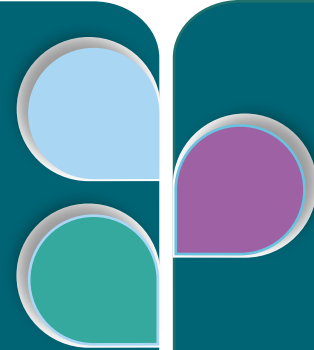


# Equality Bites

Edition 5: 2019



Hello and welcome to the latest edition of Equality Bites, which features a range of different initiatives and stories about our ongoing promotion of equality of opportunity, human rights and good relations. It is quite fortuitous in that it gives me another opportunity to introduce myself as the new Director of Performance, Planning and Informatics in Belfast Trust. I am delighted to be able to share some of the highlights in our pioneering work. Our annual progress report to the Equality Commission (for the period 31st March 2018-1st April 2019 ) has just been approved by the Executive Team and is going to Trust Board for approval. In leadership positions, we must be explicit and uncompromising in our ownership of the statutory duties and committed to ensuring that Section 75 considerations are embedded in everything we do - in our employment, procurement and service delivery processes.

Working together in partnership is the only way we will drive improvement in health and social care as highlighted in the regional strategy [Health and Wellbeing 2026: Delivering Together](#). HSC Trust Equality Leads have a long history of working together and with others to promote equality of opportunity, good relations and human rights for all the people of Northern Ireland. This collaboration will be enhanced through a new Joint Equality, Good Relations and Human Rights Forum, comprising representatives from the 6 HSC Trusts and the Equality Commission for Northern Ireland, the NI Human Rights Commission and the Community Relations Council. An inaugural meeting was convened on 20 May 2019 and the forum will meet three times a year.



Equality, Good Relations and Human Rights Forum

I hope that you find this edition of Equality Bites useful and of interest. It really just gives a snapshot of what we do across the Trust in advancing equality, human rights and good relations and if you need further detail, a full progress report is available in pdf or other alternative formats on request. Contact [Estella.dorrian@belfasttrust.hscni.net](mailto:Estella.dorrian@belfasttrust.hscni.net) with any feedback or queries.



*Charlene Stoops*

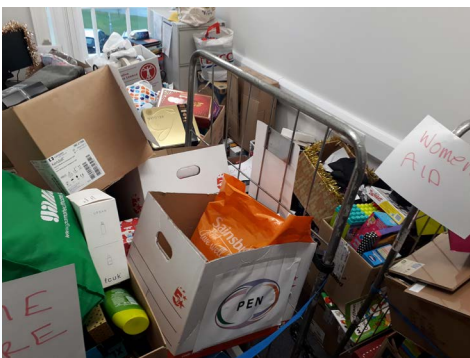
Charlene Stoops  
Director of Planning, Performance and Informatics

## Celebrating 10 years of Domestic Abuse Support for Staff and Changes to Policy to include Sexual Violence



Belfast Trust was delighted to celebrate the 10 year anniversary of the introduction of a domestic abuse policy and support service for staff on International Human Rights Day and the 70th anniversary of the NHS on 10th December 2018. The Trust also took the opportunity to launch the revised Trust policy that will now cover both domestic abuse and sexual violence/abuse. This policy is key to our aim to be one of the most safe, effective and compassionate HSC organisations by supporting the physical, psychological and mental health of all our staff.

In partnership with Trade Unions and guest speakers Prof Monica McWilliams, Kelly Andrews, CEO (Women's Aid) and Helena Bracken (Nexus) the Trust formally launched



the policy and promoted the support service. In addition, the yearly campaign to support women and families who happen to be in a refuge over Christmas due to domestic violence/sexual

abuse proved a tremendous success with hundreds of donations including clothes, toys, toiletries, vouchers and selection boxes. Over £800 was raised with the team at Royal Belfast Jubilee Maternity raising a fantastic £500.

### Did you know?

'Between Jan - Dec 2018 there was 31,298 incidents of domestic abuse recorded in NI. With a staff of over 20,000 that amounts to approximately 340 Trust staff that could be affected by Domestic Abuse.'

