

# Equality and Human Rights Annual Progress Report 2016-2017



Each year the Trust produces an Equality and Human Rights Annual Progress Report which details how we fulfil our statutory equality, good relations duties and how we implement our Equality Schemes and Disability Action Plan.

This newsletter looks at a few highlights of the work carried out in 2016-2017.

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- Making Communication Accessible for All
- NI Health and Social Care Sector Planning Workshop
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## Making Communication Accessible for All

27 June 2016 – Knockbracken Hall, BHSCT

Launched at Knockbracken Hall, Belfast, the Making Communication Accessible for All: A Guide for Health and Social Care Staff provides practical tips, advice and guidelines to enable staff to be more inclusive and accessible in their communication with service users.

Speaking at the event, David Galloway, Director RNIB NI, said: “Long after today, this guide will provide a useful reference point to staff across health and social care. It will ensure that people with communication difficulties receive written and oral information in a way that is easily understood. The guide demonstrates how, by making a small effort, and taking the time to communicate better we can make a big difference to people’s lives.”



*Pictured at the launch of the Making Communication Accessible for All Guide for Health and Social Care Staff, held at Knockbracken Healthcare Park, Belfast, are users of health and social care services, pictured with reps from Belfast, Southern and South Eastern HSC Trusts, the Equality Commission NI, the RNIB, Mencap, the Regulation and Quality Improvement Authority, and the Public Health Agency.*

# Making Communication Accessible for All

All HSC staff are committed to improving people's health and social care and to making sure that people can understand the information they are given about their health and social care. Inclusive communication is a requirement by law and it is all staffs' responsibility to ensure their own actions and communication is flexible in how they affect others and deliver services.

The "Making Communication Accessible to All" Guide provides practical tips, advice and guidelines to enable staff to communicate more effectively with people who are disabled or have a communication support need including face-to-face communication, telephone communication, written communication or information on the web.

The Guide is coloured coded to assist staff in locating specific areas of disability for the following patient/client groups:

- People who are deaf or have a hearing loss
- People who are blind or partially sighted
- People who are deafblind
- People who have a learning disability
- People who have a communication difficulty
- People who use Alternative & Augmentative Communication (AAC)
- People who stammer
- People after a Stroke or Acquired Brain Injury
- People who have an Autism Spectrum Disorder (ASD)
- People who have Dementia
- Other (please specify)



**WATCH & LEARN** is an acronym for the 10 Top Tips to help you think about and change your communication to suit your patient/clients:

[Click here](#) to download the guide

|          |                              |   |          |                    |  |
|----------|------------------------------|---|----------|--------------------|--|
| <b>W</b> | <b>Willing</b>               | Show that you want to communicate with your whole body – Tune in                              | <b>L</b> | <b>Look</b>        | Make eye-contact and get their attention before you speak  |
| <b>A</b> | <b>Ask the expert</b>        | People are the experts in their own communication – reflect their style back to them          | <b>E</b> | <b>Environment</b> | That about it, eg reduce noise, remove physical barriers, use tools such as Talking Mats or Hospital Passports   |
| <b>T</b> | <b>Time</b>                  | Be patient and if needed allow extra time   | <b>A</b> | <b>Acknowledge</b> | Let them know that you recognise how they are feeling eg body language, facial expressions & gestures            |
| <b>C</b> | <b>Check they Understand</b> | Do not assume that someone understands  | <b>R</b> | <b>Respect</b>     | Treat everyone with respect by speaking directly to them and assume that everyone has the ability to participate |
| <b>H</b> | <b>Have a go</b>             | Keep trying. Communication accessibility is as important as physical or sensory accessibility | <b>N</b> | <b>Now</b>         | You are required by law to make reasonable adjustments now. So think now what adjustments you can make           |

# Making Communication Accessible for All

## AUDIT



The Making Communication Accessible for All Guide was launched in the Trust by a Trust Announcement email sent on 6 July 2016, posting on the news section of I-Connect, including a link to the document on the Equality I-Connect page and sending 26 hard copies and associated promotional stationery to managers and senior managers in CAMHS, Mental Health and Learning Disability sectors.

