

Strategic Priority 1: Improving Peoples Experiences and Access to information Services

1. Interpreting Services

Associated Actions	Outcomes sought	Progress Update
<p>(i) To take forward the future development and maintenance of high-quality, appropriate interpreting capacity so that interpreting provision can keep pace with the changing needs of communities.</p>	<p>A professional interpreting service through the use of competent interpreters appropriate to the needs of the service user and the service provider.</p>	<ul style="list-style-type: none"> ➤ Consolidated arrangements for provision of Interpreting & Translation services via Regional Contract with inbuilt monitoring systems ➤ Regional Contract awarded for <ul style="list-style-type: none"> ○ Face to face interpreting ○ Telephone interpreting ○ Translations
<p>(ii) To maintain effective arrangements for day-to-day procurement of interpreting services.</p>	<p>Equality of access to Health and Social Care services for people who do not have English as a first or competent second language</p>	<p>Regional Interpreting Service continues to increase bank of interpreters.</p> <ul style="list-style-type: none"> ➤ Increase in number of trained interpreters ➤ Re-launched Code of Practice
<p>(iii) To promote and assist the effective use of interpreting services by Health and Social Care (HSC) organisations including e.g. General Practitioners, Dentists etc.</p>	<p>The provision of the highest quality of care for those members of black and minority ethnic communities, migrant workers, asylum seekers and refugees, and their family members who do not have English as a first or competent second language.</p> <p>Better informed service users.</p> <p>Improved health outcomes.</p>	<ul style="list-style-type: none"> ➤ The Eastern Area Best Practice Group initiated the website “Working With Diversity”. This website, aimed at HSC staff, offers guidelines on how to book face to face and telephone interpreters. The website also provides information on the NI Health & Social Care Interpreting Service (NIHSCIS). <p>http://www.workingwithdiversity.org/div/racialgroup/interpreters.php</p> <p>http://www.workingwithdiversity.org/div/racialgroup/staffguidelinesforworkingwithinterpreters.php</p> <p>Staff awareness training of face to face interpreting and telephone interpreting. This took place across all Trusts and delivered in partnership by Trust equality leads, NIHSCIS and Big Word.</p>

2. Translation Services		
Associated Actions	Outcomes sought	Progress Update
<p>To maintain and develop effective translation arrangements by building on those developed by the Equality and Human Rights Steering Group's Accessible Formats Project in conjunction with the Association of Healthcare Communicators.</p>	<p>A professional translation service meeting the needs of service users.</p> <p>The effective procurement of cost-effective, high-quality documents translated as required.</p> <p>Equality of access to Health and Social Care Services.</p> <p>Better informed service users.</p> <p>Improved health outcomes.</p>	<ul style="list-style-type: none"> ➤ Services streamlined with consolidated arrangements for provision of Interpreting & Translation services via Regional Contract with inbuilt monitoring systems ➤ Regional Contract awarded to 4 providers, selected on the basis of a set of quality and cost criteria for <ul style="list-style-type: none"> ○ Face to face interpreting ○ Telephone interpreting ○ Translations ➤ Terms & Conditions include detailed provisions for first level of quality assurance; options for second level to be explored. ➤ Surveys with users of the previous contract generally indicated high levels of satisfaction with the service received. Learning taken from some outstanding issues such as timeliness of delivery & quality of typesetting by some suppliers has been incorporated in to the specification for the new contract. <p>Regional Accessible Formats Group Terms of Reference have been extended to include examining the information needs of the following groups:</p> <ul style="list-style-type: none"> ○ People not fluent in English ○ Children and young people ○ People with learning disability ○ People with sensory impairment ○ Older people

