

## WESTERN EQUALITY AND HUMAN RIGHTS FORUM

### EQUALITY, GOOD RELATIONS AND HUMAN RIGHTS MAINSTREAMING ACTION PLAN: DEC. 2006 – MARCH 2008

The Action Plan, based on recommendations from the 5 Year Review, aims to ensure that Western HPSS organisations and the new Western Health Trust has the necessary organisational systems, knowledge and skills to:

- Progress recommendations from the 5 Year Review of Equality Schemes;
- Fully meet the statutory obligations under s75 Northern Ireland Act 1998 and Human Rights Act 1998 to mainstream equality, good relations and human rights;
- Respond effectively to new equality legislation or regional strategies relating to equality, good relation and human rights.

#### STRATEGIC AIM 1. ORGANISATIONAL SYSTEMS AND LEADERSHIP:

#### ENSURE ACTIVE AND COMMITTED SUPPORT OF BOARD AND SENIOR MANAGERS TO THE PROMOTION OF EQUALITY AND HUMAN RIGHTS IN THE ORGANISATION AND DELIVERY OF HEALTH CARE.

OBJECTIVES	KEY ACTIONS	LEAD RESPONSIBILITY	TIMESCALE
<b>1.1 Clarify roles and responsibilities of all non executive Board Members, Chief Executive Officer and Senior Management Team</b>	Develop an information leaflet for non-executive Board members, CEO and SMTs on our obligations under NI Act 1998.	WEHRF Unit	April 2007
	Introduce a programme of equality and human rights training for Board Members and SMT of new Trust	WEHRF Unit	April 2007
<b>1.2. Maintain and develop Western Equality and Human Rights Forum</b>	Ensure effective transfer to new Trust	Lead Equality and Human Right's Managers (LE&HRM's) and WEHRF Unit	Ongoing
<b>1.3. Develop Equality Scheme for new Trust</b>	Develop and submit new Equality Scheme according to guidelines to be issued by ECNI and submitted to ECNI by (TBC)	WEHRF staff	TBC by ECNI
<b>1.4 Develop Disability Action Plan</b>	Prepare Draft Action plan in collaboration with disability groups. Fully consult on the Action plan Submit to ECNI	WEHRF Members and Unit	June 07
<b>1.5 Maintain and develop Equality and Human Rights Steering Groups.</b>	Ensure effective transfer to new Trust	Chairs of groups, WEHRF Unit	Ongoing

<b>1.6 Maintain and develop Universal Accessibility Working Group (ALT)</b>	Ensure effective transfer to new Trust	UAWG Chair	Ongoing
<b>1.7 Monitor Organisational Progress</b>	Develop and pilot a template for including progress in equality and human rights into Trust 1/4ly reporting procedures.	WEHRF Unit	Feb 2007
	Ensure effective transfer to new Trust	CEX	Ongoing
<b>1.8 To fully implement Community Development Action Plans</b>	Monitor implementation	CD Manager CD Steering Group WEHRF	Ongoing
<b>1.9 Corporate Business Plan</b>	Ensure that equality, good relations and human rights targets are included in the Trusts Corporate Business Plan	LE& HRMs WEHRF Unit	Post RPA
<b>1.10 Develop Equality and human rights action plans for each Directorate/Department/service area</b>	Provide examples of action plans for different Departments, Directorates	WEHRF Unit	January 07
	Each Directorate/Department/service area develops equality and human rights action plan	LEHRM's/SMT's	Post RPA
<b>1.11 Include equality and human rights targets in annual staff Appraisals:</b>			
	Develop examples of equality targets	WEHRF Unit	Post RPA
<b>1.12 Identify Equality and Human Rights "link" staff:</b>	Draft TOR for link staff	WEHRF Unit	Feb 06
	Agree process of nominating link staff.	WEHRF members	March 07
	Nominate and provide training for E and HR link staff	SMT/WEHRF and Unit	Post RPA
<b>1.13 Respond to New Equality legislation and strategies</b>	Ensure staff awareness of any new legislation and/or recommendations from new strategies e.g. <ul style="list-style-type: none"> <li>• DHSSPS Promoting Equality good relations and Human Rights strategy (2007)</li> <li>• Revised Race Good Practice Guide (2007)</li> <li>• Gender Equality Strategy (2007)</li> <li>• Sexual Orientation Regulations extended to goods and services (2007)</li> </ul>	WEHRF and Unit	Ongoing
<b>1.14 Ensure effective transfer to new Trust</b>	Meeting with CEO to discuss WEHRF Action Plan; where Equality and Human Rights Unit is best located.	WEHRF Chair	Jan 07