One year on from the launch the Trust audited the Guide with staff chosen from the following areas; Adults, Children's & Hospital Services and Nursing, Primary Care and Elderly. A Survey Monkey was designed with 15 questions and 500+ staff were selected randomly from Band 2 to Band 7. These staff bands are more likely to be patient/client facing and have experience of opportunities to use the Guide. There were 61 questionnaires returned and the following results were noted:

- 100% of staff who replied felt the guide was very, quite or somewhat useful with no one feeling that it was not at all or not very useful
- 100% of staff felt the info in the guide was just right and no one felt the document could be improved and no suggestions were offered to improve it
- Over 90% of replies felt the guide was useful to their service area and client groups.

## Training Manual Information



A Regional Equality, Good Relations and Human Rights training manual for staff was produced so staff could have a takeaway guide to supplement their mandatory training. Additionally Kathey Neill, Equality Officer, produced a one page takeaway handout to share with staff who attend Equality, Diversity, Human Rights and Good Relations training sessions. The handout includes information on the

### Your roles and responsibilities – Top Tips

What should we all do to make sure people we work with and people we provide a service to are treated fairly, with respect and dignity?

All staff:

- 1 Ensure your behaviour is in line with your organisations equality policies and procedures.
- 2 Help ensure your working environment is one in which the dignity of all staff, patients and visitors is respected.
- 3 Challenge or report incidents of discrimination, bullying or harassment.
- 4 Keep your equality monitoring information up-to-date through the Employee Self Service Portal on HRPTS.
- 5 Remember – Equality doesn't always mean treating everyone the same
- 6 People (service users and staff) have diverse needs. Stereotyping is often based on assumptions which are wrong and if acted upon can lead to discrimination. Avoid acting on assumptions!
- 7 Remember FRED A – Fairness, Respect, Equality, Dignity and Autonomy – the principles of human rights\*

\*Human rights can sometimes be seen as legal or technical, but using FRED A is a useful way of remembering what rights are about.

Human Rights Act, Equality Duty (Section 75), Good Relations Duty, Interpreting Services, Making Communication Accessible for All and a section with contact details for a range of local organisations that provide advice and guidance on issues relating to Equality, Good Relations and Human Rights. [click here](#) to access the training manual:

### Did you know?

**All Trust staff must complete Equality, Diversity, Human Rights & Good Relations Training every 3 years!**

# NI Health Sector Planning Workshop

In her Health and Well-Being 2026 report, the Minister for Health set us a challenge to work in partnership to deliver better outcomes and tackle the health inequalities in our society. The purpose of working in this way is that plans will be designed for and with people and communities rather than by organisations and services.

Health and Social Care (HSC) Trusts wanted to engage with a wide range of key stakeholders regarding development of their new 5 year Section 75 Inequalities Action Plan and Disability Action Plan which will span the 5 year period from 2017-2022.



A NI Health Sector Planning Workshop was held on Thursday 19<sup>th</sup> January 2017 at Knockbracken Hall. The HSC sector came to the event with the clear intent of starting with a “blank canvas” and co-designing the proposed actions within their respective plans in partnership with a wide range of participants. This regional event was interactive, informative and informal. The richness of the dialogue and information exchanged would not have been possible without all who came along and actively participated.