3. Information for Migrant Workers and for Black Minority Ethnic Communities		
Associated Actions	Outcomes sought	Progress Update
<p>To produce a general & introductory information booklet on entitlements and access for migrant workers and minority language communities and to make arrangements for regular updating.</p>	<p>Equality of access to Health and Social Care information and services.</p> <p>Better informed service users.</p> <p>Improved health outcomes.</p>	<ul style="list-style-type: none"> ➤ Launched information booklet “Health and Social Care in Northern Ireland” in June 2007 <ul style="list-style-type: none"> ○ Information booklet now available in 17 languages ○ The First Annual Update was completed in March 2008 ○ Website data on downloads has been employed to monitor access to the booklet ➤ Most frequent versions of information booklet downloaded between August 07 and March 08 have been: <ul style="list-style-type: none"> ○ Polish, Slovak, Latvian, Lithuanian <p>http://www.centralservicesagency.n-i.nhs.uk/display/healthandsocialcareni</p> <ul style="list-style-type: none"> ➤ Northern Health & Social Services Board - “Welcome to Ballymena” pack developed for minority Ethnic Communities in partnership with Ballymena Council and Ballymena Inter-ethnic Forum ➤ Western Health Action Zone - has completed research on “Health and Social needs of Migrant and ME Communities in the Western Trust area. Information currently being analyzed and developed into an action plan. ➤ South Eastern HSCT (SEHSCT) chairs the local Diversity Forum. They have carried out “Mapping Exercises “ in both Lisburn and Downpatrick looking at the needs of migrant worker communities . Local Information leaflets were produced in 10 languages.

4. Improving Disabled Peoples Experiences of Health and Social Care Services		
Associated Actions	Outcomes sought	Progress Update
<p>Implementing the actions set out in Disability Action Plans in keeping with the Disability Discrimination Act 1995 (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006</p>	<p>Measurable actions and outcomes to promote positive attitudes towards disabled people and encourage their participation in public life.</p> <p>Improved experiences for people with disabilities using HSC services.</p> <p>Equality of access to services</p>	<ul style="list-style-type: none"> ➤ Disability Action Plans (DAPs) were published by H&SC Organisations and the Department. ➤ Progress has already been reported via Annual Reports for 2007-08 to the Equality Commission. ➤ The second progress review is currently ongoing. ➤ The Southern Health & Social Care Trust (SHSCT) and Disability Action have developed a website aimed at people with physical and sensory disabilities. It aims to provide an accessible resource of information and support on a range of opportunities. <p>http://www.opportunitiesforall.org/</p> <ul style="list-style-type: none"> ➤ In December 2008 the first Trust-wide Southern Health and Social Care Trust Edition of News and Views for People with a Visual Disability was published ➤ Northern Health & Social Care Trust (NHSCT) established a wheelchair user and carers group and also a stakeholder advisory panel within mental health services to support projects ongoing within NHSCT Mental Health programme. ➤ Western Health & Social Care Trust (WHSCT) - The day case unit and outpatients at Altnagelvin hospital were awarded the William Keown award for disability access. ➤ Altnagelvin's pharmacy departments won an award for improving the information on medicines given to patients who are partially sighted. The project was developed in

