



Title of Report:	Correspondence
Committee Report Submitted To:	Council Meeting
Date of Meeting:	5 October 2021
For Decision or For Information	For Information

Linkage to Council Strategy (2021-2025)	
Strategic Theme	Cohesive Leadership
Outcome	Council operates as one effective and efficient corporate unit with a common purpose and culture
Lead Officer	Director of Corporate Services

Budgetary Considerations	
Cost of Proposal	
Included in Current Year Estimates	No
Capital/Revenue	
Code	
Staffing Costs	

Screening Requirements	Required for new or revised Policies, Plans, Strategies or Service Delivery Proposals.		
Section 75 Screening	Screening Completed:	Yes/No	Date:
	EQIA Required and Completed:	Yes/No	Date:
Rural Needs Assessment (RNA)	Screening Completed	Yes/No	Date:
	RNA Required and Completed:	Yes/No	Date:
Data Protection Impact Assessment (DPIA)	Screening Completed:	Yes/No	Date:
	DPIA Required and Completed:	Yes/No	Date:

1.0 Purpose of Report

The purpose of the report is to present correspondence for Members' consideration.

2.0 The following are listed:

2.1 Correspondence, Rt Hon Oliver Dowden CBE MP, Secretary of State for Digital, Culture, Media and Sport (dated 27 August 2021)

Letter of thanks received from Rt Hon Oliver Dowden CBE MP for welcoming him to a recent visit to Northern Ireland, the Giant's Causeway and Portballintrae Village Hall.

Correspondence attached.

2.2 Northern Ireland Housing Council (email dated 9th September 2021)

September Housing Council Bulletin (dated 9th September 2021) and Minutes of 482nd Meeting of Northern Ireland Housing Council (dated 12th August 2021) attached.

2.3 Local Government Boundary Commissioner – Local Public Hearing Event (email dated 22nd September 2021)

A schedule of Public Hearings is commencing on Tuesday 28th September. The dates and venues for the public hearing events held in each district are available at the following link on the LGBC website <https://www.lgbc-ni.org.uk/public-hearings>

Any interested parties are invited to register in advance. Each event will be facilitated by an Assistant Commissioner and be held between 10am – 2pm, combining in-person and online attendance.

Session for the Causeway Coast and Glens Borough Council area will be held on Wednesday 13th October from 10 am – 2 pm in Flowerfield Arts Centre, Portstewart for which registration is essential. A number of alternative venues are also available.

Any queries resulting can be forwarded to info@lgbc-ni.org.uk.

2.4 R Black, Modern Slavery Human Trafficking, Organised Crime Branch, Department of Justice 'Transparency in Supply Chains' of the Modern Slavery Act 2015 (email dated 22nd September 2021)

The Department of Justice recently ran a public consultation to seek views of both private sector and public sector organisations in NI on the UK Government proposals and whilst the consultation period has now closed we would welcome any comments your organisation might have with regards to these proposals via the questionnaire at the following link; <https://www.justice->

ni.gov.uk/sites/default/files/consultations/justice/annex-c-public-questionnaire.docx

A Corporate Response is welcomed by 31 October 2021 via submission of the above questionnaire to MSHTEnquiries@justice-ni.gov.uk.

Correspondence attached.

2.5 Northern Health and Social Care Trust Equality Bulletin August 2021 Issue 8

The Equality news attached.

2.6 Northern Health and Social Care Trust Personal, Public Involvement (PPI) and Co-Production 2020-2021 Annual Report.

The 2020-2021 Annual Report is attached.

2.7 DfI Roads Northern Division (email dated 28 September 2021)

Following the DfI Roads Deputation to Council, attached are responses to Elected Member queries raised at the Council Meeting held 3 August 2021.

Copy correspondence attached.

3.0 It is recommended that Council consider the correspondence.



Department for
Digital, Culture,
Media & Sport

Rt Hon Oliver Dowden CBE MP
Secretary of State for Digital,
Culture, Media and Sport
4th Floor
100 Parliament Street
London SW1A 2BQ

www.gov.uk/dcms
enquiries@dcms.gov.uk

David Jackson
CEO Causeway Coast and Glens Borough Council
Cloonavin
66 Portstewart Road
Coleraine
BT52 1EY

MC2021/16232/DC
27 August 2021

It was a pleasure to meet you and Ashleen earlier this week. Thank you for welcoming me to Northern Ireland and accompanying me on my visits. It was brilliant to see the Giant's Causeway up close on a sunny day and to hear about the tangible benefits that gigabit broadband is delivering at Portballintrae Village Hall.

I am keen to use every possible opportunity to promote Northern Ireland as a world class tourist destination. The Causeway Coast really is a beautiful part of the UK and I hope to return for a longer visit with my family in the future.

Yours sincerely,

Rt Hon Oliver Dowden CBE MP
Secretary of State for Digital, Culture, Media and Sport



Minutes of the 482nd Meeting
of the Northern Ireland Housing Council held on
Thursday 12th August 2021 at 10.30 am via Webex

Present by Video Conferencing:

Anne-Marie Fitzgerald	Fermanagh & Omagh District (Chair)
Mark Cooper	Antrim & Newtownabbey Borough (Vice Chair – In the Chair)
Jim Speers	Armagh City, Banbridge & Craigavon Borough
John Finlay	Causeway Coast & Glens Borough
Allan Bresland	Derry City & Strabane District
Amanda Grehan	Lisburn & Castlereagh City
Tommy Nicholl	Mid & East Antrim Borough
Catherine Elattar	Mid Ulster Borough

In Attendance:

Paul Price	Department for Communities
David Polley	Department for Communities
Leeann Vincent	Assistant Director, (NIHE)
Kelly Cameron	Secretary (Housing Executive Secretariat)

Apologies:

Nick Mathison	Ards & North Down Borough
Michelle Kelly	Belfast City
Mickey Ruane	Newry, Mourne & Down District

1.0	<p><u>Welcome</u></p> <p>The Chair welcomed Paul Price and David Polley from the Department for Communities.</p> <p>She also welcomed the Presenter, Leeann Vincent.</p>	
2.0	<p><u>Declarations of Interest</u></p> <p>None.</p>	

3.0	<p><u>To adopt the Minutes of the 481st Housing Council Meeting held on Thursday 10th June 2021</u></p> <p>It was proposed by Alderman Allan Bresland, seconded by Councillor Mark Cooper and resolved, that the Minutes of the 481st Meeting of the Housing Council held on Thursday 10th June 2021 be approved and signed by the Chair.</p>	
4.0	<p><u>Matters Arising from the Minutes</u></p> <p>It was noted that several matters arising items will be dealt with through the agenda today. Other Matters arising were as follows:-</p>	
4.1	<p>Page 3 Item 4.3 - Northern Ireland Federation for Housing Associations (NIFHA)</p>	
	<p>It was noted that the Chief Executive, Ben Collins from NIFHA had agreed to attend the September Meeting to explore how NIFHA and the Housing Council can develop a closer partnership on housing matters.</p>	Secretary
4.2	<p>Page 3 Item 5 – Co-ownership</p>	
	<p>It was reported that as requested a letter had been sent to the Chief Executive of Co-ownership inviting them to attend a future Meeting, a reply is awaited.</p>	Secretary
4.3	<p>Page 6 Item 6 – Welfare Reform</p> <p>A presentation on Welfare Reform has been arranged for the September Meeting.</p>	Secretary
5.0	<p><u>Forward Workplan</u></p> <p>The Paper was noted.</p>	Secretary

