



**Southern Health & Social Care Trust**

**Public Authority Statutory Equality and Good Relations Duties  
Annual Progress Report 2021-22**

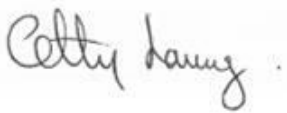
**Contact:**

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

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

**Signature:**

  
Cathy Lavery, Head of Equality, Diversity & Inclusion

**This report has been prepared using a template circulated by the Equality Commission. It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2021 and March 2022**

## **Appendix 1**

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

## **Appendix 2**

Equality Action Plan & Disability Action Plan (2021-2022) Year 4 Progress Report (***Regional***)

## **Appendix 3**

Equality Action Plan & Disability Action Plan (2021-2022) Year 4 Progress Report (***Local***)

## **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 2021-22, please provide examples of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.**

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

#### **Q1 – Introduction part**

The Southern Health and Social Care Trust (SHSCT or referred to as the Trust) reaffirms its commitment to diversity and inclusion and as such ensures equality is central to everything that it does. During 2021-22, 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 2021-22, 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.

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

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

During this reporting period, it is important to highlight that staff and service users continue to be affected by the COVID-19 pandemic. There continues to be a number of innovations and change in practice to enable COVID-19 safe working practices, including use of telephone triage, virtual clinics and video calls, including for sign language.

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

#### **Raising awareness for Equality, Diversity & Inclusion (EDI)**

Within the Southern Trust, it is our aim to help create and support a culture that is inclusive at all levels and 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.

Some key highlights during the 21/22 year included:

## 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** 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



Development of further staff networks are planned for the year ahead.

## Pride

From **Friday 23 July – Sunday 1<sup>st</sup> 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.



## 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.

### International Men's Day

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.

### International Day of Persons with Disabilities

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 some of our 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 for staff, which houses a wealth of information for both managers and employees.



### International Women's Day

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 event 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.



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

Corporate Mandatory Training is training that everyone must complete and keep up-to-date.

Corporate Mandatory Training is a process to help all staff to get to know the Trust, what it expects of them and how they will be supported to provide a safe, effective service and to perform to the highest level within their post. Part of this process involves providing training that is essential for staff to do their jobs safely and well. The Trust has agreed specific areas of training which are mandatory for **all** staff to complete (corporate mandatory training), or training identified for specific staff groups (role specific mandatory training). Identified training aims to promote and maintain the health, safety and wellbeing of staff, patients and partners within the organisation and those who come into contact with it.

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

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%        |
| <b>Grand Total</b>                                     | <b>5768</b> | <b>6380</b> | <b>12148</b> | <b>53%</b> |

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

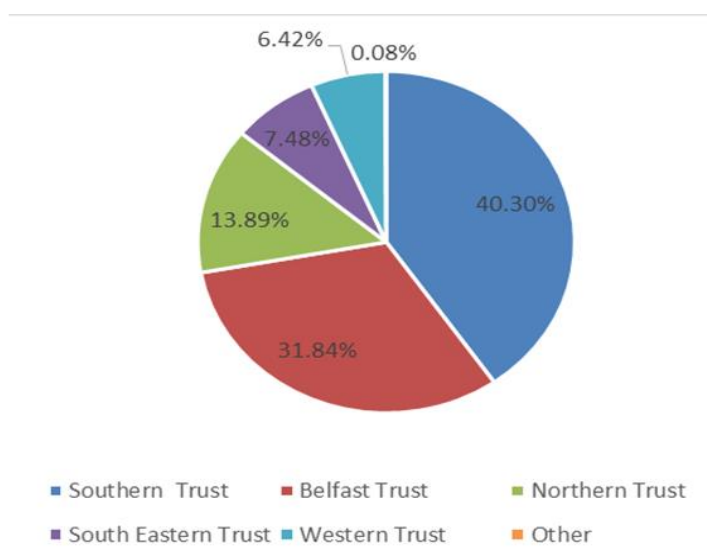
### Accessible Communication for service users

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

The primary aim of the NI HSC Interpreting Service is to improve equality of access to Health and Social Care for patients who do not speak English as a first or competent second language. It also ensures that information is communicated through a qualified interpreter, which in turn ensures high quality safe services. During the reporting period, the Southern Trust made 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 1 April 2021 to 31 March 2022

| 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            |
| <b>Total</b>        | <b>95517</b>       | <b>10457</b>  | <b>1901</b>    | <b>1877</b>  |

**% Requests per HSC Trust/Org 1 April 2021 to 31 March 2022****Top 20 Southern HSC Trust Languages 21-22**

| 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     |
| 11. Hungarian | 2161     |
| 12. Russian   | 2141     |
| 13. Cantonese | 2121     |
| 14. Latvian   | 1780     |
| 15. Farsi     | 786      |
| 16. Bengali   | 781      |
| 17. Czech     | 719      |
| 18. Spanish   | 611      |
| 19. Urdu      | 518      |
| 20. Turkish   | 413      |

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 during 2021-22.

### **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.

In 2020, the Protestant community share of the public sector was [49.9%]. During the period 2001-2019, the Protestant community held a larger share of the public sector workforce, although this has been gradually decreasing since 2001 when it stood at [59.8%].

The Roman Catholic community [50.1%] share of the public sector workforce continued to increase in 2020 (by [0.3pp]), at a similar rate to that observed in more recent years.

In 2020, the female share (65.9%) of employees in the public sector remained relatively unchanged from the previous year. Although, increased overall by 6.8 pp from 59.1% in 2001 (Equality Commission for NI **Monitoring Report No 31**)

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**)

### **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 (Intranet) 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

### **Workplace Health and Wellbeing**

In May 2021, a survey was sent out to staff to share their views on the 'Umatter' website and weekly 'Friday Focus' email. Umatter is our digital resource that

## PART A

provides staff with access to the latest information, advice and support needed to maintain and improve health and wellbeing. 802 responses were received which helped improve the content on the site and any communications shared globally with staff.

An updated Umatter Version 2 went live during June 2021 that included new zones, apps and tools linked to community partners, to enrich the information that staff can access.

Approximately 70 workplace Health Champions across all Directorates continue to influence and embed support for staff health and wellbeing in their own teams. Health Champions meet monthly to help develop their knowledge and awareness of health issues, campaigns, events and relevant training opportunities.

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, Craigavon Area Hospital and aims to promote the benefits of reading for health and wellbeing. 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. The library includes books on mental, emotional and physical health and wellbeing and art boxes.

During October 2021, we ran our Light, Bright Steps campaign and invited teams to avail of some free high vis vests and head torches to encourage staff to get out for an evening walk.

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 (45 places).

Staff were able to participate in a range of free virtual Link & Learn sessions provided by Business in the Community NI on a range of topics including Financial Advice for Working Parents, Making the Most of your Money as well as Dementia Friends Training and a series of sessions on Conquering Imposter Syndrome.

As part of an annual action plan of activity to support physical health and wellbeing a significant number of events have been organised and promoted including physical activity classes and webinars on a range of topics. A free 12-week virtual weight loss programme for staff was introduced with a second programme commencing in January 2022. In addition, the Trust participated in Sustrans 'Leading the Way Active Challenge' for which the Trust picked up a Special Recognition Award, October 2021.

The Annual Quality Improvement weeklong virtual event held in November 2021 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 which allowed them to have confidential coaching conversations on their health and wellbeing, alongside a wide range of health and wellbeing

presentations, videos, activities and resources.

Our Workplace 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. We have focused on three priority pillars of integrated wellbeing: Healthy Workplaces – supporting you; Healthy Relationships – staying connected and Healthy Body and Mind – being you.

### 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. This will include further communications outlining awareness training and resources for managers and information on flexible working options for employees.

### 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 were delivered under the three strands of:-



### Preparing for a Positive Retirement

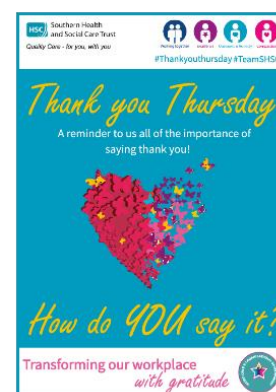
We value the loyalty, dedication and contribution our people have made to Health & Social Care during throughout their career. We recognise that retirement is an important time in every employee's life. We want to help ensure that all employees who are approaching retirement are supported and given the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

There are many things to consider as they approach retirement. Therefore, we developed a resource to highlight some of the advice and support available to our people. As part of this 'preparing for retirement', workshops were offered and attended by 47 Trust employees during the year.

### Thank You Thursday' campaign

12<sup>th</sup> 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.



A show of gratitude has been found to make a huge difference in the happiness and morale of those involved, even in the life of the one showing gratitude. 'Thank You Thursday' reminds us that there is always an opportunity to thank someone and that gratitude can happen on any day, for any reason.

By introducing 'Thank You Thursday,' we want to inspire staff to take the opportunity to express gratitude each week thereby making it a habit; to embrace the power of positivity and to give our staff a well-deserved boost.

This campaign provides an opportunity for SMT, Trust Board and Directorate senior teams to use feedback and compliments about staff received for example through Care Opinion or GREATix to formally send a thank you on a Thursday to the staff member directly.

We will further enhance our recognition programme during 2022/23 with the establishment of a multi-disciplinary and cross-directorate Recognition Steering Group to implement a range of additional recognition initiatives.

**For further examples, please see Appendices 1 – 3 and Trust Website:**

[www.southerntrust.hscni.net](http://www.southerntrust.hscni.net)

- 2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2021-22 (or append the plan with progress/examples identified).**

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

- 3 Has the application of the Equality Scheme commitments resulted in any changes to policy, practice, procedures and/or service delivery areas during the 2021-22 reporting period? (tick one box only)**

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

Please provide any details and examples:

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

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

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

- 3 With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what difference was made, or will be made, for individuals, i.e. the impact on those according to Section 75 category?**

Please provide any details and examples:

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

- 3 What aspect of the Equality Scheme prompted or led to the change(s)? (tick all that apply)**

- ☒ As a result of the organisation's screening of a policy (*please give details*):  
New and revised policies adopted by the Trust during this period have been screened. Please see the Trusts Screening Outcome Reports <https://southerntrust.hscni.net/involving-you/equality-and-diversity/policy-screening-outcome-reports/>
- ☐ As a result of what was identified through the EQIA and consultation exercise (*please give details*):

- ☐ As a result of analysis from monitoring the impact (*please give details*):
- ☐ As a result of changes to access to information and services (*please specify and give details*):
- ☐ Other (*please specify and give details*):

## Section 2: Progress on Equality Scheme commitments and action plans/measures

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

**4 Were the Section 75 statutory duties integrated within job descriptions during the 2021-22 reporting period? (*tick one box only*)**

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

Please provide any details and examples:

- Compliance with the Section 75 equality duties are stipulated in job descriptions under 'Staff and Managerial Responsibilities'.
- Compliance with the Section 75 equality duties is also included in specific guidelines for Trust Board members and the Trust's Senior Management Team.
- Arrangements and responsibility for ensuring the effective and timely discharge of the Trust's Section 75 equality duties are set out in Chapter 1 of the Trust's approved Equality Scheme - which elaborates on how the Trust proposes to fulfil its equality duties in relation to its specific functions. The accountability structure is also clearly outlined in the Equality Scheme.
- Equality objectives are specifically included in the job descriptions of the Trust's Director of Human Resources and Organisational Development and the Trust's Head of Equality, Diversity & Inclusion.
- They are also included as part of the knowledge and skills framework and

monitored via staff appraisals.

- Incorporated in Training Programmes – Equality, Good Relations and Human Rights – Making a Difference – eLearning programme.

**5 Were the Section 75 statutory duties integrated within performance plans during the 2021-22 reporting period? (tick one box only)**

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

Please provide any details and examples:

- 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.

**6 In the 2021-22 reporting period were objectives/ targets/ performance measures relating to the Section 75 statutory duties integrated into corporate plans, strategic planning and/or operational business plans? (tick all that apply)**

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

Please provide any details and examples:

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

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

- The Trust's Corporate Plan
- The Trust's Delivery Plan
- The Trust's own Annual Report
- The Trust's Management of Change Framework embeds the principles of fairness and equity
- Trust's Section 75 Annual Progress Report
- Equality Screenings 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

**Equality action plans/measures****7 Within the 2021-22 reporting period, please indicate the number of:**Actions  
completed\*:

19

Actions  
ongoing\*:

12

Actions to  
commence\*:

7

\*Refers to action measures for Year 4 with the **Regional** EAP.Actions  
completed\*\*:

12

Actions  
ongoing\*\*:

1

Actions to  
commence\*\*:

1

\*\*Refers to action measures for Year 4 with the **Local** EAP.

Please refer to Appendix 2 &amp; 3 for progress updates on Year 4 action measures.

**8 Please give details of changes or amendments made to the equality action plan/measures during the 2021-22 reporting period (points not identified in an appended plan):**

None – See Appendix 2 &amp; 3 for details of progress made with regards Year 4 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 2021-22 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 2021-22 year, the Equality Action Plan and Disability Action Plan actions were rolled out for Year 4.

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

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

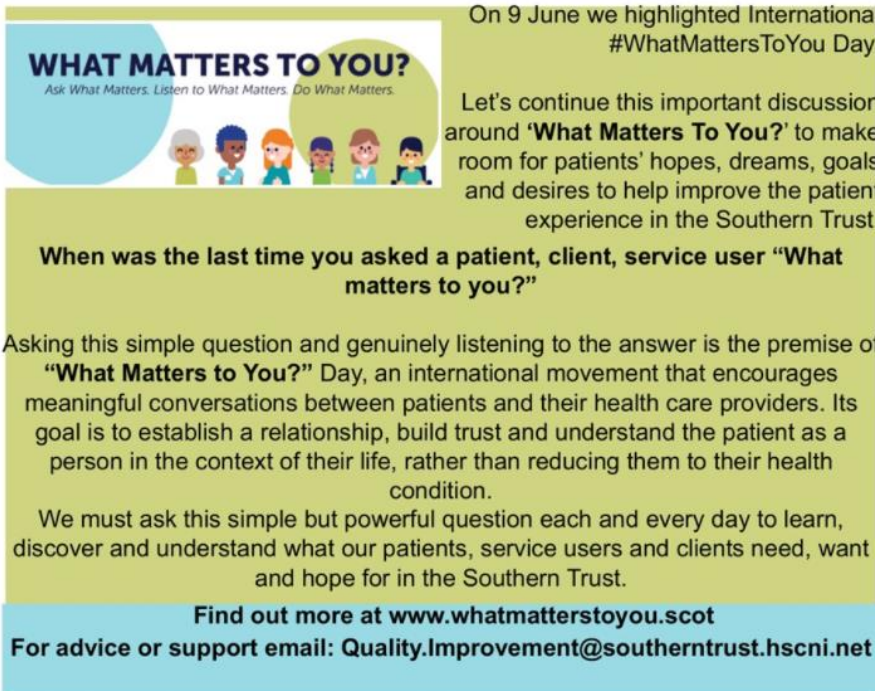
☐ All the time

☒ Sometimes

☐ Never

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

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



On 9 June we highlighted International #WhatMattersToYou Day.

Let's continue this important discussion around 'What Matters To You?' to make room for patients' hopes, dreams, goals and desires to help improve the patient experience in the Southern Trust.

**When was the last time you asked a patient, client, service user "What matters to you?"**

Asking this simple question and genuinely listening to the answer is the premise of "What Matters to You?" Day, an international movement that encourages meaningful conversations between patients and their health care providers. Its goal is to establish a relationship, build trust and understand the patient as a person in the context of their life, rather than reducing them to their health condition.