		<p>partnership with RNIB</p> <ul style="list-style-type: none">➤ Support for People with learning disabilities in Hospital: Acute services staff and learning disability staff in partnership with Ulster University are engaged in a project to improve care for people with learning disability in Altnagelvin hospital.➤ Belfast Health & Social Care Trust (BHSCT) established a Disability Steering Group, comprising Trust employees and disability groups, to oversee and monitor its actions in relation to the disability discrimination legislation. Work of the Trust’s Access Audit Group, (AAG), a sub-group of the Disability Steering Group includes: an audit of signage - with work ongoing to make signage accessible, an audit on access for those with sensory impairments, sighted guide awareness training for Trust volunteers, questionnaires on access for sight impaired and disabled people, arranging appointment letters in accessible format. AAG has arranged with Disability Action to provide “secret patients” to test services within the Trust➤ BHSCT, in partnership with Shopmobility Belfast ,provide a free Shopmobility service at the Royal Hospitals for patients and visitors. The service also provides a ‘Sighted Guide’ scheme in which Shopmobility volunteers escort users with visual impairment to their destination.➤ The Regional Disability Action Plans Training group is currently developing an additional e-learning module as part of the Discovering Diversity programme - this module will focus on Disability. It is being developed in partnership with disability groups.
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5. Delivering Culturally Competent Services		
Associated Actions	Outcomes sought	Progress Update
(i) To produce a 2nd edition of the 2003 good practice guide Racial Equality in Health and Social Care, taking into account the findings of the Centre for Cross Border Studies (CCBS) research on the provision of services to minority ethnic groups in RoI, NI and Scotland.	Equality of access to services. Equality of outcomes. Improved health outcomes. Standardised approach to service provision.	<ul style="list-style-type: none"> ➤ The guide Racial Equality in Health and Social Care is currently being updated in conjunction with Equality Commission. The guide will be published and posted on websites.
(ii) To continue to ensure effective implementation of the Code of Conduct for Healthcare Chaplains on meeting the spiritual needs of patients and staff including people belonging to minority faith based groups.	Better quality services. Services users needs being met. The spiritual needs of members of all faiths are attended to and they feel included and respected.	<ul style="list-style-type: none"> ➤ The Code of Conduct for Healthcare Chaplains 2004 sets out the core standards of conduct expected of Hospital Chaplains.
(iii) To continue to support local Traveller health projects and ensure that learning from these projects is disseminated and developed in other health and social care organisations across NI.	Improvement in health status of travellers.	<ul style="list-style-type: none"> ➤ Department & Health & Social Care family continue to work constructively to support local traveller projects ➤ Specific Health Promotion events have been organised. ➤ The Southern Area Action for Travellers (SAAT) is a multi-agency, multi-sectoral alliance, including Travellers, committed to promoting social inclusion, health, education and well-being of Travellers in, or visiting, the Southern H&SCT area. http://www.southernareacsp.n-i.nhs.uk/Southern%20Area%20Action%20with%20Travellers.htm ➤ Western Area Traveller Inclusion Project: This project has a multi agency steering group and has just appointed a coordinator. ➤ BHSCT, in conjunction with the Traveller community, Traveller support groups and a

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		<p>Trust multi disciplinary team has developed a Traveller Health Strategy</p> <ul style="list-style-type: none"> ➤ BHCT held a Traveller health conference in November 2010 to identify key Traveller health issues ➤ BHSCT held a Traveller Health Day to mark Traveller Focus Week
<p>(iv) To contribute to the All-Ireland Traveller Health Study and consider the findings.</p>	<p>A robust evidence-base to inform future interventions to improve Travellers' health</p>	<p>Fieldwork has been completed. Preparations are under way for the qualitative part of the study.</p>
<p>(v) To continue to work with LGBT organisations to consider how best to address issues in health and social care.</p>	<p>Equality of access to services. Equality of outcomes. Improved health outcomes. Standardised approach to service provision.</p> <p>Better quality services. LGBT services users needs being met</p>	<ul style="list-style-type: none"> ➤ Eastern Area Equality & Human Rights Best Practice Forum led in the organisation of a conference, in November 2008, supported by the Lord Mayor of Belfast to recognise the needs of people who are gay, lesbian or bisexual. The conference led to the formation of a sexual orientation working group, chaired by DHSSPS and tasked to develop an action plan to address heterosexism and homophobia in health and social care promotion and delivery and to address inequalities. ➤ The group has met several times and is expected to produce their action plan soon. ➤ SHSCT: Promoting Wellbeing Team organised training on sexual orientation awareness and diversity amongst same sex attracted people targeted at staff in the Statutory, Voluntary and Community Sectors. ➤ WHSCT: Anti homophobic posters, produced by the legacy Eastern Health & Social Services Board have been circulated to all GP practices, dentists, pharmacists, health centres and canteens and staff rooms across the Trust.