## Going Beyond Compliance: Awards Galore for 'Positive Action' Employability Programme that 'Makes it Work' for People with Learning Disabilities



The latest 'Positive Action' employability programme has resulted in 9 trainees being offered jobs within PCSS across the Trust following a 14 week training programme. A superb graduation ceremony took place in Riddell Hall where family, friends and new workplace colleagues joined the graduates.

Go to this brief video clip to see and hear how this positive action programme has positively impacted the trainees and their families and how they are making such a valuable contribution within the Belfast Trust.

<https://vimeo.com/escbelfast/review/305966566/f9a3a864cd>

The positive action programme has been given two awards, the HPMA NI 'Innovation in HR' Award and the Legal Island Equality and Diversity, 'Best Disability Initiative in Northern Ireland' Award.

The Employment Equality team in HR who co-ordinated this fantastic initiative are now looking for other services to grow the programme so that even more people with learning disabilities can be given the opportunity to gain steady, paid employment.

### Did you know?

That 12 new Domestic Abuse and Sexual Violence officers are being recruited and trained to support Trust staff.



## CEO visits Shopmobility as it goes from strength to strength

Almost **3,000 people** in the last year have used Shopmobility Services at BCH and RVH. Both services were developed in recognition that people with restricted mobility have the right to be able to visit the hospitals and attend appointments comfortably and independently. In addition to the free hire of motability scooters and wheelchairs, Shopmobility offers a 'Meet and Greet' service with staff and volunteers trained also as 'Sighted Guides'. We'll soon be launching a DVD to increase awareness of the free service at both hospital sites.



## Literacy Software which increases productivity is available to all staff in 5 easy steps

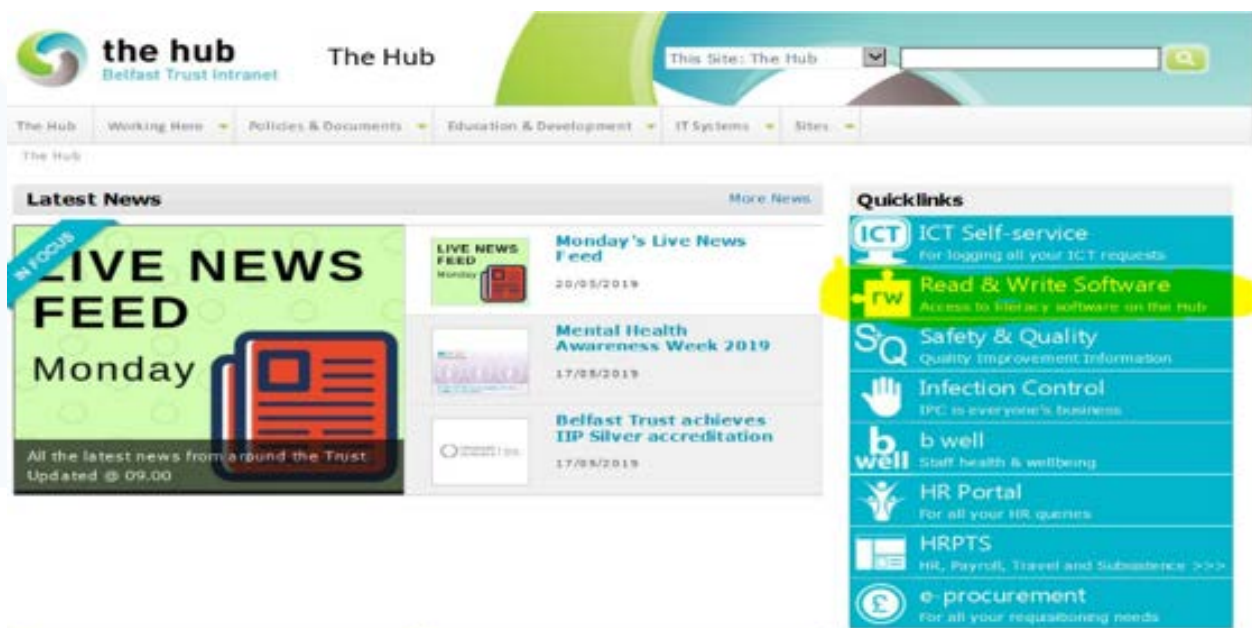
Committed to investing in our people, Belfast Trust renewed its license to allow staff to access the literacy software **Read & Write**.



