This is the 11th Section 75 Annual Progress Report prepared by the Southern HSC Trust’s Equality Assurance Unit—the purpose of which is to demonstrate how the Trust has fulfilled its:

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

Key Achievements

5 Year Action PlansReceive Trust Board Approval

The Trust Board gave final approval to both its Equality and Disability 5 year Action Plans at its March 2018 Trust Board meeting. The draft plans were shaped and developed with input from a wide range of stakeholders during earlier pre-engagement work and a 13 week public consultation. The Trust’s Equality Action Plan aims to tackle existing inequalities whilst promoting equality of opportunity for the 9 equality groups across all of its core functions i.e. employment, service provision and procurement. The Disability Action Plan aims to further the disability duties* as detailed above.

Consultees commented that the collaborative working between HSC Trusts and the NI Ambulance Service in developing the plans was to be welcomed: “Working in partnership provides the Trusts and Ambulance Service with the opportunity to identify regional priorities, to share best practice and pool resources complimenting work at local level.” The Action Plans cover a 5 year planning cycle — April 2018 to March 2023.

Staff Training: “Making a Difference” Regional eLearning modules

Members of Trust Board and Trade Union Representative pictured at the official launch of the Trust’s eLearning ‘Making a Difference’. The aim of the ‘Making a Difference’ programme is to show how staff can really make a difference by promoting positive attitudes to diversity and ensuring everyone is treated with respect and dignity.

Part 1 is to be completed by all staff. Parts 1 and 2 to be completed by Line Managers. Both modules can be accessed via the Trust’s eLearning platform.

Top Level Commitment to Equality, Goods Relations & Human Rights
Promotional Activities ‘Making a Difference’

Since the official launch of the ‘Making a Difference’ eLearning training the Equality Unit has been actively promoting the uptake of this training via the Southern-i (Trust’s Corporate Newsletter), outreach events in areas where there is heavy staff footfall i.e. canteens, coffee bars — using a pop-up stand and via the use of promotional posters, Desktop displays and attendance at team meetings.

Representatives pictured above from across the HSC at the regional Launch of the ‘Making a Difference’ eLearning at the Long Gallery, Stormont, Belfast. Dr Evelyn Collins, CE, Equality Commission for NI (1st right) praised the programme for its meaningful and practical content.

A Training Manual for Staff

To compliment the ‘Making a Difference’ eLearning training an Equality, Good Relations and Human Rights Staff Training Manual has been produced available under Policies & Procedures / HROD / Equality Section on the Trust’s Intranet.

Benefits of Making a Difference

- All HSC organisations have bought into these 2 modules
- Designed by HSC for HSC staff
- Rotational staff all receive the same high quality training
- Assists with revalidation
- Design of the modules is as much about ‘Quality’ as ‘Equality’
- Training underpins the 5 Patient and Client Experience Standards and Civility Standards

As at 31 August the completion rate for the Functional areas stood at 50.9%. Functional areas include: Human Resources, Estates, Medical, Performance & Reform, Finance & Procurement, CE Office including Communications.
Good and Harmonious Working Environment

Pictured - Trust Chair, Roberta Brownlee, Director of Human Resources & Organisational Development, Vivienne Toal, Chair Trade Union Joint Negotiation Consultative Forum (JNCF), Petra Shields, and former Chief Executive (Interim), Francis Rice, pledged their continued commitment to the promotion of a good and harmonious working environment for all staff.

The Trust is committed to not only avoiding discrimination but also pursuing good practice and challenging sectarianism and racism to ensure service users and staff enjoy equality of opportunity and good harmonious working relations.

The Trust received a number of queries around the wearing of the poppy during the year under review. The Trust clarified its position on the display of the poppy which supports the Equality Commission for Northern Ireland’s guidance on what constitutes a good and harmonious working environment i.e. the Poppy when displayed with decorum, during the designated time and with a sense of due proportion is unlikely to cause discord in the workplace.

