

**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?**

<b><i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i></b>	<b><i>What do you intend to do in future to address the equality issues you identified?</i></b>
<p>Gender: HSC requires mandatory e-learning for Trust staff which specifically addresses transgender issues ('Making a Difference').</p> <p>Age: The adoption of paediatric audiology standards will promote services for newborns, infants, children and young people by having specific quality measures that are assessed on a routine basis, in line with adult services.</p> <p>Religion: HSC venues are considered neutral and accessible and not a barrier to patients attending due to religion. Additionally, the Audiology Workforce Plan 2017 identified 22 sites that deliver audiology services across five Trusts which provides for patient choice.</p> <p>Political: HSC venues are considered neutral and/or accessible and not a barrier to patients attending due to political opinion. Additionally, the Audiology Workforce Plan 2017 identified 22 sites that deliver audiology services across five Trusts which provides for patient choice.</p> <p>Dependent status: The standards promote and monitor flexibility of appointments and communication to suit the individual needs and</p>	<p>The adoption of the standards will promote the services involvement with users through local user groups and increase the frequency of the user/patient experience surveys which will help highlight service issues for all users.</p> <p>The monitoring and reporting on the services performance against the standards (including to local users and those organisations working on behalf of the people who are deaf or have hearing loss) will highlights areas of good practice and areas for improvement which hold the service to account and result in an improvement in the quality of the services provided.</p>

preferences of the parent/carer who may have dependents. The standards also promote and monitor ease of access to physical locations where audiology services are delivered, the fitness of the accommodation and the need for such areas to be family and child friendly.

**Disability:** The standards promote and monitor flexibility of appointments and the fitness of communication to suit the individual needs and preferences of the parent/carer and child or young person. The standards also promote and monitor ease of access to physical locations where audiology services are delivered and the need for such areas to be family and child friendly.

**Ethnicity:** HSC venues are considered neutral and/or accessible and not a barrier to patients attending due to ethnicity.

The needs of minority ethnic groups/individuals is given due consideration when delivering the service, particularly ensuring that any language barriers are overcome to insure inclusion.

The need to target BME groups in an attempt to increase uptake from this Section 75 group, is acknowledged by the service and included in the draft standards.

**Sexual Orientation:** HSC venues are considered neutral and/or accessible and not a barrier to patients attending due to sexual orientation.

HSC staff training includes Equality

awareness training in order to raise awareness of the specific issues faced by LGB individuals accessing healthcare.	
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