If you want to access the software because you have literacy difficulties and you want to be more productive go to the Hub home page and check out the Quick Links.

By renewing the license we are leading the way in recognising that we have a diverse workforce who can require support with reading or writing either because of a disability such as dyslexia, visual impairment or mental health or because English is not a person's first language.

To date, approximately 100 staff from across the Trust have used the software. One member of staff stated that "my working life has been transformed by the software". The software can also help staff to make their communication more inclusive as it can create audio and mp3 and easy read formats for service users.



## ‘Good Relations’: intrinsic to the safety and quality agenda

During the Safetember campaign 2018, the Trust celebrated Community Relations week with the theme of ‘Then, Now... Next?’ With the help of Artscare, staff and service users were asked to reflect on how far we have come and to share ideas about what we should do next in relation to the 20 years after the Belfast/Good Friday Agreement.

The feedback will feature in a ‘River of Hope’ artwork, which will be displayed in the new Acute Mental Health inpatient unit at BCH.



Community Relations week was also celebrated through the joyful singing by kids from Blythefield School of Sanctuary.



### Did you know?

That it is ok for Trust staff to wear Poppies/Shamrocks provided they are displayed with decorum, at an appropriate time and with a sense of due proportion. This approach is aimed at avoiding a hostile working environment.

## Bamford vision at the centre of our new acute mental health inpatient centre

In accordance with the Bamford vision that Mental Health services should be provided on a General Hospital site rather than distinct and remote facilities and in a bid to reduce the stigma that often exists with using mental health services the Trust is delighted that its new Acute Mental Health Inpatient Centre at the Belfast City Hospital site will be opened in Summer 2019..

The spacious, modern single storey building will allow practical working with service users and their families towards recovery in a specially designed therapeutic environment. The unit will replace provision in wards on Knockbracken, the Mater Hospital and former Windsor House.

A lot of work has been put into the design of the new building to achieve the best experience for patients, their families, carers and staff. Bedrooms have been co-designed by staff and over 300 service users. The extensive gardens, water features and courtyards will ensure outdoor spaces will be 'a positive space for healing'. It is hoped there will be training and personal development opportunities for service users within the everyday running of the café.



### Did you know?

To promote a mentally healthy workplace the Trust continues to promote work life balance options to all staff. During 2018-19, 1491 applications were received from staff with a 74% approval rate.

## Equality Screening Masterclass supports safe and quality decision making during March to Safety

During 'March to Safety' 35 senior managers attended a masterclass in equality screening

**Equality Screening Masterclass**

To Be One Of The Safest Most Effective & Compassionate HSC Organisations

**Master class will cover:**

- How to practically assess your policy or change in service and then improve quality of your decision making.
- PLUS Screening Clinic!!! Practical examples of good practice screening. Please bring along any screenings you wish to complete on the day.

Book your space by contacting: deirdre.donaghy@belfasttrust.hscni.net

**Thursday 21st March 9.30am—12.00pm Boardroom A Floor BOX**

Belfast Trust has a legislative duty to consider the equality impact of new & revised strategies, plans and policies. This is not simply a legal Requirement but helps to improve decision making and ensure inclusivity from the outset. This masterclass is designed for Divisional Representatives & Policymakers to consider the likely equality impacts of their proposed decisions on service users, staff & visitors.

Are you accountable for screening New or Existing Services / Proposals / Service Changes / Relocations??

This masterclass is essential for you to demystify the process & build it in to your every day work.