Multi-Cultural and Beliefs Handbook

A review of the Multi-Cultural and Beliefs Handbook has taken place to reflect a diverse range of faiths and emergent migration patterns. The Trust is grateful for the contributions and feedback from Derek Johnston, Northern Ireland Healthcare Chaplains Association and representative organisations from BME communities. The Handbook which has been extensively reformatted is now available in a more user friendly and accessible format. The Southern Trust is the custodian of this resource on behalf of the HSC region. The Handbook contains information on 30+ faiths including practical information on e.g. care of the dying, dietary and modesty needs etc. The Handbook is available on the Trust’s Intranet under Policies and Procedures / HROD / Equality Section.

What is Cultural Competence?

The Southern Trust has one of the largest ethnic minority populations in Northern Ireland. Our overall population is projected to grow by 13.5% by 2020. Our ethnic minority population is also likely to increase significantly by 2020 as birth rates continue to keep growing.

“Cultural competence in health care describes the ability of systems to provide health care to patients with diverse values, beliefs and behaviours, including tailoring delivery to meet patients’ social, cultural and linguistic needs”.

Betancourt et al, 2001 (DIANI, 2011)

During 2017/18 there were a total of 114,382 requests processed for Interpreters. 98.85% of bookings were successfully fulfilled by the NI HSC Interpreting Service. 54,070 (47.27%) of requests were from the Southern Trust area — see page 5 for further detail together with a breakdown of languages spoken in the Southern Trust’s area.
NI New Entrants Scheme (NINES) – A First Point of Contact

NINES provides healthcare support to the migrant population who enter the area from other (non UK) countries. It offers nurse-led health care advice and initial health assessments for adults and children not already registered with a GP. Since it was set up over a year ago, the service has had around 1,142 referrals, offering health assessments, TB screening and health care advice. Funded through the Southern Local Commissioning Group and developed in partnership with the Public Health Agency (PHA), NINES is the first point of contact to the health service for new migrants, asylum seekers and refugees, offering health promotion advice and information on how to register with a GP and how to access other services they may need.

Margaret Bunting, Lead Nurse for School Nursing and NINES says: “In the Southern area we have the largest migrant population in Northern Ireland and this continues to rise. We want to ensure the health and wellbeing of our whole population by giving everyone living in our community the same access to health and social services. Moving far from your home can be a difficult experience, with feelings of isolation and fear and through this service we are glad to help our newer communities get the best start on arrival. Through NINES we offer an introduction to health and social care for people new to the country, ensuring they get an initial health check and explaining how our system works. Each client gets their own personal health record and will be referred onward to appropriate services that they may need.” Staff who come in contact with anyone from the migrant population are encouraged to raise awareness of the Trust’s NI New Entrants Scheme. Watch the NINES video clip here.

Vulnerable Person Governing Relocation Scheme (VPR)

The VPR scheme is aimed at resettling displaced refugees who are currently living in camps in countries neighbouring Syria, principally Turkey, Jordan and Lebanon. The scheme identifies a number of groups as being particularly vulnerable and who will be given priority for settlement in the UK.

Current priority groups are refugees who: have medical needs; have survived violence and torture; are women at risk; are children in a situation that makes them particularly vulnerable; have legal or physical protection needs; do not have local integration prospects; or are elderly in a situation that makes them particularly vulnerable

The Trust has been involved in supporting the resettlement of Syrian families from April 2016. Over the past 20 months, 51 Syrian family groups (122 adults and 110 children) have been located in the Southern Trust area. The Syrian families who arrived in the Southern Trust area have been very appreciative of all the support, advice and guidance provided to help them adjust to life in Northern Ireland. The families report that the local communities where they live have been mostly welcoming and supportive. The majority of families have remained settled in their initial accommodation but a few of the families have had to be relocated due to race hate attacks. NINES has supported the VPR scheme from July 2016 to ensure refugees receive relevant screening, support and signposting.

The Trust Syrian Refugee Planning Group is chaired by the Director of Children and Young Peoples Services, Paul Morgan. The group has representatives from every Directorate and has been very effective in coordinating Trust services for the Syrian families. Ian Snowden who leads the operational delivery of the programme in the Department for Communities said: “It has been a challenging experience but is one of the most rewarding projects I have worked on”.