Please click [here](#) to access the Feedback Report following Health and Social Care engagement on Equality and Disability Action Plans:

**Equality reps and speakers L-**

*R:Judith Tener-Department of Health, Siobhan O'Donnell-Western Trust, Lynda Gordon – Southern Trust, Michelle Lemon-Northern Ireland Ambulance Service, Orla Barron- Belfast Trust, Alison Irwin Northern Trust, Estella Dorrian Belfast Trust, Anne O'Reilly Non-Executive Director Belfast Trust, Torie Tennant Service User/Co-Chair of Disability Committee, Ciara O'Hanlon-Southern Trust, Susan Thompson South Eastern Trust, Sandra Rafferty- Health and Social Care Board, Anne Basten- Public Health Agency and Patrice Hardy-Equality Commission and last but not least, Ushie the Assistance Dog.*





Patrice Hardy from the Equality Commission for Northern Ireland provided a very clear, concise and plain English overview of the law and the reason for public authorities being asked to develop equality action plans and disability action plan, reminding us all that inequalities still exist.

Torie Tennant, a service user and co-chair of the Northern Trust’s Disability Panel spoke and provided her own personal account of the changes and improvements in her experience in health and social care. She highlighted the importance of working together to deliver successful outcomes and gave examples of how her input had made the difference in terms of accessibility.



## Next Steps and Consultation



Using the feedback gathered during the Pre Consultation Workshop all Trusts have worked together to develop Regional and Local Action Based Plans and Disability Action Plans which were approved in draft form by EMT and Trust Board.

These plans are currently being subject to a full 12 week consultation period which ends on 6 November 2017. This consultation is being carried out in a number of ways including via Citizen Space an online consultation package to encourage as many responses as possible to these important HSC plans – please click here to access the **Regional Plans** and **Local Plans**. They are also available in easy read, large print and alternative formats on request.

## Ards and North Down Intercultural Forum

The Trust is a member of the Ards and North Down Intercultural Forum which is an umbrella body of 17 statutory bodies and groups including Ards and North Down Borough Council, Police Service for NI, NI Housing Executive, Stronger Together NI Community Network and North Down YMCA. This forum meets five times a year and addresses Good Relations issues and ensures representation and access to services for Ethnic Minority communities in Ards Borough Council.

A competition was held by the Forum and it was decided the artwork with the globe would be used on the Intercultural Forum banner and app.



*Artwork by Bethany Snedden,  
Dromore High School*

### Shared Voices Programme



*Shared Voices delivering a story telling workshop to pupils at Priory Integrated College*  
The Forum, chaired by Lata Sharman, developed a story telling sub-group called Shared Voices. The Shared Voices programme aims to raise awareness of the diversity in our society and challenge preconceived perceptions and myths that may exist towards ethnic minority groups. The programme is aimed primarily at post primary school young people within a school environment but can be adapted to be delivered within a community setting to smaller groups and different ages. Requests for delivery of the programme have been made by youth clubs, community centres and care homes for children and young people.

If you would like to deliver the Shared Voices programme in your area a toolkit has been developed to enable you. Please click [here](#) to download the toolkit:

If you would like further information on the Shared Voices team please contact Donna Mackey, Ards Intercultural Forum on 0300 013 3333 ext 40245

## Time to Read

During 2016-2017 the Trust recruited 9 Time to Read volunteers and placed them in schools throughout the Trust's geographical area. These schools included:

- Brooklands Primary School, Dundonald
- Carrickmannon Primary School, Ballygowan
- Christ the Redeemer Primary School, Belfast
- Killowen Primary School, Lisburn
- St Finian's Primary School, Newtownards
- West Winds Primary School, Newtownards

The Trust will be recruiting again in Summer 2017 to offer new recruits the opportunity to participate in the initiative.

### Feedback from a Trust Time to Read Volunteer

*I responded to the Trust's advertisement to take part in the Time to Read programme and attended a half day training session at Business in the Community. Once I received Access NI clearance I was placed in West Winds Primary School along with two other volunteers.*

*For an hour each week I read with two P5 (Key Stage 2) children helping support literacy and build their communication skills, confidence and self-esteem. It is rewarding for me to witness how their love for reading develops during the school year and to see an improvement of up to 2 years in reading age.*

*I would recommend and encourage staff to participate in the Time to Read programme. I believe it has helped to develop my confidence, self-esteem and communication skills and when I return to work after being with the children for an hour each week I feel motivated throughout my working day.*

*Julie-Anne Eccles*



## Time to Read Visit to Parliament Buildings

Time to Read Volunteers Dorothy Angus and Julie-Anne Eccles organised a workplace visit for West Winds Primary School pupils to Parliament Buildings on Wednesday 1<sup>st</sup> June 2016. This helps inspire the children about the world of work and gives them a greater understanding into the job their mentor does. It's also great fun!