<p>6.0</p>	<p><u>Housing Issues, Department for Communities</u></p> <p>Members reiterated that any documentation for Housing Council Meetings should be provided at least five working days in advance of the Meeting, in order to give Members suffice time to read and prepare associated questions.</p> <p>Mr Paul Price and Mr David Polley gave an update of changes under the specific headings on the Department for Communities (DfC) Housing Issues:-</p> <ul style="list-style-type: none"> • Social Newbuild starts • Co-ownership <p>David Polley undertook to clarify whether the Housing Executive’s Housing Options team signposts the Co-ownership scheme to tenants.</p> <p>Members also asked for details regarding the number of co-ownership clients who were on the social housing waiting list.</p> <ul style="list-style-type: none"> • Programme for Social Reform • Fundamental Review of Social Housing Allocations Policy • Reclassification of Northern Ireland Social Housing Providers • Supporting People Delivery Strategy • Homelessness Strategy • Regulation of the Private Rented Sector <ul style="list-style-type: none"> • Increasing Housing Supply <p>Members requested that when the publication of the Consultation on the delivery of Intermediate Rent is launched they will hold a special meeting to receive the presentation to discuss/debate the consultation in detail.</p> <ul style="list-style-type: none"> • Affordable Warmth Scheme <p>Members requested a joint presentation by the Housing Executive and the Department for Communities to be held as a ‘special’ meeting for approximately 1 hour via Webex. on the Affordable Warmth scheme, as this is 6 months into the financial year they would like to incorporate the following :-</p> <ul style="list-style-type: none"> ➤ an analysis of how many applications have been referred to the Housing Executive by Councils ➤ how many were approved and rejected by the Housing Executive 	<p>D Polley</p> <p>D Polley</p> <p>Secretary</p>
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	<ul style="list-style-type: none"> ➤ how many has been successfully delivered ➤ to monitor the spend to date for this financial year, to see if the spend is on track at the half year mark <p>The discussions are to give Members the opportunity to see if there any anomalies at the half year mark and what can be done to improve areas of programme if necessary, in order to ensure that the budget is spent at the end of the financial year.</p> <ul style="list-style-type: none"> • Rent Increase • ERDF Investment for Growth and Jobs Programme 2014 -2020 • Housing Executive historical debt and exclusion from having to pay Corporation Tax • Programme for Government (PfG) Outcomes Framework • Long term rent trajectory • Affordability of social rents 	Secretary
7.0	<p><u>Presentation on Investment in Housing Executive Stock</u></p> <p>Leeann Vincent, Housing Executive gave Members a presentation on the Housing Executive’s stock investment planning, which included investment priorities, budgets, target, delivery issues and delivery completions to date. (Copies of the slides are appended to these Minutes – Appendix A).</p> <p>The Vice Chair Councillor Mark Cooper (Antrim & Newtownabbey Borough Council) expressed concern of the timescales for change of tenancies and in particular the lack of communication to the tenants by local Housing Executive offices. He referred to at least 12 tenants in his area recently, who were supposedly to receive their keys in August and now being informed this has been delayed to December.</p> <p>He requested an update be provided on the reasons for these delays and why tenants are not being informed appropriately.</p> <p>Given a wide range of Members concerns in relation to Contractors performance within their areas, it was agreed that a Workshop should be arranged solely to discuss this issue further.</p>	Secretary Secretary

8.0	<p><u>European Regional Development Fund (ERDF) by Council Area</u></p> <p>Information Noted.</p>	
9.0	<p><u>Asset Management Budget by Council area</u></p> <p>Information Noted.</p>	
10.0	<p><u>Social Housing Development Programme Progress Report – June & July 2021</u></p> <p>Members noted the report as circulated.</p>	
11.0	<p><u>Housing Executive’s Scheme Starts June & July 2021</u></p> <p>Members noted the report as circulated.</p>	
<p>12.0</p> <p>12.1</p> <p>12.2</p> <p>12.3</p>	<p><u>Any Other Business</u></p> <p><u>Meetings/Workshops</u></p> <p>Due to the high volume of business to be brought to the Housing Council Members for discussion and consultation over the remainder of the year, it was agreed by the Chair and Vice Chair after the meeting, that a second meetings/workshops should be held during the month, as when required, to deal with these issues individually.</p> <p><u>Housing Executive/Department for Communities Attendance at Meetings</u></p> <p>The Chair and Vice Chair have agreed that there is a void at the meetings not having the CX and DfC attending the monthly meetings. The reports will still be presented bi-monthly, reverting back to the previous practice. Therefore, feel that the Housing Executive and DfC should be in attendance at every meeting going forward.</p> <p><u>Latharna Tower Blocks</u></p> <p>Alderman Nicholl requested an update on the demolition of the site of Latharna and what the proposed options for the site when cleared.</p>	<p>Secretary</p> <p>Secretary</p>

13.0	<p><u>Date and Venue of Next Meeting – Thursday 9th September 2021 at 10.00 am via Webex</u></p> <p>The next monthly meeting will be held on Thursday, 9th September 2021 via Webex.</p>	
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The Meeting concluded at 12.35 pm.

Appendix A



2021/22 Stock Investment Programme Housing Council 12th August 2021

**Leeann Vincent
Assistant Director, Project Delivery**

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Contents

- **Stock Investment Planning**
- **Investment Priorities**
- **2021/22 Stock Investment Budget**
- **2021/22 Investment Targets**
- **Delivery Issues**
- **Delivery Completions, Year to date**
- **Questions**

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Stock Investment Planning



The Stock Investment Programme is aimed at meeting:

- **Our Landlord obligations with respect to the condition of our stock**
- **The appropriate regulatory or legislative housing standard**
- **The requirements of our own policies, standards, strategies and plans**
- **Emerging policy, guidelines or Departmental requirements**

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Investment Priorities



- **Context of significant funding shortfall**
- **Strategic priorities agreed with DfC:**
 - **Compliance/Health & Safety**
 - **Response Maintenance**
 - **Adaptations (major & minor)**
 - **External Cyclical Maintenance**
 - **Component Renewal backlogs**
- **Capital imps. subject to external funding**
- **Annual Programme Roll-On process**

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2021/22 Investment budget

	2021/22 Budget £k
Planned Maintenance	39,081
Cyclical Maintenance	67,758
Response Void Apd Maintenance	57,758
Total Revenue Maintenance	164,597
Stock Improvements	41,238
Adaptations for Persons Disabled	10,880
Total Capital Improvements	52,118
Total Maintenance & Improvement	216,715

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2021/22 budget by Council

2021/22 Budget by Council Area	2021/22 Budget by Activity Areas					Total
	Stock Improvements	Adaptations *1	Planned Maintenance Work *2	Grounds Maintenance	Response Maintenance *3	
Belfast City	13.46	3.00	24.18	2.10	18.11	60.84
Lisburn & Castlereagh	1.29	0.93	7.91	0.90	3.11	14.14
Ards & North Down	2.50	1.75	4.84	0.58	4.06	13.75
Newry, Mourne & Down	1.15	1.21	8.21	0.53	3.73	14.83
Armagh City, Banbridge & Craigavon	9.98	1.10	6.50	0.87	5.06	23.53
Fermanagh & Omagh	0.74	0.69	5.88	0.44	2.12	9.87
Mid Ulster	0.91	0.62	4.12	0.35	1.89	7.88
Antrim & Newtownabbey	2.78	0.91	8.45	1.20	3.72	17.06
Mid & East Antrim	1.13	0.71	8.09	1.33	4.16	15.42
Causeway Coast & Glens	3.72	1.35	6.81	0.58	4.15	16.61
Down City & Strabane	3.59	1.85	11.68	1.29	4.37	22.78
Total 2021/22 Budget	41.24	14.13	96.66	10.17	54.51	216.71

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2021/22 Investment targets

2021/22 Elemental Completion Targets by Council Area	2021/22 Elemental Completion Targets									
	Windows	BWRs	Kitchens	Bathrooms	Heating	ECMs	Roofs	ERDF Programme	Fence Painting	Total
Belfast City	334	2,121	-	800	1,081	2,913	72	242	3,024	10,867
Lisburn & Castlereagh	466	399	-	-	139	1,453	-	-	755	3,212
Ards & North Down	436	466	10	-	393	86	-	9	480	1,662
Newry, Mourne & Down	289	546	90	87	458	927	53	-	480	2,900
Armagh City, Banbridge & Craigavon	304	491	9	40	80	1,076	36	241	960	3,237
Fermanagh & Omagh	171	801	7	64	397	651	94	-	240	2,225
Mid Ulster	-	476	84	89	311	1,005	-	-	240	2,205
Antrim & Newtownabbey	-	588	90	79	438	358	57	57	536	2,204
Mid & East Antrim	73	273	94	51	267	1,370	-	-	628	2,756
Causeway Coast & Glens	129	834	64	213	62	729	52	66	636	2,785
Derry City & Strabane	881	33	154	71	414	1,523	-	122	1,000	4,189
Total 2021/22 Elemental Targets	3,083	6,828	602	1,483	4,020	12,064	364	737	8,979	38,200

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Project Delivery Issues

- Delays in materials
- Rising cost in materials
- Successful procurement fulfilment
- Contractor labour resources capacity
- Contractor and or Tenant Covid Isolation Needs
- Utility provider delays
- Internal resources (i.e. difficulties in recruiting adequate numbers of Project Managers and Quantity Surveyors)
- Potential for a further lockdown?
- Subject to necessary scheme and business case approvals being obtained

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2021/22 Project Delivery Completions – July 2021



Workstream	Target	YTD Actual	% Complete
Windows	3,083	750	24.33%
Bathrooms/Kitchens/Rewires	6,828	2,188	32.04%
Bathrooms	1,493	386	25.85%
Kitchens	602	466	77.41%
Heating	4,020	1,337	33.26%
External Cyclical Maintenance	12,094	3,345	27.66%
Roofs	364	57	15.66%
Thermal Improvements (ERDF)	737	14	1.90%
Fence Painting	8,979	1,203	13.40%
Major Adaptations (starts)	126	35	27.78%

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CHAIR
Councillor Anne-Marie Fitzgerald

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Belfast BT2 8P8

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SEPTEMBER HOUSING COUNCIL BULLETIN

The Northern Ireland Housing Council met on Thursday, 9th September 2021 at 9.30 am via Conference Call.