**safety & quality** Belfast Health and Social Care Trust

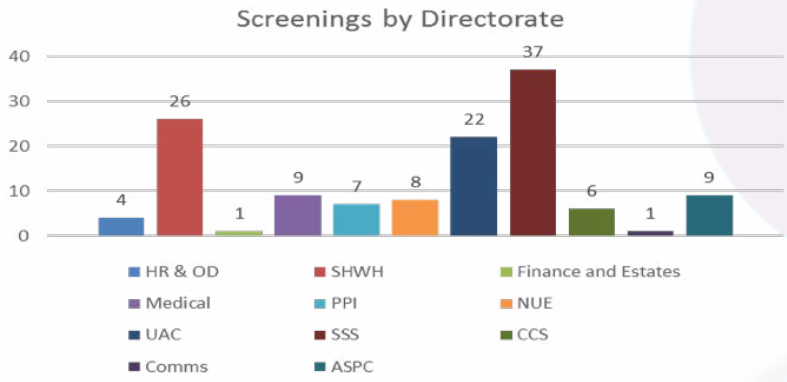


The masterclass provided practical guidance about how to do an Equality Screening, explored some myths about equality screening and talked about a screening toolkit which the Equality and Planning team are working on.

Feedback from the event and the need to screen included:

- Equality: Screening ensures we think about what we are doing and how we are doing it.
- To ensure fairness - mitigating any risks associated with change
- Prevent potential prejudice, treat others fairly, identify and avoid potential future problems, consider holistic impact of proposed change.
- To identify both positive and negative impact on service users / stakeholders / staff and how to address any such impact
- Governance tool to make decisions

It is worth remembering that the Trust is obliged to equality screen **all policies** which includes modernisation proposals, clinical guidance, temporary plans or pilots, changes to employees location and way of working, procurement, cost savings, transformation projects and strategies (not a definitive list).



**Did you know?**

The Equality Commission NI can investigate any public body for breaching its equality scheme commitments in terms of how it carries out equality screenings.

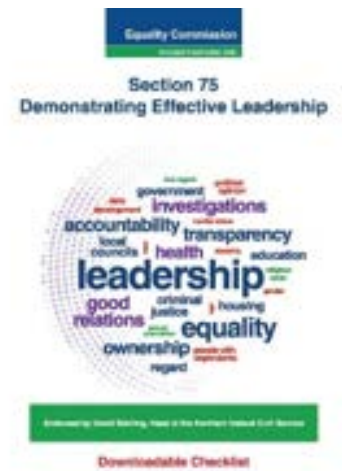
## Did you know?

Being shown a 'JAM' card means that a service user needs 'Just A Minute'. He/she may have a learning disability and just needs a bit of patience to answer your questions either in outpatients, at reception or in any way using our services.

## Demonstrating Effective Leadership: Checklist now available

Mindful that it is the duty of **all leaders and decision makers** in the Trust to own our statutory equality, human rights and good relations duties we recommend that the checklist produced by the Equality Commission NI is used. By using the checklist we can demonstrate that Equality, Good Relations and Human Rights is part of our decision making.

Demonstrating this commitment is also very useful in instances where there are complaints, there is an investigation or when there is a Judicial Review. Go to the Equality Commission NI website for more details.



## Corporate Plan 2018 – 2021 in Easy Read format

Belfast Trust decided to produce its three year Corporate Plan in Easy Read format.



To ensure the plan was as accessible to as many people as possible.

Easy Read format is designed to make complicated text easy to understand and more accessible. It contains only the main information uses easy words and short sentences that are jargon free. Pictures and symbols are also used. Easy Read is often used by people with learning disabilities: however it is a format that can make complex documents very accessible to many people. Click [here](#) to view our Corporate Plan in Easy Read

## Did you know?

That unlawful Harassment may be unlawful even if a person does not intend their behaviour to cause offence. Saying "I was only joking" or "It was only a bit of banter" is not a defense in law. Look at the Trust's Harmonious Workplace statement and Harassment policy for more guidance.



## Supporting staff with a caring role

Recognising that many of our staff are carers – sister, brother, mum, dad, child - the Trust has introduced a Carers' Framework.

The framework supports staff with caring commitments by supporting them to remain in work while also considering health and wellbeing issues.