		<ul style="list-style-type: none"> ➤ The WHSCT Health Promotion Department supported Rainbow in organising a conference for World Aids Day. As well as highlighting issues relating to Aids it also highlighted homophobic issues. One of the key note speakers was the Church of Ireland Bishop for Derry and Raphoe.
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Strategic Priority 2: Mainstreaming Equality and Human Rights

6. Identifying MAIntsining and Sharing Good Practice

Associated Actions	Outcomes sought	Progress Update
<p>To organise a showcase event to recognise and share examples of good practice in promoting equality, good relations and human rights.</p>	<p>Arrangements agreed for rolling out suitable good practices across DHSSPS & HSC bodies.</p>	<p>Various events have been held to recognise and share good practice within HSC organisations</p> <ul style="list-style-type: none"> ➤ Training <ul style="list-style-type: none"> ○ SHSCT held an awareness session in November 2008 in which staff were encouraged to recognise personal and organisational responsibilities in relation to building an inclusive society and working environment – hosted by Business in the Community. ○ BHSCT developed an Employment Equality and Diversity Plan, supported by the ECNI ,to promote equality of opportunity in employment for all persons, best practice and to help foster an environment where diversity is promoted and managed. ○ SEHSCT is a partner in a project focusing on Promoting Citizenship for Young Black and Minority Ethnic Communities in Lisburn ➤ Carers <ul style="list-style-type: none"> ○ NHSCT provide training for carers and

		<p>workshops to find out their needs.</p> <ul style="list-style-type: none"> ➤ Dramas <ul style="list-style-type: none"> ○ WHSCT: Lilliput Theatre Company: The Lilliput Theatre Company is a company of people with learning disabilities, funded and supported by the Trust. The company produces plays that raise awareness of barriers/issues experienced by people with learning disability. The company provides awareness raising for trust staff as well as performing in a range of colleges, schools university and community based venues. ➤ Exhibitions <ul style="list-style-type: none"> ○ In the SHSCT area - The British Council “Ordinary Lives Exhibition” was placed in Craigavon Area Hospital Foyer. ○ SHSCT Trust promoted various events to mark Traveller Focus week. ○ NHSCT business breakfast organised with Ballymena Borough Council and Ballymena Inter agency ethnic Support Group for local businesses who employ migrant workers. ○ BHSCT marked Anti Racist Week with an exhibition, in public hospital and treatment areas, of photographs of religious and cultural artifacts together with explanations of their meaning and significance. This was complemented by a rolling programme of films:
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7. Screening Policies

Associated Actions	Outcomes sought	Progress Update
(i) To continue to assess the impact of our policies and functions on the promotion of equality of opportunity and good relations in	The promotion of equality of opportunity and good relations is further mainstreamed into policy- and decision-	<ul style="list-style-type: none"> ➤ Screening of policies ongoing

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<p>keeping with S75 through our rolling programmes of screenings and Equality Impact Assessments and keep stakeholders informed on progress.</p>	<p>making processes.</p> <p>Improved policy and decision making.</p> <p>Improved accessibility to services.</p>	<ul style="list-style-type: none"> ➤ Lessons continue to be learned from screening exercises and particularly from the screenings and EQIAs relating to the efficiency proposals flowing from the Comprehensive Spending Review.
<p>(ii) Promote the screening of policy proposals in terms of human rights and equality dimensions beyond those specified in section 75 e.g. rurality. For these purposes promote the use of the policy tool-kit developed by OFMDFM.</p> <p>www.ofmdfmi.gov.uk/index/improving-public-services/policylink/policy-toolkit.htm</p>	<p>Services which meet the needs of users.</p> <p>Equality of opportunity for all who use HSC services.</p> <p>Improved health and social care outcomes.</p>	<ul style="list-style-type: none"> ➤ Willing to work in partnership ➤ Areas identified for further work and consideration include <ul style="list-style-type: none"> ○ Monitoring ○ Availability of quality of Quantitative & Qualitative data ○ Screening & EQIA's of higher level policies /strategies/ decisions ○ Partnership approach <p>A revised Equality Screening template was developed to further assist those carrying out screenings. The template also covers Human Rights and Disability Discrimination Act Duties.</p> <p>NHSCT have Developed an up to date consultee database in terms of effective consultations and have established various panels made up of advocacy groups and independent stakeholders, e.g.</p> <ul style="list-style-type: none"> ○ An Equality Steering Group chaired by a Non – Executive Director ○ An Older Peoples Panel and a Disability Consultation Panel <p>WHST: The quarterly equality progress report provides a data base of policies currently being screened by each Directorate and, if completed, the outcome.</p>