For Information, a report of the attendance is undernoted:-

Present by Video Conferencing

Anne-Marie Fitzgerald	Fermanagh & Omagh District (Chair)
Mark Cooper	Antrim & Newtownabbey Borough (Vice Chair)
Nick Mathison	Ards & North Down Borough
Michelle Kelly	Belfast City
Jim Speers	Armagh City, Banbridge & Craigavon Borough
John Finlay	Causeway Coast & Glens Borough
Allan Bresland	Derry City & Strabane District
Amanda Grehan	Lisburn & Castlereagh City
Catherine Elattar	Mid Ulster Borough Council
Mickey Ruane	Newry, Mourne & Down District

Apologies

There were no apologies.

Discussions on the undernoted matters took place as follows:-

Report from Grainia Long, Chief Executive, Housing Executive

The Report provided the Housing Council with a high level monthly update summarising a range of strategic, major or routine matters, including any emerging issues. A summary of the current / emerging issues are outlined as follows:-

- Delivery of Business Plan 2021-22
- 2021/22 Budget Bid submission
- Revitalisation
- Sustainable Development Plan
- Cavity Wall Insulation Action Plan
- Social Housing Development Programme
- Response and Planned Maintenance
- Mice Infestation
- Housing Investment Plans (HIPS) - Presentations to Councils
- Other Emerging Issues: Bonfires & Fire at Ulsterville Avenue / Temporary Accommodation

Contractor Performance

Several Housing Executive Officers were in attendance to answer Members questions in relation to Contractors Performance.

Update on Welfare Reform

An update on Welfare Reform was received by Catherine McFarland and Andrew Barbour from the Housing Executive.

Ben Collins Chief Executive from the Northern Ireland Federation for Northern Ireland (NIFHA)

The Chief Executive from NIFHA, Ben Collins had been invited to the Meeting to explore how NIFHA and the Housing Council can develop a closer partnership on housing matters.

Once the minutes of the meeting are ratified at the October Meeting, they can be accessed on the Housing Council website: www.nihousingcouncil.org

The next Housing Council Meeting is scheduled for Thursday, 14th October at 10.00 am via conference call.

Should you require any further information or have any questions regarding the content.

Contacts

Secretary, Kelly Cameron

The Housing Centre,

2 Adelaide Street

Belfast

BT2 8PB

Kelly.cameron@nihe.gov.uk Tel: 028 95982752

Transparency in supply chains within Public Sector Organisations

In 2015, with the introduction of the Modern Slavery Act 2015, the UK became the first country in the world to require commercial organisations to report on their progress in relation to identifying and addressing modern slavery risks in both their operation and supply chains. These arrangements, known as the Transparency in Supply Chains arrangements, TISC, were extended to Northern Ireland through a Legislative Consent Motion on the 19th November 2014.

Under Section 54 of the Modern Slavery Act 2015 all commercial organisations with a total turnover equal to or exceeding £36 million must publish a statement setting out the steps they have taken to ensure that slavery and human trafficking is not taking place in any part of its business, or in any of its supply chains, and publish the statement on their web site or provide a copy if asked if they do not have a website.

In July 2019 the UK Government launched a consultation on measures to strengthen these transparency in supply chains [TISC] arrangements, and recently published its proposals on how it plans to take this work forward. The UK Government consultation document can be found [here](#).

The UK Government proposals in relation to the public sector would extend section 54 'Transparency in Supply Chains' of the Modern Slavery Act 2015 to public bodies with a budget threshold of £36million or more.

A summary of the proposals are :

1. Provide a modern slavery statement where you have a budget threshold of £36million or more.
2. Provide the statement on a single reporting deadline
3. The statement must be published on a government run-reporting service.

Legislative changes are planned to introduce a single reporting deadline against which all organisations must publish their statement each year. The proposals would require affected organisations to report on the same annual period (1 April to 31 March) and to then have six months to prepare their statement in time for a single reporting deadline of 30 September.

Guidance will be published to help public bodies on what information needs to be captured and to help public bodies decide when and how to report as a group.

Failure by organisations to meet their statutory obligations in publishing an annual modern slavery statement will be met with the introduction of financial penalties for organisations

The Department of Justice recently ran a public consultation to seek views of both private sector and public sector organisations in NI on the UK Government proposals and whilst the consultation period has now closed we would welcome any comments your organisation might have with regards to these proposals via the questionnaire at the following link; <https://www.justice-ni.gov.uk/sites/default/files/consultations/justice/annex-c-public-questionnaire.docx>

The Modern Slavery and Human Trafficking branch of the Department of Justice would welcome views from all of the 11 Local Authorities at the earliest opportunity and before the end of October 2021. Completed questionnaires can be returned to the following email address – MSHTEnquiries@justice-ni.gov.uk

11 Local Authorities

1. Antrim and Newtownabbey Borough Council - info@antrimandnewtownabbey.gov.uk
2. Ards and North Down Borough Council - enquiries@ardsandnorthdown.gov.uk
3. Armagh City, Banbridge and Craigavon Borough Council - info@armaghbanbridgecraigavon.gov.uk
4. Belfast City Council - generalenquiries@belfastcity.gov.uk
5. Causeway Coast and Glens Borough Council - info@causewaycoastandglens.gov.uk
6. Derry City and Strabane District Council - info@derrystrabane.com
7. Fermanagh and Omagh District Council - info@fermanaghomagh.com
8. Lisburn and Castlereagh City Council - enquiries@lisburncastlereagh.gov.uk
9. Mid and East Antrim Borough Council - enquiries@midandeastantrim.gov.uk
10. Mid Ulster District Council - info@midulstercouncil.org
11. Newry, Mourne and Down District Council - info@nmandd.org

EQUALITY NEWS

AUGUST 2021
ISSUE 8



What's inside:

- Regional Good Relations Statement
- Involvement Network
- Equality, Diversity and Inclusion

- AccessAble Launch
- Virtual Consultations
- Assistance Dog Etiquette
- Carers Collective Creations



Working together



Excellence



Openness & Honesty



Compassion

#teamNORTH 

Welcome

Since the arrival of Covid-19 our health and social care system has faced many challenges and we know that the pandemic has exacerbated existing inequalities. We must work together and strengthen our efforts to push for fairness and equality. I would personally like to thank everyone who has worked in partnership with us during these challenging times. Your ongoing contribution has been invaluable.



*Alison Irwin,
Head of Equality*



*Michelle Morris
Senior Human
Resources Manager*

Our approach to diversity is simple - it's about embracing everyone. We want to make our Trust a great place to work, in an environment where you can bring the best of yourself to work and feel a sense of support and belonging. While we have more to do to advance diversity and inclusion, we're on a journey to move our Trust forward.

Good Relations Statement

The new regional **Good Relations Statement** was launched on Human Rights Day, 10 December 2020.

The Northern Trust worked with other HSC Trusts and key stakeholders to develop a clear, consistent and meaningful regional health and social care statement.

The statement clearly illustrates our commitment to promoting good relations amongst people of different race, religious belief or political opinion. The statement is displayed in offices and waiting areas across the Trust.



Promoting Equality, Good Relations and Human Rights



Equality is at the heart of what we do in health and social care and the regional Equality, Good Relations and Human Rights training ‘Making a Difference’ is an overview of equality and human rights law. It is mandatory for all staff and available both online and as a hard copy.

“Promoting Equality, Good Relations and Human Rights in HSC – Guidance for Board Members 2020” was disseminated to Trust Board members in September 2020 to help inform them of their roles and responsibilities.