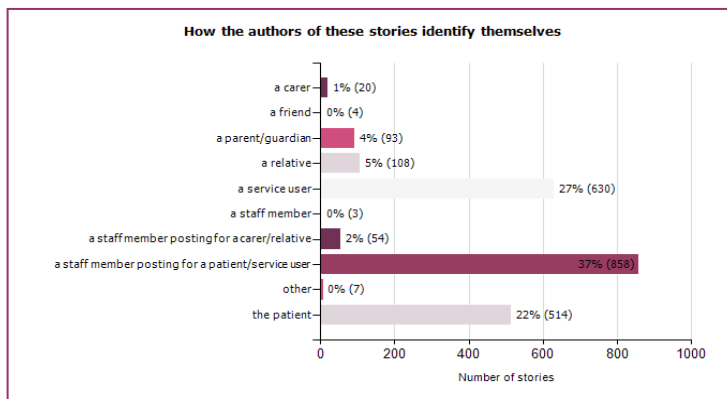
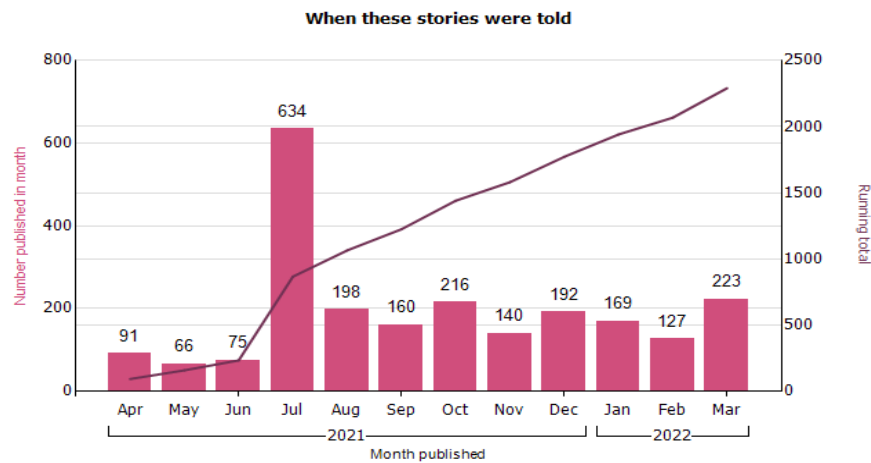
We must ask this simple but powerful question each and every day to learn, discover and understand what our patients, service users and clients need, want and hope for in the Southern Trust.

**Find out more at [www.whatmatterstoyou.scot](http://www.whatmatterstoyou.scot)**  
**For advice or support email: [Quality.Improvement@southerntrust.hscni.net](mailto:Quality.Improvement@southerntrust.hscni.net)**

The implementation of Care Opinion is continuing across all directorates within the SHSCT. During the reporting period (01/04/2021 – 30/03/2022) a total of **2291** stories were received.

**Care Opinion SHSCT Story Summary:** The stories published during the reporting period were received as shown in the graph below. As can be seen, there was a substantial increase in the number of stories published from July 2021, when a pilot was commenced, this was initially in the Acute Directorate to promote Care Opinion and generate feedback from inpatients. Patient Experience Feedback Assistants were recruited to assist with this pilot, which

was later extended to all other directorates



This graph outlines how story authors identify themselves. Almost 40% of the stories published have been submitted by a staff member posting on behalf of a patient/service user/carers. Most of these stories have been generated as part of the pilot described above.

### Changes planned /made

Care Opinion allows us to identify any changes made/planned from feedback received across SHSCT. In response to the feedback received during the reporting period **28** changes were made and **35** changes were planned: Some examples of changes are as follows:

| Ward/ Area          | You said.....                                                                                                                                                                                                                                                                                                                             | We did.....                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Blossom Ward</b> | <i>....It would make things a lot easier if there was a small laminated chart somewhere in the room to show the different colours of uniform and the corresponding job-for families like us who need to be aware of the different roles. Due to PPE at the moment (which is very much necessary), you can't see the name tag or role!</i> | <i>.....I wanted to let you know that we have <b>designed a poster which I have attached below, it is now displayed in all our patient rooms showing the different uniforms you may come across on Blossom</b>, this feedback has been really useful and I do think it will help patients and families throughout their journey in Blossom.<br/><b>It has also been shared with our colleagues Daisy Children's Ward (Daisy Hill Hospital...</b><br/>Your feedback has initiated a change that will help children and families across both paediatric wards; thank you.</i> |



**12 In the 2021-22 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (tick all that apply)**

- ☒ Face to face meetings
- ☒ Focus groups
- ☒ Written documents with the opportunity to comment in writing
- ☒ Questionnaires
- ☒ Information/notification by email with an opportunity to opt in/out of the consultation
- ☒ Internet discussions
- ☐ Telephone consultations
- ☒ Other (*please specify*): The Trust continues to engage with its established user groups. Care Opinion.

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

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

- ☒ Yes      ☐ No      ☐ Not applicable

Please provide any details and examples:

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

- 14 Was the consultation list reviewed during the 2021-22 reporting period? (*tick one box only*)**

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

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

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

Details can be found at:

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

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

19

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

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

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

☐ Yes
 ☐ No, already taken place

☒ No, scheduled to take place at a later date
 ☐ Not applicable

Please provide any details:

**21 In analysing monitoring information gathered, was any action taken to change/review any policies? (tick one box only)**

☒ Yes      ☐ No      ☐ Not applicable

Please provide any details and examples:

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

- 22 Please provide any details or examples of where the monitoring of policies, during the 2021-22 reporting period, has shown changes to differential/adverse impacts previously assessed:**

N/A

- 23 Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:**

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

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

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

#### **Staff Training (Model Equality Scheme Chapter 5)**

- 24 Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2021-22, and the extent to which they met the training objectives in the Equality Scheme.**

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

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

During the 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 are outlined below:

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

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%        |
| <b>Grand Total</b>                                     | <b>5768</b> | <b>6380</b> | <b>12148</b> | <b>53%</b> |

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

### Employment - Selection and Recruitment

The Trust has in place arrangements to ensure recruitment panels receive training on the Trust's procedures for ensuring a fair selection process. A regional eLearning module has been developed. During the reporting period, **650** staff undertook the on-line Selection and Recruitment Training in the Trust.

### 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 social care training unit staff in conjunction with equality staff. Induction 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 in *their specialist roles* within the Trust.

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.

**EDI Staff Training 2021-22**

| Date                 | Name of Training                                                                                                                                                                                                                                                                                                                  | Who delivered              | Numbers attended | Evaluation completed Y/N |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|------------------|--------------------------|
| 25 May 2021          | Disability Awareness Training HROD staff                                                                                                                                                                                                                                                                                          | EDI                        | 2                | Y                        |
| 27 May 2021          | Disability Awareness Training HROD staff                                                                                                                                                                                                                                                                                          | EDI                        | 12               | Y                        |
| 12 Aug 2021          | Lunch & Learn: LGBTQ+ Awareness                                                                                                                                                                                                                                                                                                   | Rainbow Project            | 33               | Y                        |
| 14 Sept 2021         | Disability Awareness Training - ER Staff                                                                                                                                                                                                                                                                                          | EDI                        | 9                | Y                        |
| 16 Sept 2021         | Meeting Health Champion Meeting                                                                                                                                                                                                                                                                                                   | EDI                        | 10               | N                        |
| 23 Sept 2021         | Racial Discrimination & Cultural Awareness                                                                                                                                                                                                                                                                                        | EDI                        | 18               | N                        |
| 9 Nov 2021           | EDI Presentation for QI Event                                                                                                                                                                                                                                                                                                     | EDI                        | N/a              |                          |
| 15 Sept & 1 Dec 2021 | HIV Awareness Training<br>In addition to the training, two podcasts were released to increase awareness of HIV, the new HIV service and PrEP with the GUM HIV consultant in SHSCT.<br><a href="#">Season 3 I Ep 6: World Aids Day (buzzsprout.com)</a><br><a href="#">Season 3 I Ep 7: PREP (HIV prevention) (buzzsprout.com)</a> | PHWB                       | 14               | Y                        |
| 2 Dec 2021           | Deaf Awareness Session                                                                                                                                                                                                                                                                                                            | BDA                        | 21               | Y                        |
| 3 Dec 2021           | Disability Awareness Training                                                                                                                                                                                                                                                                                                     | EDI                        | 8                | Y                        |
| 14 Feb 2022          | Sexual Orientation & Gender Identity Awareness                                                                                                                                                                                                                                                                                    | Rainbow Project            | 9                | N                        |
| 8 March 2022         | Working Well with Interpreters                                                                                                                                                                                                                                                                                                    | NIHSC Interpreting Service | 33               | Y                        |
| 23 March 2022        | Working Well with Interpreters                                                                                                                                                                                                                                                                                                    | NIHSC Interpreting Service | 29               | Y                        |

- 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 2021-22, across all functions, has resulted in action and improvement in relation to access to information and services:

The Trust continues to provide information in a range of languages and on request.

Examples this year include:

- Foster Carer Information Booklet
- Food First Advice (promoting good nutrition)
- Developing Good Sleep Hygiene

**CYPSP Translation Hub**  
CYPSP brings together a range of agencies to improve outcomes and lives of children, young people and their families in Northern Ireland

1.9 million people live and work in Northern Ireland  
approx. 54,500+ speak English as a second language

We completed a survey with 83 groups supporting 7,000+ families and analysed the results

**A Key area identified was: Lack of Translations in a Central Resource**

CYPSP developed a Translation Hub that provides important information translatable into 110 languages on Health, COVID-19, Family Support, Education, Housing, Employment and much more for Parents, Carers, Professionals and Support groups

Since August 2020 the Translation Hub has been visited 12,000+ times and is now recognised as a key resource

**The Translation Hub brings together information from our partners**

- Health & Social Care Board
- Public Health Agency
- Health Trusts
- Education Authority
- Business Services Organisation
- Police Service of Northern Ireland
- NI Housing Executive
- Community / Voluntary Sector Groups

Click Here to bring poster to life

Frontline Social Workers, Social Care & Health Care staff can access the Translation Hub on their phones using the QR code

If you would like to know more or suggest new content  
email : [cypsp@hscni.net](mailto:cypsp@hscni.net)

[www.cypsp.hscni.net/translation-hub](http://www.cypsp.hscni.net/translation-hub)

Produced by CYPSP Information Team

**CYPSP**  
Children & Young People's Strategic Partnership

**CYPSP Translation Hub**  
<http://www.cypsp.hscni.net/translation-hub/>

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- Health & Social Care Board
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- Business Service Organisation
- Police Service of Northern Ireland
- Northern Ireland Housing Executive
- Community and Voluntary Sector Groups

Front Line Social Workers, Social Care Staff can access the Translation Hub on their phone by using the QR code. To access leaflet with further information and QR code in English and alternative languages visit  
<http://www.cypsp.hscni.net/translation-leaflets/>

If you would like to know how you're Team can add information please contact:  
[cypsp@hscni.net](mailto:cypsp@hscni.net) or  
[Jacqueline.Maskerson@southerntrust.hscni.net](mailto:Jacqueline.Maskerson@southerntrust.hscni.net)

### Complaints (Model Equality Scheme Chapter 8)

**27 How many complaints in relation to the Equality Scheme have been received during 2021-22?**

Insert number here:

0

Please provide any details of each complaint raised and outcome:

### Section 3: Looking Forward

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

2023.

**29 Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)***

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

- HSC Trusts will be working on the new regional Audit of Inequalities, Equality Action Plan and Disability Action Plan.
- Development of policies and actions arising out of our new People Strategy.
- Support for EQIAs
- 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.
- Further work in relation to supporting our female staff with menopause
- 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.
- Continuing to raise awareness and mainstreaming of equality, diversity & inclusion.

**30 In relation to the advice and services that the Commission offers, what equality and good relations priorities are anticipated over the next (2021-22) reporting period? *(please tick any that apply)***

☒ Employment

☒ Goods, facilities and services

PART A

- ☒ 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 2021-22 reporting period, please indicate the number of:

|                     |                                                                                 |                   |                                                                                 |                       |                                                                                 |
|---------------------|---------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------|-----------------------|---------------------------------------------------------------------------------|
| Actions completed*: | <div style="border: 1px solid black; padding: 5px; text-align: center;">9</div> | Actions ongoing*: | <div style="border: 1px solid black; padding: 5px; text-align: center;">6</div> | Actions to commence*: | <div style="border: 1px solid black; padding: 5px; text-align: center;">0</div> |
|---------------------|---------------------------------------------------------------------------------|-------------------|---------------------------------------------------------------------------------|-----------------------|---------------------------------------------------------------------------------|

\*Refers to action measures for Year 4 with the **Regional** DAP.

|                      |                                                                                  |                    |                                                                                 |                        |                                                                                 |
|----------------------|----------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------|
| Actions completed**: | <div style="border: 1px solid black; padding: 5px; text-align: center;">12</div> | Actions ongoing**: | <div style="border: 1px solid black; padding: 5px; text-align: center;">4</div> | Actions to commence**: | <div style="border: 1px solid black; padding: 5px; text-align: center;">0</div> |
|----------------------|----------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------|

\*\*Refers to action measures for Year 4 with the **Local** DAP.

## **S75 Annual S75 Annual Progress Report (April 2021 – March 2022)**

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

| <b>S75 Category</b>                                 | <b>Outline new developments or changes, practices, service planning or delivery and the difference they have made</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>Persons of different religious belief</i></b> | <p><b><u>Good Relations Week September 2021</u></b></p>  <p>The Trust is committed to the promotion of good relations amongst people of different religious belief, race or political opinion. During Good Relations week 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.</p> <p>This year's theme – Brighter Days Ahead.<br/>Three videos highlighted:</p> <ul style="list-style-type: none"> <li>• Message from the Trust's Non-Executive Director / Chair of the Community Relations Council Martin McDonald MBE.</li> <li>• Highlighting barriers to engagement for local ethnic minorities' communities.</li> <li>• Don't Box Me In - a volunteer led project, which has been running for five years supporting young people in Keady and the surrounding area to overcome diversity through the Arts.</li> </ul> |

|                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Persons of different political opinion</b> | <b><u>Good Relations Statement</u></b> (as above)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Persons of different racial group</b>      | <p><b><u>Good Relations Statement</u></b> (as above)</p> <p><b><u>Highlighting period of Ramadan for staff</u></b></p>  <p><b><u>Staff Networks – ethnic minorities staff network - REaCH</u></b></p> <p>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.</p> <p>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 <b><i>Ethnic Minorities Staff Network</i></b> in June 2021 and had a further four meetings during the 21/22 year.</p> <p>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.</p> |

[Directorate](#)
[Policies & Procedures](#)
[Clinical Links](#)
[Training & Education](#)
[Covid-19](#)
[Contacts & Requests](#)
[Jobs](#)

## ETHNIC MINORITY STAFF NETWORK

**Are you interested in?**

- Building a network of support
- Sharing information and advice
- Having a voice to make positive changes
- A safe space to discuss sensitive issues

The meeting will be held via zoom. To register please get in touch with the Equality, Diversity and Inclusion Team by emailing [EqualityUnit@southerntrust.hscni.net](mailto:EqualityUnit@southerntrust.hscni.net) or telephone 028 3756 4151. We will forward a Zoom link closer to the time.

**If yes, then come and join us for our first meeting of the Ethnic Minority Staff Network on Monday 28 June at 2pm.**

**Are you interested in:**

- Building a network of support
- Sharing information and advice
- Having a voice to make positive changes
- A safe space to discuss sensitive issues

**If yes, then come and join us for our first meeting of the Ethnic Minority Staff Network on:**

**Monday 28 June @ 2pm**

The meeting will be held via zoom. To register please get in touch with the Equality, Diversity & Inclusion Team by emailing: [EqualityUnit@southerntrust.hscni.net](mailto:EqualityUnit@southerntrust.hscni.net) or Tel: 02837 564151. We will forward a zoom link closer to the time.

