



Northern Ireland Ambulance Service  
Health and Social Care Trust



# Trust Equality Scheme S75 Action-based Plan

**Period 1<sup>st</sup> May 2014 – 30<sup>th</sup> April 2017**

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**English:** This document can be made available in minority ethnic languages, on request, to meet the needs of those not fluent in English.

**Polish:** Aby wyjść naprzeciw potrzebom osób, które nie mówią biegle po angielsku, ten Plan Działania może być udostępniony w językach mniejszości etnicznych na życzenie.

**Lithuanian:** Šis veiksmų Planas pareikalavus gali būti pateiktas tautiniu mažumu kalbomis, kad atitiktų sklandžiai nemokančių anglų kalbos poreikius.

**Portuguese:** O Plano de Ação está disponível, à pedido, em outras línguas, para atender às necessidades das pessoas que não são fluentes na língua Inglesa.

**Tetum:** Aksaun Planu ida né,se bele fo ou halo iha liafuan etnika minoria sira nian, nebe bele husu, para bele ajuda ba ema sira nebe la hatene koalia lian Inglés.

**Latvian:** Šis darbības plāns var būt pieejams mazākumtautību valodās pēc pieprasījuma, lai palīdzētu tiem, kam ir nepietiekamas angļu valodas zināšanas.

**Russian:** Сейчас план проводимой работы может быть доступен так же на языках этнических меньшинств, по просьбе тех, кто не владеет свободно английским языком.

**Czech:** 'Aby byly uspokojeny potřeby těch, kteří nemluví plynule anglicky, je možné tento návrh Akčního plánu na požádání poskytnout v jazycích etnických menšin.'

**Slovak:** Tento Akčný Plán môže byť na požiadanie dostupný v jazykoch národnostných menšín z dôvodu zabezpečenia potrieb tých, ktorí nie sú spôsobilí mu porozumieť v angličtine.

**Chinese-**

**(Cantonese):** 這行動計劃草案將會根據需求被翻譯成各種小數族裔語言，去迎合那些英語不流利的人士的需要。

# Introduction

The Northern Ireland Ambulance Service Health and Social Care Trust employs approximately 1,100 people and provides ambulance services to the entire population of Northern Ireland.

The Equality Commission for Northern Ireland has recommended that all Equality Schemes are accompanied by an Action Based Plan to tackle S75 inequalities and that such Plans should be informed by an inequalities audit.

The Trust's Action Based Plan (Plan) to promote equality of opportunity and good relations is based on the **'functions'** of the Trust and will be implemented through the Framework of the Trust's Equality Scheme. The measures contained within this Plan are linked to the Trust's Corporate Planning Cycle in order to ensure that equality of opportunity and good relations are incorporated and mainstreamed at a strategic level into the business of the Trust and aim to address inequalities in health and social care for all of the S75 categories – men, women, persons with and without a disability, persons with or without dependants, persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation. This second plan is for a three year period 2014 to 2017. This Plan is in addition to the commitments set out in the Trust's Equality Scheme and the Trust's dual responsibilities to promote equality of opportunity and goods relations which are interdependent and complementary to one another.

## How the Plan was developed

The content of this Plan has been informed by an 'Audit of Inequalities' which was undertaken in order to identify key inequalities for service users and those affected by Trust policies. As part of the Audit of Inequalities the Trust examined an extensive range of information sources including complaints received, customer surveys, monitoring information, research documents, annual reports, corporate plans, statistical information and health needs assessments. In addition, the Trust pre-consulted with a wide range of service users, voluntary groups and organisations, Trade Unions and the Equality Commission for Northern Ireland in order to inform the development

of this Plan. The Trust has given a commitment in its Action Based Plan to maintain a compendium of literature to ensure its log is relevant and up-to-date to inform on-going and future plans.

Please note that this Plan is not the only means by which the Trust is actively seeking to address inequalities in health and social care and should be read in conjunction with other strategies and action plans including:

- Transforming Your Care (TYC)
- Investing for Health Strategy (DHSSPS 2002)
- Bamford Review
- Government Strategy - Our Children and Young People
- 10-year Strategy for Children and Young People in Northern Ireland 2006-16
- A Strategic Action Plan for Health and Wellbeing
- Quality 2020
- Public and Personal Involvement (PPI) Strategy
- Priorities for Action
- Public Health Agency Annual Commissioning Priorities
- Not Just Health: Strategy for addressing Health Inequalities
- Disability Action Plan

*(This list is not exhaustive).*

## Structure of the Plan

The Plan includes a number of action measures which are short-term (1 year), mid-term (2-3 years) and long-term (3+ years), some of which may roll over into subsequent plans. The Plan is structured as follows:

| SECTION   | THEME  | PAGE NO. |
|-----------|--|----------|
| Section 1 | 'Cross Cutting Themes' is framed around 5 recurrent themes from the audit of inequalities as follows:  | 9        |
|           | Theme 1: Measures to Improve Access to Service, Communication and Information – specific action measures   | 10       |
|           | Theme 2: Service Monitoring –specific action measures  | 15       |
|           | Theme 3: Measures to Ensure Mainstreaming of Equality, Good Relations, Disability Duties and Human Rights Considerations into Corporate Planning Cycle and Decision Making –specific action measures | 17       |
|           | Theme 4: Measures to Promote Participation and Inclusion –specific action measures   | 22       |
|           | Theme 5: Procurement – specific action measures  | 24       |
| Section 2 | Service Related Issues –specific action measures   | 26       |
| Section 3 | Employment Related Issues –specific action measures  | 34       |

NB: For ease of navigation a quick reference matrix has been added to page 8 of this Plan which links each action measure with the S75 group(s). As a result of feedback received during consultation we have indicated which actions are new to the plan or are ongoing/built upon from the previous plan.

## **The way forward**

Whilst the primary purpose of conducting the audit was to inform this plan, the information from the audit will also be used to develop future policies, as well as shape and inform the design and delivery of services, including informing equality screening and equality impact assessments. (Please refer to the Glossary in Appendix 5 of the Equality Scheme for definitions).

In identifying the measures in this Plan the Trust has also considered what monitoring information it needs to collect in order to evaluate whether the outcomes have been achieved.

## **Formal consultation**

As well as pre consulting with key stakeholders such as the Equality Commission for Northern Ireland, the Trusts formally consulted on their draft Action-Based Plan over a 12 week period commencing 26 March 2014 and ending 19<sup>th</sup> June 2014. In addition a stakeholder event was hosted on the 26<sup>th</sup> March 2014 in the Skainos Centre. Comments received were very much welcomed as were suggestions regarding further action measures. All comments received have helped to inform and shape this second Action Based Plan.