The pupils, volunteers and Principal got to visit the Assembly Chamber where the children had the opportunity to take part in a debate.

The motion of the debate was 'Pupils from West Winds Primary School must wear school uniforms'. The majority vote was in favour of the motion! This was a very interesting and lively debate showcasing the pupils persuasive language and confident listening and talking skills. L-R: Jim Todd, Principal, West Winds Primary School and P5 pupils participating in Time to Read





## Charter Work Inspiration Programme

As part of the Trust Corporate Social Responsibility Action Plan 2016-2017, the Trust has been working with Business in the Community to continue to engage in the Charter Work Inspiration Programme. The Trust will be recruiting in January 2017 for a new cohort of participants.

During the period 1<sup>st</sup> April 2016 – 31<sup>st</sup> March 2017 the Trust facilitated 452 work experience placements, 65 students attended open days, staff attended 8 job/careers fairs and 12 schools requested support for interview practice sessions with pupils.

| Occupation Area                | Placements |
|--------------------------------|------------|
| Admin&Medical Records          | 2          |
| Catering                       | 4          |
| CBIT team                      | 1          |
| Central Sterile Supplies       | 1          |
| Child Care/Surestart           | 2          |
| Childrens Nursing (Disability) | 1          |
| Dentistry                      | 1          |
| Endoscopy                      | 1          |
| HR                             | 1          |
| Labs                           | 21         |
| Medical Programme              | 143        |
| Midwifery                      | 75         |
| Nursing                        | 139        |
| Occupational Therapy           | 10         |
| Paediatrics                    | 1          |
| Pharmacy                       | 1          |
| Physiotherapy                  | 3          |
| Psychology                     | 2          |
| Radiography                    | 11         |
| Social Care                    | 21         |
| Speech&Language                | 3          |
| Summer Scheme (Child Care)     | 8          |



Open days were held in:

| Occupation Area | Pupils attended |
|-----------------|-----------------|
| Dietetics       | 21              |
| Physiotherapy   | 44              |



Charter Work  
Inspiration



## Medical Work Experience Programme

The Striving for Excellence report stated:

***'doctors have a duty to encourage people from all backgrounds to join the profession;.....'***



In the light of this report it was apparent that our approach to medical work experience required changing as traditional work experience in medicine was unstructured, ad hoc and favoured young people with “connections”.

As a consequence three senior consultants and OWD designed a unique 2-day work experience programme providing the appropriate information prospective medical students required to make an informed decision regarding a career in medicine.



During the programme students met with doctors practicing in 28 different areas of medicine, medical students and patients and gained insights into the varied roles and responsibilities of a doctor encouraging them to appreciate the challenges and rewards that a career in medicine offers.

Following evaluation of the programmes in 16/17 96% of students now better understand what being a doctor involves, 96% of students felt they now have more knowledge to make an informed decision on medicine as a career and 65% of students are now more likely to apply for medicine as a result of the programme.

are now more likely to apply

We believe this innovative course provides a significantly improved “work experience programme”, has increased the places available to students by 60% and has received critical acclaim from students, teachers, parents, patients, NHS staff and Charter and enthusiastic endorsement from QUB.



Student feedback included;

- “Thank you. The information provided was extremely beneficial and I now hope to pursue a career in medicine thanks to you!”
- “This was much better than shadowing a doctor. I learnt more and was able to ask questions and meet other students considering medicine.”