**Southern Trust Ethnic Minorities Staff Network**

Thanks to all who attended or expressed an interest in getting involved in our Ethnic Minorities Staff Network which met for the first time on 28 June.

The group has elected Co-Chairs Dr Sanjeev Kamath and Dr Shahid Tariq. We are keen to move ahead so further meetings have been arranged for **Tues 27 July (1 – 2pm)** and **Wed 25 August (1 – 2pm)**.

We are currently exploring what to call the Network, to be inclusive of different races, ethnic and cultural backgrounds and will discuss and agree key priorities over the coming months.

Continue reading...

## Persons of different age

## New online support for adolescents

### New online support for adolescents who need emergency care

30th March 2021

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](http://youngpeopleni.org) - developed by the Adolescent Network NI, to support young people on all issues important to them.

Dr Lyndsay Loughins and Dr Eili McCormick, both Consultants in Emergency Medicine and Paediatric Medicine and Specialist Registrar in Emergency Medicine and Paediatric Medicine, Philip Martin, alongside colleagues from the Belfast Trust, have been involved in creating the website which has been designed as an all-encompassing signposting page, with links to vetted resources and support.

Dr Loughins said that they hope that this new pilot project and website "is a first step in making our services more accessible to young people.

"We recognise the anxieties and challenges often faced by young people attending ED, particularly with sensitive issues like mental health. We want to do our very best to understand young people and make sure they feel comfortable accessing services to get the vital support they need.

"The screening questions in the leaflet are designed to pick up on a wide range of potential areas where we could intervene and help, such as mental health, drugs and alcohol or problems at home and bullying, before the young person reaches a crisis point.

"Following this they will have the option of speaking to their doctor or nurse for assessment or go to the website for details on the services available to them.

"With so much information online, it may be difficult for young people to know where to find the right help. The website is there to access without a referral to a wide range of information and services from trusted sources for young people who find themselves in need."

It is hoped that with continued success the initiative could be rolled out across the region.



## Global recognition for Acute Care at Home April 2021



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

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. The virtual congress allowed healthcare providers to globally collaborate, share knowledge and best practice.

[Continue reading](#)

Catherine spoke to health and social care professionals from across the world about how the Southern Trust Acute Care at Home team responded to the COVID-19 pandemic.

The service provided assessment and treatment for older people, both COVID positive and negative, in their own homes and care homes throughout the pandemic while offering much valued support to the care home sector and GP community.

### Acute Care at Home Contributing to Major Research



Our Acute Care at Home service has contributed to a major study led by Oxford University which has found that caring for older people at home can be just as good – or even better than – hospital care.

Lead Geriatric Consultant for Acute Care at Home Dr Pat McCaffrey said: "This is the largest study to date on Hospital at Home care, with the results indicating that that hospital level care at home is just as beneficial for a selected group of older people as hospital care.

This type of care provides an additional service that ultimately relieves pressure on hospital beds and avoids unnecessary stress and disruption for older people and their loved ones."

The study also reported higher levels of patient satisfaction with Hospital at Home care. In particular, Hospital at Home scored more highly regarding the length of time waiting for care to start, contacting staff, being involved in decisions and discussing further health or social care services.

[Continue reading](#)

## Declaration against abuse June 2021

### Declaration against abuse

14th June 2021

To mark World Elder Abuse Day (Tuesday 15<sup>th</sup> June), the Southern Local Adult Safeguarding Partnership is 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.

Adult abuse can take various forms – it could be neglect, physical, sexual, emotional or financial. It can happen anywhere the person lives or visits and very often, the abuser will be well known to their victim. Chair of the Southern Health and Social Care Trust, Eileen Mullan, signing the International Network for the Prevention of Elder Abuse Declaration.



### **New Outpatients Department for Children at Daisy Hill Hospital**

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.

The bright new centre includes; a modern reception with waiting area which can also be used as a conference or training space; eight clinical rooms (one with a hoist); a non-clinical consulting room; treatment room; weight/height room; utility and staff rooms; and a changing places toilet/shower for anyone with a disability in the area to avail of.



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

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

There are many things to consider as they approach retirement. Therefore, we developed a resource to highlight some of the advice and support available to our people. As part of this 'preparing for retirement', workshops were offered and attended by 47 Trust employees during the year.

|                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                       | <p><b><u>Care and Support Sessions for Staff October 2021</u></b></p> <p>As part of the 7<sup>th</sup> Annual Quality Improvement Event, in partnership with the HSC Leadership Centre, the Trust offered all staff '20 Min Care &amp; Support' sessions.</p> <p>The purpose of these sessions is to independently provide a confidential and safe space for staff for self-care through a coaching conversation. Staff have the opportunity to use this 20-minute one to one conversation to focus on their health, wellbeing and wellness.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>Persons of different sexual orientation</b></p> | <p><b><u>LGBTQ+ Awareness Month June 21</u></b></p> <div data-bbox="405 419 1171 727">  </div> <div data-bbox="394 746 1225 898"> <p>Respectful, accessible and inclusive care is the very cornerstone of our Health and Social Care services. Unfortunately, research has consistently indicated that LGBTQ+ communities have disproportionately worse health outcomes and poorer experiences of healthcare than non-LGBTQ+ people.</p> </div> <div data-bbox="394 914 1225 1161"> <p>The health of LGBTQ+ people is impacted by: the cumulative physical and psychological effects of discrimination, stigma and marginalisation; health and social care provision that is ill-equipped to recognise and meet the needs of LGBT people; a relative lack of social supports e.g. family networks, children, compared with heterosexual and cisgender people; the intersection between increased need for formal support and a reluctance on the part of LGBTQ+ people to access health and social care provision because of concerns about how they will be treated.</p> </div> <div data-bbox="394 1185 1225 1391"> <p>We need to increase our efforts to address these health inequalities. LGBTQ+ people need to be treated equally, but not identically to, other groups. Greater awareness of sexual orientation and gender identity are central to ensuring holistic, person-centred care. Enhancing access to services, developing effective health and social care structures, and increasing the cultural competency of staff will ensure that our services are there to for everyone.</p> </div> |

|                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                            | <p><b><u>Pride 2021</u></b><br/> From <b><i>Friday 23 July – Sunday 1<sup>st</sup> Aug 2021</i></b>, we showed support for our LGBTQ+ staff and service users and took the opportunity to join in the celebrations for <b><i>Pride 2021</i></b>. We hosted a sexual orientation and gender identity lunch &amp; 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.</p> <p><b><u>Video links</u></b><br/> Eileen - <a href="https://youtu.be/p7teQS-5gig/">https://youtu.be/p7teQS-5gig/</a> Vivienne - <a href="https://youtu.be/45XZSnITWjo">https://youtu.be/45XZSnITWjo</a></p>  |
| <p><b><i>Persons with and without a disability</i></b></p> | <p><b><u>Mental health &amp; wellbeing - Trust's commitment to continue to support the Well-Bean Café April 2021</u></b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

### **Autism friendly garden/play area at the St Luke's site June 2021**

A sensory garden has been created by our estates colleagues to ensure that service users and their families can use it to connect with each other and with nature.



### **Dementia Action Week 17-23 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 want to highlight 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.

The Trust Dementia Companions work in our hospitals and assist patients, encouraging independence as appropriate, supporting them with their rehabilitation programme, and always respecting their privacy and dignity. They work closely with our nursing staff and will assist patients with the use of rummage boxes, which help them to interact, communicate and reminisce. They spend time befriending and chatting with patients as well as supporting and assisting them and their families during their hospital stay.

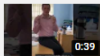
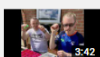
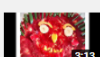
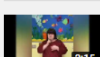
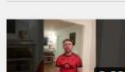
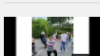
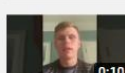
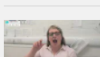
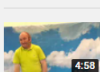
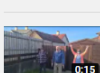
### **Mental Health Awareness Week May 2021 – Making Connections**



‘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’s on offer in the community for children, young people and their families and the event marks the end of Mental Health Awareness Week.

### **Learning Disability Week - June 2021**

To celebrate Happy Learning Disability Week teams across Newry & Mourne, Banbridge & Craigavon and Armagh & Dungannon have created a number of videos with their clients and these are posted on the SHSCT YouTube site. Also on the site are some videos with messages from local celebrities.

|   |                                                                                                                                                                                                                                            |   |                                                                                                                                                                                    |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 |  <b>Message from John McEntee, Assistant Director of Disability Services</b><br>Southern Health and Social Care Trust                                     | 1 |  <b>A message from Daniel O'Donnell</b><br>Southern Health and Social Care Trust                |
| 2 |  <b>Happy Learning Disability Week from the Newry &amp; Mourne Adult Learning Disability Team</b><br>Southern Health and Social Care Trust                | 2 |  <b>A message Benny Tierney</b><br>Southern Health and Social Care Trust                        |
| 3 |  <b>The Talented and creative residents from Glanree Supported Living</b><br>Southern Health and Social Care Trust                                        | 3 |  <b>A message from Elaine Cole and Deirdre Shields</b><br>Southern Health and Social Care Trust |
| 4 |  <b>Combination of Newry &amp; Mourne residents demonstrating their creativity for Learning Disability Week</b><br>Southern Health and Social Care Trust  | 4 |  <b>A message from Susan McCann</b><br>Southern Health and Social Care Trust                    |
| 5 |  <b>Talented Makaton Signers from the Laurels</b><br>Southern Health and Social Care Trust                                                                | 5 |  <b>A message from Gerard McGovern, Down Team</b><br>Southern Health and Social Care Trust      |
| 6 |  <b>The talented and creative dancers from The Laurels enjoying Learning Disability Week</b><br>Southern Health and Social Care Trust                     | 6 |  <b>A message from Oisín O'Neill, Armagh Team</b><br>Southern Health and Social Care Trust      |
| 7 |  <b>Craigavon and Banbridge LD team in Eden Centre sign some of their favourite foods for Nutrition &amp; Hy</b><br>Southern Health and Social Care Trust | 7 |  <b>A message from Uncle Hugo</b><br>Southern Health and Social Care Trust                      |
| 8 |  <b>Oakridge SEC, Coalisland Day Centre and McCague Centre</b><br>Southern Health and Social Care Trust                                                   |   |                                                                                                                                                                                    |
| 9 |  <b>Talented residents and staff from Shanlieve Supported Living</b><br>Southern Health and Social Care Trust                                             |   |                                                                                                                                                                                    |

## Children's Disability Team 16 Sept 2021

### National success for Children's Disability Team

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 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 the prestigious awards this year, for their work throughout the pandemic. Awarded in the 'Specialist Service Redesign Initiative' for delivering person-centred support services for children with a disability and their families in times of risk, change and uncertainty."



#### **World Mental Health Day 10 October 2021**

To mark World Mental Health Day (Sunday 10 October) the Southern Trust launched a new Suicide Prevention Care Pathway (SPCP). Developed through the regional Towards Zero Suicide initiative, the pathway aims to identify and respond to patients at risk of suicide as quickly as possible.

Co-produced in partnership with service users, volunteers with lived experience, staff and key stakeholders, the SPCP pathway aims to give every patient their own unique suicide care management plan, tailored to their specific needs, to guide them through their mental health journey.

The pathway will initially be piloted in the Newry and Mourne area where frontline mental health practitioners and community counsellors will work together, to identify suicidal behaviours and use evidence based practice in suicide prevention. Training for staff and those involved in delivering the SPCP pathway is ongoing. The pilot will be kept under review and will help to inform regional suicide prevention developments.

#### **International Day of Persons with Disabilities**

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 some of our 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 for staff, which houses a wealth of information for both managers and employees.

**HSC Southern Health and Social Care Trust**  
Quality Care - for you, with you

We support  
**International Day of Persons with Disabilities**  
3 DECEMBER

#IDPD | #EveryoneIncluded

21% of the population in NI have a disability or a limiting long-term illness.

International Day of Persons with Disabilities (IDPD) aims to promote the rights and well-being of persons with disabilities in all spheres of society and development, and to increase awareness of the situation of persons with disabilities in every aspect of political, social, economic and cultural life. (www.un.org)

Come along and join us for events taking place.....

| Thursday 2 <sup>nd</sup> December 2021                                                                                                                                                                                                                                                                            | Friday 3 <sup>rd</sup> December 2021                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Deaf Awareness Session open to all staff - British Deaf Association, Alice Johnston @ 11:30am to 12:30pm via Zoom.</b> <ul style="list-style-type: none"> <li>• Access and Communication Barriers</li> <li>• Communication Tips</li> <li>• Terminology and Equality</li> <li>• Learn some BSL signs</li> </ul> | <b>Disability Awareness Training for Managers – Equality, Diversity &amp; Inclusion, Matthew Smith @ 11:00am to 12:30pm via Zoom.</b> <ul style="list-style-type: none"> <li>• The Legislation</li> <li>• What is a Reasonable Adjustments</li> <li>• Guidance for Managers</li> <li>• Useful Resources &amp; Contacts</li> </ul> |

For further information or to register your attendance please contact [Equality.Unit@southerntrust.hscni.net](mailto:Equality.Unit@southerntrust.hscni.net) or [matthew.smith@southerntrust.hscni.net](mailto:matthew.smith@southerntrust.hscni.net) / Tel 028375 64248 by Wednesday 1<sup>st</sup> December 2021.

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On IDPD 2021, we want to take this opportunity to raise awareness of the Regional Disability Toolkit – HSC organisations practical Toolkit for Managers and Staff.

International Day of Persons with Disabilities  
3 DECEMBER

Check out the Toolkit and some other useful supporting documents, all these and much more can be found on the Equality, Diversity & Inclusion (EDI) SharePoint page, [Equality - Home](#).

**Persons with and without dependents**

**New Southern Trust Carers Consultants January 2022**

The Southern Trust has appointed two 'Carers Consultants' to support those who care for an adult with a learning disability. In their new roles, 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. As carers themselves, both Bernie and Majella have first-hand experience of the challenges faced by those looking after a loved one with a disability. 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.

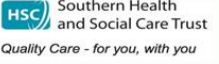
There are over 1800 unpaid carers of adults with a learning disability living in the Southern Trust.

|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                   | <p><b><u>Carers Week June 2021</u></b></p> <p><b>Activities for Carers during Carers Week 7-13 June</b></p> <p>During #Carersweek we want to make caring visible and valued.</p> <p>We recognise and celebrate the amazing and dedicated Carers in the Southern Trust, for all they do each and every day to support family or friends who could not cope without them.</p> <p>We are inviting our Carers to book some of our <b>fun filled activities</b> during #Carersweek to help them build resilience, adapt and recover.</p> <p>Our activities will give you the opportunity to laugh with friends, enjoy the outdoors, learn about self-care, enjoy Indian cooking, join a virtual coffee morning, learn to juggle, meet local carers and enjoy some light activity in Dungannon Park; Havelock Park,</p> <div data-bbox="831 181 1305 973"> <p>#CarersWeek7-13June2021</p> <p><b>Programme for Carers</b></p> <p>Book your activity now</p>  <p>Banbridge; Palace Demesne, Armagh and Kilbroney Park, Rostrevor.</p> <p>We can't wait to connect with you during this fun filled week and remember to <b>Take 5</b>.</p> <p>Find out more about support available for Carers at <a href="https://bit.ly/34F8aFT">https://bit.ly/34F8aFT</a></p> </div> |
| <b><i>Persons of different marital status</i></b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b><i>Persons of different gender</i></b>         | <p><b><u>Men's Health Week June 2021</u></b></p> <p>International Men's Health week (MHW) ran from 14 to 20 June 2021. This year's theme is 'Making the Connections' and to 'Check in. Check up. Check it out'. 'Check in' with yourself to see how you are coping/feeling and to identify any health worries that you might have. 'Check up' on your family, friends, neighbours, colleagues to see how they are doing and to offer support.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



The overall aims are to: Heighten awareness of preventable health problems for males of all ages. Support men and boys to engage in healthier lifestyle choices/ activities. Encourage the early detection and treatment of health difficulties in males.