<b>STRATEGIC AIM 2. EQUALITY SCREENING AND EQIA'S</b>			
<b>TO ENSURE THAT ALL POLICIES, STRATEGIES, SERVICE REVIEWS ARE EQUALITY SCREENED AND IF NECESSARY CONDUCT A FULL EQIA</b>			
<b>OBJECTIVES</b>	<b>KEY ACTIONS</b>	<b>LEAD RESPONSIBILITY</b>	<b>TIME SCALE</b>
<b>2.1 Ensure Equality screening of all policies/strategies/service reviews/service planning</b>	Make sure Non exec Board Members, Chief Executive and SMT are clear about roles and responsibilities. Approval should only be given if there is evidence of equality screening.	LE&HRMs, WEHRF Unit	Jan 06
	All senior managers take responsibility for ensuring that equality screening is happening appropriately and effectively.	CEO and SMT	Ongoing
	Review Policy Development Check list to ensure equality screening is included at an early stage and referral to User engagement protocol	WEHRF Unit	Jan 07
	Provision of support and training for equality screening and EQIA's	WEHRF Unit	Ongoing
<b>2.2 Establish Screening and EQIA Recording systems</b>	Agree and implement recording systems for equality screening, EQIA's and all Trust consultations	CEO and SMT	Jan 07
	Ensure effective transfer to new Trust	CEO and SMT	March 07
<b>2.3 Keep Consultees informed</b>	Inform all Consultees on an annual basis/every 6 months, of all screening decisions, plans for future EQIA's and all proposed consultations.	CEO and SMT	March 2007
<b>2.4 Provide Training and Support.</b>	Screening Master Classes x 2 for senior managers and Non Executive Directors	WEHRF Unit	Jan/ Feb 06 (Annually)
	Screening Clinics for staff teams	WEHRF Unit	Ongoing
	Develop a staff guidance booklet on screening.	WEHRF Unit	Dec 06
	Information leaflet outlining roles and responsibilities of Non Exec Board members and Chief Executive.	WEHRF Unit	Feb 07

<b>2.5 Collaborate with Regional Equality Screening and EQIAs:</b>	When staff are working on a policy or strategy that originates from a DHSSPS directive, ensure that staff request the Department for information on equality issues identified from their screening process. Additional local consultation can be incorporated into Trust/Board screening to ensure that local issues are not overlooked.	SMT Include in training	Ongoing
--	---	----------------------------	---------