Equality in Action Key Achievements
NI HSC Interpreting Service — Promoting Accessible Services

The primary aim of the NI HSC Interpreting Service is to improve access to health and social care for patients who do not speak English as a first or competent second language. It also ensures that information is communicated through a qualified interpreter which in turn ensures high quality safe services. Access to an interpreter is a legal entitlement. The total number of interpreting requests for face to face interpreting 1 April 2017 to 31 March 2018 was 114,382 (SHSCT: 54070 (47.27%))

Key Performance Indicators - 1 April 2017 to 31 March 2018

<table>
<thead>
<tr>
<th>HSC Trust</th>
<th>Total No of Requests Received</th>
<th>Cancellations</th>
<th>Non-Provision</th>
<th>Out of Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Southern</td>
<td>54070</td>
<td>6640</td>
<td>555</td>
<td>629</td>
</tr>
<tr>
<td>Belfast</td>
<td>33605</td>
<td>4479</td>
<td>445</td>
<td>590</td>
</tr>
<tr>
<td>Northern</td>
<td>13233</td>
<td>1861</td>
<td>105</td>
<td>164</td>
</tr>
<tr>
<td>Western</td>
<td>6261</td>
<td>844</td>
<td>108</td>
<td>103</td>
</tr>
<tr>
<td>SE</td>
<td>7213</td>
<td>989</td>
<td>97</td>
<td>98</td>
</tr>
<tr>
<td>Total</td>
<td>114382</td>
<td>14831</td>
<td>1310</td>
<td>1584</td>
</tr>
</tbody>
</table>

% of Requests per HSC Trust

![Pie chart depicting % of Requests per HSC Trust]

Top 10 Southern HSC Trust Languages - 1 April 2017 - 31 March 2018

<table>
<thead>
<tr>
<th>Regional Top 10 Languages</th>
<th>Number of Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Polish</td>
<td>30292</td>
</tr>
<tr>
<td>2. Lithuanian</td>
<td>15763</td>
</tr>
<tr>
<td>3. Arabic</td>
<td>11360</td>
</tr>
<tr>
<td>4. Romanian</td>
<td>9908</td>
</tr>
<tr>
<td>5. Portuguese</td>
<td>8524</td>
</tr>
<tr>
<td>6. Tetum</td>
<td>6162</td>
</tr>
<tr>
<td>7. Slovak</td>
<td>5320</td>
</tr>
<tr>
<td>8. Bulgarian</td>
<td>5154</td>
</tr>
<tr>
<td>9. Chinese – Mandarin</td>
<td>5011</td>
</tr>
<tr>
<td>10. Hungarian</td>
<td>2887</td>
</tr>
</tbody>
</table>
Job Shadow Day

Job Shadow Day took place on 25 April 2018 and gave adults with a disability an opportunity to explore their career interests within a Health and Social Care setting.

Job Shadow Day was developed by the Irish Association of Supported Employment and was originally launched in 2008. It aims to bring together people with disabilities, employers and Supported Employment organisations to raise awareness and highlight the positive contribution disabled people make to the workforce. Each service Directorate and functional area e.g. Human Resources, Finance & Procurement, Performance & Reform including Corporate functions identified a range of experiential opportunities.

In all 12 participants availed of the opportunity to job shadow Trust employees across a range of settings which included horticultural placements, support with arts and crafts in day care, domestic and administration support to gain valuable work experience. Bronagh McKeown, Head of Disability Day Services said: “Job Shadow Day is a fun and rewarding day which supports service users to learn more about their career interests and the skills needed to succeed at work. Job shadowing brings a job to life and can help service users decide on what type of work best suits their needs. The Job Shadow day helps to break down barriers to employment by raising awareness of the valuable contribution people with disabilities make at work”.

Disability Placement Scheme – A Bridge to Employment

Pictured below individuals enjoying work experience opportunities with the Trust. The Trust’s Disability Placement Scheme offers a variety of work experience including group horticultural placements, support with arts and crafts in day care settings and administration support.