## **Action measures**

This Plan includes measures which the Trust initiates, sponsors, participates in, encourages or facilitates. It also includes regional and local measures which the Trust will work in partnership with other Health and Social Care organisations, voluntary and community sector, trade unions etc. to achieve. The Trust has chosen measures and prioritised those that have the greatest impact on equality of opportunity and good relations.

Priorities in this plan have been informed by the following feedback and priorities.

- Trusts' Regional Pre Consultation Event held in March 2014

- Views and input from the disability sector arising from a 12 week formal consultation event
- HSC Trusts' Emerging Themes Document - Inequalities Audit
- Pre-existing work streams currently being rolled out in the Trust to tackle inequalities within HSC

This Plan is designed to be flexible, adaptable and responsive to changing circumstances and needs and will be reviewed on an ongoing basis and annually via the Trust's Equality Scheme. Progress against the Trust's previous Section 75 Action Plan is documented in the Annual S75 Progress Reports to the ECNI which are available on the Trust's website.

The Action Plan provides a framework for action which sets out the key actions that will be taken forward over the period 2014 – 2017. It identifies a number of actions that draw on best practice in an era of economic pressure. Many of the actions are not resource dependent but are intended to ensure that the promotion of equality of opportunity and good relations in existing programmes of work. Over the course of implementation there may be a requirement to develop more detailed actions to ensure that the Plan remains outcome focused and measurable.

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## **ACTION BASED PLAN - QUICK REFERENCE GUIDE**

| <b>Section 75 Group</b> | <b>Action</b> | <b>Page No.</b> |
|-------------------------|---------------|-----------------|
| Race                    | 1             | 10              |
| Disability              | 2             | 11              |
| Race                    | 3             | 13              |
| Race, Religious Belief  | 4             | 14              |
| All Section 75 groups   | 5             | 15              |
| All Section 75 groups   | 6             | 16              |
| All Section 75 groups   | 7             | 17              |
| All Section 75 groups   | 8             | 17              |
| All Section 75 groups   | 9             | 18              |
| All Section 75 groups   | 10            | 19              |
| All Section 75 groups   | 11            | 19              |
| All Section 75 groups   | 12            | 20              |
| All Section 75 groups   | 13            | 21              |
| All Section 75 groups   | 14            | 22              |
|                         |               |                 |

| <b>Section 75 Group</b>             | <b>Action</b> | <b>Page No.</b> |
|-------------------------------------|---------------|-----------------|
| All Section 75 groups               | 15            | 24              |
| Sexual Orientation                  | 16            | 26              |
| All Section 75 groups               | 17            | 27              |
| Race, Religious Belief              | 18            | 28              |
| Age                                 | 19            | 29              |
| Race                                | 20            | 30              |
| Race, Religious Belief              | 21            | 34              |
| Disability                          | 22            | 35              |
| Religious Belief, Political Opinion | 23            | 37              |
| Gender                              | 24            | 38              |
| Gender (Transgender)                | 25            | 38              |
|                                     |               |                 |
|                                     |               |                 |
|                                     |               |                 |



# SECTION 1

## CROSS CUTTING THEMES

- Theme 1: Measures to Improve Access to Service, Communication and Information – pages 10-14
- Theme 2: Service Monitoring – pages 15-16
- Theme 3: Measures to Ensure Mainstreaming of Equality, Good Relations, Disability Duties and Human Rights Considerations into Corporate Planning Cycle and Decision Making – pages 17-21
- Theme 4: Measures to Promote Participation and Inclusion – pages 22-23
- Theme 5: Procurement – page 24

## Section 1 – Cross Cutting Themes

### Theme 1 – Improving Access to Services, Communication and Information

#### *Recurring Theme Inequalities Audit – Language and communication difficulties present as major barriers in accessing Health and Social Care for some S75 Groups*

| Key Inequalities Identified and Source  | Action Measure   | Performance Indicator   |  | Timescale & Description of Monitoring Arrangements                                      | Lead Person  |
|---|--|---|--|---|--|
|   |  | Output  | Outcome/Impact (For S75 Groups)  |   |  |
| <p><b>Action 1: Ongoing Action</b></p> <ul style="list-style-type: none"> <li>▪ Review of guidance and policies on provision of interpreting support</li> <li>▪ Ensure equality of opportunity for BME people in accessing Health and Social Care services</li> <li>▪ Reduce language and communication barriers</li> </ul> <p><b>Sources: The Health of BME, King’s Fund, London</b></p> | <p><b>Interpreting support</b></p> <p>To support the implementation of the findings of the review of interpreting support for health and social care appointments commissioned by the Health and Social Care Board (HSCB).</p> <p>Support will be provided through participation in a regional oversight steering group established to ensure the review findings are taken forward.</p> <p>To run “working well with interpreters” training across all Trusts<br/>To promote awareness of</p> | <p>Regional Oversight Steering Group established.</p> <p>Action Plan developed</p> <p>Regional Strategy developed.</p> <p>Sustainable, fit for purpose model of interpreting to help facilitate language support for increasing linguistic diversity in HSCNI</p> <p>Programme of awareness raising to promote guidance.</p> <p>Service Level Agreement for future interpreting</p> | <p>Increase in number of people who access interpreting support including those who do not speak English as a first language for example BME Communities and Migrant Workers and those who speak Irish as a first language.</p> <p>Increased use of telephone interpreting where appropriate to make best use of available resources</p> <p>6 Trusts will have consistent approach to interpreting and translation support</p> | <p>Year 1</p> <p>Action planned project that will be subject to on-going monitoring</p> | <p>HSCB</p> <p>Equality Leads/ HSC organisations/NIHSCIS</p> |