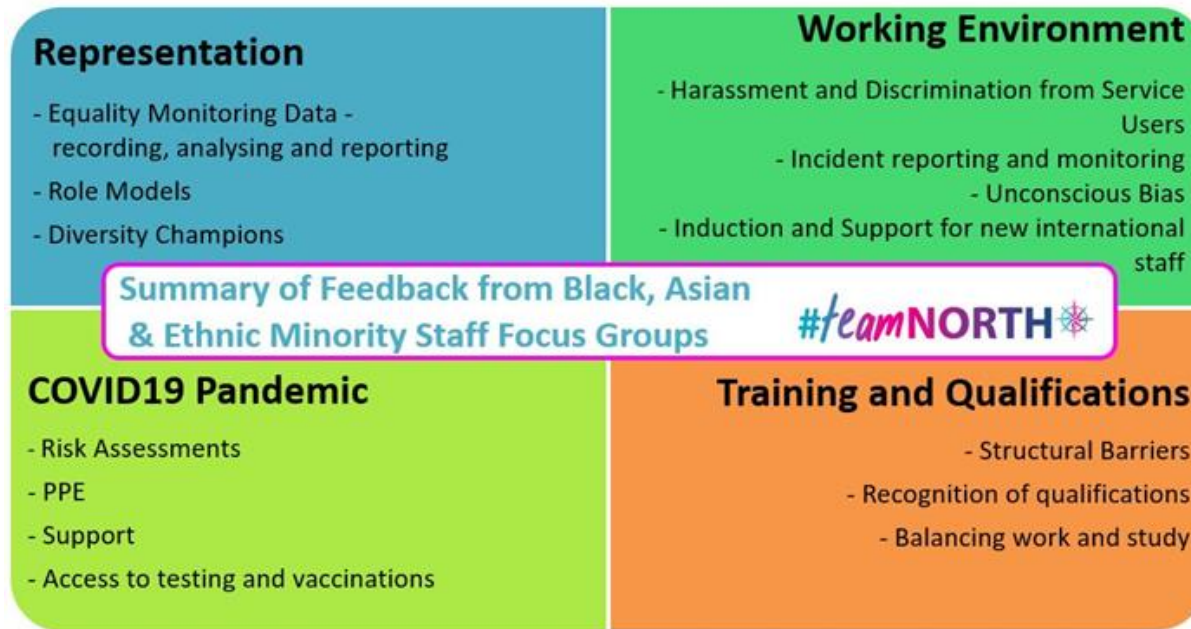
Promoting Good Relations through Partnership Working with our Trade Union Colleagues

The Trust launched the updated ‘Joint Harmonious Working Environment Statement’ that sets out principles to support a harmonious work environment agreed by management and Trade Unions representing the employees of the Trust.



A Focus on Ethnic Diversity

The Trust is committed to maintaining a safe and positive working environment for Black Asian and Minority Ethnic staff and to the elimination of racial discrimination for employees and service users.



The Trust has developed a Task Group to identify ways in which we can actively meet this commitment working in partnership with internal and external stakeholders. To date the group have identified a number of short, medium and long term priorities as outlined in the graphic above.

Equality, Diversity and Inclusion

The Health and Wellbeing Strategy has been extended to incorporate our work on equality, diversity and inclusion (EDI) and the Trust is in the process of establishing a Trust-wide EDI Steering Group.

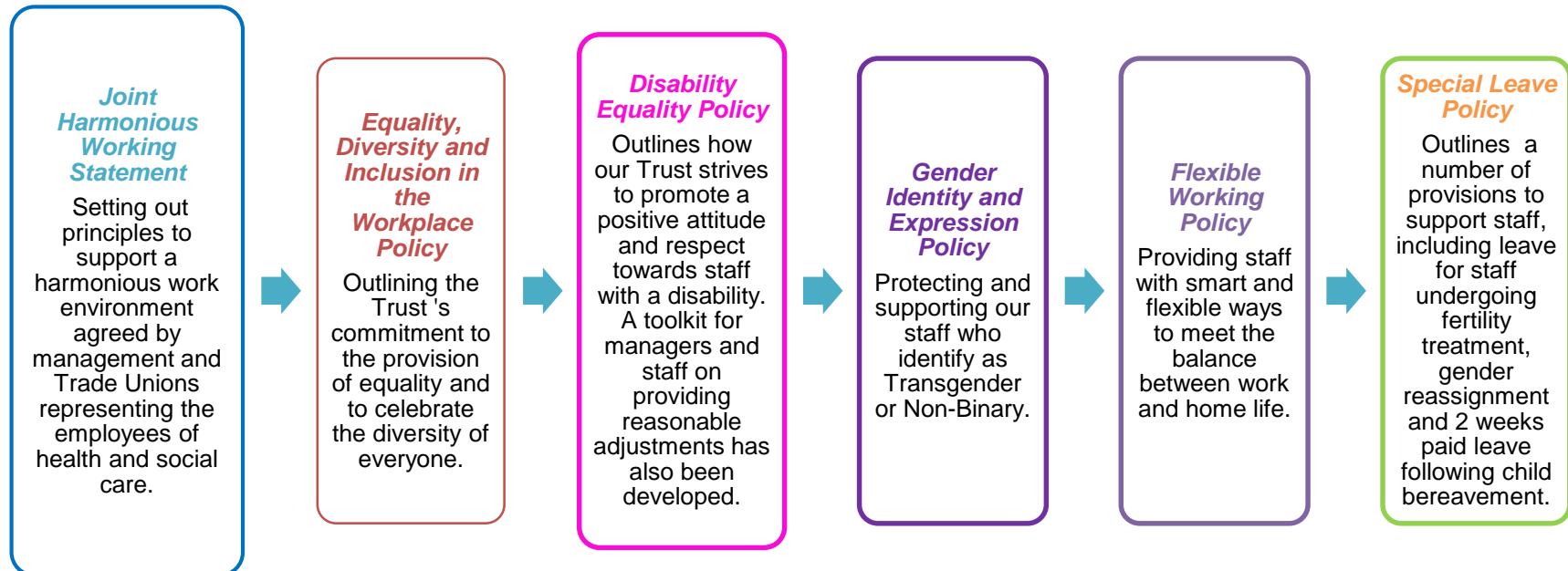


#teamNORTH

Equality, Diversity and Inclusion

Be yourself, we like it that way!

A range of policies have been introduced and updated to support all staff and to further our journey towards equality, diversity and inclusion.



Sexual Orientation and Gender Identity Diversity



The Northern Trust is proud to support the PRIDE movement in celebrating LGBTQ+ identity and raising awareness of the inequalities surrounding sexual orientation and gender identity that exist within our society. Although this year's Pride month was celebrated differently given the COVID-19 pandemic, it marked the opportunity to promote and celebrate diversity and individuality in our Trust.

The Northern Trust firmly believes everyone deserves to be able to work within a safe, inclusive and fair environment.

The Trust launched a new regional Gender Identity and Expression Policy and worked with the Rainbow Project to deliver a series of awareness raising virtual workshops for staff and managers. The Policy ensures our services and workplaces are accessible and welcoming to all people regardless of their sexual orientation or gender identity.

For further information on workplace equality, diversity and inclusion strategy please contact:

Workplace Relations, Inclusion and Business Partnering

Directorate of Human Resources, Organisational Development and Communications

Ewart Building | Holywell Hospital | 60 Steeple Road | Antrim | BT41 2RJ

Telephone: 028 94 413232 |

Email: WorkplaceRelationsandInclusion@northerntrust.hscni.net



Northern Ireland Equality and Diversity Awards 2020



The Northern Trust was 'highly commended' in the 'Best Race Initiative' category in the digital Legal Island NI Equality and Diversity Awards 2020 in respect of multi-agency partnership working with ethnically diverse communities.

Mental Health Charter

The Trust has signed up to the Equality Commission's Mental Health Charter demonstrating a commitment to improving the working lives of staff experiencing mental ill-health.



On Mental Health Awareness Week (8th - 24th May) the theme was 'kindness' in recognition of the challenges we have experienced. Our staff have demonstrated kindness over the last number of months, with colleagues and services users. The week was a great opportunity for us to reflect and celebrate and also an opportunity to remind how important it is to show kindness to ourselves.



Engagement



The Involvement Network

is a group of over 250 service users and carers who enjoy working with us to develop our services. Whether this is co-designing a new service, co-producing training or having input into the information we provide, they are a key resource for the Trust.

New Advisory Group

The Trust is establishing an Engagement Advisory Group to help us shape our services together. We must consider who we engage with and what are the best methods of engagement. Membership will reflect the communities we serve to make sure we reach out to all those who use our services. Service users and carers are experts in their own lives and we need to recognise this in all that we do.



For further information about our Involvement Network or to join please contact Lynda:

Email: ppi.coordinator@northerntrust.hscni.net

Tel: 028 2766 1453

Mobile/Text: 07721108171

Virtual Consultations



The COVID-19 pandemic resulted in Trust staff, across most settings, considering alternative methods of service delivery where face to face consultations were high risk for both service users and staff. As a result, we changed how we communicated with our service users, making more telephone calls and appointments by video.

On 23 October 2020, we held an engagement event with service users, carers and representative organisations to find out what their experiences and views were on the effectiveness and accessibility of these virtual consultations.

Experiences were mainly positive and we came away with 4 main themes to keep in mind when planning a virtual consultation – **Choice, Preparation, Accessibility and Communication.**

We also developed an easy access staff guide to help in preparation for virtual consultations.