### **International Men's Day 19 Nov 2021**



**HSC** Southern Health  
and Social Care Trust  
*Quality Care - for you, with you*



**international  
MEN'S DAY<sub>UK</sub>**



Working together Excellence Openness & Honesty Compassion

**19 November**

**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 years' theme is: 'Making a positive difference to the wellbeing and lives of men and boys.'

### **Men's Health Toolkit**

The SHSCT's Connect App and Umatter's Men's Health Zone highlight ways in which men can look after their own health and wellbeing. The Men's health toolkit provides a number of key messages and useful links.

In support of IMD, some Southern Trust male staff members including the Chief Executive recorded short video clips to remind colleagues of the importance of looking after their health and wellbeing and how they cope. These can be seen on YouTube: <https://youtu.be/Zhn3IJHYxaE> and <https://youtu.be/VU60dBz1awU>.

### **International Women's Day (IWD) – 8 March 2022**

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 event 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.

The image is a composite of two promotional materials. On the left is a green poster for a 'Virtual Menopause Cafe' held on Tuesday 8 March 2022 from 10.30 to 11.15am. The poster includes the Southern Trust logo, social media icons, and text encouraging staff to connect and chat about menopause. It provides contact information for Equality Unit and a Zoom link. On the right is a purple photograph of a woman with her arms crossed, wearing a blue shirt. Above her is the text 'WILL YOU HELP BREAK THE BIAS?' and below her is the 'International Women's Day' logo. Between the two images are several small informational cards: one about 'Common Symptoms' of menopause, one about 'Menopause At Work Policy', and another stating '44.5% SAY IT HAS A NEGATIVE IMPACT ON WORK'. A sign at the bottom right says 'WE ARE HERE FOR YOU!'.



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## **Progress Update Regional Equality and Disability Action Plans Year 4**

# **Equality Action Plan Regional Actions 2018 – 2023**

## **Progress Report Year 4: 2021-2022**

## 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"> <li>A regional toolkit will be available for policy and decision makers.</li> <li>More robust and regionally consistent screening/EQIAs.</li> </ul>                                                                                                                                                                                                                                |
| <b>Progress Year 4 - Completed for this reporting period and ongoing</b>                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 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"> <li>Checklist developed and adhered to by staff with responsibility for buying goods and services.</li> <li>Raised awareness among staff of equality and human rights obligations in procurement process.</li> <li>S75 and human rights issues identified at an early stage of procurement process.</li> </ul>                                                                     |
| <b>Progress Year 4 – Ongoing - Rollover</b>                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 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 in year 5. |                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 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"> <li>Up to date training programme for all policy makers across health and social care will be made available to ensure best practice.</li> <li>Skilled staff, policy leads and decision makers.</li> <li>Consistent and effective approach in the training programme across all Trusts (targets to be set).</li> <li>Effective compliance with the S75 Equality Duties.</li> </ul> |
| <b>Progress Year 4 – Ongoing Rollover</b>                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Given the current pandemic, the decision has been 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 Team 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"> <li>• Strategy in place to improve communication.</li> <li>• Raised awareness among S75 groups of Trust Equality Units and how they can be involved in and influence Trust equality agenda.</li> </ul> |

#### **Progress Year 4 - Completed for this reporting period**

HSC Trusts utilise a range of mediums to raise awareness of the roll and function of their respective Equality Teams. 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.

The Equality Section of the Trust's website includes Annual Progress Report, Quarterly Screening Reports and Disability and Equality Action Plans. 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 on the Trust Intranet. The Section 75 Annual Progress Report is also considered by Trust Board 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.

These partnerships ensure an effective network for on-going stakeholder involvement and co-production and provides an opportunity for stakeholders and their representatives to be involved in the developing and planning of services. HSC Trusts continue to support and value the networks that have already established and continue to work in partnership to ensure the most marginalised groups have a voice and are involved in HSC Trust work.

| 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"> <li>• One regional event to raise awareness of potential implications of the new legislation on health and social care provision.</li> <li>• Better understanding amongst staff on the implications of the legislation.</li> </ul> |

**Progress Year 4 - Rollover**

Age discrimination Regulations have not yet been enacted by the N.I. Assembly. Once they are enacted, a regional event will be held to raise awareness of the implications of the new legislation on Health and Social Care Provision.

Rolled forward as legislation not yet in place.

## 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"> <li>• Consistent staff training and awareness raising, co-produced and delivered, where appropriate, across health and social care.</li> <li>• Raised awareness among staff of the best way to promote equality of opportunity for service users.</li> <li>• Each Trust to identify a process to monitor e-learning.</li> </ul> |
| <p><b>Progress Year 4 - Completed for this reporting period and ongoing</b></p> <p>The regional Equality, Good Relations and Human Rights Making a Difference eLearning programme was reviewed in 2021/22 in line with the change to legislation on same-sex marriage. Compliance monitoring for e-learning had been carried out. A regional Good Relations Statement has been agreed with the aims to:</p> <ul style="list-style-type: none"> <li>• actively address and challenge racism and sectarianism;</li> <li>• treat each other fairly, with respect and dignity; and</li> <li>• ensure our spaces are shared, welcoming and safe.</li> </ul> <p>A Poster has been produced to publicise the Good Relations Statement and issued to staff throughout the Trust. A Trust Communication was also issued.</p> |                                                                                                                                                                                                                                                                                                                                                                    |
| 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"> <li>• User friendly HSC websites containing up to date information.</li> <li>• Better communication with service users, carers and the public on access to our websites information.</li> </ul>                                                                                                                                 |
| <p><b>Progress Year 4 – Completed for this reporting period and ongoing</b></p> <p>Currently considering how screening and other materials can be made more accessible online. A regional HSC IT project is ongoing aimed at reviewing and relaunching Trust websites including a dynamic function for all device platforms. Work is also underway to review Trust intranets and improve their design, layout and accessibility. Trust staff have access to Read and Write software to enhance accessibility.</p>                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                    |

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                            | Description                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We will work with staff and service users to review how information is produced in alternative formats                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Library of information in alternative formats available for health and social care staff and available on websites for service users and carers.</li> <li>• Staff have better access to alternative format resources.</li> <li>• Service users and carers have better access to accessible information.</li> </ul> |
| <b>Progress Year 4 – Completed for this reporting period and ongoing</b><br>Information on how to produce alternative formats is available on Trusts intranets and accessed via a regional tender. Equality staff are available to support and provide advice on alternative formats.                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                             |
| 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"> <li>• Consistent up to date staff guidance developed in partnership with LGBT organisations.</li> <li>• Enhanced awareness of access barriers for LGBT service users and carers.</li> <li>• Improved satisfaction with health and social care services for LGBT service users and carers.</li> </ul>                     |
| <b>Progress Year 4 - Completed for this reporting period and ongoing</b><br>Work continued with the HSC Trusts, Rainbow Project, 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. The guidance is still in development, and will cover good practice, etiquette, use of pronouns, and responsive service provision and employment. |                                                                                                                                                                                                                                                                                                                                                             |

| 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"> <li>• Staff guidance co-produced with BME communities and representative organisations.</li> <li>• Raised profile of needs of BME older people.</li> <li>• Increased awareness among staff of the needs of BME older people.</li> <li>• Improved access to services for BME older people.</li> </ul>                      |
| <b>Progress Year 4 - Completed for this reporting period and ongoing</b><br>Translated videos and materials have been produced. Work has been undertaken with the Public Health Agency on an Ethnic Minority Forum.<br><br>Trusts' have established ethnic minority staff groups and developed action plans.<br>Trusts work closely with BME service user groups at a local level. |                                                                                                                                                                                                                                                                                                                                                              |
| 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"> <li>• Staff guidance co-produced with groups representing older people.</li> <li>• Raised profile of needs of older people in the delivery of services.</li> <li>• Increased awareness among staff of the needs of older people.</li> <li>• Improved communication and access to services for older people.</li> </ul>    |
| <b>Progress Year 4 - Completed for this reporting period and ongoing</b><br>The Pensioner's Parliament did not meet during the reporting period, but Trusts' worked in partnership with representative groups on meeting the needs of older people at a local level.                                                                                                               |                                                                                                                                                                                                                                                                                                                                                              |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                  |
| We will work with the Northern Ireland Human Rights Commission 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"> <li>• Training on a human rights based approach to complaints management delivered to all staff who deal with complaints.</li> <li>• Complaints resolution process that embeds human rights values and principles.</li> <li>• Improved satisfaction with health and social care complaints management process.</li> </ul> |
| <b>Progress Year 4 - Completed for this reporting period and ongoing/Rollover</b><br>As a result of reviews, HSC have decided to prioritise this training with a focus on residential care for vulnerable people. Trusts continue to liaise with NIHRC re training however, NIHRC have advised that they are currently unable to deliver training due to resource issues.          |                                                                                                                                                                                                                                                                                                                                                              |

| Action Measure                                                                                                                 | Description                                                                                                                                                                                                                                                                                                                        |
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| 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"> <li>• An annual Equality and Diversity event delivered.</li> <li>• Health and social care viewed as a sector that promotes equality and diversity.</li> <li>• Improved awareness of equality and diversity best practice models and shared across health and social care and beyond.</li> </ul> |
| <b>Progress Year 4 - Rollover</b><br>No regional event during the year (previous year was launch of good relations statement). |                                                                                                                                                                                                                                                                                                                                    |

## 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"> <li>Pay structure that ensures fairness and equity in pay and reward arrangements in line with any new legislation.</li> </ul>                                                                                                                                                                                        |
| <b>Progress Year 4 – Rollover</b><br>The Health and Social Care sector has worked towards the creation of a pay structure that addresses inequalities and ensures fairness in pay and reward arrangements in line with any new legislation.                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                          |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                              |
| 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"> <li>Scope in year 1 opportunities and availability for our employability schemes.</li> <li>Employability scheme available to other marginalised S75 groups.</li> <li>Improved employment opportunities for marginalised S75 groups.</li> <li>Access to employment is improved for marginalised S75 groups.</li> </ul> |
| <b>Progress Year 4 – Rollover</b><br>All HSC Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements, Job Shadowing, the Workable Programme leading to substantive employment opportunities within Trusts, career events and targeted recruitment. HSC Trusts have forged closer links with the disability sector including USEL to further promote meaningful opportunities for disabled persons to participate in the workplace. |                                                                                                                                                                                                                                                                                                                                                          |

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| We will revise Equality, Human Rights and Disability guidelines for our Non-Executive Trust Board members.                                                                                                                                                                                                                                                                                        | Up to date guidelines in place for Non-Executive Directors.<br>Increased awareness among Non-Executive Directors of statutory compliance and responsibilities.                                                                                                                                                                                                                                                                                                                                                             |
| <b>Progress Year 4 – Completed Year 3</b><br>This Guidance has been developed and published in conjunction with ECNI.                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 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"> <li>Consistent regional approach to ensuring all health and social care environments are welcoming to everyone.</li> </ul>                                                                                                                                                                                                                                                                                                                                                              |
| <b>Progress Year 4 - Ongoing</b><br>The Trust as a member of the regional Equality network is committed to working with regional colleagues to implement any recommendations to ensure that all HSC facilities are welcoming to all staff. Work is continuing on a regional level to develop a framework on observing and celebrating events.                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| We will launch our new E-Learning Module and Equality and Diversity Staff Training Manual.                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>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.</li> <li>Marketing strategy to increase uptake of training across all Trusts.</li> <li>Improved access to training for staff who do not have access to a computer through provision of the Staff Training Manual.</li> <li>Improved uptake of equality training, each Trust to set targets.</li> </ul> |
| <b>Progress Year 4 - Completed for this reporting period</b><br>HSC Trusts continue with the deployment of the Regional Making a Difference, Equality, Good Relations and Human Rights eLearning training. This programme is mandatory for all HSC staff. A review of this programme was undertaken in 2021/22 and amendments made to ensure it remains up to date with legislative developments. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| 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"> <li>Best practice model established in each Trust with support mechanisms for staff experiencing Domestic Violence/Abuse.</li> <li>Improved support for staff who are victims of Domestic Violence/Abuse.</li> <li>Raised awareness among staff of the best way to support colleagues</li> </ul>                                                                                                                                                                                        |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | who are victims of Domestic Violence/Abuse.                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Progress Year 4 - Completed for this reporting period/ rollover</b><br>Procedures are in place and the Trust regularly highlights and promotes the support mechanisms open to staff. The plan moving forward is for all Trusts to adopt similar guidance and host an event to raise awareness of the policy and the supports available during the next reporting year. The Policy will be based on best practice.                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Action Measure</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                 |
| 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"> <li>• Consistent regional approach established to support carers in our workforce.</li> <li>• Improved support for staff who are carers.</li> <li>• Raised awareness among staff of the best way to support staff who are carers.</li> <li>• To pilot digital resources for carers and 'jointly app' carers app in Northern Trust area with learning disseminated regionally Year 3.</li> </ul> |
| <b>Progress Year 4 – Rollover</b><br>The Trust continues to promote work life balance and is currently working on Flexible Working Arrangements. These will apply to all staff directly employed by the Trust and gives these staff a day one right to request flexible working. The policy is being updated in line with changes to Section 33 of the National Health Service (NHS) Agenda for Change (AFC) Terms & Conditions handbook, which will be effective in Northern Ireland from 1 <sup>st</sup> April 2022. Working from home options still remain for some staff across a range of service areas including hybrid models of combined home and office working. The Trust intranet site provides access to HR policies and information and advice to staff continues to be disseminated via Trust Communication. |                                                                                                                                                                                                                                                                                                                                                                                                                                    |

|                                |    |                                          |    |                                    |   |
|--------------------------------|----|------------------------------------------|----|------------------------------------|---|
| <b>Total Actions in Year 3</b> | 19 | <b>Total Actions Completed in Year 3</b> | 12 | <b>Actions ongoing into Year 4</b> | 7 |
|--------------------------------|----|------------------------------------------|----|------------------------------------|---|

Disability Action Plan  
**Regional Actions**  
2018 – 2023

Progress Report  
Year 4: 2021-2022

## 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"><li>• Consistent staff training and awareness raising, co-designed and delivered, where appropriate, across health and social care.</li><li>• Co-designed training programme in each Trust that includes specific guidance on communication on disability and autism.</li><li>• Increased staff awareness on disability equality and how to promote positive attitudes and participation in public life.</li><li>• Disability equality training that will reflect all disabilities (including hidden, autism, sensory) and will challenge negative stereotypes / attitudes about disabled people.</li></ul> |
| <b>Progress Year 4 – Rollover to Year 5</b><br>Development of disability training for frontline staff has been delayed by operational pressures resulting from Covid-19. Work is continuing with Northern Trust's Disability Panel to develop disability training. Service users from the disability, community and voluntary sectors will provide voiceovers for the training. A Disability Toolkit has been developed and made available throughout Trusts. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 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"><li>• Workplace that welcomes and supports staff with a mental health issue.</li><li>• Development of best practice models that ensure services are accessible to people with a mental health issue.</li><li>• 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.</li></ul>                                                                                                                                                                                                         |
| <b>Progress Year 4 - Completed for this reporting period and rollover Year 5</b><br>A Health and Wellbeing Strategy has been developed. Trusts' have provided access to psychological services for staff during Covid-19. Other supports are available at a local level.                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Action Measure                                                                                                                                                                                                                                                                     | Description                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy.                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• Promotion of regional sensory awareness e-learning programme.</li> <li>• Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports.</li> </ul> |
| <b>Progress Year 4 – completed</b><br>The availability of a regional sensory awareness e-learning module was promoted to staff. The HSC Board's Sensory Awareness Team took work forward regionally on how people with sensory impairment have access to services and information. |                                                                                                                                                                                                                                                               |