<b>STRATEGIC AIM 3. CONSULTATION AND USER INVOLVEMENT : TO INCREASE COMMUNITY ENGAGEMENT AND TO ACHIEVE EFFECTIVE PUBLIC AND USER INVOLVEMENT</b>			
<b>OBJECTIVES</b>	<b>KEY ACTIONS</b>	<b>LEAD RESPONSIBILITY</b>	<b>TIMESCALE</b>
<b>3.1. Consolidate existing consultation mechanisms</b>	Maintain and develop: <ul style="list-style-type: none"> <li>• User groups</li> <li>• Service level agreement with CD Networks</li> <li>• CD Steering Group (WHSSB)</li> <li>• User Engagement Coordination Group</li> <li>• Patients Forum (ALT)</li> <li>• Health and Well Being Consortium (SLT)</li> <li>• Public Participation Panel (FHSST)</li> <li>• Mystery Shopper</li> <li>• Recognise and develop the informal networking with advocacy groups by health managers and staff</li> </ul>	Senior Managers	Ongoing
	Ensure User Engagement protocol is implemented Ensure awareness of WHSSB Guide to Public Involvement and User Engagement	Senior Managers	Ongoing
<b>3.2. Develop and improve consultation methods</b>	Review current systems and consider new methods e.g. s75 Forum, User audits, expert adviser role etc.	Senior Managers/CD Unit	To be agreed
	Ensure greater collaboration between HPSS providers	Regional E and HR subgroup	Ongoing
	Ensure consultation documents are user friendly*	Senior Managers	Ongoing
	Develop methods of consultation that are less formal*	Senior Managers	Ongoing
	Identify and tackle barriers to user involvement*	CD Unit, Senior managers	Ongoing
	Build user involvement into all Corporate Strategies*	CEO/ SMT	Ongoing
<b>3.3. Feedback to consultees</b>	Establish process for feedback after all consultations. Provide summary documentation explaining why suggestions were/were not included.	Senior Managers	Ongoing
	Improve how we integrate recommendations from research, consultations and user groups into service planning processes.		

---

\* Actions from Board's Community Development Action Plan

	Ensure that staff awareness is improved in this area. Include need for feedback in staff training.		
--	---	--	--

<b>STRATEGIC AIM 4. TRAINING AND AWARENESS RAISING: TO ENSURE THAT ALL STAFF HAVE THE KNOWLEDGE,SKILLS AND TOOLS TO ENABLE THEM TO DELIVER APPROPRIATE AND RESPONSIVE SERVICES WITH CONFIDENCE AND SENSITIVITY</b>			
<b>OBEJECTIVES</b>	<b>KEY ACTIONS</b>	<b>LEAD RESPONSIBILITY</b>	<b>TIME SCALE</b>
<b>4.1 Consolidate and Develop existing Equality and Human Rights training and awareness raising programmes</b>	Induction Training: E and HR module	WEHRF Unit	Ongoing
	Screening Training: Masterclasses x 2 each year		Jan/Feb 07
	Screening Clinics		Ongoing
	Equality Focus Seminars x 3 each year		Feb/ April/Oct 07
	Interpreting Services information events		Ongoing
	“Working Well with Interpreters”		Ongoing
	User Engagement staff Training	CD Unit	
	Disability Awareness Training (in partnership with Disability Action)	ALT and SLT	Ongoing
Deaf Awareness Training (in partnership with RNID)	ALT	Ongoing	
<b>4.2 Equality and Human Rights Training Strategy:</b>	Review current training provision. Undertake organisational equality and human rights needs analysis	WEHRF Unit with support from LE&HRMs CD Manager and AFC Leads	Feb 07
	Develop an equality and human rights training programme that: <ul style="list-style-type: none"> <li>Meets the needs of staff</li> <li>Meets the needs of KSF;</li> <li>Is developed and delivered in partnership with s75 groups</li> <li>Uses training methods that are encouraging, attractive, positive and interactive.</li> <li>Links with CD training strategy</li> </ul>	WEHRF Unit	Sept 07
	Incorporate training into mainstream Western HPSS training programme. Make it mandatory for staff to receive x hours of training in e and hr each year.	Senior Managers	
	Include equality and human rights modules in all management development programmes		
	Regular Review of training strategy to meet the changing needs of staff.	WEHRF Unit	
<b>4.3 WEHRF Website</b>	Develop the WEHRF website and regularly update information	WEHRF Unit	Ongoing
<b>4.5 Communication to staff</b>	Staff Newsletters: Ensure regular articles in staff newsletters	WEHRF Unit	Ongoing

	Team Briefs: Ensure regular inclusion of E and HR section in Team briefs in each of the WEHRF organisations		
<b>4.6 Regional E learning tool</b>	Work with other HPSS staff to develop an e learning package for health staff	WEHRF Unit	Sept 07