 Northern Health
and Social Care Trust

Virtual
Consultations
in the
Northern Health and
Social Care Trust
A Staff Guide



Interpreter Now

INTERPRETERNOW

InterpreterNow enables Deaf and hearing people to communicate instantly via telephone or web-based video link.

Since the outbreak of Coronavirus our interpreting service has also seen some changes. The InterpreterNow app is available for service users to download to give them access to an Interpreter remotely 24/7. The app also enables service users to ring into clinics, access helplines and contact their GP etc.

Lifeline service through InterpreterNow

If you are in distress or despair, you can contact Lifeline using the HSCNI Remote Interpreting Service for people who use British Sign Language (BSL) and Irish Sign Language (ISL).



The advertisement features the HSC Health and Social Care logo and a 24/7 clock icon. It includes two photos: one of two men at a desk with a laptop, and another of a woman at a desk with a laptop. Below these are images of a laptop and a smartphone displaying the service interface. The text describes the service as a free remote interpreting service for BSL and ISL users, providing access to NHS111 and all non-emergency Health and Social Care Services. It also lists instructions on how to use the service for both deaf and hearing people.

HSC Health and Social Care

24/7
INTERPRETERNOW

On-line Remote Video Sign Language Interpreting Service

A free remote interpreting service for BSL and ISL users providing access to NHS111 and all non-emergency Health and Social Care Services

How to use...

Deaf people	Hearing people
- Register at interpreternow.co.uk/reg	- Call 0333 344 6012
- Open InterpreterNow app - click on HSC button	- Connect to online interpreter
- Or use PC/Laptop	- Check Deaf person is online
- Connect to online interpreter	- Start conversation
- Connected!	- Connected!

On-demand and pre-booked sessions available
www.interpreternow.co.uk/hscni
24 hours | 7 days a week | Non-emergency calls only

Assistance Dog Etiquette



Through Care Opinion we became aware of the lack of knowledge around assistance dog etiquette.

We worked in partnership with a group of service users to co-design a poster for display across Trust facilities.

The poster has also been shared regionally to improve awareness of assistance dog etiquette.



Do you know your Assistance Dog Etiquette?



Assistance Dogs need to concentrate on their job to keep their owner safe. If you break that concentration, you could be putting the dog and its owner in serious danger!

Please respect Assistance Dogs and their owners by following this simple etiquette guide

DO ✓



Speak to the owner first, not the dog.



Allow the dog to work without distraction.



Respect that the dog is working.



Allow the dog to rest undisturbed.



Let the dog owner know if the dog approaches you as this may be unwanted behaviour that needs correcting.

DO NOT ✗



Approach, touch or speak to the dog without the owner's permission as this can be a distraction.



Offer the dog food.



Allow other pets to interact with the dog.



Be offended if the owner does not want to answer questions or says no when you ask to pet the dog – they may be in a hurry to get somewhere.



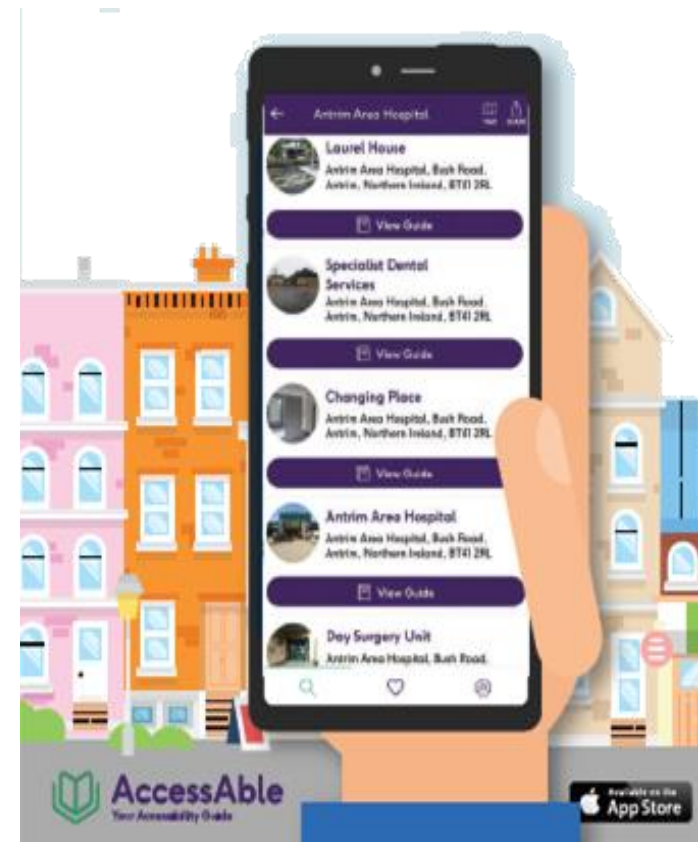
If you think a handler needs help, remember to ask before acting!

NHSCT Launch of our new Accessibility Guides

Northern Health and Social Care Trust became the first healthcare Trust in Northern Ireland to partner with AccessAble. The Trust worked in partnership with AccessAble and a number of service users to create over 80 Detailed Access Guides to facilities, wards and departments at Antrim Area Hospital and Causeway Hospital.

The Guides include facts, figures and photographs to help patients, visitors and staff plan their journeys to and around the hospitals, covering everything from parking facilities and hearing loops, to walking distances and accessible toilets.

You can view **Northern Health and Social Care Trust's** Accessibility Guide here: <https://www.accessable.co.uk/northern-health-and-social-care-trust>



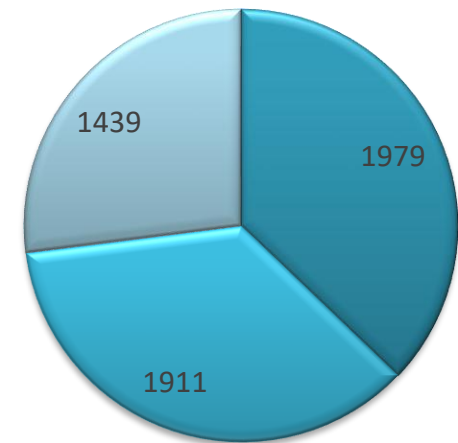
Accessible Communication

During 20/21 we were provided with a lot of vital information about how to stay safe. Information about the Coronavirus, guidance on staying home and social distancing along with information about the vaccine process was just some of the information we received and shared with our networks. This information was translated into various languages, put into easy read and provided in alternative formats. This information was made available on the Trust website and shared regionally.

During 20/21 a total of 639 appointments were supported with sign language interpreters and 225 documents were translated into minority languages.

The Northern Trust made a total of 8137 requests for interpreters through the Northern Ireland Regional Health and Social Care Interpreting Service.

The top three languages requested during 2020/21 were Romanian, Polish and Arabic



■ Romanian ■ Polish ■ Arabic

Carer Hub

The Carer Hub responded quickly to the Covid 19 pandemic to ensure carers were supported and to provide help and advice. Carers were provided with up to date information on public health guidance, PPE and delivery information available from local shops and hospital and care home visiting guidelines.

In early 2021, the vaccination programme was rolled out to informal unpaid family carers as a priority group. We are proud to have helped thousands of family carers access the covid vaccination.

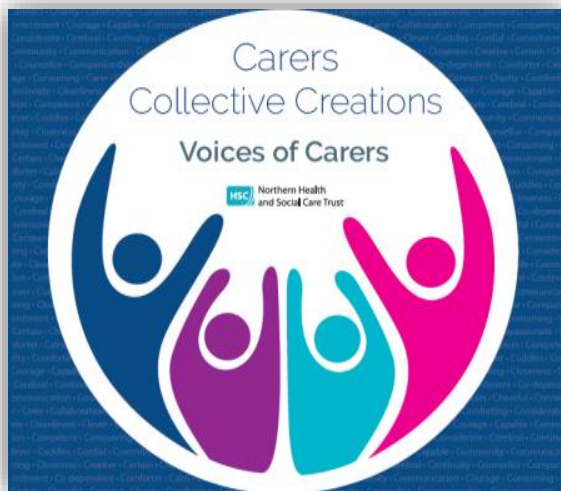


The Carer Hub central point of contact for carers and staff for signposting and support and continues to operate Monday-Friday from 9am-5pm.

For further information, please contact **Carer Hub on 028 276 61210**
or email carer.hub@northerntrust.hscni.net

Carers Collective Creations

During carers week Robin Swann, Health Minister launched a unique collection of creative stories produced by informal family carers. The Carers' Collective Creations are the personal stories of seven carers told through illustrations and creative writing. The stories describe how their caring role has shaped their lives and the impact of caring during the COVID-19 pandemic.