8. Commitment to Equality and Human Rights		
Associated Actions	Outcomes sought	Progress Update
<p>(i) To ensure and demonstrate that there is clear Leadership and commitment from senior management to equality, good relations and human rights.</p>	<p>Commitment at the highest level of management to equality, good relations and human rights.</p>	<ul style="list-style-type: none"> ➤ The Equality, Good Relations and Human Rights strategy reflects a commitment from the Minister, senior management within the Department and throughout health and social care to the implementation of Section 75 & Human Rights in tackling inequalities. ➤ NHSCT established an Equality Steering Group chaired by a Non – Executive Director recognising NHSCT commitment to Human Rights and Equality ➤ Guidance for Board Members will come with new Guidance ➤ Changes in HSC reforms & CSR prioritised equality within organisations
<p>(ii) To develop guidance for Board members on their equality and human rights responsibilities</p>	<p>Board members understand their responsibilities towards equality, good relations and human rights.</p>	<p>Senior management commitment to equality and good relations will be emphasised in the new guidance to be published in 2009/10 by the Equality Commission on Section 75 equality legislation. Efforts will therefore continue and be rejuvenated to ensure and demonstrate that there is clear leadership and commitment from senior management to the equality, good relations and human rights agenda.</p> <p>WHSCT: The Trust has reviewed the Terms of Reference of the Western Equality and Human Rights Forum (WEHRF) and strengthened its scrutiny role. A non-executive Director will be appointed to chair the Forum. Quarterly progress reports are now provided by all Directorates. These are scrutinised by both the WEHRF and the Trust Governance committee.</p>

9. Community Engagement Framework		
Associated Actions	Outcomes sought	Progress Update
<p>(i) To continue to develop mechanisms of support to facilitate the involvement of people.</p>	<p>Open and co-operative style including transparent processes.</p>	<p>The launch of the e-network website www.engage.hscni.net for the DHSSPS stakeholder involvement programme in Northern Ireland. http://www.engage.hscni.net/index.html</p>
<p>(ii) To continue with the process of early engagement with people affected by policy decisions in keeping with the statutory requirements of Section 75 of the Northern Ireland Act 1998.</p>	<p>Maximum involvement of people in all aspects of Health and Social Care</p>	<p>A Stakeholder Involvement framework has been published, which describes involving stakeholders around 'the commissioning cycle' i.e. population needs assessment, agreeing priorities and plans, monitoring and review. It can accessed at: http://www.dhsspsni.gov.uk/commissioning_sub_group_stakeholder_involvement_final_draft_to_mipb_nov_08-3.pdf</p> <p>NHSCT developed a Personal Public Involvement Steering Group.</p> <p>WHSCT: A PPI steering group has been established. Mental Health services have established a Strategic Planning group that will include users and carers.</p>
<p>(iii) To further explore specific sets of issues, identified at the stock take exercise, which affect the various equality dimensions of Section 75.</p>	<p>Improved services.</p> <p>Improved access.</p> <p>Equality of opportunity and promotion of human rights.</p> <p>Promotion of good relations. Better health outcomes.</p>	<p>The research is still valid and a valuable source of information for screening and EQIA exercises.</p>

Strategic Priority 3: Promoting an Equality and Human Rights Culture across the HSC

