Equality Action Plan 2018-2023: What we will do to promote equality and good relations

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Information Technology Services (ITS) 1. Women in senior ITS roles: Review and compare the % of women and men within senior ITS roles over various periods of time. Create workshops to explore any barriers for career progression of women within ITS.	More representative gender balance in senior ITS roles.	Workshops held. Increased share of women working at senior levels (quantifiable targets to be determined following review.	Director of Customer Care and Performance. By end of March 2022.
What we did over the last year: A comparison will be carried out at year end. There have been more females recruited at the 8B and 8C levels. **This action is complete.**			

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Information Technology Services (ITS) 2. Managing the changing of gender on HSC ICT systems for people identifying as transgender: Implement agreed work arising from 2017/18 workshops with stakeholders convened by ITS to develop a regional approach.	Improved management of Transgender records resulting in safer treatment. Ensuring that relevant patients are aware of impact on their individual health screening programmes.	Actions implemented.	Director of Customer Care and Performance. By end of March 2023.
What we did over the last year: Dec 2021 update: Further screening has taken place. A new project has been initiated, The Northern Ireland Breast Screening project; this impacts at a gender level and work is ongoing in respect of mitigations on the transgender community. **We have some more work to do to complete this action.**			

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Information Technology Services (ITS) 3. Review all systems that contain patient and HSC staff data in regards to Section 75 with a view to implement changes where required. • Identify further systems and implement changes where required.	Improved management of Transgender records resulting in safer treatment. Ensuring that relevant patients are aware of impact on their individual health screening programmes.	Number and nature of new projects that have addressed gender identity data.	Director of Customer Care and Performance. By end of March 2023.
What we did over the last year: **We did not complete this action.**			

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Family Practitioner Services 4. Invitation to health screening programmes (cervical and bowel): Together with our customer, the Public Health Agency, review the process for inviting persons of different gender identities. • Address any changes required to the invitation process.	Service users who identify as transgender or non-binary are invited to appropriate health screening programmes in line with gender-specific clinical risks.	Weaknesses in the current process are identified with input from service users. Changes to the process are agreed with input from service users.	Director of Operations. By end of March 2023.
What we did over the last year: Dec 2021 update: Digital Identity Service (DIS) project commenced, to replace the current NHAIS system; this will address the current restrictions within the system. The project is ongoing and FPS has participated in several workshops however the project itself is experiencing a slight delay. **We have some more work to do to complete this action.**			

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Human Resources 6. Develop support mechanisms for staff experiencing domestic violence. • Scope best practice across the HSC and beyond. • Develop measures to support staff with experience of domestic violence. • Undertake awareness raising relating to new mechanisms.	Staff with experience of domestic violence feel better supported.	Feedback from staff who have drawn support through the mechanisms indicates a positive experience.	Director of Human Resources. By end of March 2022.

What we did over the last year:

HR developed and launched a Workplace Policy on Domestic Abuse in BSO. Women's Aid provided awareness sessions for staff to attend to understand more about Domestic Abuse, different forms of abuse and what support they can avail of should they or anyone they know who is experiencing any form of domestic abuse.

Looking ahead during 2022/23, BSO are looking to have a number of staff trained by a relevant provider, in order that any staff can contact them directly and confidentially should they be experiencing any form of domestic abuse.

We have some more work to do to complete this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Human Resources 7. Fair Participation in the Workplace: Undertake outreach work with relevant community and voluntary sector groups to encourage applications for posts from under-represented groups • Identify under-represented groups. • Undertake targeted outreach work.	The workforce is more representative of the Section 75 profile of the working age population in NI.	Article 55 report and monitoring data indicates a more representative workforce	Director of Human Resources By end of March 2022
What we did over the last year: Due to the pandemic, BSO were limited in terms of what outreach measures could be undertaken, however, as guidance and measures begin to ease, BSO are looking ahead to 2022/23 to get involved in more outreach measures. **We did not complete this action.**			

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Human Resources 8. Roll-out of the Gender Identity and Expression Employment Policy: Deliver awareness and training initiatives to relevant staff	Staff who identify as transgender and non-binary feel more supported in the workplace	Feedback from staff who have drawn support through the policy indicates a positive experience.	Director of Human Resources with support from Equality Unit By end of March 2022
What we did over the last year: The roll-out of the Making a Difference eLearning for all staff, which includes a dedicated scenario in relation to gender identity, continued during 2021-22. We updated the module to reflect changes in same-sex marriage legislation. No additional awareness and training initiatives were delivered to staff during the year. We contacted TransgenderNI during the year to explore the possibility of the organisation providing dedicated training to teams where a member of staff comes forward to disclose that they identify as transgender or non-binary. It is the intention to follow up on these efforts in 2022-23. **We have some more work to do to complete this action.**			
What we will do	**What we are trying to achieve**	**Performance Indicator and Target**	**By whom and when**
Human Resources 9. Equality and human rights training:	Increased staff awareness of equality and human rights.	Making a Difference e-learning included in	Director of Human Resources and SMT