| Key Inequalities Identified and Source  | Action Measure  | Performance Indicator  |  | Timescale & Description of Monitoring Arrangements         | Lead Person                             |
|---|---|--|--|--|---|
|   |   | Output   | Outcome/Impact (For S75 Groups)  |  |   |
| <p><b>NICEM</b></p> <p><b>Ethnicity, Equality and Human Rights: Access to H&amp;SS in NI</b></p> <p><b>New to Northern Ireland – A study of the issues faced by migrant, asylum seeking and refugee children in Northern Ireland</b></p> <p><b>Review of Interpreting Support for Health and Social Care Appointments (HSCB) 2013</b></p> <p><b>European Charter for Regional or Minority Languages</b></p> | <p>a Code of Courtesy for the Irish Language through Working Well with Interpreters sessions associated professional codes for interpreters and practitioners which will include guidance on the Code of Courtesy for the Irish Language.</p> | <p>service.</p> <p>Extension to the regional register of interpreters to meet demand for minority languages</p> <p>Arrangements in place for telephone and face to face interpreting for the Irish Language.</p> |  |  | NIHSCIS/Equality Leads                  |
| <p><b>Action 2: Physical and Sensory Disability Strategy</b></p> <ul style="list-style-type: none"> <li>Support disabled people to better exercise their rights</li> <li>Support the</li> </ul>   | <p><b>Physical and Sensory Disability Strategy</b></p> <p>To continue participation on the Regional Physical Sensory and Disability Strategy Implementation Group to direct, co-ordinate and manage the</p>                                   | <p>Framework which sets out the key actions that will be taken forward until 2015.</p>   | <p>Prevalence and need identified</p> <p>Promotion of positive health, wellbeing and early intervention</p> <p>Provision of better services to support</p> | <p>Year 2</p> <p>Project subject to ongoing monitoring</p> | <p>Equality Leads/HSC organisations</p> |

| Key Inequalities Identified and Source  | Action Measure   | Performance Indicator |                                 | Timescale & Description of Monitoring Arrangements | Lead Person |
|---|--|-----------------------|---------------------------------|--|-------------|
|   |  | Output                | Outcome/Impact (For S75 Groups) |  |             |
| <p>continuing development of an inclusive and effective range of high quality health and social care services</p> <ul style="list-style-type: none"> <li>• Develop a more integrated approach to the planning and management of services</li> </ul> <p><b>Source: Access to Public Services for Deaf and Sign Language Users (Action on Hearing Loss (RNID) and BDA)</b></p> <p><b>Physical and Sensory Disability Strategy and Action Plan 2012 - 2015</b></p> | <p>project infrastructure and implementation of the Physical and Sensory Disability Strategy and Action Plan</p> |                       | <p>independent lives</p>        |  |             |

| Key Inequalities Identified and Source   | Action Measure  | Performance Indicator   |   | Timescale & Description of Monitoring Arrangements                                       | Lead Person                             |
|--|---|---|---|--|---|
|  |   | Output  | Outcome/Impact (For S75 Groups)   |  |   |
| <p><b>Action 3: Health and Social Care Booklet</b></p> <ul style="list-style-type: none"> <li>• Increase staff awareness of cultural needs to eliminate barriers</li> <li>• Ensure equality of opportunity for BME people accessing services</li> <li>• Need for clear up to date information for BME people</li> </ul> <p><b>Source: New to Northern Ireland – A Study of the Issues Faced by Migrant, Asylum Seeking and Refugee Children in Northern Ireland, 2010</b></p> <p><b>OFMDFM Race Strategy 2005 - 2010</b></p> | <p><b>Health and Social Care Booklet</b></p> <p>Review and launch updated HSC Booklet to provide information about health and social care to people from minority ethnic backgrounds who have moved to Northern Ireland</p> | <p>Booklet reviewed and launched</p> <p>Resource for people moving to Northern Ireland</p> <p>Identification of good practice</p> | <p>Improved awareness of health and social care structure and services among people from minority ethnic backgrounds</p> <p>Improved access to services</p> | <p>Year 1</p> <p>Monitored through Annual S75 Progress Report to Equality Commission</p> | <p>Equality Leads/HSC organisations</p> |

| Key Inequalities Identified and Source  | Action Measure  | Performance Indicator  |  | Timescale & Description of Monitoring Arrangements  | Lead Person        |
|---|---|--|--|---|--------------------|
|   |   | Output   | Outcome/Impact (For S75 Groups)  |   |                    |
| <b>Action 4: Ongoing Action</b> <ul style="list-style-type: none"> <li>Need for enhanced networking structures with BME communities</li> </ul> <b>Regional Minority Ethnic Health and Social Wellbeing Steering Group</b> | <b>Partnership working with BME Communities</b><br><br>To further promote partnership working with BME organisations through networks such as Stronger Together<br><br>To help to identify and address health and social care issues affecting BME communities. | Engagement process established with representative individuals and organisations<br><br>Trust membership of local and regional networks<br><br>Regional Funding of Network | Improved Networking with key groups<br>Enhanced health and social care services to BME service users | Year 1 and on-going<br><br>Annual monitoring via ECNI Progress Report<br><br>Monitoring of Steering Group Action Plan | HSC Equality Leads |

## Section 1 – Cross Cutting Themes

### Theme 2 – Service Monitoring

***Recurring Theme Inequalities Audit – Absence of an effective monitoring system makes it difficult to plan and respond to the changing need profiles of the population and model services accordingly***

| Key Inequalities Identified and Source  | Action Measure   | Performance Indicator  |   | Timescale & Description of Monitoring Arrangements               | Lead Person                   |
|---|--|--|---|--|-------------------------------|
|   |  | Output   | Outcome/Impact (For S75 Groups)   |  |                               |
| <p><b>Action5 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>A need to improve ethnic monitoring of services</li> </ul> <p><b>NICEM Seminar Report, Ethnic Monitoring in NI (2010)</b></p> <p><b>Race Equality in Health and Social Care, A Good Practice Guide. ECNI (2011)</b></p> <p><b>Racial Equality Policy Draft Priorities and Recommendations ECNI (2013)</b></p> | <p><b>Ethnic Monitoring</b></p> <p>To continue to roll out ethnic monitoring to key information systems such as NIMATS and PAS</p> | <p>Data on BME service users accessing services</p> <p>Potential gaps in data identified</p> <p>Guide on Ethnic Monitoring of Service Users in HSC (NI) launched</p> | <p>Improved data on BME communities accessing Trust services.</p> <p>Improved monitoring of service provision</p> | <p>Year 1</p> <p>Monitored through ethnic monitoring returns</p> | <p>DHSSPS HSCB,HSC Trusts</p> |

| Key Inequalities Identified and Source  | Action Measure   | Performance Indicator   |   | Timescale & Description of Monitoring Arrangements  | Lead Person  |
|---|--|---|---|---|--|
|   |  | Output  | Outcome/Impact (For S75 Groups)   |   |  |
| <p><b>Action 6 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>Low number of complaints received from deaf and hard of hearing community</li> </ul> <p><b>Source: Action on Hearing Loss 2013</b></p> | <p><b>Complaints DVD</b></p> <p>To promote the Regional Complaints DVD:<br/>‘Complaints Procedure: A guide on How to Complain’</p> | <p>Resource available for the Deaf and Hard of Hearing Community</p> <p>Resource available on HSC Trust websites</p> <p>Promotion of availability of DVD through training and awareness events</p> <p>Alternate formats available for the submissions of, and response to, complaints</p> <p>Evaluation of the effectiveness of the DVD</p> | <p>Increased awareness among the deaf community of the complaints procedure and how to access the procedure</p> <p>Improved access for the deaf community to the complaints procedure</p> | <p>Year 1 and ongoing</p> <p>Monitoring of the number of Complaints received</p> <p>Reporting through S75 Annual Progress report</p> <p>Service User Feedback</p> | <p>HSC Trust Equality Lead</p> <p>Complaints/ Patients Liaison Manager</p> <p>RNID</p> |



