

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>For those service users who have special requirement needs these must be addressed by the Trust through existing arrangements and agreed protocols.</p> <p>The service will be tailored and personalized to the service user, taking account of their different needs based on any section 75 characteristic.</p> <p>Some section 75 groups may be uneasy with strangers even though they are HSC staff coming into their homes particularly those who live on their own, elderly, or belong to the LGB community or identify as transgender or non-binary.</p>	<p>Access to services and service delivery will be monitored as part of the service agreement and any potential impacts will be addressed as part of the ongoing equality monitoring process.</p> <p>Trusts will be required to monitor the impact on some section 75 users going forward.</p> <p>Staff training and awareness</p>