

Making Changes

Based on the equality issues you identified in 2.2 and 2.3, what changes did you make or do you intend to make in relation to the policy or decision in order to promote equality of opportunity?

<i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i>	<i>What do you intend to do in future to address the equality issues you identified?</i>
<p>Gender and Age:</p> <p>Hospital Emergency Dept and the Lifeline service are both open access (all genders, ages, etc.) and are the primary routes in to being assessed as suitable for signposting/referring on to the proposed Crisis Service.</p> <p>Those under 18 will be directed to the exiting BHSCT CAIT service and those 18 and above will receive help and support via Lifeline, ED or the Crisis Service dependent on the outcome of a standardised risk assessment and capacity within the Crisis Service at any given time.</p> <p>Those identifying as transgender or non-binary will be signposted on to relevant support services, as and when appropriate, by staff within the Crisis Service.</p> <p>Religious Belief and Political Opinion and Disability:</p> <p>The Crisis Service will be located in a neutral and accessible (including being able to meet the needs of those with a disability and/or special needs) venue, close to hospital ED, likely a city centre location (this requirement will be built in to the tender specification for the service).</p> <p>Marital and Dependent Status:</p> <p>The Crisis Service will have a 'hardship fund' budget built in and will therefore be able to provide short-term immediate financial assistance to people (and their family members/carers) presenting to it in crisis to help with issues such as poverty, debt, childcare and social exclusion.</p> <p>Ethnicity:</p> <p>Any communication strategies developed will be accessible</p>	<p>Section 75 information</p> <p>Section 75 information will be monitored at point of entry and this information will then be analysed by the service providers and the commissioners to assess how all, and particular, groups are accessing (or not) the service. Direct and/or indirect work may then be undertaken in terms of raising awareness with particular groups or gaining feedback re. experience by those groups to date.</p> <p>The pilot will be subject to both internal and external monitoring and evaluation with the findings then influencing future commissioning direction and decisions at local – and regional levels.</p>

and culturally sensitive to the needs of BME groups and travellers. The Crisis Service will be able to access the NI HSC Interpreting Service and will ensure that it has knowledge of, and links made with, relevant support groups and programmes working with BME groups and travellers when signposting people on for further help and support (post crisis) – again tender specification requirement.

Sexual Orientation:

The LGBT sector is represented on the Belfast Alliance for Suicide Prevention (BASP) by the Rainbow Project – and the Co-Chairs of the Alliance have been instrumental in the development of the Crisis Service. Engagement with BASP and its members will continue throughout the life of the pilot allowing members to be updated, to raise awareness of the pilot with them and amongst the groups and organisations that they represent, and to discuss any queries or concerns that they may have in relation to service delivery.

Poverty, Deprivation – Immediate Practical Support Needs:

NB The Crisis Service provider will also be able to access a hardship fund on behalf of service users and their families.