Roll out of ‘Making a Difference’ – e-learning. Deliver on training targets for all staff.		mandatory training for staff All staff have completed the training	By end of March 2023
What we did over the last year: As at March 2022, 67.18% of staff are compliant with this training. During 2022/23, it is expected that this will increase as performance appraisals are carried out in the first quarter, of which compliance with mandatory/statutory training is discussed and those who are not currently compliant are required to complete this within the required timescale. Looking ahead, it is the aim of the regional Employment Equality Network to review the content of this training to ensure that it is up to date and reflects current legislation. **This action has been completed.**			

Disability Action Plan 2018-2023: What we will do to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Awareness Days 1. Raise awareness of specific barriers faced by people with disabilities including through linking in with National Awareness Days or Weeks (such as Mind your Health Day).	Increased staff awareness of a range of disabilities and needs.	2 awareness days profiled every year. >50% of staff taking part in the evaluation indicate they know more about people living with disabilities as a result of the awareness days.	Equality Unit. By end of March 2022.

What we did over the last year:

During 2021-22 we held 2 Awareness Days. We asked staff which disabilities they wanted to know more about. They told us they wanted to know more about Dementia and Attention Deficit Hyperactivity Disorder **(**ADHD). Both sessions were held using Zoom.

We emailed staff to let them know about the Awareness Days. We also wrote about the Awareness Days in our staff newsletter and added information to the Tapestry website http://tapestry.hscni.net/ .

On the Dementia awareness day, Dr Duffy who is the Consultant Lead Clinical Psychologist for Older People in the Northern Trust gave a presentation about Dementia, with a particular focus on caring for a loved one who has dementia.

The other Awareness Day was about ADHD. Siobhan McErlane, a Specialist Health Visitor from the ADHD/ Behaviour Assessment Service in the Northern Trust gave a presentation. Siobhan talked about ADHD, from assessment and diagnosis to management of the condition.

Videos of both of the days have been published on the Tapestry website. This way, staff who couldn't be part of the live sessions on the day, are able to watch the presentations whenever it suits them.

We held a survey asking staff what they thought of the Awareness Days. 68% of those who responded reported knowing more about ADHD, including supporting a friend or family member or work colleague with ADHD. This figure was 61% in relation to Dementia.

This action has been completed.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Placement Scheme 2. Create and promote meaningful placement opportunities for people with disabilities. Examine the scope for offering placements to participants working from home and accessing flexible working options for those with disabilities which may prevent them from travelling to office locations.	People with a disability gain meaningful work experience.	At least 10 placements offered by BSO every year. Feedback through annual evaluation of scheme indicates that placement meets expectations. At least 2 placement participants are successful in applying for paid employment within 12 months of completing their placement.	Senior Management Team (SMT) with support from Equality Unit. By end of March 2022.

What we did over the last year:

9 placement opportunities were offered by BSO and participating organisations. 7 participants started their placement on Tuesday 1st March. 4 of the placements were in BSO (3 PaLS and one FPS).

Our induction event was held on zoom on Thursday 21st February and all participants attended along with their employment support officers. Most placement managers also attended. This event brought everyone together. We explained how the scheme works and everyone had the opportunity to ask questions or raise any concerns. We had a previous participant and placement manager share their experience of being involved in the scheme. The event was a success.

The PaLS warehouse placements went ahead as usual with no changes. The administrative roles included the option to work from home/blended working. This widened the pool of applicants to include those who would previously not have been able to apply due to an inability to travel to the workplace.

We still need to do some work to complete this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Tapestry 3. Promote and encourage staff to participate in the disability staff network and support the network in the delivery of its action plan.	Staff with a disability feel more confident that their voice is heard in decision-making. Staff with a disability feel better supported.	Tapestry staff survey in 2022-23.	SMT with support from Equality Unit. By end of March 2022.

What we did over the last year:

- During 2021-22, we tried to promote Tapestry in a lot of different ways and to encourage staff to get involved. We wrote articles in staff newsletters and sent emails to all staff to raise awareness. Tapestry gained a few new members who attended meetings and joined the Tapestry mailing list.