### 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"> <li>• arrangements for sign language interpreting</li> <li>• provision of auxiliary aids</li> <li>• disability etiquette</li> <li>• alternative formats.</li> </ul> | <ul style="list-style-type: none"> <li>• Accessibility welcome pack available for all disabled service users to improve access to services.</li> <li>• Improved service user and carer experience.</li> <li>• Resource available for staff to support them to meet the needs of disabled service users and carers.</li> </ul> |
| <b>Progress Year 4 – Completed for this reporting period</b><br>A Disability Toolkit and etiquette guide has been produced for all staff. It includes details on accessibility, how to provide information in alternative formats, and accessing the remote interpreting service.             |                                                                                                                                                                                                                                                                                                                               |
| 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"> <li>• Establishment of a consistent communication standard across all Trusts.</li> <li>• Improved communication with service users and carers.</li> <li>• Improved experience for people using our services.</li> <li>• Improved accessibility to information and services.</li> </ul>     |
| <b>Progress Year 4 – Completed for this reporting period/ongoing Year 5</b><br>Work will continue to develop an accessible communication standard consistent with the Accessible Communication Standard in England.                                                                           |                                                                                                                                                                                                                                                                                                                               |

## 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                                                                                                                 |
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| <p>We will work with disabled people to make sure we are ready for the introduction of new legislation including:</p> <ul style="list-style-type: none"> <li>• Mental Capacity</li> <li>• Age Discrimination (Goods/Facilities/Services)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• Actions plans available to ensure readiness for forthcoming legislation</li> </ul> |
| <p><b>Progress Year 4 – Completed/ongoing</b></p> <p>The Mental Capacity Act (NI) 2016 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 2 December 2019.</p> <p>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.</p> <p>This new law requires that Trusts' 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. Much work has been led regionally to coordinate implementation and ensure consistency of approach. Regular regional meetings are convened with the Department of Health and other Trusts. Regular newsletters are produced to ensure there is a sound level of awareness</p> |                                                                                                                             |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Description                                                                                                                 |
| <p>We will review how we communicate with and seek feedback from disabled people (staff and service users)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>Introduction of new methods of seeking feedback and communication identified such as Citizen Space.</p>                  |

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| about health and social care and develop guidance to ensure effective engagement in the future                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Use of all available media (including social media) considered.</li> <li>• Guidance available for staff to ensure effective engagement with disabled people.</li> <li>• Improved development of policy and practice by drawing on wide range of views and experiences.</li> </ul> |
| <p><b>Progress Year 4 - Completed</b></p> <p>The regional initiative 'Care Opinion', a platform which facilitates real time feedback from service users and their families, is available in Easy Read formats. HSC Trusts have used Citizen Space successfully in the past when engaging with section 75 groups, including the disability sector, on the development of our current Equality and Disability Action Plans.</p> <p>HSC Trusts are committed to the principles of co-production. Trusts, other Arms Length Bodies, and the Department of Health are the only public bodies in Northern Ireland, which have a statutory duty to involve and consult their stakeholders. A Guide on Co-production for Health and Social Care organisations has been published which augments and builds on the requirements set out in current PPI Policy. The goal is to support transformational change through a co-productive approach and promote the opportunity for all sections of the Northern Ireland community to partner with HSC staff in improving outcomes. This guide illustrates that we aspire to creating a system that partners and organises health and wellbeing with people, for people, and by people. HSC Trusts' PPI Annual Reports provide further detail.</p> |                                                                                                                                                                                                                                                                                                                            |

## **Actions to encourage participation by disabled people in public life**

| <b>Action Measure</b>                                                                                                                                                    | <b>Description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| 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"> <li>• Accessibility checklist for health and social care facilities developed in partnership with ECNI and voluntary and community sector.</li> <li>• Health and social care facilities accessible for service users and carers.</li> <li>• Information from checklist to support prioritisation of programme of accessibility works.</li> <li>• Resource developed to promote best practice in the built environment including autism friendly spaces.</li> <li>• Promotion of best practice when working with colleagues on modernisation projects or new builds.</li> </ul> |

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|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Progress Year 4 - Completed</b><br>Using an adapted version of the ECNI accessibility audit tool, a range of changes will be implemented and developed. An 'Access Checklist' has been developed to ensure physical environments are more accessible. Learning will be shared regionally.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 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"> <li>Regional services established for the provision of communication support for people who are deaf or hard of hearing.</li> <li>Health and social care communication accessible to all service users and carers.</li> <li>Improved access to services.</li> <li>Improved communication with service users and carers.</li> <li>Improved experience for people using our services.</li> </ul> |
| <b>Progress Year 4 – Completed for this reporting period and ongoing for Year 5</b><br>In 2013, the Health and Social Care Board 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.<br><br><u>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.</u> 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 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 a number of meetings have been held with sign language service users and a range of organisations and individuals across all of the Trust areas, providing an opportunity to discuss the service model. Work on developing the model continues.<br><br>The remote sign language interpreting service set up primarily to ensure that our service users have access to health and social care appointments during the pandemic continues to be used throughout the Trust. Training has been made available for staff and information on the 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                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>We will join the Equality Commission's 'Every Customer Counts' initiative to try and ensure that services and the physical environment are accessible.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"> <li>• Public commitment to 'Every Customer Counts' and formal sign up by all Trusts being a campaign signatory.</li> <li>• 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.</li> </ul> |
| <p><b>Progress Year 4 – Completed for this reporting period and rollover to Year 5</b></p> <p>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.</p> <p>The Equality Commission have developed a <u>self-audit tool</u> which could be used to evaluate how accessible services are. It has, however, been agreed that it would be more appropriate and feasible to undertake this audit in a number of key areas in the first instance and then mainstream and roll out good practice across the other sites on an incremental basis.</p> <p>For ease of reference, we have merged actions where there is a direct correlation for reporting purposes.</p> <p>Estates officers agreed to work collaboratively and in collaboration with AccessAble UK to identify a few pilot sites where work could commence on the introduction of Accessibility Guides to provide ease of access for patients, clients, visitors and staff. Progress on this initiative has been delayed due to Covid.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                       |

### 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"><li>• Barriers to recruitment and selection process improved.</li><li>• Best practice model developed in relation to online recruitment.</li><li>• Increased applications from people with a disability.</li></ul> |
| <p><b>Progress Year 4 - Completed</b></p> <p>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 problems and challenges facing Health and Social Care in Northern Ireland.</p> <p>Theme 1 in the Strategy is about attracting, recruiting and retaining staff, 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; inform and excite people on the range of jobs and professions; and publicise health and social care as a career option.</p> <p>Trusts' have been working collaboratively to improve access for those seeking employment. Examples include:</p> <ul style="list-style-type: none"><li>• Improvements in website accessibility – providing greater ease of access for job applicants;</li><li>• Production of a series of recruitment 'How to' Guides; and</li><li>• Outreach measures – regional and local career events to promote the HSC as an employer of choice.</li></ul> |                                                                                                                                                                                                                                                      |

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| 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"> <li>• Development of our work placements and employability programmes</li> <li>• Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions</li> </ul>                                                                                                                                                                                                                                                            |
| <p><b>Progress Year 4 – Completed and ongoing rollover to Year 5</b><br/>HSC Trusts continue to work with the Disability Sector to promote Trusts as an Equal Opportunities Employers.</p> <p>All Trusts are actively exploring ways to encourage the participation of persons with a disability in the workplace. Examples include experiential job placements, job shadowing, and the Workable Programme leading to substantive employment, largely within Support Services within Trusts after undergoing a training programme.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| We will review opportunities for staff to disclose their disability.                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• Staff encouraged to declare that they have a disability.</li> <li>• Promotion of the benefits of disclosure and importance of monitoring.</li> <li>• Increased awareness of the importance of staff keeping personal equality monitoring records up to date (via HRPTS).</li> <li>• Increased staff disclosure and staff supported.</li> <li>• Robust equality monitoring statistics to ensure meaningful analysis to support decision making and benchmark workforce profile.</li> </ul> |
| <p><b>Progress Year 4 – Completed</b><br/>Staff are encouraged to keep their equality data up to date at regular intervals and via Trust communication methods. It is envisaged that this will continue during the year ahead.</p>                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 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"> <li>• Promotion of revised best practice guidance on employing persons with a disability.</li> <li>• Development and delivery of bespoke equality and human rights training to Occupational Health staff.</li> <li>• Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers.</li> <li>• Improved support for disabled staff.</li> </ul>                                                                                                   |

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>• More robust reasonable adjustment process.</li> </ul>                                                                                                                                             |
| <b>Progress Year 4 – Completed for this reporting period and ongoing Year 5</b><br>The new HSC Disability Toolkit includes a section on Reasonable Adjustments in the Workplace to ensure managers fully understand their legal responsibilities under the Disability Discrimination Act 1995. The deployment of the toolkit will be underpinned by bespoke training for managers to ensure compliance and importantly the provision of timely reasonable adjustment for new and existing employees with a disability. |                                                                                                                                                                                                                                            |
| <b>Action Measure</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>Description</b>                                                                                                                                                                                                                         |
| We will develop guidance on supporting people with autism in employment in partnership with representative organisations.                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• Co-designed guidance produced which will raise awareness among staff of reasonable adjustments for people with autism.</li> <li>• Promotion of guidance across health and social care.</li> </ul> |
| <b>Progress Year 4 – Completed for this reporting period and ongoing for Year 5</b><br>A regional Staff information Booklet is almost complete and will be adopted by HSC Trusts. This resource provides practical advice for managers and staff re managing Autism in the Workplace.                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                            |

|                                |    |                                          |   |                                    |   |
|--------------------------------|----|------------------------------------------|---|------------------------------------|---|
| <b>Total Actions in Year 3</b> | 15 | <b>Total Actions Completed in Year 3</b> | 9 | <b>Actions ongoing into Year 4</b> | 6 |
|--------------------------------|----|------------------------------------------|---|------------------------------------|---|



*Quality Care - for you, with you*

## **Progress Update Local Equality and Disability Action Plans Year 4**

Equality Action Plan  
Local Actions  
2018 – 2023

Progress Report  
Year 4- 2021-2022

## 1. What is in our Equality Action Plan – Local Actions

The following tables outline progress against our local actions for year 4 and form part of our Section 75 Annual Progress Report to the Equality Commission, which is submitted at the end of August each year and available on our website or by contacting the Equality Unit.

### 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Timescale / Lead Person |
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| <p><b>Further Embed Public and Personal Involvement (PPI) throughout the Trust</b></p> <p>We will review the Trust's PPI Strategic Action Plan.</p> <p>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.</p> <p>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.</p> <p>We will promote the uptake of the PPI Awareness E-Learning training module and deliver face to face training to teams.</p> <p>We will provide PPI support to Directorate teams on request.</p> | <ul style="list-style-type: none"> <li>• Development and implementation of Corporate and Directorate PPI Action Plans.</li> <li>• Production of annual reports to reflect progress against the regional PPI standards.</li> <li>• Cohesion between PPI and Section 75 equality duties.</li> <li>• Revised Consultation Scheme which reflects regional guidance and incorporates Section 75 equality duties.</li> <li>• Toolkit available for all staff to facilitate the mainstreaming of PPI and Section 75 equality duties.</li> <li>• Completion of PPI Awareness E-Learning module by staff.</li> </ul> | Years 1-5               |

| <p>We will support the development of the PPI panel.</p> <p>We will monitor PPI through the Patient &amp; Client Experience (PCE) Committee (Sub-Committee Trust Board).</p> <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>On-going PPI to Directorates teams.</li> <li>Progress measured via PPI annual progress reports.</li> </ul>                                                                                                                                        |                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <p><b>Progress Year 4 – Completed for the reporting period</b></p> <ul style="list-style-type: none"> <li>PPI Team were stood up in August 2021 and have developed robust process to ensure Duty of Care to all service users and carers who get involved and systems to give assurance that PPI is embedded across the organisation.</li> <li>A booking system has been developed and piloted and work coming in supported PPI Panel contact maintained during this time.</li> <li>Support of MHD Advocacy Contract.</li> <li>PPI Panel and carry out a TNA. Support PPI Panel in accessing Training to meet TNA.</li> <li>Re-connect PPI Panel member with senior management to align them with re- build work and re-shaping of services. This work is underway and the Working Together Strategy will inform this process)</li> <li>PPI Team support and advice given to teams on user involvement with regard to the Trust's Re-build Plan.</li> <li>The PPI Team have developed a Framework outlining all processes and it will be embedded across the organisation on phased roll out</li> <li>An induction and training for all service users and carers that become involved will access – accompanied by relevant training</li> </ul> |                                                                                                                                                                                                                                                                                          |                         |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Description                                                                                                                                                                                                                                                                              | Timescale / Lead Person |
| <p><b>Promotion of the Role and Function of the Equality Unit</b></p> <p>We will continue to raise awareness of the role</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>Local communication strategy in place to proactively promote the Trust's corporate commitment to its equality duties as set out in its Equality Scheme.</li> <li>Increased awareness amongst staff, Trade Unions and Section 75 groups</li> </ul> | <p>Years 1-5</p>        |

| 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.                                                                                                                                                                                                                                                                                                                                                                   | <p>as to the role and function of the Trust's Equality Unit.</p> <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> </ul> |                         |
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| <b>Progress Year 4 – Completed for the reporting period</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |
| <p>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.</p> <p>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.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Timescale / Lead Person |
| <p><b>Implementing the Age Discrimination Regulations</b></p> <p>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.</p>                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>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.</li> <li>Better understanding amongst staff re the implications of the new legislation.</li> </ul>                                                                                                                                                                       | When enacted            |
| <b>Progress Year 4 – Not yet commenced</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |
| <p>This legislation has yet to be enacted by the local Assembly.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Timescale / Lead Person |
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| <b>Quality/Continuous Improvement Projects</b><br><br>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"> <li>➤ Continuous Improvement projects/work streams and our</li> <li>➤ Quality Leader Programmes - undertaken by both our staff and service users.</li> </ul> | <ul style="list-style-type: none"> <li>• Provide all participants undertaking Quality Improvement projects with access to the 'Equality, Good Relations &amp; 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.</li> <li>• Presentation to participants on equality, diversity, human rights and Section 75 obligations.</li> <li>• 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).</li> <li>• Increased awareness of equality/diversity, Section 75 processes and obligations.</li> <li>• Greater awareness on the role and function of the Trust's Equality Unit for both staff and service users undertaking continuous improvement projects.</li> </ul> | Years 1-5               |
| <b>Progress Year 4 – Completed for the reporting period</b><br><br>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.<br><br>It is envisaged that further equality related training and raising awareness of diversity and inclusion will continue into 22-23.       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                         |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Timescale / Lead Person |
| <b>Roll out of the Level 3 Award in Quality Improvements</b><br><br>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.                                                                                                                                                          | <ul style="list-style-type: none"> <li>• Roll out of the Level 3 Award in Quality Improvements to service users, carers and community and voluntary organisations.</li> <li>• 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.</li> <li>• 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.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                 | Years 1-5               |

| <b>Progress Year 4 – Ongoing</b>                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                         |
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| Due to the impact of Covid19 we have not been able to offer this programme                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                         |
| Action Measure                                                                                                                                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                 | Timescale / Lead Person |
| <b>Staff Training – Screening and Equality Impact Assessments (EQIA)</b><br><br>We will review our staff training to ensure best practice is followed when screening and conducting EQIAs. | <ul style="list-style-type: none"> <li>• Up-to-date training programme available for all our policy makers to ensure best practice is followed when screening and conducting EQIAs.</li> <li>• Revised training programme rolled out across the Trust over the life span of this Plan.</li> <li>• Staff appropriately skilled to undertake equality screenings and EQIAs.</li> <li>• Compliance with Section 75 equality duties.</li> </ul> | Years 2-5               |
| <b>Progress Year 4 – Completed for the reporting period</b>                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                         |
| 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 2022-23.       |                                                                                                                                                                                                                                                                                                                                                                                                                                             |                         |