## Section 1 – Cross Cutting Themes

### Theme 3 – Mainstreaming Equality, Good Relations, Disability Duties & Human Rights Considerations into Corporate Planning Cycle & Decision Making Processes

***Recurring Theme Inequalities Audit – Absence of mainstreaming makes it difficult to ensure an equality perspective is incorporated in all policies at all levels and at all stage by those normally involved in policy***

| Key Inequalities Identified and Source  | Action Measure  | Performance Indicator  |   | Timescale & Description of Monitoring Arrangements  | Lead Person  |
|---|---|--|---|---|--|
|   |   | Output   | Outcome/Impact (For S75 Groups)   |   |  |
| <p><b>Action 7 – New Action</b></p> <ul style="list-style-type: none"> <li>User friendly version of Annual Progress Report will be accessed by wider audience</li> </ul> <p><b>Source: Review of Equality Scheme (ECNI)</b></p> | <p><b>Annual Progress Report</b></p> <p>To work with the ECNI to develop a user friendly and accessible Annual Progress Report template</p> | <p>Annual Progress Report available in accessible user friendly format</p> <p>All those on Trust Consultee databases to receive copy of report in user friendly format</p> | <p>Increased awareness among stakeholders of the equality work taken forward by Health and Social Care Trusts</p> | <p>Year 1</p> <p>Monitored through Annual S75 Progress Report to Equality Commission.</p> | <p>HSC Trust Equality Leads in conjunction with ECNI</p> |
| <p><b>Action 8 – New Action</b></p> <ul style="list-style-type: none"> <li>Current template not</li> </ul>  | <p><b>Screening Template</b></p> <p>To review the HSC Trust screening template and</p>  | <p>Easy to follow screening template and guidance that meets the needs of health and social</p>  | <p>Increased satisfaction among policy leads and decision makers when using template and guidance.</p>            | <p>Year 1</p> <p>Monitored through feedback from staff using template and guidance</p>    | <p>HSC Trust Equality Leads in conjunction with ECNI</p> |

| Key Inequalities Identified and Source   | Action Measure  | Performance Indicator   |  | Timescale & Description of Monitoring Arrangements  | Lead Person                                       |
|--|---|---|--|---|---|
|  |   | Output  | Outcome/Impact (For S75 Groups)  |   |   |
| <p>appropriate for many clinical policies</p> <p><b>Source: Review of Equality Scheme (ECNI)</b></p>   | associated guidance   | <p>care</p> <p>All Trust policy makers will use easy to follow screening template and guidance</p>  |  | and Annual S75 Progress Report to Equality Commission   |   |
| <p><b>Action 9 – New Action</b></p> <ul style="list-style-type: none"> <li>Good practice guidance required to ensure consistent and effective approach</li> </ul> <p><b>Source: Review of Equality Scheme (ECNI)</b></p> | <p><b>Equality Impact Assessment Template</b></p> <p>To work with the ECNI to develop best practice Equality Impact Assessment Template</p> | <p>Easy to follow EQIA template that meets the needs of health and social care</p> <p>All Trust policy makers will use easy to follow EQIA template</p> <p>Consistent EQIA format adopted by all Trusts</p> | Increased satisfaction among policy leads and decision makers when completing EQIAs. | <p>Year 1</p> <p>Monitored through feedback from staff using template and guidance and Annual S75 Progress Report to Equality</p> | HSC Trust Equality Leads in conjunction with ECNI |

| Key Inequalities Identified and Source  | Action Measure   | Performance Indicator   |  | Timescale & Description of Monitoring Arrangements   | Lead Person              |
|---|--|---|--|--|--------------------------|
|   |  | Output  | Outcome/Impact (For S75 Groups)  |  |                          |
| <p><b>Action 10 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>Multi-Identity Issues</li> </ul> <p><b>ECNI</b></p> <p><b>Rainbow (2014)</b></p>  | <p><b>Multi-Identity</b></p> <p>To ensure that key multi-identity issues are incorporated into Policy and Service Developments</p>                 | <p>Update Screening and EQIA Tools to ensure they are sufficiently sensitive to multi identity issues</p> <p>Screening and EQIA process to include assessment of impact in relation to multi identity</p> | <p>Increased awareness among staff of multi-identity issues and their impact on access to Health and Social Care.</p> <p>Improved screening and EQIA processes</p> | <p>Year 1 and ongoing</p> <p>Monitored through quarterly screening reports and S75 Annual Progress Report to Equality Commission</p>         | HSC Equality Leads       |
| <p><b>Action 11 – New Action</b></p> <ul style="list-style-type: none"> <li>Need for greater awareness amongst Health and Social Care staff of Section</li> </ul> | <p><b>S75 Training</b></p> <p>To review S75 Training Programme so that it reflects any of the changes made to the screening and EQIA templates</p> | <p>Updated training programme reflective of new screening and EQIA resources</p> <p>All Trust policy makers trained in new screening and EQIA resources</p>   | <p>Increased awareness policy leads and decision makers on new templates for screening and EQIA.</p>   | <p>Year 1</p> <p>Monitored through feedback from staff using template and guidance and Annual S75 Progress Report to Equality Commission</p> | HSC Trust Equality Leads |

