



Western Equality and Human Rights Forum
Equality and Human Rights Office, T&F Hospital, OMAGH, BT9 0NS
 Phone: 028 8283 5278 Fax: 028 8283 5804
 Email: hsidwell@westcare.n-i.nhs.uk

Response to PFA (06/07)

Target 12.1

Progress in Equality, Good Relations and Human Rights End October 2006

(WEHRF Organisation) continues to progress equality and human rights prioritising work in the following strategic areas:

- Organisational systems;
- Improving accessibility of Information and Services;
- Improving User Involvement and consultation;
- Promoting positive staff attitudes to Diversity.

The Western Equality and Human Rights Forum supports a collaborative and strategic approach to progressing these priorities for action across Western HPSS organisations.

1. Organisational systems and Leadership

1.1.5-Year Review (All Western HPSS): The draft action plan, to progress recommendations from the 5 Year Review, is completed and will be submitted for approval, to the October meeting of WEHRF. The Action Plan will then be circulated to all SMT's in November.

1.2. Equality and Human Rights Steering Group (ALT):

Key areas of discussion:

- Equality and Human Rights Training Programme: Claire Armstrong, General Equality and Social Inclusion Manager for the Royal Victoria Hospital, gave a presentation on the equality and human rights training programme at the Royal.
- Human Rights and Health: a Briefing Paper from the Human Rights Commission was circulated and discussed.

1.3. Equality and Human Rights Steering Group (FHSST)

Key areas of discussion:

- Equality Screening – organisational systems; training for staff teams;
- 1/4ly reports on E and HR;
- DHSSPS Equality, good relations and human rights strategy;
- Public Participation Panel.

2. Improving Accessibility of Information and Services

2.1. Interpretive Services:

- a) **Information days on interpreting services (ALT):** 2 information days were provided in September by WEHRF and the Communications Department of Altnagelvin Trust. Information on accessing and using interpreters were provided from a stand located in the main entrance foyer of the hospital. Staff from the NIHSS Interpreting services were available throughout both days to answer any questions. Feedback from staff was positive.
- b) **Language Line (ALT):** It has been agreed to pilot Language Line for 6 months in key areas of the hospital. This will provide staff with instant access to interpreters in emergency situations.
- c) **Increasing awareness of Interpreting Services (SLT):** WEHRF staff are working with SLT staff to develop a “pocket card”. This will include contact details for interpretive services, which staff can keep easily to hand. A training needs analysis is currently being conducted with nursing and social work staff. It is also intended to pilot Language Line for 6 months.
- d) **Emergency Multi Lingual Phrasebook (All Western HPSS):** WEHRF has agreed to provide copies of the phrase book for each ward in Altnagelvin, Erne Hospital and Tyrone County.
- e) **Translations of In Patient information book (ALT):** Altnagelvin’s Communication Department is intending to provide translations of this booklet into Mandarin, Cantonese, and Polish. These are the languages of the largest ethnic minority populations in the Altnagelvin catchment area.
- f) **In Patient Information Book in Braille (ALT):** Altnagelvin’s Communication Department has made this booklet available in Braille format.

3. Improving User Involvement

- 3.1. **User Engagement Protocol (WHSSB):** The protocol has been developed by the Community Development Unit and endorsed by the WHSSB to be used by their staff when developing policies etc. WEHRF have agreed that all Western HPSS staff should also refer to the protocol when equality screening.
- 3.2. **Public Participation Panel (FHSST):** Foyle Trust contacted 3,000 users, inviting them to be part of a user bank for the Trust. Respondents were asked to identify areas of interest and their preferred method of consultation. The Panel was formally launched on October 6th in the Verbal Arts Centre. Approximately 150 users are now members of the

Public Participation Panel and are currently undergoing an induction programme.

3.4. Health and Well Being Consortium (SLT) The Consortium includes Omagh District Community and Voluntary sector organizations and staff from SLT. The purpose is to support the development of community led health and well being programmes and activities that will make a positive impact on the health and well being of local people. The group meets ¼ ly and meetings rotate between the Community House in Omagh and Cedar Villa in the Tyrone and Fermanagh Hospital. A formal launch took place on October 26th.

3.4. Consultee list (all western HPSS): All current Consultees have been circulated with a request to confirm their willingness to be on the Western HPSS consultee list and to update their contact details. The WEHRF Unit has developed a new database which will allow staff to identify Consultees under, either the s75 headings or in the different localities in the Western Board area. The list will be regularly updated through the WEHRF Unit.

4. Promoting positive staff attitudes to Diversity

4.1. Screening Clinics (All Western HPSS): These are ongoing and provided by WEHRF staff.

4.2. Screening Master classes (All Western HPSS): 2 Master classes in Screening were provided in October for all Senior Managers in the Western HPSS . The Western Equality and Human Rights Forum is hoping that all members of senior management teams will have attended an equality screening master class by March 2007.

4.3. Deaf Awareness Training (WHSSC): All members and staff have received one day training in deaf awareness.

4.4. Age Discrimination Law in Employment: (All Western HPSS): In October, the WEHRF Unit organised a ½ day seminar, in partnership with ECNI. The seminar provided information on the new age legislation and enabled participants to:

- Recognise the various forms of discrimination under the new Age Regulations;
- Appreciate the practical implications relating to the areas of recruitment and selection, promotion, training and development, redundancy and retirement;
- Understand their obligations in relation to promoting equality in this new area of law.

4.5. Managing Diversity: A One day workshop for the Leadership and Development Programme (ALT): The WEHRF Unit provided a one day workshop on “Managing Diversity” for ward managers on September 19th.

The Equality and Human Rights Coordinator worked with MENCAP, Derry Shadow Youth Council, Polish Welfare Association and RNID to develop an innovative training day that explored diversity and equality issues. Evaluations were very positive. The E and HR Coordinator will be discussing with Anne Witherow, how to progress this training with staff.

5. Promoting Good Relations: Evaluation Report: The Ambition Health & Social Care Careers Convention Held in, Altnagelvin Hospital: Tuesday 28th March 2006

The “Ambition Health and Social Care” Programme aims to raise the awareness of school children and school leavers to the many different career options available within the health service in N. Ireland.

At a local level this initiative has been built around a partnership that includes Foyle and Altnagelvin HPSS Trusts, St. Cecilia’s Secondary School and Lisneal College, North West Institute of Further and Higher Education, Westcare Business Services, Careers Service, The Department of Employment and Learning and, FOSEC (Foyle Schools and Education). The project was led by the former NHSU based in the Beeches Management Centre.

200 students attended the Convention and 160 completed the evaluation forms. A Report based on those evaluations is now available. The majority of participants rated the convention as either excellent or very good, and highly relevant. The evaluation also indicated that awareness of possible careers based in HPSS significantly increased. Many participants said that they would now be interested in applying for jobs or training in HPSS organisations.

A key recommendation from the evaluation is to mainstream the initiative and to build on lessons learned from this project.

**Hilary Sidwell
Equality and Human Rights Coordinator**

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