Tony McAteer, Training Support at the Clanrye Group added “Working with the Southern Trust has given our young people the opportunity to experience a real working environment whilst developing valuable vocational skills.”

The Trust provides a wide range of placement opportunities for people with disabilities across health and social care. Participants greatly value this experience to develop their own knowledge and skills and Trust employees really enjoy getting to know individuals and supporting them to reach their full potential as well as informing career choices.
Promoting Inclusive Workplaces

PRIDE 2017 - Saturday 5 August 2017

As in previous years, the HSC LGB&T Staff Forum took part in the Belfast Pride parade. The Pride parade offers an opportunity for staff to stand alongside LGB&T colleagues to continue to promote an inclusive society. Over 100 events were organised as part of the Pride festival - including information stands aimed at promoting health and wellbeing. For more information on the HSC LGB&T Staff Forum go to www.lgbtstaff.hscni.net

Promoting Accessible Services

The Southern Trust recruited a bilingual Speech and Language Therapy Assistant to help meet the needs of the growing Polish population in the area. Magdalena Gorajska, is the first bilingual Speech and Language Therapy Assistant in Northern Ireland and is helping to improve the outcomes for Polish children and young people.

Feedback on the service has been very positive. “Having Magda on the team means that our Speech and Language Therapists can now spend much more time on the actual therapy than on preparation and follow-up. Parents and children are also much more at ease as they build a rapport with Magda and there is a better continuity of treatment. Overall the therapy sessions are much more effective”.. Hilary McFaul, Speech and Language Therapy Manager

Southern Trust Signs Declaration for Older People

On World Elder Abuse Day (15 June 2017) the Southern Trust and Local Adult Safeguarding Partnership signed an International Declaration to protect older people. Research suggests that over 500,000 older people are abused in the UK each year.

Signing the declaration, Trust Chair, Roberta Brownlee, previous CE (Interim), Stephen McNally and former Director of Older People and Primary Care for the Trust Angela McVeigh said:

“Abuse against older people must not be tolerated, minimised or hidden. Abuse can take many forms and is often perpetrated by someone in a position of trust. If you have any concerns about someone you know it is important that you share these with our staff. Working together can keep people safer in our community.”

Abuse can be physical or sexual, emotional, verbal or financial. Neglect is also a form of abuse - for example by not providing the adult with food, shelter, medication, or care. Abuse of older adults most often occurs within the family, however abusers can also include friends, neighbours, paid care, providers, landlord or any individual in a position of power, trust, or authority. The Declaration is also being signed by local partner organisations who are committed to building a safer community for our older citizens.
Promoting Welcoming and Accessible Services

Improving Facilities for Teenage and Young Adult Cancer Patients
During the year under review the Trust teamed up with Teenage Cancer Trust to improve facilities for young people who have had a cancer diagnosis and are attending Craigavon Area Hospital.

Dedicated areas have been decorated to suit Teenagers and Young Adults who have had a cancer diagnosis and require an inpatient stay in the Haematology Ward or are attending for outpatient treatment in the Mandeville Unit.

New Health Check Resources for Adults with Learning Disability
A series of Easy Read resources focusing on e.g. Menopause and Know Your Prostate have been launched for adults with a learning disability across Northern Ireland.

These new resources will ensure that everyone is able to access and understand information that affects their everyday lives, including people with a learning disability. Information that is easier to understand helps people to make better choices on important issues such as healthcare. A DVD has also been produced promoting annual health checks for those with a learning disability. The Annual Health Check is a chance for the person to get used to going to their GP practice, which reduces their fear of going at other times. Regular health checks for people with learning disabilities often uncover treatable health conditions.

New video to help prepare children for surgery
A short video “Your Visit to Hospital” is now available to help prepare children for surgery in our hospitals.

The video is the first of its kind produced in Northern Ireland to help reduce anxiety in children and parents before surgery. It was developed by Dr Sam Dawson, Anaesthetic Registrar. The video has been well received by families and has been translated into the four most popular languages – Polish, Portuguese, Bulgarian and Lithuanian. The video clip is available on [http://bit.ly/YourVisitToHospital](http://bit.ly/YourVisitToHospital) and will be given to families as soon as they are booked for a procedure.
Improvements at Ramone Outpatients Department for People with Sensory Disability

Staff in Ramone came together to devise an ‘Always Event Vision and Statement Aim’ for how they wanted to improve communication within Ramone Outpatients Department (OPD).