The carers wrote the stories together, benefitting from new friendships, a sense of connection and community. This co-produced resource will not only offer other carers the chance to relate to and benefit from the stories, but will be of great value to a wider audience.

Carer Support Programme

The pandemic changed the way in which we hold our carer support classes and we are delighted to have been able to offer our carers a wide variety of courses online. The carer support programme is released quarterly and we have had over 970 people attending our online classes in the last year.



The programme is modelled on the Take 5 steps to wellbeing and co-produced with carers telling us what classes would help support them in their caring role.

We have held a wide variety of classes this year under each of the 5 themes – **Connect, Be Active, Take Notice, Keep Learning and Give.**

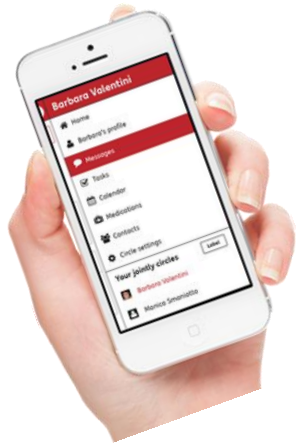


Committed
to carer support

Carers Digital

Carers in Northern Trust area can access a specific website of resources hosted on an online platform including, e-learning, “Jointly” a care co-ordination app, a self advocacy guide as well as many more links to local information and support for carers specific to the Northern Trust area.

The platform can be accessed using smartphone, tablet or on a web browser. The aim of the resources is to help carers manage tasks and care.



To access the platform the web link is:
www.carersdigital.org
Your Free Access Code is: DGTL2770

Brought to you by  In collaboration with 

FREE
digital resources
for carers

Looking after someone?

Caring for a loved one who is ill, disabled or older can be valuable and rewarding, but without the right support caring can have an impact on your health, your job, your finances and your social life.

Visit carersdigital.org

Your Free Access Code is: DGTL2770

Use this code to get free access to all the digital products and online resources, including:

- 
About Me eLearning Course
This online course aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.
- 
Jointly Care co-ordination app
A central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.
- 
Free publications Carers UK guides
Essential reading for carers including: *Upfront guide to caring*, *Looking after someone - Carers Rights Guide 2016 and Being heard: A self-advocacy guide for carers*
- 
Links to more info and local resources
Access links to further resources and sources of local information and support for people who are looking after a loved one.

Scan to register without using a code:



Diary Dates



Good Relations Week – 20-26 September 2021
International Day for Older Persons – 1 October 2021
Carers Rights Day – 25 November 2021
LGBT Pride Month – 1-28 February 2022
Race Equality Week – 7-13 February 2022
International Women's Day – 8 March 2022
Deaf Awareness Week - 15-19 March 2022
Young Carers Action Day – 16 March 2022
Carers' Week – 6-12 June 2022
Learning Disability Week – 20-26 June 2022

Please contact the Equality Unit on the details below if you have any queries, suggestions/issues related to this newsletter or the work that we do.

Phone: (028) 2766 1377

Email: equality.unit@northerntrust.hscni.net

SMS: 078 2566 7154

Web: www.northerntrust.hscni.net

Personal, Public Involvement (PPI) and Co-Production

2020 – 2021
Annual Report



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Foreword



Welcome to our Personal and Public Involvement (PPI) Annual Report for 2020/21. This Report outlines the work we are doing to promote personal and public involvement in the planning and delivery of services and details how we are taking forward the Department of Health's Co-production Guide. The COVID-19 pandemic resulted in us having to rapidly reconfigure services and provide care in new and different ways. Measures taken to limit the spread of the virus meant we all had to adapt quickly, and change the ways we work. This was also true of those undertaking and participating in personal and public involvement activities. Face-to-face engagement that would normally be expected, has been restricted by guidance on physical distancing and shielding but despite this we have remained strongly committed to engaging with service users, carers and the public in a meaningful way during these challenging and exceptional times.

I believe that engaging and involving the people who use services and their carers is as important as ever, but the complexity of the current environment for health and care services cannot be understated, with services facing many competing challenges and pressures. Many changes had to be made rapidly to respond to the pandemic but we also have to consider the future provision of services over the short, medium and long term. This should be informed by engagement with service users, carers and the public.

We must shape our services together and going forward we will need to consider who we engage with and what are the best methods of engagement. This year we are establishing an Engagement Advisory Group to help us with this. Its membership will reflect the communities we serve to make sure we reach out to all those who use our services. Service users and carers are experts in their own lives and we need to recognise this in all that we do.

Jennifer Welsh
Chief Executive

Foreword



I believe that involving people with lived experience in the delivery of services, strengthens working relationships and creates a level playing field, which validates the expertise of service users and carers. In the past we have been reliant on working face-to-face but as the COVID-19 crisis started to escalate during March 2020 we were forced to move to online events and meetings. Whilst this was a daunting task for many, there are clearly some advantages to engaging online.

I have been impressed with the energy and drive that the Trust has put into engaging with service users and carers and I have attended many of their online events where there was lots of different interaction, including the chance to use break out rooms, run polls, allow people to share their screens and to use 'chat' to comment and share responses. It is now vital that the impetus is maintained and that engagement continues - whatever your role you have an active part in making this happen.

We all know that change is required to make sure that our health and social care services can cope in the future and bringing about this change will require collaborative working relationships so I encourage as many service users and carers to join the Trust's Involvement Network.

Thelma Dillon
Chair of Older Peoples Panel
and Trust PPI Representative

Governance and Assurance

Governance and Assurance



Wendy Magowan
Director of Operations is responsible for the implementation of PPI and co-production across the Trust and assuring our Trust Board that we are abiding to our statutory duty to fully engage our service users and carers.



Glenn Houston
Non-Executive Director continues to be the Non-Executive PPI and co-production lead and plays a key role in embedding involvement into the culture and practice of the organisation.



Alison Irwin
PPI Operational Lead and Head of Equality



Lynda Elliott,
PPI Co-Ordinator

Governance and Assurance

We continue to ensure partnership working is integral to all aspects of our business agenda and have a range of governance, management and reporting mechanisms to reflect this. Our Engagement, Experience, Equality and Employment Group (Quad EG), chaired by Wendy Magowan, seeks assurance that the Trust is compliant with PPI statutory requirements. Membership includes all divisional directors, non-executive directors and the Patient Client Council. The Quad EG reports directly to the Trust's Assurance and Improvement Group, then through to Trust Board.

Within each of our services we have a number of PPI champions who continue to provide support and promote personal and public involvement across the organisation. Opportunities for specialised training are provided and staff continue to be provided with the information and resources required to mainstream PPI and co-production activities.

The Trust continues to support a number of service user panels in partnership with service users, carers and the community and voluntary sector, with each panel being user led, chaired by a service user or carer. We also have our Involvement Network which continues to provide opportunities for members to be involved in the developing and planning of services. These partnerships ensure an effective network for on-going stakeholder involvement and co-production in our work. We continue to support and value the networks we have already established and work in partnership with them to ensure everyone has the opportunity to be involved. If you are interested in joining one of our user groups or would like more information please contact: ppi.coordinator@northerntrust.hscni.net or phone (028) 2766 1453.

10,000 More Voices

10,000 More Voices encompasses the fundamental principles of PPI, promoting meaningful engagement with patients, clients, service users, carers and their families. The method used to gather views focuses on the person's personal story. This form of engagement values the voice of the respondent, providing the opportunity to express what mattered most to them throughout their journey.



In light of the ongoing COVID-19 pandemic in Northern Ireland the 10,000 More Voices work plan focused on capturing the most recent experience of patients, clients, relatives and staff engaging with our health and social care system during the pandemic – including the projects below.

- Experience of accessing mental health services during COVID-19. This focused upon the introduction of online therapies, telephone and video consultations and changes to face to face services
- Experience of residents, families and staff in care homes during COVID-19 pandemic
- Experience of wearing PPE during COVID-19 Pandemic
- Experience of working during COVID-19 Pandemic
- Experience of Patient Care Services in Northern Ireland Ambulance Service (NIAs)

Service User Feedback

The Trust encourages complaints, enquiries, comments/suggestions and compliments and views them as a positive opportunity for learning and improving services. The total number of formal complaints received this year was 636 (including 88 follow on complaints). Services across the Trust receive many compliments; these can range from written letters and thank you cards, verbal feedback and donations to our Charitable Trust Funds in recognition of the service provided. This year the Chief Executive received a total of 2236 compliments.

Feedback from our service users, carers and members of the public/visitors using our services or facilities helps us to identify areas where high quality care is being provided, and where this is not the case we will make changes to improve service quality and safety.