10. Training and Awareness for Staff

Associated Actions	Outcomes sought	Progress Update
(i) To review equality, diversity and human rights training requirements taking account of the Knowledge Skills Framework.	Full compliance with equality and human rights legislation.	Review to be taken forward in light of new guidance expected from the Equality Commission in 2010 on revised Section 75 procedures.
(ii) To assess on a regional basis the current level of awareness and provision of training on equality, diversity and human rights matters, and the need for awareness raising and training.	Updated training and development plans in place.	<ul style="list-style-type: none"> ➤ Training is ongoing and reflects legislative changes. Local evaluation of training is also ongoing.
(iii) To explore with the NI Human Rights Commission the possibility and merits of developing human rights education, raising awareness and taking forward work on developing relevant assessment tools	Human Rights Assessment tool-kit in place and being routinely used.	<p>E-learning aimed at all HSC staff.</p> <ul style="list-style-type: none"> ➤ HSC in collaboration with e-learning consultants Aurion and psychologist John Kramer jointly developed an e-learning resource to promote positive staff attitudes to diversity - "Discovering Diversity" After a pilot the package was finalised in 2008 and work continues on the rollout of the resource across HSC organisations.
(iv) To ensure that updated training and development plans are in place so that staff are suitably trained to enable the DHSSPS and its associated bodies to continue to comply with equality and human rights legislation.		<ul style="list-style-type: none"> ➤ The Eastern Area Best Practice Group initiated the website "Working With Diversity". Aimed at Trust staff the site contains guidelines on arranging interpreters, training courses, information on legislation, events and professional development sessions. <p>http://www.workingwithdiversity.org/index.php</p> <ul style="list-style-type: none"> ➤ Disability duties – training on a regional basis. ➤ The Regional DAPs Training group is currently developing an additional e-learning module as part of the Discovering Diversity programme. This module will focus on Disability. It is being developed in partnership with disability groups.

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		<ul style="list-style-type: none"> ➤ NHSCT has developed a training strategy to ensure all levels in the organisation have targeted training in terms of equality. ➤ WHSCT: Staff equality and diversity training sessions have been developed and delivered in partnership with RNID, RNIB, MENCAP, Women of the World, SEEDS and Rainbow. ➤ Disability Action is providing 3 Training sessions on the UN Convention on Human Rights and disability. ➤ Equality and Human Rights Training is mandatory in the SEHSCT. Staff must attend training every three years. <p>Discussions have taken place with the NI Human Rights Commission for arranging awareness raising /education sessions to coincide with the publication of a new Human Rights Guide for policy makers</p> <p>Review to be taken forward in light of new Guidance</p> <ul style="list-style-type: none"> ➤ Annually updated
(v) To plan and take forward agreed work on developing human rights training and awareness raising and relevant assessment tools.		<p>As (iii) above</p> <ul style="list-style-type: none"> ➤ Integrated Equality & Human Rights into one screening tool - Now subject to development
(vi) To continue to learn from and share emerging human rights case law.		<ul style="list-style-type: none"> ➤ Ongoing
11. Human Rights		
Associated Actions	Outcomes sought	Progress Update
(ii) To develop a Health and Social Care supplement to the human rights guide for public authorities	Improved knowledge and understanding of Human Rights and a Rights based approach to Health and Social Care.	<ul style="list-style-type: none"> ➤ Work is continuing on developing the supplement.

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entitled “Get in on the Act”	Policies and services that are developed and delivered in a way that is sensitive to human rights.	➤ Discussions have taken place with the NIHRC on how this can be addressed. Work is ongoing.
(ii) To continue to work with the Northern Ireland Human Rights Commission to develop further actions to promote a human rights culture in health and social care.		
12. Promoting Good Relations		
Associated Actions	Outcomes sought	Progress Update
(i) To publish a second edition of the Embracing Diversity good practice guide for HSC employers incorporating the findings/recommendations of the racism research.	Replication of good practice by Trusts. Elimination of racial discrimination or any other racist behaviour towards ethnic minority health and social care staff, including those who may have been recruited from overseas, whether in the workplace or in the community. Equality of treatment for ethnic minority and overseas staff.	➤ Zero tolerance initiatives ➤ The existing edition of Embracing Diversity good practice guide has been reviewed and options for moving forward are being explored. ➤ SEHSCT won the Chinese and Polish Diversity Business Awards of Excellence (2009) for their commitment to creating equality and diversity in the workplace.
(ii) To identify opportunities for the DHSSPS and HSC family of organisations to promote good relations in keeping with Section 75 of the Northern Ireland Act 1998	Actions identified to promote good relations in carrying out health and social care functions. Compliance with new good relations guidance when published.	➤ A draft guide to building good relations has been developed and is expected to be finalised and distributed in 2009.