Always Event Vision: *I will always be supported to communicate at the Outpatients Department, Ramone, CAH.*

Always Event Statement Aim: *By 1 April 2018 100% of people with sensory disability will be supported to communicate at the Outpatients Department, Ramone, CAH.*

Our improvements:

- Yellow name badges for staff
- Introduction of Deaf Communication cards
- Sub-titles to be on TVs at all times
- Information on facilities within Ramone and CAH hospital e.g. canteen
- Promoting Wellbeing information available and displayed in Ramone waiting area and Health and Wellbeing Hub
- Improved signage at check-in kiosk
- Removing part of glass at reception so that patients/clients can speak directly to staff
- Improved signage and access at front entrance of CAH
- Introduction of yellow fleeces/T-shirts for Trust volunteers
- Introduction of #Hello My Name is
- Availability Sonido portable amplifier which is available for patients use—designed to help patients hear conversations more clearly during their appointment.

Some of these improvements were launched during British Sign Language Week - 13 March 2018.

Other examples of accessible formats:

- Provision of Self Help booklets - in a range of BME languages.
- Production of ‘Easy Read’ versions in an increasing range of booklets e.g. Breast Screening, Menopause, Prostate Cancer; 5 Ways to Wellbeing, Carbon Monoxide.
- 5-year Equality and Disability Actions Plans (produced in Easy Read, also BSL and ISL videos were made available on the home page of Citizen Space on the Host Trust’s website.
- Financial Savings Plan – produced in Easy Read—to support public consultation and participation.
Rural Proofing

The Rural Needs Act (Northern Ireland) 2016 (the Act) is being implemented on a phased basis. Phase 1, covering government departments and local councils, commenced on 1 June 2017. Phase 2, covering other public authorities including the HSC Trusts, commenced on 1 June 2018.

Guidance has been issued by the Department of Agriculture, Environment and Rural Affairs (DAERA) to assist public authorities in understanding their statutory duties and in fulfilling their obligations under the Act.

While there is no statutory obligation under the Act to follow the guidance issued by DAERA, the guidance is important. In the event of any legal challenge the courts are likely to view this guidance as ‘an authoritative document of persuasive value’.

The Act introduces a new duty on Northern Ireland departments, district councils and the other public authorities to have due regard (i.e. to consciously consider) rural needs when:

- Developing a policy, strategy or plan;
- Adopting a policy, strategy or plan;
- Implementing a policy, strategy or plan;
- Revising a policy, strategy or plan;
- Designing a public service; and
- Delivering a public service.

The purpose of the Act is to ensure that public authorities have due regard to the social and economic needs of people in rural areas (when carrying out the above activities) and to provide a mechanism for ensuring greater transparency in relation to how public authorities consider rural needs.

In going forward the Trust will be required to provide an annual report showing how it has taken rural needs into account in the exercise of its functions and in relation to the activities listed above. A standard template has been provided by DAERA (in their guidance to public authorities) for recording this information. The amount of detail recorded should be proportionate to the potential impact and relevance of the activity undertaken.

Brexit Trust Delivery Planning - Day 1 EU Exit 29 March 2019

During the year under review all Arms Length Bodies (ALBs) including HSC Trusts were tasked with actively scoping the potential impact of ‘Brexit’ on their day to day functions against a ‘no deal’ scenario. A ‘no deal’ scenario meaning no formal agreement being reached during the negotiations between the UK and EU. Chief Executives of all ALBs bodies returned their statement of assurance to the Permanent Secretary for Health by the deadline 6 July 2018. The Trust, as will all other ALBs, continue to work closely with the Department of Health in the run up to Day 1 EU Exit (i.e. 29 March 2019 and beyond) to ensure business continuity.

High Quality Safe Services

Equality  Fairness  Dignity  Respect