online Support for Adolescent who need Emergency Care

Young people who attend Emergency Departments across the Southern and Belfast Trust are set to be part of a pilot project aimed at improving the services offered to them.

All young people (aged 12-18) will be given a leaflet with some questions for them to reflect on while waiting to be seen. The leaflet will also signpost them to a new website – youngpeopleni.org – developed by the Adolescent Network NI, to support young people on all issue important to them.



New Outpatients Department for Children at DHH

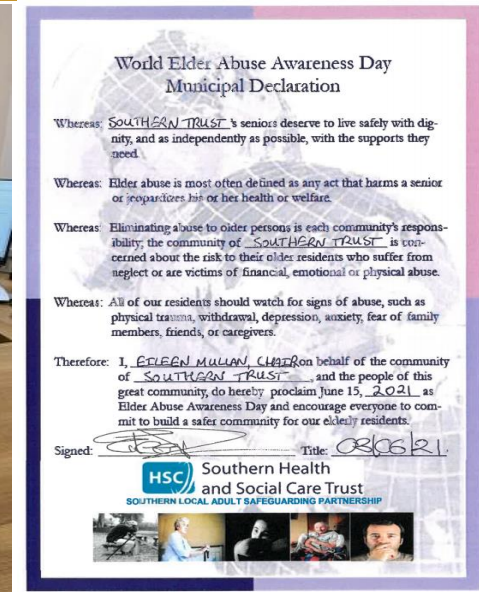


A new dedicated outpatient centre for children and young people has opened at Daisy Hill Hospital. Located in Clanrye House, to the right of the main entrance of the hospital site, the £800,000 development is a welcome boost to paediatric services at Daisy Hill. The centre will host a wide range of general and specialist clinics, for both acute, community and Allied Health Professional services.

Declaration Against Abuse

To mark World Elder Abuse Day (Tuesday 15th June), the Southern Local Adult Safeguarding Partnership declaring 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.

For the second year now, due to social distancing, rather than coming together, partner organisations each have remotely made a commitment, by signing the International Network for the Prevention of Elder Abuse Declaration.



Trust Chair Eileen Mullan, signing the International Network for the Prevention of Elder Abuse Declaration.

Global Recognition for Acute Care at Home



Catherine Sheeran, Head of Service for Acute Care at Home and Intermediate Care, presented this week at the World Hospital at Home Congress.

This was the second World Hospital at Home Congress and the second time the Trust has been invited to showcase the success of our service on a global stage.

Key Priorities for the Year Ahead – 2022/23



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

- HSC Trusts will be working on the revised Equality Scheme, new regional Audit of Inequalities, Equality Action Plan and Disability Action Plan.
- Development of policies and actions arising out of our new People Strategy.
- Continued development for support to assist Trust managers and staff to ensure best practice and compliance with DDA legislation / and embedding training and support for Reasonable Adjustments / Disability awareness for managers.
- Support for under-represented groups of staff, including establishment of an LGBTQ+ staff support network.
- Building on our Menopause at Work Policy to further support staff experiencing adverse menopause symptoms at work.
- Draft and submit Article 55 Report.
- Continued roll out of the 'Making a Difference' eLearning modules for management and staff to further encourage uptake.
- Roll out of training on Equality screening.
- Promoting and raising awareness of Diversity & Inclusion via a range of Celebratory Days throughout the year.

Equality Unit Contact Details

Cathy Lavery Head of Equality, Diversity & Inclusion Tel: 028 3756 4151 Email: Cathy.Lavery@southerntrust.hscni.net	 Aine Hamill Equality Advisor Tel: 028 3756 4152 Email: Aine.hamill@southerntrust.hscni.net
Dean Wilkinson Equality Officer Tel: 028 3756 4247 Email: Dean.Wilkinson@southerntrust.hscni.net	 Matthew Smith Equality Advisor Tel: 028 3756 4248 Email: Matthew.Smith@southerntrust.hscni.net

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](#).