## Lisburn Business Education Partnership

Lisburn Business Education Partnership Committee (LBEP) is a group made up of all local schools in the Lisburn area and a variety of employers who help and support pupils in their transition from school life to working life.

The committee plan, organise and support the education curriculum through events such as

- Breakfast careers events
- Career Fairs
- Business Enterprise training and awareness
- STEM events
- Fun Maths
- Entrepreneurship Programmes

In February a career fair was held in Lisburn which over 1200 local pupils attended



## Top 10 Languages

| Top 10 Languages    | Total |
|---------------------|-------|
| Polish              | 1939  |
| Lithuanian          | 648   |
| Arabic              | 621   |
| Romanian            | 365   |
| Chinese – Cantonese | 338   |
| Slovak              | 301   |
| Chinese – Mandarin  | 281   |
| Latvian             | 259   |
| Russian             | 181   |
| Bengali             | 143   |



## Face to Face and Telephone Interpreting

The Trust continues to provide face to face and telephone interpreting for patients and clients who do not speak English as a first language. Staff book face to face interpreters for pre-planned appointments with telephone interpreting being available to patients who arrive at the Emergency Department or unexpectedly for treatment. Last year the Trust provided 5666 interpreting episodes with languages ranging from Polish, Lithuanian and Arabic to Chinese, Czech, Somali and Thai.



For quick access to thebigword NHS Telephone Interpreting Service please follow the steps in the link [here](#):



## Working Well with Interpreters Training Sessions

To support staff a series of 'Working Well with Interpreters' training Sessions have been held throughout the Trust. These are provided in conjunction with the Northern Ireland Health and Social Care Interpreting Services and 89 staff have attended during June and September 2016 and February 2017 in the Ulster, Downe and Lagan Valley Hospitals. All relevant information and booking forms are available on the Equality and Human Rights I-Connect pages.

# Northern Ireland Health and Social Care Interpreting Service (NIHSCIS)



Northern Ireland Health & Social Care Interpreting Service

A total of 753 South Eastern Trust staff have registered to use the NIHSCIS on-line interpreting system since it went live in 2016. A total of 1081 interpreters were successfully booked for appointments in various Trust locations. The top five location requests for an interpreter were:

- Maternity Outpatients 833
- Outpatients 614
- Family Intervention Team 410
- Physiotherapy 377
- Speech and Language Therapy 221