## 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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Timescale / Lead Person |
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| <b>Traveller Action Group</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <ul style="list-style-type: none"> <li>• Complete a review of progress to date and agree priorities for improving Traveller health and wellbeing.</li> <li>• Key priorities identified through both the regional Traveller Health and Wellbeing Forum and the Trust's local Traveller Action Group.</li> <li>• Signposting and provision of information to ensure Travellers are aware of available services, referral pathways to improve their health and wellbeing.</li> <li>• Traveller development further embedded.</li> <li>• Further development of the Health Champion and Health Trainer programme.</li> <li>• Creation of employment and volunteering opportunities for Travellers within the Trust and partner organisations.</li> </ul> | Years 1-5               |
| <b>Progress Year 4 – Completed for the reporting period</b> <ul style="list-style-type: none"> <li>• Traveller and Ethnic Minority Support Worker commenced work in Newry &amp; Mourne area in Sept 2021. Focus on building relationships and communication with families previously known to service and establishing profile within local community.</li> <li>• New health and wellbeing project established with young men from the Traveller community, building community confidence and resulting in a range of wider issues being addressed.</li> <li>• Working with a range of community and statutory partners to establish referral and support pathways in response to needs of Traveller and ethnic minority communities.</li> <li>• Direct support provided to families in navigating health services, addressing poverty, housing, schooling and discrimination issues.</li> <li>• New Band 7 post of Inequalities and Inclusion Coordinator created and recruitment completed. Postholder in place from April 2022.</li> <li>• Traveller Action Group continues to meet, creating connections between services and community providers.</li> <li>• Mental health and wellbeing has been agreed as a priority focus in information sharing, training and programmes. Referral pathways and supports are shared with local providers and relevant staff.</li> <li>• Traveller Action Group continues to share updated information and resources in relation to Covid.</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                         |

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Timescale / Lead Person |
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| <b>Reducing Social Isolation for Older Persons</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>Explore potential for the development of an Older Person's Support Hub.</li> </ul> | Years 1-5               |
| <b>Progress Year 4 – Completed for the reporting period</b><br><br><b>Adult and Child Safeguarding</b><br><br><p>Community Sector Training supported the delivery of a total of 41 courses between 1st April 2021 and 31st March 2022, split down into 8 Adult Safeguarding and 33 Child Safeguarding, to a total of 448 participants / 65 groups. All training was delivered via Zoom online, in keeping with restrictions due to Covid-19.</p> <p>Accessibility of online training via zoom presented many challenges for small community groups and organisations, reporting they knew the majority of their participants were not comfortable or confident with zoom. This reluctance to uptake on training available spanned many small organisations who had strong relationships with the PWB service over the years. Despite this many groups were creative in their approach with one organisation setting up a room in their location for some of the group to space out and receive the training on a big screen, whilst the rest of the group, who were confident in using zoom joined from their own homes. The reduced workforce in CST since the pandemic began has also presented an operational challenge due to reduced availability of trainers. However, all efforts were made to meet demand and deliver safeguarding training in a timely manner.</p> <p>CST delivered to a range of different groups spanning from residents associations, faith organisations, community playgroups, foodbanks, bands, counselling groups, sports groups, all of which provide support to children / young people and adults in the community.</p> <p><b>mPower Project</b></p> <p>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.</p> <p>The project has successfully delivered 437 wellbeing plans exceeding the target of 376, and 915 digital interventions exceeding</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                         |

| Action Measure | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Timescale / Lead Person |
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|                | <p>the target of 489. The project implementation period, extended by a further 6 months will now finish at the end of May 2022. A two day festival to share and celebrate the success of the project took place in Belfast at the end of April with approx. 150 attendees each day from across the 7 deployment sites and partner organisations.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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 including bespoke information packs delivered to beneficiaries, key health messaging and penpal letters. 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.</p> <p>Post project evaluations, including a local evaluation, overall project evaluation undertaken by the University Highlands and Islands (UHI) and a legacy mPower website <a href="http://www.mpowerhealth.eu">www.mpowerhealth.eu</a> are currently underway.</p> <p><b>Loneliness network</b></p> <p>The Covid -19 pandemic highlighted loneliness at a local level. In response, staff worked in partnership to set up a Loneliness</p> |                         |

| Action Measure | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Timescale / Lead Person |
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|                | <p>Network in the ABC council area to address the issue of loneliness across the borough by taking collective action involving all sections of society. Its aims are;</p> <ul style="list-style-type: none"> <li>• To raise awareness of loneliness, and its impact, across the generations.</li> <li>• To share practice and learning on preventing and addressing loneliness.</li> <li>• To reduce the stigma of loneliness and the barriers to participation;</li> <li>• to increase opportunities for socialization and initiate actions which address loneliness</li> </ul> <p>Network activities have included a pilot initiative called the Kindness Post Box. The Kindness Post Box is a community-focused project based on the idea of bringing little bursts of happiness to those most isolated and affected by difficult times. It is an intergenerational approach where the younger generation are encouraged to write a cheerful letter, draw a picture or postcard and post it into the Kindness Post box. During the pilot, four local Primary Schools took part. There were 960 posts created &amp; delivered to nine Nursing Homes. The local Menshed made the post boxes for the pilot.</p> <p>A number of chatty walks have also been facilitated by the Verve Health Improvement Project and these will continue throughout the year. An action plan is currently being written by the loneliness network steering group for the year ahead, to include:</p> <ul style="list-style-type: none"> <li>• Development of loneliness awareness training</li> <li>• Loneliness awareness week campaign</li> <li>• Development of the chatty café scheme</li> <li>• Continuation and expansion of the kindness postbox initiative</li> <li>• Continuation and expansion of the chatty walks</li> </ul> |                         |

| Action Measure | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Timescale / Lead Person |
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|                | <p><b>Age friendly ABC</b></p> <p>As part of positive ageing month a series of virtual workshops called #thinkfalls chatty calls were hosted by the Southern Trust and all 3 council areas, with a focus on home safety and falls prevention. 21 participants attended every week providing older people with an opportunity to learn and connect. This partnership approach between council and Trust staff will be built upon when planning for 2022 positive ageing week.</p> <p><b>Community Health Improvement</b></p> <p>Verve health trainers and the Southern Trust support worker partnered with Clanmil social housing to address physical deconditioning and loneliness through an outdoor Move It or Lose It programme on site within Portadown and Lurgan. The 24 participants took part in strength and balance classes, walking and talks that addressed home accident prevention, medication management, healthy eating and promoted the Take 5 Steps To Wellbeing. Using the loneliness evaluation tool an average of 34% reduction in loneliness was recorded and all participants felt more confident in ability to avoid falls and felt more connected to their community.</p> <p><b>Support for other CV organisations</b></p> <p>The Trust continues to fund a range of Community and Voluntary sector organisations to provide health and social wellbeing support to older people in local communities, including Confederation of Community Groups, Bolster, Community Advice services, University of the Third Age and Southern Age Well Network.</p> <p><b>Age Friendly NMD</b></p> <p>The Trust continues to be an active partner in the Newry and Mourne Age Friendly Strategic Alliance. Despite Covid restrictions we have continued to support the Age Friendly Action Plan and the objective of enabling older people to live healthier and more active lives in connected communities. We have helped facilitate the Older Person's Forum which is a core element of the Alliance, working in partnership to deliver a Virtual Positive Ageing Event, progressing the deployment of Chatty Benches throughout the area and bringing together and virtually hosting a range of organisations in a Conversation about Loneliness to identify gaps, barriers and make recommendations regarding collaborative actions to address these.</p> |                         |

| Action Measure | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Timescale / Lead Person |
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|                | <p><b>Access &amp; Information Service</b></p> <p>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.</p> <p>In 2021-22, the service processed 86,977 referrals, primarily 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 &amp; Step Down and referrals for IV.</p> <p>The service also signposts and last year made 3,788 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.</p> <p>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. An older person resource room has been set up within the service and a wide range of information and leaflets of other supports can be shared with callers and referral agents.</p> <p><b>Community Planning</b></p> <p>The Trust is an active partner in local council community planning partnerships. Partnership meetings and actions have continued to be significantly reduced during 2021/22 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 and we have supported a range of activities and initiatives to address these e.g. supporting the establishment of Verve network in Newry, involvement in the facilitation of Participatory Budgeting programme, continued digital support into Care Homes and enhancing partnership working and PPI.</p> |                         |

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                                                                                                                                                                                                                     | Timescale / Lead Person                   |
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| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                                                                                                                                                                                                                     | Timescale / Lead Person                   |
| <b>Carers Rights and Entitlements</b><br><br>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"> <li>Increased awareness of carers' rights and entitlements amongst Section 75 groups.</li> <li>Increased awareness amongst our staff, who are carers, as to their statutory rights and entitlements and supports.</li> </ul> | Year 1 and over the life span of the Plan |
| <b>Progress Year 4 – Completed for the reporting period</b><br><br>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. <ul style="list-style-type: none"> <li>Regular communication with carers has continued through Carers Register and through teams to ensure they are aware of supports and guidance.</li> <li>1,310 Carers are currently on the Trust Carers Register, this is an increase of 320 carers since March 2021</li> <li>637 Cash grants totalling £90,034 were provided to carers.</li> </ul> Ongoing development: <ul style="list-style-type: none"> <li>Use of the Carers Conversation Wheel has now been fully implemented and adopted across the Trust with training and support available to teams. Carers also have the option to use the NISAT tool for Carers Assessment if they prefer.</li> <li>A Carers Checklist continues to be used in teams across the Trust; Integrated Care services are implementing the checklist on 6<sup>th</sup> June 2022. Reporting against this is now a DSF, the document is completed for addition to PARIS.</li> <li>All Carers information on the Trust website continues to be updated regularly.</li> <li>Carers' engagement sessions have been held in relation to support services for carers.</li> <li>Information session provided for staff carers which included employments rights.</li> <li>Training sessions and workshops provided to carers, these included, Information session Support and advice for adult carers</li> </ul> |                                                                                                                                                                                                                                                                 |                                           |

| Action Measure                                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Timescale / Lead Person |
|-----------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
|                                                                                                                             | <p>and Young Carers, Recovery College Self Care for Carers, Benefits and entitlements for carers, SCOPE workshops, Self-Directed Support, Ulster Bank Fraud &amp; Scams session, British Red Cross-Adapt and Recover workshop, menopause matters,</p> <ul style="list-style-type: none"> <li>• Relaxation and fun activities provider to carers included; Nature Connection for Carers, gentle Yoga for Carers, wellbeing Pack Giveaway, online regional carers quiz, outdoor activity sessions, virtual coffee mornings, Streetwise Community Circus activities, Indian Cooking the easy way, photography courses, mindfulness, online social cafes.</li> <li>• Clanrye commenced contract delivery from 1 September 2021, providing support services for adult carers residing the Southern Health &amp; Social Care Trust area through their Carers First service. Services provided include: <ul style="list-style-type: none"> <li>• Health &amp; Wellbeing</li> <li>• Training and social activities</li> <li>• Signposting</li> <li>• Information and support to access advice on benefits</li> <li>• Personal Development</li> </ul> </li> <li>• CAUSE, Alzheimer's Society and Action Mental Health ADAPT also continue to deliver contracted services, largely remotely, however a number of small face to face groups are taking place across the Trust.</li> <li>• Carers and Trust staff attended a number of Advance Care Planning engagement workshops.</li> <li>• Eight Assembly Questions responded to, requests included: Number of registered carers, number of Cash Grants awarded, Cash Grant amounts, average Cash Grants amount per carer.</li> <li>• Two Learning Disability Carers Consultants have been appointed to engage with Carers of Adults with a Learning Disability and interface across community teams with Mental Health &amp; Disability.</li> <li>• Band 2 Home Companion sitting service continuing to provide more flexible, short term respite for carers.</li> </ul> |                         |
| Action Measure                                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Timescale / Lead Person |
| <p><b>Social Interaction Group</b></p> <p>This group comprises of Asian, Arabic, Irish and refugees. It aims to relieve</p> | <ul style="list-style-type: none"> <li>• Further development of the Social Interaction Group to include committee skills and capacity building and training.</li> <li>• Work with the ABC Council's Good Relations and Community Development staff to facilitate planning days for this group.</li> <li>• Provide support in identifying key priorities and a tailored action plan aimed at tackling</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Years 1-5               |

| Action Measure                                                                                                                                                                                                                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                             | Timescale / Lead Person |
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| 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.                                                                                                                            | inequalities.                                                                                                                                                                                                                                                                                                                                                                                                                                           |                         |
| <b>Progress Year 4</b>                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                         |
| No progress to report. Group no longer active.                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                         |
| Action Measure                                                                                                                                                                                                                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                             | Timescale / Lead Person |
| <b>‘What Matters to You’ Campaign</b><br><br>We will support the roll out of a number of experience/engagement initiatives including the ‘What Matters to You’ campaign.                                                                                                                            | <ul style="list-style-type: none"> <li>• Roll out of ‘What Matters to You’ campaign to encourage patients, service users, carers and our staff to share what matters to them.</li> <li>• Support meaningful conversations between those who provide health and social care and the people, families and carers who receive it.</li> <li>• Campaign to be rolled out to all acute settings – Daisy Hill, Craigavon and Lurgan hospital sites.</li> </ul> | Years 1-5               |
| <b>Progress Year 4 – Completed for the reporting period</b>                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                         |
| What Matters to You day occurs on Thursday 9 <sup>th</sup> June 2022. A Trust wide targeted What Matters to You Campaign will focus on staff engagement and involvement. The programme includes “How to have a What Matters to You” conversation which will impact on both staff and service users. |                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                         |

## 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                                                                                                                                                                                                                                                                                                                                                                                     | Timescale / Lead Person |
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| <b>Staff as Service Users</b><br>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"> <li>Improvements in service provision as a result of listening and learning from the experiences of our staff as service users.</li> <li>Services more accessible by Section 75 equality groups.</li> </ul>                                                                                                                                                  | Years 1-5               |
| <b>Progress Year 4 – Completed for this reporting period</b><br><br>10,000 More Voices continues to be actively promoted throughout the Trust through: <ul style="list-style-type: none"> <li>Umatter</li> <li>SHSCT Connect App</li> <li>SHSCT Facebook, Twitter, all Trust digital screens, engagement with staff etc.</li> </ul> Production of a quarterly Patient Client Experience Newsletter for staff to update staff on current 10,000 More Voices projects and outcomes to date.<br>Updates and examples from the Care Opinion can be found in the main Annual Progress Report. |                                                                                                                                                                                                                                                                                                                                                                                                 |                         |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                     | Timescale / Lead Person |
| <b>Staff Training on Equality and Diversity</b><br>We will launch our newly commissioned eLearning Modules and Equality and Diversity Staff Training Manual.                                                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>30 minute eLearning training programme available for staff and managers.</li> <li>Equality and Diversity Staff Training Manual available for all health and social care staff.</li> <li>Marketing strategy in place to increase uptake of training across the Trust.</li> <li>Actively target areas where staff uptake is low and proactively</li> </ul> | Years 1-5               |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>promote the uptake of same.</p> <ul style="list-style-type: none"> <li>• Improved uptake of equality training.</li> <li>• Informed staff attitudes and mind sets.</li> <li>• Improved patient experience.</li> </ul>                 |                         |
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| <b>Progress Year 4 – Completed for this reporting period</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |                         |
| <p>The latest uptake figures can be found within the main body of the Trust's Annual Progress Report.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                         |                         |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Description                                                                                                                                                                                                                             | Timescale / Lead Person |
| <b>Regional HSC Staff Survey</b><br>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"> <li>• Staff survey Directorate Actions Plans in place to address issues arising from the staff survey.</li> <li>• Progress reported via the Trust Senior Management Team and Trust Board.</li> </ul> | Year 1 and on- going    |
| <b>Progress Year 4 - Completed for this reporting period</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                         |                         |
| <b>Creating a Great Place to Work</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                         |                         |
|  <p>The graphic shows the HSC logo in the top left corner with the text 'Southern Health and Social Care Trust' and 'Quality Care - for you, with you'. The main part of the graphic is a red heart shape formed by several hands of different colors (blue, orange, yellow, green) reaching towards it. Inside the heart, the text 'Creating a great place to work' is written in a white, cursive font. Below the heart, there are four small circular icons representing different people or roles.</p> |                                                                                                                                                                                                                                         |                         |
| <p>The Trust recognise 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.</p> <p>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</p>                                                                                    |                                                                                                                                                                                                                                         |                         |

