

**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?**

<p><b><i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i></b></p>	<p><b><i>What do you intend to do in future to address the equality issues you identified?</i></b></p>
<p>Currently there is variation in access to ESD within and between Trusts and their performance.</p> <p>Services will be accessible by all who require intervention or treatment and Trusts will ensure that the needs of all service users were considered in the development and implementation of the service.</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>People from ethnic minorities can experience difficulties accessing public services based on language barriers as well as lack of familiarity with the services that are available. Cultural barriers may likewise play a role.</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, belong to the LGB community, or who identify as transgender or non-binary.</p>	<p>ESD performance is currently raised at 4 monthly Trust service delivery meetings. This provides an opportunity to make Trusts aware of the need for improvement and to develop action plans to address gap from ESD Target The Network has plans for future investment to reduce variation across Trusts.</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 are required to monitor the impact on some section 75 users going forward.</p> <p>Trusts will be required to identify any barriers experienced by ethnic minorities and disabilities in accessing the service.</p> <p>Staff training and awareness</p>