| Key Inequalities Identified and Source   | Action Measure  | Performance Indicator   |   | Timescale & Description of Monitoring Arrangements  | Lead Person                     |
|--|---|---|---|---|---------------------------------|
|  |   | Output  | Outcome/Impact (For S75 Groups)   |   |                                 |
| <p>75 issues.</p> <ul style="list-style-type: none"> <li>Need to further mainstream Section 75 considerations into the corporate planning cycle and core business of the Trust</li> </ul> <p><b>Source: S75, NI Act 1998 Five Year Effectiveness Review</b></p> <p><b>Review of Equality Scheme (ECNI)</b></p> |   |   |   |   |                                 |
| <p><b>Action 12 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>Information required to allow service providers to identify key inequalities and investigate their causes</li> </ul> <p><b>Source: Guide to the Statutory Duties (ECNI) 2005</b></p>   | <p><b>Emerging Themes</b></p> <p>To annually review and maintain the ‘Emerging Themes’ compendium of research literature to inform current and future action based plans.</p> | <p>Up-to-date and reliable evidence and staff resource on emerging themes in relation to key inequalities experienced by the nine equality categories.</p> <p>Collated data themed and disaggregated by the Section 75 categories</p> <p>Evidence available</p> | <p>Improved screening and EQIA processes</p> <p>Better assessment of impact on S75 equality categories when planning and reviewing services</p> | <p>Ongoing</p> <p>Monitored through Annual S75 Progress Report to Equality Commission</p> | <p>HSC Trust Equality Leads</p> |

| Key Inequalities Identified and Source  | Action Measure  | Performance Indicator   |   | Timescale & Description of Monitoring Arrangements   | Lead Person              |
|---|---|---|---|--|--------------------------|
|   |   | Output  | Outcome/Impact (For S75 Groups)   |  |                          |
|   |   | <p>for future screening and equality impact assessments</p> <p>Resource for both health and social care staff and representative organisations.</p> <p>Relevant and evidence based action based plan.</p> |   |  |                          |
| <p><b>Action 13 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>Relevant up to date information on consultees for engagement and consultation processes.</li> </ul> <p><b>Source: Guide to the Statutory Duties (ECNI 2005)</b></p> | <p><b>Maintenance of Regional Consultation List</b></p> <p>To annually review regional list of consultees</p> | <p>Up to date, relevant list of consultees</p> <p>Revalidated Consultee database</p>  | <p>More effective and targeted consultation</p> <p>Increase in consultation response rate</p> | <p>Annually</p> <p>Monitored through Annual S75 Progress Report to Equality Commission</p> | HSC Trust Equality Leads |

## Section 1 – Cross Cutting Themes

### Theme 4 – Promoting Participation and Inclusion

#### *Recurring Theme Inequalities Audit – Lack of Involvement of S75 groups in planning and decision making*

| Key Inequalities Identified and Source   | Action Measure  | Performance Indicator  |  | Timescale & Description of Monitoring Arrangements                          | Lead Person   |
|--|---|--|--|---|---|
|  |   | Output   | Outcome/Impact (For S75 Groups)  |   |   |
| <p><b>Action 14 – New Action</b></p> <ul style="list-style-type: none"> <li>Commitment to ensure PPI is integral to decision making</li> </ul> <p><b>HSC Trusts Consultation Schemes</b></p> <p><b>Effective Stakeholder Engagement – Good Practice Guidelines (Policy) Champions Network)</b></p> <p><b>Health and Social Services (Reform)</b></p> | <p><b>E-Learning PPI toolkit</b></p> <p>To work with Trust PPI Leads on the development, launch and dissemination of a multifaceted PPI awareness raising &amp; Training Programme for HSC in partnership with Public Health Agency (PHA)</p> | <p>Multifaceted PPI awareness raising and training programme ranging from Introductory level 1 to level 4 specialised PPI training (modular and eLearning mix)</p> | <p>Increased awareness raising of PPI</p> <p>Greater understanding of values, principles and methods of effective PPI</p> <p>Greater understanding of the needs of Section 75 groups and how to effectively engage with hard to reach groups<br/>Will lead to an increase in S75 groups' involvement in planning and decision making</p> | <p>Year 2</p> <p>Uptake monitored through E-Learning monitoring process</p> | <p>PHA</p> <p>Trust PPI Leads</p> <p>HSC Trust Equality Leads</p> |

| Key Inequalities Identified and Source | Action Measure | Performance Indicator |                                 | Timescale & Description of Monitoring Arrangements | Lead Person |
|--|----------------|-----------------------|---------------------------------|--|-------------|
|  |                | Output                | Outcome/Impact (For S75 Groups) |  |             |
| Northern Ireland Act 2009              |                |                       |                                 |  |             |

## Section 1 – Cross Cutting Themes

### Theme 5 – Procurement

***Recurring Theme Inequalities Audit – Those organisations that Public Authorities contract with should be required to have equality policies and procedures in place in relation to the delivery of their services.***

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator   |   | Timescale & Description of Monitoring Arrangements               | Lead Person                                |
|--|--|---|---|--|--|
|  |  | Output  | Outcome/Impact (For S75 Groups)   |  |  |
| <p><b>Action 15 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>Need for consistent compliance with ECNI guidance Equality of Opportunity and Sustainable Development in Public Sector Procurement</li> </ul> <p><b>Guide to the Statutory Duties 2005</b></p> <p><b>Public Procurement and Human Rights in NI (NIHRC) Equality of Opportunity and Sustainable Development in Public Sector Procurement 2008</b></p> | <p><b>Procurement – Section 75 Duties</b></p> <p>To continue with on-going training delivered by BSO to HSC staff involved in contracting and commissioning function to ensure S75 duties are embedded in the procurement processes and to promote an increased awareness of Human Rights in procurement</p> | <p>Training sessions delivered to relevant HSC staff</p> <p>Evidence of S75 considerations in HSC procurement processes</p> | <p>Increased awareness among relevant HSC staff of S75, Disability Duties and Human Rights obligations in procurement process</p> | <p>Year 2</p> <p>Uptake monitored through training programme</p> | <p>BSO</p> <p>HSC Trust Equality Leads</p> |