<b>STRATEGIC AIM 5. IMPROVING ACCESSIBILITY TO SERVICES AND INFORMATION</b>			
<b>OBJECTIVES</b>	<b>KEY ACTIONS</b>	<b>LEAD RESPONSIBILITY</b>	<b>TIME SCALE</b>
<b>5.1 Service Planning</b>	Use internal action plans to improve accessibility of services and information to s75 Groups	Senior Managers	Ongoing
<b>5.2 Universal Accessibility Working Group (ALT)</b>	Progress Action Plan	Chair and members	Ongoing
<b>5.3 Interpreting and Translation Services</b>	Ensure that NI HSS Interpretive Services are being used appropriately by all staff in Trusts and Board	Senior Managers	April 07
	Participate as Board Member of NI HSS Interpreting Services	WEHRF Unit	Ongoing
	Participate as Member of Regional Accessibility Project	WEHRF Unit	Ongoing
	Review and update local Interpreter database.	WEHRF Unit	Jan 07
	Provide staff training and awareness events	WEHRF Unit	Ongoing
	Staff card on accessing Interpreting services	WEHRF Unit	Dec 07
	Develop and implement protocols for booking interpreters	Senior Managers	To be agreed
	Develop and implement protocols for translating documents	Senior Managers	To be agreed

<b>STRATEGIC AIM 6. MONITORING SYSTEMS: DEVELOP MONITORING AND EVALUATION SYSTEMS TO MEASURE THE EFFECTIVENESS OF POLICIES AND PRACTICE ON SERVICE USERS AND EMPLOYEES.</b>			
<b>OBJECTIVES</b>	<b>KEY ACTIONS</b>	<b>LEAD RESPONSIBILITY</b>	<b>TIME SCALE</b>
<b>6.1 Monitoring systems: Organisational Progress</b>	See Section A 4 under Organisational systems		
<b>6.2 Monitoring systems: Services</b>	Work with health colleagues across Northern Ireland to develop improved monitoring systems of services re s75 groups	Regional E and HR Steering Group	Ongoing
	Examine existing monitoring systems and explore how they could be developed to include monitoring for equality	To be agreed	
	Develop a local monitoring action plan defining what has to be monitored and why.	To be agreed	
	Establish monitoring frameworks for service areas		
	Identify performance indicators		

	Identify and address staff training needs staff	WEHRF Unit	Post RPA
	Run an information campaign with users to raise awareness of the benefits of collecting information.		
	Publish results of policy monitoring and evaluation. Ensure regular feedback to users showing clearly how the information has been used to make improvements to services.  (See C3 under Consultation and User Engagement)	Senior Managers	
	Consolidate, review and develop the role of Board and Trust User Groups. Ensure that they are effectively transferred into the structures of the new Trust	Senior Managers	Ongoing
<b>6.3 Complaints:</b>	Develop systems of monitoring complaints that have the capacity to identify:  - Complaints that have equality implications - Complainants and s75 categories  Audit who currently makes complaints and develop methods to address any low uptake from any of the s75 groups	Complaints Units	To be agreed
	Increase use made of Complaints for generating organisational changes	Complaints Units	To be agreed

<b>STRATEGIC AIM 7: HUMAN RIGHTS</b>			
<b>OBJECTIVES</b>	<b>KEY ACTIONS</b>	<b>LEAD RESPONSIBILITY</b>	<b>TIME SCALE</b>
<b>7.1 Develop Human Rights targets</b>	Develop appropriate work targets in this area Discuss and encourage staff feedback on HRC's Human Rights and Health Briefing Paper	WEHRF	April 07
<b>7.2 Human Rights Impact Assessment</b>	Discuss OFMDFM Pro forma. Review current WEHRF pro forma. Discuss with HRC	WEHRF	Feb 07
<b>7.3 Training and Awareness</b>	Equality Focus Seminar with HRC	WEHRF	Feb 07
	Develop Human Rights training and events as part of the Training Strategy	WEHRF	Sept 07