Feedback can be given directly to the service involved either verbally or in writing or by sending your feedback directly to the Chief Executive. **Complaints, enquiries, comments/suggestions and compliments can be sent in writing, by email telephone or calling in person to Complaints/Service User Experience Office**, Northern Health and Social Care Trust, Bush House, 45 Bush Road, Antrim, Co Antrim, BT41 2QB , Tel: (028) 9442 4655 Email: user.feedback@northerntrust.hscni.net

Care Opinion

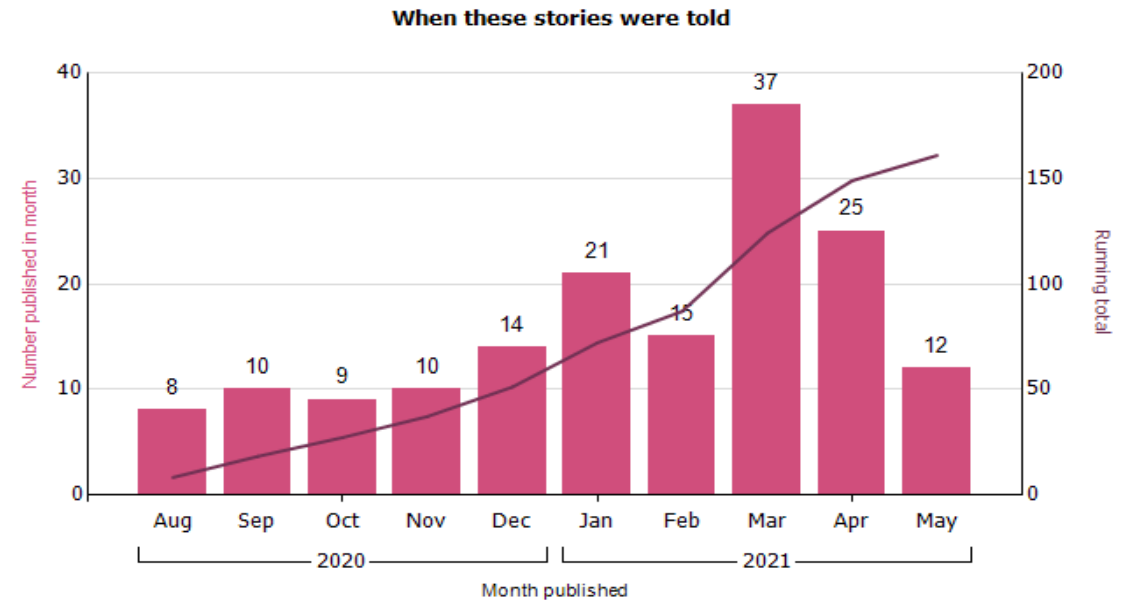


On the 3rd of August 2020 Care Opinion was launched in Northern Ireland by the Health Minister. This is a real-time, on line service user feedback platform that provides service users, families and carers with the opportunity to share their experience of health and social care in Northern Ireland.

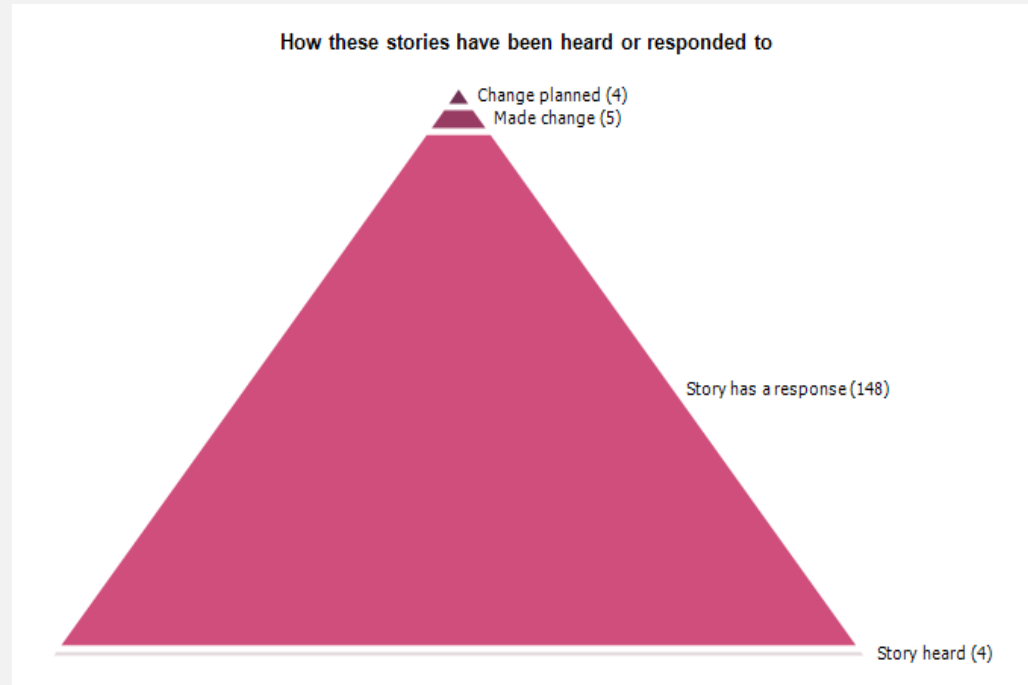
This platform allows the Trust to find out how service users and carers view the services they use and the standard of care that they have received. Stories posted also help the Trust to identify areas of good practice, and areas where change and improvements are required.

Each story, good or bad, will be responded to in an open and transparent manner by a member of Trust staff, to reinforce that the service user has been heard.

Since the launch in August, we have received 161 stories from service users, families and carers about their experience of care.



Following the stories received on Care Opinion, there have been 4 changes planned and 5 changes made.



One of our service users gave us their views on how it felt to leave feedback and be involved in co-producing a poster on Guide Dog Etiquette.

"The Care Opinion platform was a fantastic and timely way for me to share my experience in a targeted way and it was fantastic to get some responses from people within the Trust thanking me and planning to actively address it. I was asked to review documents to improve visible information around correct guide dog etiquette which was an incredibly positive and empowering outcome."

For more information on any of this work please contact Leigh Morgan, Patient Client Experience Facilitator Leigh.morgan@northerntrust.hscni.net or phone (028) 9442 4000

Opportunities and Support for Involvement



Involvement Network

Our Involvement Network of service users and carers continues to grow. We have been working extensively with our Involvement Network over the last year engaging while rebuilding our services. We have provided our Network with 68 involvement opportunities, including the development of our new 'Phone First' service and the setting up of the regional Nightingale facility at Whiteabbey. They also helped us to think about how we can use virtual mechanisms for appointments going forward. If you would like more information or to become a member of our Involvement Network, please contact Lynda ppi.coordinator@northerntrust.hscni.net or phone (028) 2766 1453.

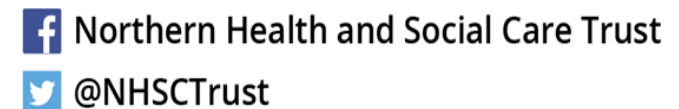
Newsletter

The second edition of our Involvement Network Newsletter continued to keep our service users up to date with the latest support available during the COVID-10 lockdown. We also highlighted some of the involvement opportunities that they had been part of including input into the design of our new 'Phone First' service and our Regional Nightingale facility at Whiteabbey. A copy of the newsletter can be found [here](#).

Social Media

We continue to use our Facebook page and Twitter account to circulate any opportunities for involvement to over 35,000 people. We continue to use YouTube as a platform to provide service users, carers and the public with a variety of information including videos and audio interviews.

You can follow us on Facebook and Twitter as follows:



Knowledge and Skills

Knowledge and Skills

We continue to provide support, advice and guidance to staff, service users, carers and the public as required.

Engage

We continue to work in partnership with staff, service users and carers in the ongoing development of Engage to ensure there is a wide range of tools available to effectively involve service users and carers.

Engage is also accessible by the public to find out about involvement opportunities and training.

Check out Engage at <http://engage.hscni.net>

Citizen Space

Citizen Space is a regional consultation tool which we use to develop questionnaires and surveys. It continues to be very popular with our staff especially useful during lockdown as a method of engagement. 165 staff now have accounts set up and have received training. It is the only tool of its kind which was designed in collaboration with government, specifically for public sector use. The consultations are hosted live on the NI Direct Website.

PPI Training

This year 561 staff have completed our PPI training programme. We continue to raise awareness and promote PPI. It is incorporated into many of our other training programmes which we have had to adapt to virtual classrooms. We have a range of resources available on the Trust internal Staffnet site ranging from our PPI toolkit, Welcome Pack for Service Users and guides which have been developed regionally.