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 were delivered under the three strands of:-



The sessions were focused on areas such as health and wellbeing, relationships and behaviours and uptake by staff across the year was as follows:-

| Course Title                                            | Number of Courses | Number of Attendees |
|---------------------------------------------------------|-------------------|---------------------|
| A Guide to Personal Resilience                          | 7                 | 59                  |
| Being an Emotionally Intelligent Leader                 | 10                | 63                  |
| Compassionate Conversations                             | 3                 | 14                  |
| Developing Strong Working Relationships Across The Team | 6                 | 37                  |
| Having a Wellbeing Conversation                         | 5                 | 18                  |
| How Do I Look After My People                           | 5                 | 24                  |

|                                            |           |            |  |  |
|--------------------------------------------|-----------|------------|--|--|
| It's Not What You Say, It's How to Say It  | 9         | 71         |  |  |
| Leading Using a Coach Approach             | 4         | 21         |  |  |
| Looking After Yourself                     | 3         | 16         |  |  |
| Making & Communicating Decisions           | 12        | 45         |  |  |
| The Importance of Self Awareness           | 7         | 34         |  |  |
| The Importance of Looking After Our People | 8         | 27         |  |  |
| Transitioning to be a People Manager       | 5         | 24         |  |  |
| Every Conversation Matters                 | 8         | 63         |  |  |
| How We Treat People Matters                | 5         | 32         |  |  |
| <b>Grand Total</b>                         | <b>97</b> | <b>548</b> |  |  |

### Regulated Qualifications Framework (RQF)

The Trust continue in its efforts to ensure that we have the right staff, with the right skills, in the right place, at the right time to ensure consistent delivery of safe, high quality services.

In order to achieve this the Vocational Workforce Assessment Centre (VWAC) team continue to deliver Regulated Qualification Framework (RQF) Qualifications to staff throughout the Trust. Over the past year the following groups of staff have completed an RQF Qualification:

|           |                                                                                                                  |
|-----------|------------------------------------------------------------------------------------------------------------------|
| <b>12</b> | Allied Health Professions have completed a Level 3 or Level 4 Diploma in Healthcare & Social Care Support Skills |
| <b>76</b> | Domiciliary Care Staff have completed a Level 2 Award in Healthcare & Social Care Support Skills                 |
| <b>58</b> | Domiciliary Care Staff have completed a Level 2 Certificate in Healthcare & Social Care Support Skills           |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                            |  |  |
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| 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Staff working in MHD Directorate completed a Level 2 Qualification in Healthcare & Social Care Support Skills                              |  |  |
| 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Staff working in Acute Directorate completed a Level 2 Qualification in Healthcare & Social Care Support Skills                            |  |  |
| 40                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Staff working in Acute Directorate completed a Level 3 Qualification in Healthcare & Social Care Support Skills (Sept 21- Mar 22)          |  |  |
| 25                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Staff working in OPPC & MHD Day Care, Residential & community have completed an Level 3 Diploma in Healthcare & Social Care Support Skills |  |  |
| 16                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Supported Living staff have completed a Level 3 Certificate in Healthcare & Social Care Support Skills                                     |  |  |
| 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Staff working in CYPs Directorate have completed a Level 3 Diploma in Healthcare & Social Care Support Skills                              |  |  |
| 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Staff who have completed the Level 5 supervision Unit in Healthcare & Social Care Support Skills                                           |  |  |
| <p>The VWAC Team continue to support the development of new programmes within the Trust to meet the needs of the service and in response to staffs' continuous personal development plans.</p> <p>A new pilot <b>Managers' Support Service</b> 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.</p> <p><b>Workplace Health and Wellbeing</b></p> <p>In May 2021, a survey was sent out to staff to share their views on the 'UMatter' website and weekly 'Friday Focus' email. U Matter is our digital resource that provides staff with access to the latest information, advice and support needed to maintain and improve health and wellbeing. 802 responses were received which helped improve the content on the site and any communications shared globally with staff.</p> <p>An updated U Matter Version 2 went live during June 2021 that included new zones, apps and tools linked to community partners, to enrich the information that staff can access.</p> <p>Approximately 70 workplace Health Champions across all Directorates continue to influence and embed support for staff health and wellbeing in their own teams. Health Champions meet monthly to help develop their knowledge and awareness of health issues, campaigns, events and relevant training opportunities.</p> |                                                                                                                                            |  |  |

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, Craigavon Area Hospital and aims to promote the benefits of reading for health and wellbeing. 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. The library includes books on mental, emotional and physical health and wellbeing and art boxes.

During October 2021 we ran our Light, Bright Steps campaign and invited teams to avail of some free high vis vests and head torches to encourage staff to get out for an evening walk.

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 (45 places).

Staff can get fit and save money by purchasing bicycle and cycling accessories through the Trust's Cycle2work Scheme and during March 2022 our maximum value was increased so staff can now apply for anything between £100 and £1500.

Staff were able to participate in a range of free virtual Link & Learn sessions provided by Business in the Community NI on a range of topics including Financial Advice for Working Parents, Making the Most of your Money as well as Dementia Friends Training and a series of sessions on Conquering Imposter Syndrome.

As part of an annual action plan of activity to support physical health and wellbeing a significant number of events have been organised and promoted including physical activity classes and webinars on a range of topics. A free 12-week virtual weight loss programme for staff was introduced with a second programme commencing in January 2022. In addition, the Trust participated in Sustrans 'Leading the Way Active Challenge' for which the Trust picked up a Special Recognition Award, October 2021.

The Annual Quality Improvement week long virtual event held in November 2021 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 which allowed them to have confidential coaching conversations on their health and wellbeing, alongside a wide range of health and wellbeing presentations, videos, activities and resources.

Our Workplace 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. We have focused on 3 priority pillars of integrated wellbeing: Healthy Workplaces – supporting you; Healthy Relationships – staying connected and Healthy Body and Mind – being you.

### **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. This will include further communications outlining awareness training and resources for managers and information on flexible working options for employees.

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

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

There are many things to consider as they approach retirement. Therefore we developed a resource to highlight some of the advice and support available to our people. As part of this 'preparing for retirement' workshops were offered and attended by 47 Trust employees during the year.

### **Recognition**

We are passionate about creating the right culture for our people to feel valued, proud and engaged. One of the ways we hope to achieve this, in addition to our other staff engagement activities is through our staff recognition programme. There

is a wealth of evidence to suggest that one of the key influences affecting whether or not staff feel engaged is the degree to which people feel valued. Staff have told us this via: Staff Survey (2019), The 'Big Coffee Conversations' (2020), COVID19 Lessons Learned (2020) and Culture Assessment Survey (2020).

The purpose of our recognition programme is to support the continuing development of a culture whereby we all feel connected, cared for, respected, and valued for the work we do and recognised for the contribution we make.

Taking into consideration the circumstances we found ourselves working in during 2020/21, it was decided not to progress with the 2020 Trust Excellence Awards; however we could not let these nominations go unrecognised. We acknowledged that we needed to show our appreciation and recognise the hard work and accomplishments of all our staff, particularly in light of the significant pressures and challenges faced by staff during this extraordinary time.

Therefore we took a staged approach, dealing firstly with the nominations for the 2020 Excellence Awards and then developing an approach for staff recognition in line with our HSC values and behaviours.

### **Closing off the 2020 Excellence Awards**

The Trust in 2021/22 acknowledged the **104** nominations via a letter from the Chair & Chief Executive (53 individual nominations; 51 team nominations). Letters were sent via internal mail and also emailed to nominees and their nominator.

In recognition of the nomination, the letter referenced and was followed up by a small 'goody bag' as a token of our appreciation. The goody bags (plaque, pen, notebook, water bottle, lunch bag) were personally delivered to the nominated individuals and teams by their Director / Assistant Director.

### **Thank You Thursday' campaign**

12<sup>th</sup> 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



| <p>Lessons Learned events.</p> <p>A show of gratitude has been found to make a huge difference in the happiness and morale of those involved, even in the life of the one showing gratitude. 'Thank You Thursday' reminds us that there is always an opportunity to thank someone and that gratitude can happen on any day, for any reason.</p> <p>By introducing 'Thank You Thursday' we want to inspire staff to take the opportunity to express gratitude each week thereby making it a habit; to embrace the power of positivity and to give our staff a well-deserved boost.</p> <p>This campaign provides an opportunity for SMT, Trust Board and Directorate senior teams to use feedback and compliments about staff received for example through Care Opinion or GREATix to formally send a thank you on a Thursday to the staff member directly. We will further enhance our recognition programme during 2022/23 with the establishment of a multi-disciplinary and cross-directorate Recognition Steering Group to implement a range of additional recognition initiatives.</p> |                                                                                                                                                                                                                                                  |                         |  |
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| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Description                                                                                                                                                                                                                                      | Timescale / Lead Person |  |
| <p><b>Equality in Action Newsletter</b></p> <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"> <li>• Increase staff awareness.</li> <li>• Compliance with best practice standards.</li> <li>• Greater visibility of the Equality Unit and its role and function.</li> <li>• Good staff relations.</li> </ul> | Year 1 and on-going     |  |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <p>The latest newsletter highlights key achievements during the reporting period 2021-22 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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                  |                         |  |

|                                    |           |                                           |          |                            |          |
|------------------------------------|-----------|-------------------------------------------|----------|----------------------------|----------|
| <b>Actions Completed in Year 4</b> | <b>12</b> | <b>Actions Ongoing Rollover to Year 5</b> | <b>1</b> | <b>Actions to Commence</b> | <b>1</b> |
|------------------------------------|-----------|-------------------------------------------|----------|----------------------------|----------|

Disability Action Plan  
**Local Actions**  
2018 – 2023

Progress Report  
Year 4- 2021-2022

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

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | When / Lead Person              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| <p><b>Promoting positive attitudes toward Disabled People:</b></p> <p><b>Staff eLearning</b> - We will actively promote the 2 new Discovering Diversity eLearning modules to encourage uptake by all staff and managers.</p>                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Production of activity reports to monitor the uptake of these modules by staff and managers across our service directorates and functional areas.</li> <li>• Use of bench marking to effectively target and encourage consistent uptake across all our service directorates and functional areas.</li> <li>• Increased staff awareness re disability duties.</li> <li>• Progress monitored via the Trust's Section 75 Annual Progress Report.</li> <li>• Mainstreaming of disability duties into the policy, practice, procedures, design and delivery of our services.</li> <li>• Compliance with the disability duties.</li> </ul> | Year 1 and each year thereafter |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <p>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.</p> <p>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.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                 |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | When / Lead Person              |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Networking</b> - 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</p>                                                                                                                                                              | <ul style="list-style-type: none"> <li>• Improved networking between the Trust and disability sector and representative groups.</li> <li>• Informed policy and practice i.e. mainstreaming the disability duties in existing, new and revised employment policy and practice and supporting guidance for managers.</li> <li>• Celebrate best practice at annual show case events e.g. Continuous Improvement Events and Health and Social Care Equality Leads annual show case event.</li> </ul>                                                                                                                                                                              | Years 1-5                       |

| to discuss relevant and topical disability related issues and to inform policy, practice and work streams.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                   |                    |
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| <b>Progress Year 4 – Rollover</b><br>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                                                                                                                                                                                                                                                                                                                                                                                       | When / Lead Person |
| <b>Promoting positive attitudes toward Disabled People:</b><br><br><b>Equality in Action – Newsletter</b> - 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.<br><br>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. Communication mediums include the Southern-i (corporate staff magazine), Trust's intranet, Executive Briefings, Team meetings, calendar and use of podcasts, etc. | <ul style="list-style-type: none"> <li>Increased staff awareness and understanding of the Disability Duties.</li> <li>Support for persons with a disability in the workplace.</li> <li>Greater participation and retention of persons with a disability in employment.</li> <li>Participation of persons with a disability in a greater range of job placements/experiential learning.</li> </ul> | Years 1-5          |
| <b>Progress Year 4 – Completed for this reporting period</b><br>The latest newsletter highlights key achievements during the reporting period 2021-22 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                                                                                                                                                                                                                                                                                                                                                                                       | When / Lead Person |
| <b>Encouraging the participation of Disabled People in public life:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>Resources available for staff to support them in meeting the needs of service users with a disability and carers.</li> </ul>                                                                                                                                                                                                                               | Years 1-5          |

| <p><b>Staff Welcome Pack</b> – To include information about accessibility, signage, language interpreting, auxiliary aids, alternative formats etc.</p> <p>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.</p>                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• Improved access to services.</li> <li>• Improved service user and carer experience.</li> </ul>                                                                                                                                                                                                                                                                                                                                                  |                    |
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| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <p>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.</p> <p>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.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                    |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | When / Lead Person |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Establish an Easy Read Database of Accessible Information</b> - We will produce an increasing range of materials in easy read format for persons with a learning disability.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>• Database of easy read information established. Information more readily available across the Trust to be accessible by members of the public and staff.</li> <li>• Equality Unit to maintain a log of information produced.</li> <li>• Some examples of resources produced - Prostrate, Menopause, AA and Smoke Free Policy, Take 5 Steps to Wellbeing.</li> <li>• Resources in the pipeline include information on bowel screening.</li> </ul> | Years 1-5          |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <ul style="list-style-type: none"> <li>• Tile continues to be developed and resources added.</li> <li>• Accessible information training has been developed and trialled with staff. Amendments to training have been completed.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                    |

| <ul style="list-style-type: none"> <li>A tile has been created on the trust website for public access in consultation with LD Carers Consultants and The Communication Department. Information in an accessible format has been placed on this tile, including information in relation to hospital procedures and health information.</li> </ul> <p><u>Aims</u></p> <ul style="list-style-type: none"> <li>To continue to add to the Sharepoint accessible Information tile</li> <li>To further develop the resources on the trust website</li> <li>To carry out training for all staff in LD directorate who are creating accessible information.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                         |                    |  |
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| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Description                                                                                                                                                             | When / Lead Person |  |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Roll out of Fit 4 U Programme</b> - Delivery of Fit 4 U physical activity programme to people with a physical disability.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>Weekly programme of physical activity available to people with a physical disability at 5 locations across the Trust.</li> </ul> | Years 1–5          |  |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <p>The Fit 4 U service has continued to support people with physical disabilities to stay active in 2021/22 as the Covid-19 pandemic continued. This included opportunities to stay active at home and face to face as outdoor walking groups returned in June 21.</p> <ul style="list-style-type: none"> <li>Fit 4 U has continued to keep participants connected via a mix of online exercise sessions, at home physical activity challenges, keeping in touch telephone calls, distribution of resource packs and outdoor walking groups across the Southern area.</li> <li>During 21/22 plans have been put in place to resume face to face programmes indoors at Leisure Centre across the Southern Trust area in June 22.</li> </ul> <p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li>106 adults with a physical disability participated in year (38 new participants).</li> <li>40 online Exercises Sessions – 57 Participants</li> <li>82 Walking Groups – 56 Participants</li> <li>225 Resource Packs distributed</li> <li>75 weekly keeping in touch telephone calls (April-Aug21)</li> <li>At Home Challenges – Boccia Challenge &amp; Bowls Challenge – 29 Participants</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Physical, mental and social health benefits for participants.</li> </ul> |                                                                                                                                                                         |                    |  |