## Health Promotion Library/Information Team support Work Experience initiative

Working with The Orchardville Society, the Health Promotion Library/Information team at CRIS were delighted to welcome Darren Gregg for 12 weeks to help them with a specific project to inform the development of the library and information section of their new website. Prior to the placement an Orchardville Employment Officer arranged a 'working interview' an on-site visit and a discussion regarding the support Darren may require during his placement. If you are interested in offering a disabled person some work experience please contact Susan Millar based in the Improved Working Lives team in Human Resources Department.



### Did you know?

For the Equality Commission NI 43% of its complaints are related to disability discrimination in service delivery.



## Legal update: Disability Discrimination Spotlight

### Deaf woman settles disability discrimination case against bank

The Northern Bank Ltd paid a profoundly deaf woman £2,000 without admission of liability, and made adjustments to its services, in settlement of a case she brought alleging disability discrimination.

The woman from Belfast contacted the bank after noticing fraudulent activity on her account. The bank employee refused to deal with her query because she was lip reading the information provided by the bank to her brother who was assisting her with her query.

Following what she considered to be a refusal of service by the bank the woman met with the branch manager who suggested that she sign a mandate giving her brother power of attorney in relation to her financial matters. As a financial professional the woman refused this suggestion and made a formal complaint to the bank. Following her complaint Northern Bank put in place reasonable adjustments to the service it provides through the use of new technology which will now allow people who are deaf or hard of hearing to have their queries dealt with in timely dignified manner.

### Department/College pays out £2,000 after gold medal disabled student told “No exceptions - no extensions”

A student who won a gold medal for badminton at the Special Olympics Ireland National Games was paid compensation after he was refused funding for the final year of a catering skills programme.

The student who has a learning disability was doing a catering course within the Skills for Work programme. The student completed Level One taking 3 instead of 2 years as a result of his disability. To take Level Two, he also needed two years, which would have meant exceeding by one year the Departmental guidelines for funding.

When the student’s circumstances were explained to the Department by the College, they were told “Unfortunately, an exception cannot be made; there are no extensions given”. This meant that the student was left with less funding and support and it was more difficult for him to complete the course. Such inflexibility meant that the student was discriminated against as a reasonable adjustments was not made to the policy.

### Student with diabetes turned away from Red Hot Chili Peppers concert

An event company failed to provide reasonable adjustment for a concert goer with diabetes. A Belfast student who has Type 1 Diabetes was awarded £2,000 after security personnel confiscated a bottle of Lucozade from her at a Red Hot Chili Peppers concert.

The Court made a finding of discrimination and Judge Gilpin stated that the events company had failed to provide a reasonable adjustment to its policy of not allowing liquids to be brought into the concert - a simple adjustment (allowing the student to access the Lucozade via their medical centre) would have met her medical needs and discrimination could have been avoided.



## Legal update: Disability Discrimination Spotlight

### Health Trust settlement results in safe place for children with rare allergies

The mother of two girls, both of whom have a life-threatening food hypersensitivity welcomed the provision of a specialised waiting room where no eating or drinking is allowed, as part of a settlement of a disability discrimination case she took against a Northern Ireland Hospital. The settlement means that the mum and her two children who have FPIES (food protein induced enterocolitis syndrome), can continue to attend the regular appointments at the Hospital's allergy clinic.

The Trust agreed that refurbishment of the hospital's paediatric unit would include a separate waiting room where no eating and drinking was allowed and until then an interim solution was agreed. This case was settled by the Trust without any admission of liability. In this case the settlement involves no monetary compensation.

### Health Trust pays £5,500 in a case involving its DNA policy

A Trust made a payment of £5,500 to a young woman with mental ill-health for injury to her feelings and the upset and distress she suffered as a result of failing to make reasonable adjustments in its Do Not Attend (DNA) policy.

In January 2017, the young lady was transferred to adult services from children's services. The adult services 'Do Not Attend' protocol for outpatient appointments stated that should a patient miss two consecutive appointments, they would be discharged from this service and this policy was strictly enforced.

The woman was discharged without assessment and only reinstated after her mother and GP intervened on her behalf but by that time her condition had deteriorated.

