

Chapter 3: BSO Equality Action Plan - Progress Reporting 2017-18

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
Human Resources	<p>Theme 1: Action Measure 1</p> <p>Objective: To agree an approach to the provision of accessible formats for BSO.</p> <ul style="list-style-type: none"> • Adapt and adopt regional policy. • BSO will agree an approach for provision of information in alternative formats and identify any gaps • Raise awareness of policy amongst service users and staff • Take lead responsibility for engaging with partner organisations to maximise collaboration in implementing 	<p>We have drafted a policy and information leaflets for staff and managers. We still need to finalise more in-depth guidance for staff. We plan to submit the policy to our Senior Management Team over the summer 2018.</p>	<p>Ultimately the intent is improved accessible information for all equality categories but with particular emphasis on age, various aspects of disability, and ethnic minorities.</p>

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
	<p>the policy</p> <ul style="list-style-type: none"> • Develop business cases and costing for prioritised areas if required • Review policy and its implementation. 		
Cancer Screening Call/Recall Manager	<p>Theme 1: Action Measure 2</p> <p>Objective: Family Practitioner Services: Call/Recall Services for Bowel Cancer Screening – Improved access to helpline.</p> <ul style="list-style-type: none"> • Explore the potential for the use of a range of communication methods to improve accessibility for those with sensory impairments including SMS text message facility and Text Relay. 	<p>Next Generation Text (NGT) Service is now in place for patients who are deaf or have speech difficulties. All correspondence was updated with telephone number for Next Generation Text (NGT).</p> <p>SMS Text message and Text Relay are now available to patients.</p> <p>Information leaflets and</p>	Improved accessible information for all categories but with particular emphasis on age, various aspects of disability, and ethnic minorities.

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
	<ul style="list-style-type: none"> • Advertise all options for accessing advice and support services including number of text relay, SMS text messaging (in all correspondence) and availability of telephone interpreting services. • Engage with the Screening Programme Manager in the Public Health Agency to ensure that any information on screening for bowel cancer (and cervical cancer) includes accessibility details as per the options noted above. • Sign off changes in relation to accessibility to screening letter. • Discuss with RNIB to improve communication and raise awareness of Bowel Cancer Screening programme for those 	<p>screening website have been updated with accessibility options and support services.</p> <p>Work has been completed with the PHA to ensure that any information on screening for bowel cancer (and cervical cancer) includes accessibility details as per the options noted above.</p> <p>Changes in relation to accessibility to screening letter have been completed.</p> <p>Patient information available in braille on request in collaboration with RNIB. Support provided to the PHA to raise awareness of Bowel Cancer Screening</p>	

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
	with visual impairment.	programme as required.	
Chief Legal Adviser	<p>Theme 1: Action Measure 4</p> <p>Objective: Review finance processes within the Directorate of Legal Services relating to payments. This involves the payments of damages and claimants' costs following settlement of claims to minimise delays.</p> <ul style="list-style-type: none"> • Continue to review current administrative finance processes • Continue with financial audit process to identify any unreasonable delays. • Continue to implement any recommendations from financial audit outcomes. 	<p>The procedures in relation to legal payments, particularly compensation payments, are kept continually under review.</p> <p>A minimum of 100 payments are audited each year in line with ISO/Lexcel procedures to ensure that relevant protocols and time limits have been complied with.</p> <p>Any recommendations or lessons learned from these audits are fully implemented at the earliest opportunity.</p> <p>Legal payments are also subject to formal audit by Internal Audit on a regular</p>	<p>Efficient payment processes in relation to compensation payments ensure that successful claimants receive payments to which they are entitled promptly. It is likely that a number of s 75 groups will benefit from prompt payments, particularly disabled people.</p>