| <ul style="list-style-type: none"> <li>Continued contact with service users has helped to reduce feelings of isolation, maintain connections, keep service users positive and support their mental health during Covid-19.</li> <li>A mix of online exercises, face to face walks and at home challenges has enabled Fit 4 U to engage a wide range of participants and via online sessions, new participants.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                         |                    |
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| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Description                                                                                                                             | When / Lead Person |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Fit 4 U2</b> - Extension of the project to include Fit 4 U2 to provide leisure and sporting opportunities for people with a learning disability.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>Weekly programme of physical activity available to people with a learning disability.</li> </ul> | Years 1-5          |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <ul style="list-style-type: none"> <li>The Fit 4 U service has continued to support people with learning disabilities to stay active in 2021/22 as the Covid-19 pandemic continued. This included opportunities to stay active at home and face to face as outdoor walking groups returned in June 21.</li> <li>Fit 4 U has continued to keep participants connected via a mix of online exercise sessions, at home physical activity challenges, distribution of resource packs and outdoor walking groups across the Southern area.</li> <li>During 21/22 plans have been put in place to resume face to face programmes indoors at Leisure Centre across the Southern Trust area in June 22.</li> </ul> <p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li><b>150 adults with a learning disability participated in year (61 new participants)</b></li> <li>30 online Exercises Sessions – 103 Participants</li> <li>82 Walking Groups – 56 Participants</li> <li>187 Resource Packs distributed</li> <li>At home challenges - Spring Challenge, Dance Challenge, Winter Walk Challenge - 66 Participants</li> </ul> <p><b>Outcomes:</b></p> <ul style="list-style-type: none"> <li>Physical, mental and social health benefits for participants.</li> <li>Continued contact with service users has helped to reduce feelings of isolation, maintain connections, keep service users positive and support their mental health during Covid-19.</li> <li>A mix of online exercises, face to face walks and at home challenges has enabled Fit 4 U to engage a wide range of participants and via online sessions, new participants.</li> </ul> |                                                                                                                                         |                    |

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | When / Lead Person |
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| <p><b>Promoting positive attitudes toward Disabled People:</b></p> <p><b>Children and Young People with an intellectual disability</b> - 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.</p> <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• We will work with community and voluntary agencies and educational services.</li> </ul> | Years 1-5          |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <ul style="list-style-type: none"> <li>• 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 current Infection Prevention and Control measures.</li> <li>• IDCAMHS continually work in partnership across services on case by case basis.</li> <li>• IDCAMHS continually work and interface with colleagues, providing Consultation and Therapeutic Planning Meetings.</li> <li>• IDCAMHS continually identify and highlight outstanding and unmet needs of children and young people with intellectual disability and mental health, and their families.</li> <li>• 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.</li> <li>• IDCAMHS continually raise awareness of intellectual disability and mental health in children and young people across various fora across Trust and region.</li> <li>• 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, virtual and face to face.</li> <li>• IDCAMHS continue working with Community Voluntary Services and seek to undertake joint projects and pilots (i.e. Healthy Me Project with Action Mental Health).</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                    |

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

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | When / Lead Person |
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| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>‘Every Customer Counts’ Initiative</b> - 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"> <li>• Develop an Assistance Dogs policy.</li> <li>• Review the provision and processes of alternative formats.</li> <li>• Ensure information regarding venue accessibility is included in event literature.</li> <li>• 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.</li> <li>• 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.</li> </ul> | Years 1-5          |
| <p><b>Progress Year 4 – Rollover</b></p> <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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | When / Lead Person |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Improvement in Signage and Way</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>• Enhanced service user experience.</li> <li>• Ease of way finding.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Years 1-5          |

| <b>Finding</b> - We will work with colleagues in our Estates department to explore opportunities for improving way finding and signage around Trust premises.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                 |                    |
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| <b>Progress Year 4 – Rollover</b><br>Examples of improvements can be found in this year's annual progress report.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                 |                    |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description                                                                                                                     | When / Lead Person |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Accessible Communication</b> - 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"> <li>Enhanced service user experience.</li> <li>More accessible service provision.</li> </ul> | Years 1-5          |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <ul style="list-style-type: none"> <li>Training has been trialled with a number of staff and amendments made following this training.</li> <li>Resources continue to be created for the Sharepoint Tile.</li> <li>Information has been transferred to the Trust website including information in relation to hospital procedures and health information.</li> </ul> <p>Aims</p> <ul style="list-style-type: none"> <li>To provide the amended training to all staff in LD Directorate involved in creating accessible information</li> <li>To continue to populate the Sharepoint tile with resources</li> <li>To continue to populate the Trust website with accessible resources.</li> </ul> |                                                                                                                                 |                    |

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Description                                                                                                                                                                                                                                                                                                          | When / Lead Person  |
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| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Self-directed Support (SDS)</b> 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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <ul style="list-style-type: none"> <li>• 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.</li> <li>• Information widely disseminated amongst local BME groups.</li> <li>• Increased awareness amongst BME communities.</li> </ul> | Year 1 and on-going |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <p>Alongside progressing all of the actions listed in Year 3 in relation to raising awareness of Self Directed Support and distributing information via a variety of formats on request, Trust staff have continued to apply a Self Directed Support approach when offering support options to all individuals and carers who are assessed / reassessed at review as needing social care support.</p> <p>Whilst generic Level 1, 2 &amp; 3 Self Directed Support and Direct Payment Staff Training had to be suspended due to COVID Restrictions, team specific training resumed and has been expanded via an extensive schedule of Programme of Care specific Zoom Sessions, which have been facilitated for all community team members. More detailed training has also been delivered for Case Managers to enhance participation, choice, control and independence through the use of recently revised Direct Payment Scheme Agreements, Commissioning Forms, Staff Checklists and Direct Payment Staff and User Guidance.</p> <p>Advice and support for individual staff has also been enhanced by a reorganised and reconvened SHSCT Self Directed Support Implementation Group (for Heads of Service to provide direction) &amp; Practitioners Forum (to support Case Managers and Team Leaders) which alongside virtual attendance at Team Leaders / Head of Service Meetings has continued to:</p> <ul style="list-style-type: none"> <li>• Enable staff to interpret and apply the Self Directed Support Regional Minimum Rate in line with the flexibility requested in the Department of Health 'Coronavirus (COVID 19): Northern Ireland Guidance for People Receiving Direct Payments' recently revised following Trust Self Directed Support input;</li> <li>• Inform individuals of developments intended to sustain the delivery of care and support arrangements under the Self Directed Support approach and ensure Direct Payment Recipients continue to avail of PPE throughout the Covid-19 pandemic;</li> <li>• Co-ordinate access for Personal Assistants paid via Direct Payments and the Independent Living Fund for both the COVID-19 and FLU Vaccination Programmes through managing letters of entitlement and providing updates on HSC Staff Recognition Payments for Personal Assistants during the COVID-19 Pandemic;</li> </ul> |                                                                                                                                                                                                                                                                                                                      |                     |

| <ul style="list-style-type: none"> <li>Support staff and families with new COVID-19 related initiatives including devising and agreeing processes and paperwork for implementing Emergency Direct Payments (to streamline discharges from both Acute and Non-Acute Sites by supporting people in a community setting once individuals were declared medically fit for discharge) via a continually updated Southern Trust Self Directed Support SharePoint Site and direct support for individuals, carers and staff when requested.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                    |
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| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | When / Lead Person |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Children and Young People with an intellectual disability</b> - 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.</p> <p>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.</p> <p>Building upon the co-produced Participation Network: Children in Northern Ireland, we will work to:</p> <p>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.</p> | <ul style="list-style-type: none"> <li>All children, regardless of disability, can be referred to the CAMHS single point of entry where the referral is triaged and assessed on the basis of presenting need.</li> <li>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.</li> <li>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.</li> </ul><br><ul style="list-style-type: none"> <li>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.</li> <li>We will set goals and a timeline so that we can measure our progress to achieving each action.</li> <li>Help identify barriers that are preventing access.</li> </ul> | Years 1-5          |

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| <p>We will develop a joint CAMHS/Paediatric epilepsy clinic with our paediatric colleagues for children and young people with an intellectual disability.</p> <p>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.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"> <li>• Provision of joint Intellectual Disability CAMHS/Paediatric epilepsy clinic.</li> <li>• 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.</li> </ul> |  |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• All referrals continue being managed and triaged via a Single Point of Entry for CAMHS.</li> <li>• Services expansion of S2 and S4 developments. With limited resources Healthy Me joint project was successfully completed. There has been no further investment in services since 2020 to strengthen the capacity of Step 2.</li> <li>• Appointment of a 0.5wte Speciality Doctor to IDCAMHS has been an addition to IDCAMHS since 2020.</li> <li>• Transition of young people from IDCAMHS to Adult Mental Health Learning Disability Services continued on a case by case basis. Whilst there has been an agreed Addendum achieved to guide the transition of young people from IDCAMHS to Adult Mental Health Learning Disability Services, this has been challenging in practice, to have timely informed transitions with service representatives being present. Transitions remains an area for service improvement for young people.</li> <li>• Social Stories continues being used for all routine new patient assessment first commencing Feb 2020.</li> <li>• There has been no investment to establish an out of hours / crisis intervention or community intensive provision within IDCAMHS.</li> <li>• Interface meetings and communication have 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.</li> <li>• 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.</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                             |  |

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| <ul style="list-style-type: none"><li>• IDCAMHS have been successful in appointment of a part time Band 6 nurse to work alongside the Band 7 Senior Nurse promoting the physical medical monitoring of children and young people within the service, as well as actively promoting and enhancing the physical well-being of children and young people attending the service.</li></ul> |  |
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IDCAMHS have been successful in a Quality Exchange project “Getting kids hands on for their heart” of physical medical monitoring of children and young people, and this will be progressed over 2022 / 2023.

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

| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | When / Lead Person  |
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| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Participation and Employment</b> - 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"> <li>• Seek to extend targeted employability programmes for vulnerable groups.</li> <li>• Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions.</li> <li>• We will aim to secure 10-15 placements for persons with a disability each year.</li> <li>• 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.</li> <li>• Increased participation of persons with a disability in meaningful placement opportunities.</li> <li>• Enhanced skills and experience for persons with a disability.</li> <li>• Support in seeking long term employment both within the Trust and elsewhere.</li> </ul> | Year 1 and on-going |
| <p><b>Progress Year 4 – Rollover</b> The scheme was halted due to Covid, it is hoped to get restarted during 2022-23.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |
| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | When / Lead Person  |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Retention of Staff with a Disability</b> - 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"> <li>• Promotion of revised best practice guidance on employing persons with a disability.</li> <li>• Development and delivery of bespoke equality and human rights training to Occupational Health staff.</li> <li>• Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers.</li> <li>• Improved support for staff with a disability.</li> <li>• Robust process in place for recording reasonable adjustments in the workplace.</li> </ul>                                                                                                                                                                                                                                                                                                                                                  | Years 1-3           |
| <p><b>Progress Year 3 – Completed for this reporting period</b></p> <p>The Trust's Occupational Health Department continue to offer advice and support to managers in ensuring the</p>                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                     |

| <p>timely provision of reasonable adjustments in the workplace.</p> <p>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.</p> <p>It is planned that a focused Disability Awareness Training will take place during the 2022-23 year .</p>                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |
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| Action Measure                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | When / Lead Person |
| <p><b>Encouraging the participation of Disabled People in public life:</b></p> <p><b>Staff Health and Wellbeing</b> - 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"> <li>Enhanced understanding amongst our staff on how to maintain good health and wellbeing.</li> <li>Greater participation of our staff in health and wellbeing initiatives.</li> <li>Enhanced awareness amongst our staff of mental health issues.</li> <li>Feedback from participants through the promoting wellbeing forms.</li> <li>Trust a signatory to the ECNI Mental Health Charter.</li> <li>Dissemination of information to staff via the Health and Wellbeing new Information Hub in Craigavon Hospital.</li> </ul> | Years 1–5          |
| <p><b>Progress Year 4 – Completed for this reporting period</b></p> <ul style="list-style-type: none"> <li>Continuation of weekly Friday Focus update to staff on health and wellbeing themes via Umatter email and Trust communications outlets – printed, electronic, social media.</li> <li>Staff survey completed on Umatter website and Friday Focus email in Apr-May 21.</li> <li>Continual updating and promotion of Umatter website which was relaunched in June 2021 (new version) with news, events, regional/national campaigns and resources, policies related to physical health and mental / emotional health and wellbeing. Supports and services available to staff to support mental wellbeing, physical wellbeing.</li> <li>Continuation and support of Workplace Health Champion network meetings and information updates to 70+ health champions across SHSCT.</li> <li>Staff prize draws offered with health and wellbeing prizes linked to health messages, Umatter content</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                    |

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| <p>and health campaigns.</p> <ul style="list-style-type: none"> <li>• The Annual Quality Improvement Event, November 2021 was themed around staff health &amp; wellbeing and including session on healthy eating, Self-care and suicide prevention, Physical activity and colour breathing.</li> <li>• The SHSCT participated in Sustrans 'Leading the Way Active Challenge' with 17 teams participating and was awarded a Special Recognition Award in October 2021.</li> <li>• A Virtual Couch to 5K programme was hosted for staff with 76 registering and 48 staff completing the full programme</li> <li>• A Staff weight management programme 'Flo' (NHS weight loss plan) was launched regionally and 2 cohorts of staff have progressed through the support programme in 2021/2022. This will be evaluated regionally to inform further development</li> <li>• The Staff Menopause at Work policy continues to be promoted and the Toolkit was updated and revised. Further online menopause café events were offered to staff via zoom. Menopause boxes x 60 provided to staff teams including items to help manage menopause symptoms. A bone health webinar was held for staff with National Osteoporosis Society. A podcast was developed and shared on contraception and peri-menopause.</li> <li>• Launch of wellbeing @ the Library at the Healthcare library in Craigavon Hospital in June 2021 – 160 books and e-book titles purchased on topics related to mental, emotional, physical health and long-term conditions to support staff / HSC student health and wellbeing and professional development. Staff were invited to make suggestions to inform the book purchased. Art work was also purchased for the Library rooms and noticeboards to support the sharing of health and wellbeing information.</li> <li>• Provision of 6 x online art workshops to staff and free art packs with all necessary art materials – December and April 22. Further art opportunities offered to staff via pop up art sessions in the healthcare library at Craigavon Area Hospital.</li> <li>• Art boxes developed with 21 x art activity kits. Ongoing distribution of x 60 art boxes to staff. Information provided on the benefits of arts for health and sources of arts workshops, resources.</li> <li>• Provision of 300 x head torches and high viz vests, walking, road/pedestrian/personal safety information provided to staff across Trust via Bright Light Steps initiative.</li> <li>• Staff / Managers Guide developed for those affected by cancer.</li> <li>• Staff workshops provided on consumer issues, financial wellbeing via the Consumer Council How to Save on Electric, Gas and Oil.</li> <li>• Participation in HSC regional financial wellbeing group led by NHSCT.</li> </ul> |  |
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| <b>Actions Completed in Year 4</b> | <b>12</b> | <b>Actions Ongoing Rollover</b> | <b>4</b> | <b>Actions to Commence</b> | <b>0</b> |
|------------------------------------|-----------|---------------------------------|----------|----------------------------|----------|