## SECTION 2

### Service Related Issues

#### ***Measures to promote equality of access to Health and Social Care Services***

## Section 2 – Service Related Issues

### Recurring Theme Inequalities Audit – Measures to promote equality of access to health and social care services

| Key Inequalities Identified and Source   | Action Measure  | Performance Indicator   |  | Timescale & Description of Monitoring Arrangements  | Lead Person                                      |
|--|---|---|--|---|--|
|  |   | Output  | Outcome/Impact (For S75 Groups)  |   |  |
| <p><b>Action 16 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>Tackle prejudicial attitudes and behaviour towards LGBT individuals</li> <li>Promote positive attitudes towards LBGT</li> <li>Raise Awareness of the rights of LGBT</li> </ul> <p><b>Promoting Sexual Orientation Equality</b></p> | <p><b>Supporting LGBT communities</b></p> <p>To continue to support the Health and Social Care LGBT Staff Forum</p> <p>To develop training and awareness raising sessions for staff with regard to LGBT Adults in residential homes</p> <p>To raise awareness of issues facing LGBT with multiple identities and tackle barriers experiences</p> <p>To work with PHA to promote Training workshops for Healthcare Professionals</p> | <p>Promotion of the Staff Forum through display of Posters and Information on Trust Intranet and Station Notice Boards</p> <p>Training programme for staff working with clients in residential homes</p> <p>Multiple identity issues incorporated into equality and diversity training</p> <p>Workshops organised and regionally advertised</p> <p>Training seminar held on needs of lesbian women with regard to</p> | <p>Increased profile of, and attendance at Staff Forum</p> <p>Increased staff awareness and good practice adopted</p> <p>Increased staff understanding of issues faced and promotion of inclusive culture</p> <p>Increased understanding of appropriate terminology and barriers experienced</p> | <p>Year 1 – 3 On-going</p> <p>Monitored through S75 Annual Progress Report, training feedback and service user feedback</p> | <p>HSC Trust Equality Leads, PHA and Rainbow</p> |

| Key Inequalities Identified and Source   | Action Measure  | Performance Indicator   |   | Timescale & Description of Monitoring Arrangements  | Lead Person                          |
|--|---|---|---|---|--------------------------------------|
|  |   | Output  | Outcome/Impact (For S75 Groups)   |   |                                      |
| <p>ECNI October 2013</p> <p>Lesbian, Gay, Bisexual or Transgender Planning for Later Life<br/>AGE UK July 2013</p> <p>Older People in Care Homes: Sex, Sexuality and Intimate Relationships<br/>RCN 2011</p>   |   | accessing to maternity and Fertility services   |   |   |                                      |
| <p><b>Action 17 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>▪ For persons in need who are destitute and have no or limited recourse to public funds.</li> <li>• Current constraints include lack of Regional Guidance and Funding implications.</li> </ul> | <p><b>No Recourse to Public Funds</b></p> <p>To ensure that decisions in this area are compliant with key legislative requirements e.g. Human Rights Act.</p> | <p>Guidance updated for staff to use during decision making</p> <p>Staff informed of Guidance</p> | <p>Increased staff awareness of key considerations when determining if treatment or support can be provided</p> | <p>Year 2</p> <p>Monitored via BSO, Counter Fraud Unit and Trust Internal Monitoring Arrangements</p> | <p>HSC Trusts, BSO, DHSSPS, HSCB</p> |

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator  |   | Timescale & Description of Monitoring Arrangements                               | Lead Person                                       |
|--|--|--|---|--|---|
|  |  | Output   | Outcome/Impact (For S75 Groups)   |  |   |
| <p>Source: No Home From Home Research (NIHRC)</p> <p>Policy Briefing Accessing Healthcare for Migrants in NI: Problems and Solutions, Law Centre (NI) (2013)</p> <p>DHSSPS Consultation on 2005 Provision for services to Persons not ordinarily resident in NI (2013)</p> |  |  |   |  |   |
| <p><b>Action 18 – Ongoing Action</b></p> <ul style="list-style-type: none"> <li>▪ Need for culturally sensitive</li> </ul>   | <p><b>Multi-cultural and beliefs handbook</b></p> <p>To maintain the Multi-cultural and Beliefs Hand Book to ensure it</p> | <p>Updated Multi-cultural and beliefs handbook available for staff</p> | <p>Improved patient experience for BME communities</p> <p>Increased awareness among staff of beliefs,</p> | <p>Year 1</p> <p>Monitored through PPI/Patient Surveys/Complaints monitoring</p> | <p>Southern Trust on behalf of all HSC Trusts</p> |

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator  |  | Timescale & Description of Monitoring Arrangements   | Lead Person  |
|--|--|--|--|--|--|
|  |  | Output   | Outcome/Impact (For S75 Groups)                      |  |  |
| <p>services</p> <p><b>NICEM Report Black and Minority Health and Wellbeing Development Project September 2006.</b></p> <p><b>Out of the Shadows Report – An action research report into families and racism and exclusion in NI.</b></p> <p><b>Race Equality Audit for NI – NICEM</b></p> <p><b>New to NI – A study of issues faced by migrant, asylum seeking and refugee child in NI</b></p> | reflects current migration trends.   | <p>Provision of culturally sensitive services</p> <p>BME service users treated with dignity and respect regardless of their ethnic background</p>              | needs and preferences                                |  |  |
| <p><b>Action 19 – New Action</b></p> <ul style="list-style-type: none"> <li>▪ Need to ensure Trusts prepared for extension of Age Discrimination Regulations</li> </ul>  | <p><b>Age Discrimination Regulations</b></p> <p>To work with Trust service areas to identify the key issues to address in preparation for extension of Age Discrimination Regulations into</p> | <p>Workshop with service areas to identify issues</p> <p>Actions developed to ensure Trusts are prepared for extension of regulations</p> <p>Good practice</p> | Increased staff awareness of legislative requirement | <p>Year 3 (dependent on legislation enactment)</p> <p>Monitored through action plan and S75 Annual Progress Report</p> | <p>Service Leads</p> <p>HSC Trust Equality Leads</p> |

| Key Inequalities Identified and Source  | Action Measure   | Performance Indicator   |   | Timescale & Description of Monitoring Arrangements                                 | Lead Person  |
|---|--|---|---|--|--|
|   |  | Output  | Outcome/Impact (For S75 Groups)   |  |  |
| <p><b>Source: Old Habits Die Hard – Tackling Age Discrimination in Health and Social Care</b></p> <p><b>ECNI - Awareness of Age Regulations 2006 and Attitudes of the General Public in Northern Ireland towards Age Related Issues</b></p>                                       | sphere of goods facilities and services  | adopted across service areas  |   |  |  |
| <p><b>Action 20 – New Action</b></p> <ul style="list-style-type: none"> <li>▪ Support for Black and Minority Ethnic (BME) Carers</li> </ul> <p><b>Source: Diversity in Caring. Towards Equality for Carers, Yeandle, Bennett, Buckner, Fry and Price, University of Leeds</b></p> | <p><b>BME Carers</b></p> <p>To develop ways of identifying and supporting BME carers by working in partnership with health and social care organizations, community and voluntary groups and others seeking to improve the health and social wellbeing of BME carers across Northern Ireland</p> | <p>Initiatives identified to reach out to BME carers, developing initiatives to support BME carers, and. At a practical level this work includes</p> <p>Leaflet translated into 9 languages</p> <p>Training event for health and social care staff to be run during Carers Week 2014.</p> <p>Good practice shared across organisations working with BME carers.</p> | <p>Raised profile of the issues affecting BME carers in NI</p> <p>Increase in staff awareness of the needs of BME carers</p> <p>Improved information available for BME carers</p> | <p>Year 1</p> <p>Monitored through identifying and supporting BME carers group</p> | <p>PHA</p> <p>Trust Carers Co-ordinators</p> <p>HSC Trust Equality Leads</p> |