- Tapestry were approached by BSO HR to give input into many projects including user testing of the new HR portal and input into a new line manager resource which will now have a section on managing staff with disabilities due to suggestions put forward by members.
- Three Tapestry members presented at a system leadership conference which was attended by senior leaders across HSC. The members presented on the barriers they have faced in work and the things that have been put in place to address these. Tapestry was also promoted as a good practice example of supporting staff. A lot of questions were asked about all three presenters' experiences and they all contributed their differing experiences.

This action has been completed.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Monitoring 4. Encourage staff to declare that they have a disability or care for a person with a disability through awareness raising and providing guidance to staff on the importance of monitoring.	More accurate data in place. Greater number of staff feel comfortable declaring they have a disability.	Increase in completion of disability monitoring information by staff to 90%.	SMT with support from Equality Unit. By end of March 2022.

What we did over the last year:

Due to low staff resources staff monitoring data has been unavailable. The most recent data received was in June 2021 and showed that 49% of BSO staff told us whether they had a disability or not. Almost 2% told us that they have a disability. This figure is almost the same as last year. This means that we have to keep encouraging staff to complete the information.

We did not complete this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Training 5. In collaboration with disabled people design, deliver and evaluate training for staff and Board Members on disability equality and disability legislation.	Increased staff and Board Member awareness of the range of disabilities and needs.	Number of staff trained (general and bespoke) through eLearning or interactive sessions. Staff awareness initiatives delivered. Feedback from staff who have a disability indicates satisfaction with support provided.	SMT with support from Equality Unit. By end of March 2022.

What we did over the last year:

The Making A Difference e-learning programme includes a number of scenarios that involve people with a disability and asks staff to think through how best to support individuals, as well as giving information on disability legislation. All our staff have to complete the programme. During 21/22, 587 BSO staff completed the Making A Difference Training.

Disability Awareness eLearning (module 5 of Discovering Diversity). Since much of the content of Discovering Diversity is based on Flash Player, which is no longer supported, registration requests for this eLearning package can no longer be processed. We are working on a fix for this issue.

The Regional Employment Equality Network developed a Disability Toolkit which is intended to support managers who manage staff who have a disability and those who have a disability. This was developed in 2019. It has been agreed that this should now be reviewed. The BSO Employment Equality Network representative has forwarded the toolkit to the Equality Unit/Tapestry/Disability Champions Network for comments. Looking ahead during 2022/23, this toolkit will be reviewed and relaunched to BSO and client organisations.

This action has been completed.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
8. Use our influence to scope the possibility of monitoring disability-related absences across the HSC, together with our partners.	Improved data quality. Enable meaningful monitoring of the impact of positive action targeted at staff who have a disability on reducing any absence due to their disability.	Discussion held with HSC partners.	Director of Human Resources. By end of March 2022.

What we did over the last year:

BSO continue to monitor disability related absences and are dealt with in conjunction with HSC partners e.g. Occupational Health, Inspire, and in line with our sickness absence management policy. The Regional Disability Toolkit will also help

support those staff with a disability to reduce any disability related absence. Looking ahead, HR will continue to work with managers and staff who have a disability to ensure that any disability related absence is reduced.

We still have some work to do to complete this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
9. Raise awareness about arrangements to cover costs of making reasonable adjustments for staff with disabilities.	Staff with a disability are better supported to join or stay in the workplace. Managers are supported to make reasonable adjustments in a timely manner.	Feedback from staff with a disability indicates satisfaction with reasonable adjustments in place.	Equality Unit. By end of March 2022.

What we did over the last year:

We had a first go at designing a process that will allow small teams to get support from other parts of the organisation if the costs for putting a reasonable adjustment in place is over a certain level. We want to put this to the people who work at the top of our organisation before the summer of 2022.

We have some more work to do to complete this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
Procurement and Logistics Service 15. The law on procurement by public sector organisations allows for 'reserving' contracts in certain circumstances*. This means that in those cases, only organisations whose main aim is to integrate disabled or disadvantaged people can bid for the work. It can also mean that the work under the contract is done through 'sheltered employment programmes' where at least 30% of staff have a disability or are disadvantaged. We will use our influence to explore these provisions and together with Trust Contract Adjudication Groups determine the appropriateness to reserve suitable contracts. * Article 20 of the Public Contracts Directive	Greater participation of people with a disability in employment.	Number of contracts considered for appropriateness as a reserved contract. Number and nature of contracts where the decision to reserve is taken. Number of employees with a disability of participating operators.	Director of Operations. By end of March 2022.
What we did over the last year:			

No tenders were identified as falling into the reserved category.

We did not complete this action.