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
		basis, usually every two years. Any agreed recommendations made by Internal Audit are fully implemented.	
Family Practitioner Services (FPS)	<p>Theme 3: Action Measure 1</p> <p>Objective: Needs of Section 75 groups are taken into consideration in the planning, design and delivery of BSO Cancer Screening Services (Call/Recall and Helpline)</p> <ul style="list-style-type: none"> • Engage with Programme Manager in the Public Health Agency to secure Family Practitioner representation in any future reference group in relation to cancer screening services • Engage with service users and representative groups. 	<p>FPS engage with a number of reference groups, service users and representatives groups in relation to Bowel and Cervical Cancer.</p> <p>Engagement with other groups throughout the year as required under the guidance of the PHA. For example, representation at public events such as Balmoral Show, to raise profile of the service.</p> <p>Representation provided at “Transgender Guidance and Protocol Group” setup</p>	Engagement with various Section 75 groups and their representatives will raise awareness of different needs and improve access to BSO Cancer Screening Services.

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
	<ul style="list-style-type: none"> Meeting held with Gender Reassignment Group regarding gender change protocols for Patient Registration, Cytology and Breast Screening Services. Further exploration required with the Health & Care Index team and PHA. 	<p>by Health & Care index team regarding gender reassignment.</p>	
<p>Information Technology Services</p>	<p>Theme 4: Action Measure 1</p> <p>Objective: Improved protocols and systems are in place to enhance the sharing of relevant patient information across HSC organisations.</p> <ul style="list-style-type: none"> Continue to work with HSC Board, regional HSC organisations and the DHSSPS to progress the development of information sharing arrangements. Ensuring that HSC service users 	<p>Work is ongoing with the HSC Board, regional HSC organisations and the Department of Health (legacy DHSSPS) into the planned replacement of Health and Care Number (HCN) and National Health Application and Infrastructure Services (NHAIS) with a digital identity service. This service will hold demographic reference information for all patients</p>	<p>A number of on-going studies are looking at the use of HSC services and associated outcomes based on criteria such as age, gender or pre-existing medical conditions.</p>

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
	<p>etc. are fully aware of scope for information sharing across applications/systems, including training, where appropriate.</p> <ul style="list-style-type: none"> • Ensuring that relevant professional groups endorse proposals. • Ensuring that relevant legislative requirements are adhered to. • Continue to consult with appropriate decision-makers, representative groups and affected individuals at the technology design stage. • Investigate scope for capturing patient/client disability, ethnicity and other data related needs in Health and Care Number at replacement stage. 	<p>and clients using HSC services.</p> <p>The new service will have to have the capability to meet legislative requirements in relation to gender. Scope for capturing the disability, ethnicity and other data related needs is being explored.</p> <p>In addition to work with decision-makers, initial consultative work involved workshops with representative groups from the transgender community to capture the requirements of the transgender community and the potential impact on the delivery of clinical services.</p>	

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
Human Resources (with support from Equality Unit)	<p>Theme 5: Action Measure 2</p> <p>Objective: Increased capacity of line managers to identify and respond to the range of Section 75 needs of their staff through access to guidance materials</p> <ul style="list-style-type: none"> • Produce guidance resource for line managers on how best to support staff from different Section 75 groups. • Engage with managers, relevant voluntary sector groups and trade unions. • Disseminate and raise awareness of resource. 	Development of this resource for Line Managers is ongoing.	
Human Resources (with support from Equality Unit)	<p>Theme 5: Action Measure 3</p> <p>Objective: BSO supports staff who identify as transgender or non-</p>	Completed - we reviewed all comments received during consultation and made further changes to	Applicants and staff who identify as transgender and non-binary feel supported

Lead Responsibility	Action Points	Progress Apr 2017 - Mar 2018 and Comments	Outcomes for Section 75 groups
	<p>binary in meeting their particular needs in the workplace linked to their gender identity</p> <ul style="list-style-type: none"> • Review outcome of consultation on draft policy and make necessary changes • Adopt policy • Raise awareness of policy amongst line managers 	<p>the policy.</p> <p>Our Senior Management Team approved the policy in October 2017.</p> <p>We have established a regional task&finish group to support the implementation of the policy. All HSC organisations are represented on this group. One of its tasks is to develop an awareness and training plan for HSC staff.</p>	<p>by the organisation</p>