## SECTION 3

### EMPLOYMENT

***Measures to promote participation, equality of opportunity and good relations in the workplace***

## Section 3 – Employment related issues

### Measures to promote participation, equality of opportunity and good relations in the workplace

*This section of the Trust's Equality Scheme Action Based Plan has been developed in recognition of the following context as it relates to employment equality within the Trust:*

- The Trust has already in place a range of Employment Equality and Human Resource Policies which have been developed in consultation and in partnership with a range of key stakeholders and Trade Unions. These Policies are reviewed as a matter of course on a 3 yearly basis but earlier if there is a need to take account of legislative and case law developments. These Policies are subjected to Section 75 screening to ensure the promotion of equality of opportunity and good relations across the nine different equality groups, to highlight and address multiple identity issues and the avoidance of discrimination. Employment Policy is benchmarked against the Equality Commission for NI's Employment Codes of Practice and Best Practice Guidelines. The Trust will continue to monitor and publish screening outcomes and implementation of these policies as part of its Plan.
- Further, the Trust provides a comprehensive menu of Equality Training. This includes corporate induction training and good relations training for all newly appointed staff and an equality training module for all staff.
- The Trust has in place a Working Well Together Policy and Harassment Policy which details the support in place to ensure appropriate and confidential facilities to enable individuals or groups facing discrimination to raise their concerns. Further, the Trust has a Disciplinary Procedure with clear and explicit measures, remedies and sanctions for acts of discrimination, harassment and unacceptable behaviour at work. Through its Health and Wellbeing Strategy and associated Action Plan, collaborative working with Health Improvement, Health and Safety, Education, Human Resources, Occupational Health Teams, in partnership with Trade Unions and relevant others the Trust is involved in a programme of work to improve the working lives of staff and provide appropriate support, guidance and advice on a range of issues.



- The Trust undertakes a systematic audit of its workforce composition as part of its statutory annual and three yearly monitoring requirements under Fair Employment and Treatment Order 1998 legislation. The Trust has just completed its second Article 55 Review Report which includes a comprehensive analysis of existing workforce composition, workforce flows, leavers, employment policy and practice. HSC Trusts are working in partnership with the ECNI and a range of relevant stakeholders as part of an agreed multi-dimensional approach to address current employment trends within health specific occupations. In addition, HSC Trusts will continue to work with the ECNI and TUs with regard to local labour force issues. See below action measures arising from the review to be taken forward in this, the Trust's second Action-Based Plan which is aimed at tackling inequality in Health and Social Care. Of note, the Introduction of a new information system for both Pay Roll and Human Resources will ensure that equality data for current staff is accurate and as up-to-date as possible as it will be facilitated by Employee Self Service – which gives staff direct access to update their own equality data. The Trust will continue to utilise this data when drafting and reviewing employment policy and to inform on-going equality screening and EQIAs.

## Section 3 – Employment

### Measures to promote participation, equality of opportunity and good relations in the workplace

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator  |  | Timescale & Description of Monitoring Arrangements  | Lead Person                            |
|--|--|--|--|---|--|
|  |  | Output   | Outcome/Impact (For S75 Groups)  |   |  |
| <p><b>Action 21 – Ongoing Action</b></p> <p>Potential issues re. Racism and Sectarianism in the Workplace.</p> <p><b>Source: Racist &amp; sectarian attitudes. PSNI stats on Sectarian &amp; Hate Incidents &amp; Crimes during 2009/10 increased by 15.4 % (245) &amp; racial by 4.8% (48) in comparison to 2008/09</b></p> <p><b>Programme for Cohesion, Sharing &amp; Integration – OFMDFM. Zero Tolerance of</b></p> | <p><b>Tackle Racism and Sectarianism</b></p> <p>Continue to raise awareness amongst staff of racism and sectarianism and other types of Hate Crime.</p> <p>Continue to review, develop and support workplace initiatives to promote respect and cultural diversity.</p> <p>Continued roll out of training on equality and diversity and evaluation of effectiveness of on line equality training.</p> <p>Work with the ECNI on the out workings of the Trust's 2<sup>nd</sup> Article 55</p> | <p>Continued roll out E-learning Discovering Diversity E-Learning Module.</p> <p>Equality and Diversity input to induction training with signposting to equality training for all staff.</p> | <p>Improved uptake of training and the promotion of positive attitudes on the part of staff and managers toward persons with a disability</p> <p>Increased awareness of Trust equal opportunities policies and procedures (Staff Survey)</p> <p>Reduced levels of harassment complaints/equality related grievances.</p> | <p>2014-2017</p> <p>Over 3 year period.</p> <p>Monitoring Arrangements - Training evaluation and regional staff survey results.</p> | <p>Equality Lead and Training Lead</p> |

| Key Inequalities Identified and Source  | Action Measure  | Performance Indicator  |  | Timescale & Description of Monitoring Arrangements      | Lead Person  |
|---|---|--|--|---|--|
|   |   | Output   | Outcome/Impact (For S75 Groups)  |   |  |
| <p><b>Abuse of HSC Staff (DHSSPS)/ Trust Policy Embracing Diversity Good Practice Guide for HSC Employers (DHSSPS) 2004 Recent HSC Staff Survey.</b></p> <p><b>Source: Embracing Diversity Good Practice Guide for H&amp;SC Employers (DHSSPS)</b></p> <p><b>Source: HSC Complaints</b></p> | <p>Review document.</p> <p>Promote Good Relations Strategy and implement action plan.</p>   |  |  |   |  |
| <p><b>Action 22 – Ongoing Action</b></p> <p>Under representation of people with disabilities employed in the Trust</p> <p>Employment rate of those without disabilities (79%) is over twice that of people with disabilities (32%).</p> <p><b>Source: Statement of</b></p>                  | <p><b>Increasing employment and involvement of disabled people</b></p> <p>Continued Implementation of the Trust's Disability Action Plan and Regional Framework on the Employment of Persons with a Disability.</p> <p>Ensure existing employees who are or</p> | <p>Areas of the media identified for advertising jobs to reach a wider audience of people with disabilities</p> <p>Closer links developed with DES (Disabled Employment Service)</p> <p>DES informed of vacancies</p> <p>Training provided for managers on reasonable adjustments.</p> | <p>Increase in employment of marginalised groups (disabled persons)</p> <p>Higher incidence of staff members self-declaring that they have a disability and increased uptake of reasonable adjustments in the workplace.</p> <p>Disabled people able to become economically and socially active in the workplace and in the community.</p> | <p>2014-2017</p> <p>Monitoring Arrangements – HRPTS</p> | <p>Assistant Director HR, Equality, PPI &amp; Patient Experience in conjunction with Assistant Director Employee Relations</p> |