The Equality Commission stated that "The Trust, in making this settlement, made commitments to undertake a range of measures, which will, we hope, ensure that anyone with specific care needs can experience practical, flexible support when making the transition from one service to another. As part of the settlement the Trust agreed to review its Transition Protocol in the transfer of service users within mental health services."

### Health Trust settles case after daughter had to tell her deaf father his illness was terminal because there was no interpreter available

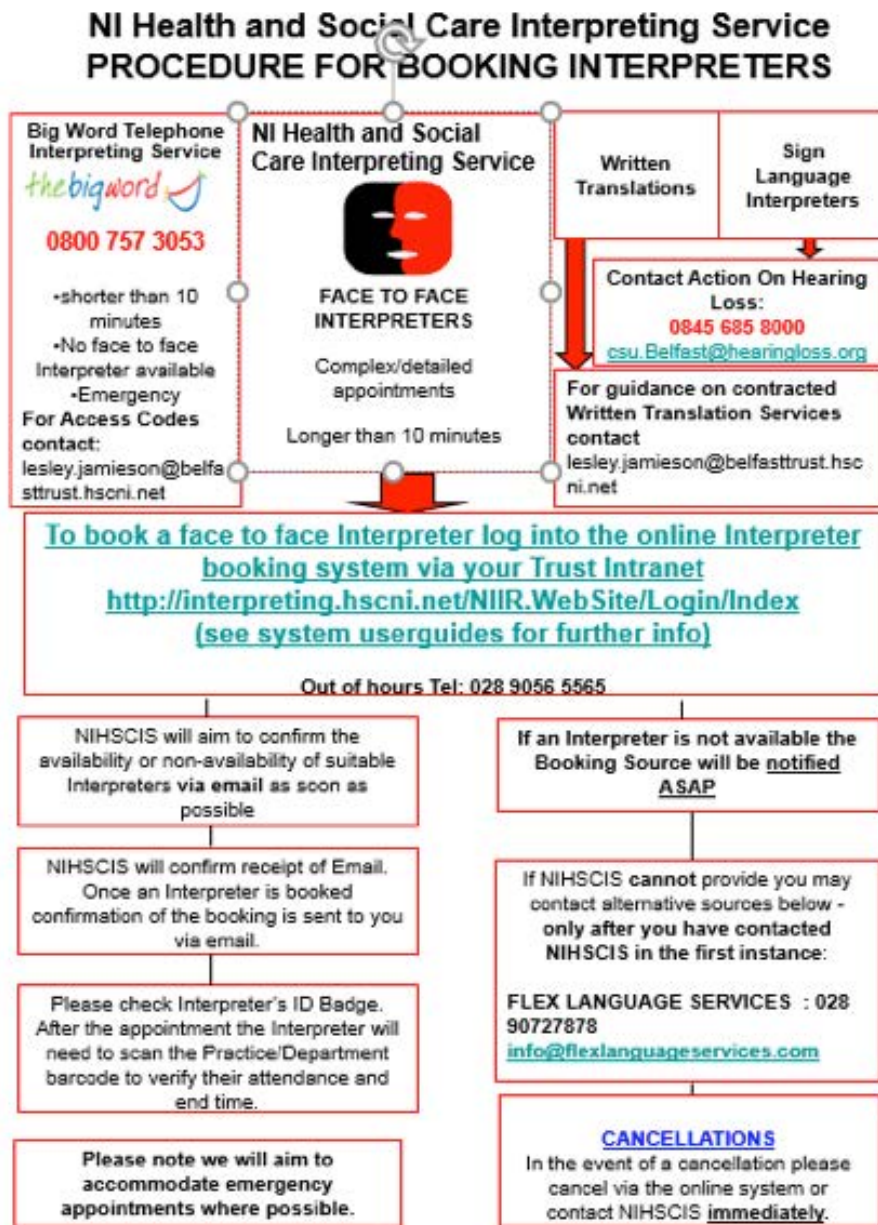
A Trust apologised and paid £7,000, without admission of liability, to the family of a profoundly deaf man, now deceased, to whom they did not provide a sign language interpreter while he was in their care.