## When to use Telephone Interpreting/Face to Face Interpreting

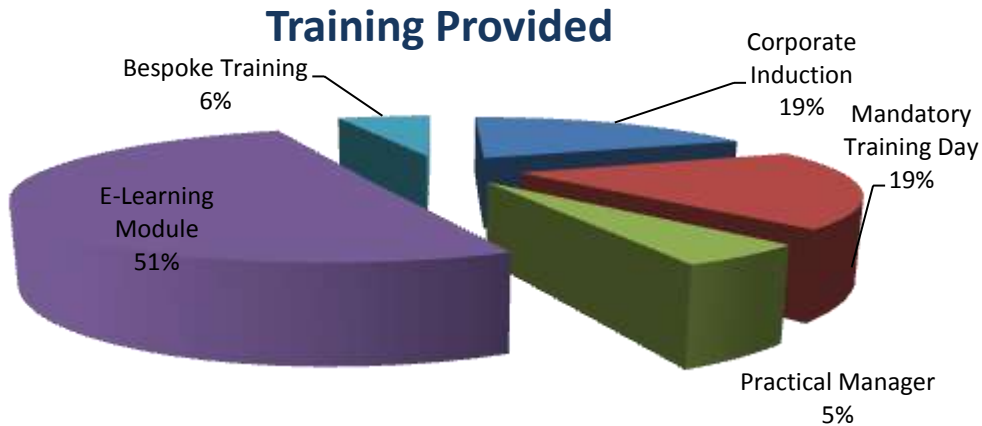
| Telephone Interpreting  | Face to Face Interpreting   |
|---|---|
|   |   |
| <p><b>When to use telephone interpreting</b></p> <ul style="list-style-type: none"> <li>• Primary Care appointments</li> <li>• When the content to be discussed is relatively simple</li> <li>• When it is preferable not to have another person in the room i.e. when anonymity or modesty might be a consideration</li> <li>• When there are health issues such as highly infectious diseases</li> <li>• When the appointment is 30 minutes or less, especially a primary care appointment</li> <li>• For quick inpatient sessions i.e. doctors rounds</li> <li>• For follow up appointments when a face to face interpreter is not essential</li> <li>• In an emergency situation where time is limited</li> <li>• To aid the booking of an appointment and establish patient's needs</li> <li>• When a face to face interpreter cannot be made available</li> <li>• NB: cost is <b>£0.57</b> per minute*</li> </ul> <p>By selecting this service you indicate that you have read, understood and accepted the above guidelines</p> <p><a href="#">Click here</a> for further information regarding Telephone Interpreting</p> | <p><b>When to use face to face interpreting</b></p> <ul style="list-style-type: none"> <li>• For a new patient/client's initial visit</li> <li>• When the appointment is over 30 minutes</li> <li>• When the appointment is sensitive in nature i.e. delivering test results which may be distressing</li> <li>• Consultations involving two or more participants i.e. family conferences</li> <li>• When the patient/client has specific communication needs and/or where non-verbal cues are needed</li> <li>• When the patient/client indicates that they are not comfortable with telephone interpreting</li> <li>• For any sight translation where a document needs to be read to the patient/client</li> <li>• NB: cost is <b>£20 + £5</b> prep for 1-60 minutes and <b>£0.33</b> per minute thereafter (plus mileage)*</li> <li>• Out of Hours: cost is <b>£30</b> for 1-60 minutes and <b>£0.50</b> per minute thereafter (plus mileage)*</li> </ul> <p>By selecting this service you indicate that you have read, understood and accepted the above guidelines</p> <p><a href="#">Click here</a> to create a request for Face to Face Interpreting</p> |
| <p>*Costs for services from NIHSC Interpreting Service and The Big Word are funded by the Health and Social Care Board</p>  |   |



# Staff Training and Awareness Raising

## Training Update

Trust Equality Managers and OWD Trainers deliver a wide range of training to ensure that staff are equipped with the necessary S75 knowledge and expertise to work effectively with each other and to ensure everyone can access our services. Training this year was provided to over 2000 staff.



## Quarterly Screening Report



The Trust continues to Equality Screen all new and revised policies and proposals to identify any potential adverse impact for any of the nine Section 75 Equality categories. A total of 98 policies have been screened in 2016-2017 and the results of these screenings are published on the Trust website every three months in a Quarterly Screening Report to promote transparency and inform our staff, consultees and our Trust population. Copies of these can be found [here](#)



## e-Learning

The Trust's e-Learning module on Equality and Human Rights focuses specifically on Section 75 and Human Rights responsibilities. During the reporting year, over 1200 staff completed this module and feedback has been very positive.



# Initiatives coming up in 2017-2018



- Regional Development of Action Based Plan and Disability Action Plan 2017-2022
- Full 12 week consultation on Citizen Space
- Consultation Event on 3<sup>rd</sup> October 2017 in Ballymena
- Reform and Modernisation Proposals, Screenings and EQIA's
- Further Evaluation of Making Communication Accessible for All Guide
- Working Well with Interpreters Training Sessions
- Continued mandatory and bespoke training for staff
- Promotion of Regional e-learning module
- Screening of all policies and proposals
- Continued Corporate Social Responsibility initiatives as per 2017/18 Plan
- Information session on Human Trafficking
- Equality Business Partner model implemented



## Contact Details

|  |   |   |
|--|---|---|
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|--|---|---|

Get More  
**INFORMATION**



on the Equality and Human Rights I-Connect Pages – click [here](#)