| Key Inequalities Identified and Source   | Action Measure  | Performance Indicator  |   | Timescale & Description of Monitoring Arrangements | Lead Person |
|--|---|--|---|--|-------------|
|  |   | Output   | Outcome/Impact (For S75 Groups)   |  |             |
| <p><b>Key Inequalities in NI (ECNI 2007).</b></p> <p><b>Employment inequalities in an Economic Downturn ECNI 2010</b></p> <p><b>Source: Trust's Disability Action Plans (DDA 1995 as amended)</b></p> <p><b>Source : Analysis of Trust equality opportunity monitoring reports</b></p> | <p>who become disabled are supported and facilitated through the Trust's reasonable adjustment arrangements and, where appropriate, conditions management scheme.</p> <p>Provide reasonable adjustment training programme for managers</p> <p>Actively review recruitment documentation such as Job Descriptions and specifications to ensure they are non-discriminatory</p> <p>Where a candidate has a disability, remind panels of duties under DDA.</p> <p>Ensure reasonable adjustments for interview are put in place and considered at interview for both new appointees and</p> | <p>Panels aware of the policy and their duties</p> <p>Appropriate assessments carried out.</p> <p>Individual induction needs assessed and tailored programmes developed where necessary.</p> <p>Signage issues considered.</p> | <p>Increased participation and involvement of employees and persons with a disability.</p> <p>Culture promoted that empowers and supports disabled employees in the workplace; and that promotes and facilitates positive attitudes towards employees and person with a disability.</p> <p>Increased awareness among managers of potentially discriminatory statements/criteria or questions at interview</p> |  |             |

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator  |  | Timescale & Description of Monitoring Arrangements             | Lead Person                                  |
|--|--|--|--|--|--|
|  |  | Output   | Outcome/Impact (For S75 Groups)  |  |  |
|  | <p>existing employees with a disability.</p> <p>Review induction processes for employees with a disability.</p> <p>Ensure staff and managers are aware of physical accessibility issues and that it is unacceptable to park in designated spaces.</p> <p>Ensure disabled staff are made aware of flexible working opportunities within the Trust that may assist them with their disability.</p> |  |  |  |  |
| <p><b>Action 23 – Ongoing Action</b></p> <p>Lack of fair participation in the workplace.</p> <p><b>Source: Fair Employment A Generation On (ECNI)</b></p> <p><b>Source: Statement of</b></p> | <p><b>FETO</b></p> <p>Completion of Article 55 Review Report in line with Fair Employment and Treatment (NI) Order 1998.</p>   | <p>Participation in multi-dimensional approach in partnership with the ECNI and relevant stakeholders to address current employment trends across all 6 HSC Trusts as it relates to health specific occupations.</p> <p>Continued work with HSC Trusts and ECNI in</p> | <p>Both main communities in NI are fairly represented in the workplace.</p> <p>Fair participation in the workforce</p> | <p>2014-2017</p> <p>Monitored by Article 55 review process</p> | <p>Assistant Director Employee Relations</p> |

| Key Inequalities Identified and Source   | Action Measure   | Performance Indicator  |   | Timescale & Description of Monitoring Arrangements                  | Lead Person                                  |
|--|--|--|---|---|--|
|  |  | Output   | Outcome/Impact (For S75 Groups)   |   |  |
| <p><b>Key Inequalities in NI (ECNI 2007).</b></p> <p><b>Promotion of fair participation in the workplace</b></p> <p><b>Source: Article 55 Review Reports (ECNI)</b></p> <p><b>ECNI Annual Fair Employment Monitoring Report No 23</b></p>  |  | addressing any localised labour force issues   |   |   |  |
| <p><b>Action 24 – Ongoing Action</b></p> <p>Men who present as unavailable for work, only one in twenty link their situation to family or home commitments. In any comparable group of women that figure rises to more than one in three</p> <p>Childcare costs in Northern Ireland approx. 44% of an average income, which is almost four times the</p> | <p><b>Gender equality</b></p> <p>Promote work life balance policies and procedures. Monitor uptake across Trust.</p> <p>Continue to provide and promote Childcare voucher scheme</p> | <p>Greater uptake of work life balance provision</p> <p>Reduction in staff absence</p> <p>Uptake of Childcare voucher scheme</p> <p>Policy updated to reflect current legislative requirements</p> | <p>Increased awareness of work life balance policies and childcare voucher scheme</p> <p>Improved retention rates</p> | <p>2014-2017</p> <p>Monitored through policy monitoring process</p> | <p>Assistant Director Employee Relations</p> |

| Key Inequalities Identified and Source  | Action Measure  | Performance Indicator   |   | Timescale & Description of Monitoring Arrangements             | Lead Person                                       |
|---|---|---|---|--|---|
|   |   | Output  | Outcome/Impact (For S75 Groups)   |  |   |
| EU figure of 12%.<br><b>ECNI Getting a Fair Share</b>   |   |   |   |  |   |
| <b>Action 25 – New Action</b><br>Need for HSC Transgender Policy<br><br><b>Source: Sex Discrimination (Gender Reassignment) Regulations (NI) 1999</b> | <b>Transgender Policy</b><br><br>Development of a Regional Transgender Policy | Policy developed which promotes best practices across the HSC sector<br><br>Discrimination against transgender people (whether by staff or third parties) is not tolerated and any allegations thereof are dealt with in an effective manner. | Promotion of inclusive workplace where <ul style="list-style-type: none"> <li>• Transgender people feel comfortable to express their gender identity;</li> <li>• Transgender people can fulfil their full potential and fully contribute to the workplace;</li> </ul> | 2014-2017<br><br>Monitored by policy development working group | Business Services Organisation and Equality Leads |