"The man's whose first language was British Sign Language was taken ill quite suddenly. His daughter was asked to communicate the news to him that his condition was terminal as the hospital did not provide a sign language interpreter. This was contrary to its own 'Policy on Access on Interpreting and Written Translation Services'.

## ‘Booking an Interpreter’ Flowchart: A must for everyone!

Belfast Trust continues to be the second highest user of the Regional Interpreting Service, accounting for some 30% of all requests.

The following flowchart acts as a quick reference guide for staff who may need to arrange alternative communication support arrangements for service users.



### Did you know?

That the Trust's Top 3 most requested languages for interpreting requests are Arabic, Polish and Romanian, probably due to services being provided to people arriving under the VPRS Scheme (Vulnerable persons relocation scheme for Syrian nationals)

## Trust encourages staff to talk about the Menopause in work



Staff across the Trust are being encouraged to talk about the **menopause** – it should no longer be

a taboo subject. The Trust are asking staff to talk openly about menopausal symptoms without embarrassment or censure – just like any other everyday health issue. Managers are asked to engage with staff and to normalise the discussions.

Remember that the **menopause can be an equality issue** potentially in terms of disability / gender or age, for example: where it is deemed a disability, small adjustments in work can make a huge difference to a member of staff including greater likelihood of remaining in work and being more productive - adjustments can include ensuring staff are close to toilet facilities, are able to work beside open windows or have access to a fan, although the most important thing is to talk /engage as everyone is different and the menopause affects people in different ways.

Recognising that the menopause can be a very significant issue for many staff and wanting those affected to feel comfortable in raising it as a workplace equality issue, the Trust organised two events in 2019 called **Café Menopause**. Many staff gathered to discuss the menopause openly and share their experiences. A **Menopause Toolkit** has also been developed for both staff and managers – a great resource for additional sources of support – check it out on the hub!

### Did you know?

Equality does not always mean treating people the same. For equality of opportunity to be provided this often means treating people differently.

## Supporting Staff with a Mental Health Condition

If you experience mental ill health or manage someone who has poor mental health check out the new pathway resource on the hub. The guide is a useful resource as it signposts to a wide range of assistance available both within the Trust and externally.



## Equality and Diversity Training update

In addition to Mandatory Equality, Good Relations & Human Rights training for staff and managers the Equality Teams deliver training in relation to Human Rights, Disability Awareness, Embracing Diversity, Using an Interpreter and bespoke sessions relating to specific issues for individual services.

Mandatory Equality training called '**Making a Difference**' can be accessed online via [www.hscclearing.com](http://www.hscclearing.com) or booked for face to face training via HRPTS.

Training can also be tailored to cover particular issues or individual teams or services by contacting the Equality and Planning team – During 2018/19 the team delivered: bespoke disability awareness training to over 400 mental health staff, human rights training to nephrology clinicians and equality training to volunteers.

Some figures:

Reporting Year	Mandatory Equality Training (eLearning)	Mandatory Equality Training for Managers	Mandatory Equality Training for Staff	Grand Total
2014-2015	9	140	1249	1398
2015-2016	503	162	1621	2286
2016-2017	1137	200	660	1997
2017-2018	1070	88	561	1719
2018-2019	938	70	308	1316
<b>Grand Total</b>	<b>3657</b>	<b>660</b>	<b>4399</b>	<b>8716</b>

Some feedback:

“Enjoyable training and education,.. will make me think about work scenarios in future. Really enjoyed the interaction with case studies and groupwork.”

“Great training.. thought provoking.”

“Great personal & professional acknowledgement of culture & faith.”

“A most enjoyable course - excellent opportunity to refresh and update my knowledge.”

### Did you know?

That unlawful Harassment may be unlawful even if a person does not intend their behaviour to cause offence. Saying “I was only joking” or “It was only a bit of banter” is not a defense in law. Look at the Trust’s Harmonious Workplace statement and Harassment policy for more guidance.

If you want to learn more or have any comments or need the newsletter in an alternative format please contact Equality Manager:  
Estella Dorrian: 028 9504 329 [Estella.Dorrian@belfasttrust.hscni.net](mailto:Estella.Dorrian@belfasttrust.hscni.net)