Knowledge and Skills

Zoom Webinar

In the midst of the Coronavirus pandemic we were all learning to communicate and deliver services in new ways. To help with this NHSCT purchased a number of ZOOM licences for video calling with colleagues and service users. Practical guides to ZOOM for staff and service users were made available. To ensure staff had the knowledge and confidence we held a webinar on using Zoom to help develop skills. The session included establishing virtual ground rules and check-ins, specific for virtual meetings, how to keep online meetings interactive for everyone but keep it on track and how to host and keep it effective and engaging.

The webinar was recorded and made available on staffnet as a resource for staff and we also developed an ebook on good Zoom etiquette which has been used regionally and made available as a staff resource.

Online Guides

A range of involvement tools and resources are available to help staff effectively involve service users, carers and the public.

As government guidance during the last year was to stay at home where possible and socially distance we had to change how we involved our service users and carers. To ensure staff had the skills and knowledge to support online engagement we developed some new guides to help. These guides supported staff during the rebuild phases of COVID-19 providing them with more confidence in online engagement.

All guides and other resources are available on staffnet.



PPI and Co- Production in practice across the Trust

The following pages highlight some of the service user and carer engagement that has been carried out over the last year

PPI and Co-Production in practice across the Trust



Phone First

Prior to Covid-19, there was evidence that our urgent and emergency care services were under increasing pressure. With the impact of the COVID pandemic and the focus on infection prevention and social distancing it is even more important that vulnerable patients who need emergency treatment aren't asked to wait in crowded waiting.

'Phone First' is a new telephone number for patients who are unwell and planning to travel to an Emergency Department (ED) with an injury or illness which requires urgent treatment but is not immediately life threatening. On 12 November 2020, an engagement event took place with over 30 service users, carers and representative groups. The session enabled an informed discussion about the "Phone First" service and an opportunity for participants to ask the Panel questions and provide valuable feedback.

Phone First (No More Silos) Patient Experience Feedback

A patient experience survey has been launched on Citizen Space and promoted via Social Media to get feedback from service users, carers and members of the public who have used the Phone First Service prior to attending Antrim Area and Causeway Hospitals' Emergency Departments and Mid Ulster Minor Injuries Unit.

The first survey ran from 24/02/2021 to 31/03/2021 and returned a total of 47 patient experience responses. These responses were so valuable for helping the Trust to identify where the service is working well, and where further changes to improve the service are necessary. So much so, that it was agreed to run a further survey until end of May 2021 to continue to learn and shape the service with patient experience firmly at the forefront.

PPI and Co-Production in practice across the Trust

Care Home Support

During the Covid19 pandemic the Trust developed close supportive working relationships with Care Home staff. As a result of restrictions being placed on visiting a Family Liaison Officer (FLO) role was developed initially in the East Antrim Locality to facilitate meaningful contact between residents and their families alleviating anxiety of both residents and families.

The Care Home support received very positive feedback from all involved and attracted favourable media coverage. An approach was made by a local school wishing to support Care Home residents, the Trust facilitated links between the two and cards made by the school children were distributed to Care Home residents.

Causeway Inflammatory Bowel Disease Patient Panel

In January 2019 an Inflammatory Bowel Disease (IBD) Patient Panel was established to help improve services. They have designed their own logo and since COVID have continued to communicate using the Telegram app. The Panel has responded to the new 10 year Mental Health Strategy 2021-2031 consultation and has also identified that a self-help 'IBD Buddy' scheme would be a useful support service for patients and their families throughout the IBD journey. Causeway is the first hospital in Northern Ireland to set up a successful IBD Patient Panel and we are collaboratively breaking down barriers by interdisciplinary working and involvement of many stakeholders. As a team we are so proud of the enthusiasm and commitment from our Patient Panel, which is ensuring we work towards creating a holistic service for our service users.



PPI and Co-Production in practice across the Trust

Co-Produced Acute Frailty Unit Patient Leaflet

A patient information leaflet for the Acute Frailty Unit was co-produced by a team of staff and service users. The purpose of the leaflet is to provide useful information to patients and carers in relation to their stay on the Unit.

The leaflet was drafted by the Ward Team and disseminated through the Service User Involvement Network for comments and feedback. Extensive feedback in relation to the content and design of the leaflet was received and utilised to develop the final draft. The leaflet is now provided to patients on admission to the Acute Frailty Unit.

Ambulance Arrival and Handover Service User and Carer Engagement Event

A Service User and Carer Engagement Event was held on the 25th March 2021 to get feedback from stakeholders on the additional 5 bedded area being developing within the footprint of Antrim Area Hospital Emergency Department for ambulance arrival and handover.

The engagement event took place via Zoom and a number of service users, carers and Trust staff attended. Information about the proposal was discussed and we received valuable feedback that will enhance the patient journey.

PPI and Co-Production in practice across the Trust

Pilot of elastomeric pumps for 24 hour continuous intravenous (IV) antimicrobial infusions for consideration in Outpatient Parenteral Antimicrobial Therapy (OPAT)

The aim of the small pilot project was to determine if delivery of IV antibiotics via elastomeric devices is a feasible alternative to broader spectrum once daily antibiotics and avoid sub-optimal timing of antimicrobials that require dosing frequencies of three times daily or more. The project was carried out on ward B1 at Antrim Area Hospital and the multidisciplinary project team included staff from pharmacy, medicine and nursing. The team worked closely with and involved patients from the outset to ensure they understood how to manage the device and obtain feedback on its use. Feedback was good and has helped inform how the OPAT team could take this initiative forward.

“Instructions on how to manage device straight forward. Information leaflet very good.”

“Much better than being connected to infusion via drip-stand, more freedom to move whilst receiving antibiotic.”

“Can see how this would benefit patients receiving therapy at home”

PPI and Co-Production in practice across the Trust

Nightingale Facility at Whiteabbey

In September 2020 the Minister for Health announced that Whiteabbey Hospital would become a second Nightingale facility for Northern Ireland in preparation for the second wave of the coronavirus pandemic. This was a regional service operating as Enhanced Nursing and Therapies Rehabilitation and Step Down unit, providing extra bed capacity to aid the flow of patients from acute care.

An engagement event took place, using Zoom on 5th November 2020 with over 30 service users, carers and representative groups to hear about and have input into the plans for the Nightingale. There was then an opportunity for participants to ask the panel questions and give their feedback on what they had heard. The feedback from this engagement event is available [here](#).

We provided service users and carers with a number of updates and also held another engagement event in May 2021 which was used to talk about the options for the future use of the Nightingale facility following a decrease in COVID admissions.



PPI and Co-Production in practice across the Trust

Tocilizumab Patient Information Leaflet (PIL)

As new treatments for Covid-19 emerged so did the need for new information leaflets and counselling on these treatments. When Tocilizumab was approved for use outside of clinical trials, we recognised the need to provide written information to patients and carers when this is received. The pharmacy team developed a patient information leaflet that documented important information about Tocilizumab, but we wanted to make sure that this was as clear and accessible as possible. As such we enlisted the help of the Involvement Network to get service user and carer feedback on the leaflet. They provided feedback that vitally shaped the information leaflet. The leaflet was then approved for use by the pharmacy team, and is used to provide information to patients and carers about the care patients received during the course of their hospital admission.

Delirium Care Pathway

An information leaflet 'Recognising Delirium' was co-produced by the Delirium Co-ordinator and service users via the Involvement Network. The leaflet provides useful information for relatives to help them recognise the signs and symptoms of delirium and advise staff of any changes to their relative's condition. The leaflet is included in a 'Delirium Information Pack' for patients and relatives in wards in Antrim and Causeway Hospitals.

Information for families and carers of patients who have been diagnosed with a delirium, has now been added to the A-Z Services on the Northern Trust website. A link has also been included to the 'Care Opinion' website, so that patients and families can leave feedback about the care and support they received.

PPI and Co-Production in practice across the Trust

Cardiology Ambulatory Pathway, Antrim Area Hospital

The Cardiology Ambulatory Pathway at Antrim Area Hospital is an ambulatory service that facilitates referrals from GPs, thereby enhancing patient access to Cardiology Services and reducing attendances to the Emergency Department. The Service offers same day urgent care to patients at the hospital, which allows patients to be assessed, diagnosed, treated and if possible, sent home the same day without being admitted overnight. A service user engagement event, hosted by Dr Lambros Petrou, Consultant Cardiologist and Stephanie Greenwood, Clinical Services Manager was held on Friday, 12th March 2021. The event was well attended and gave service users, carers and representatives from voluntary organisations the opportunity to learn more about the pathway and pose questions to members of the project team involved with the development of the pathway. Feedback during and following the engagement event has been very positive:

“Fast tacked pathway and confidence to know you are on a track to be seen quickly – very reassuring”

“Provides confidence and reassurance”

“This pathway will give people the confidence in attending hospital and getting the treatment they need, the pathway sounds great”

“Speed is of the essence. The pathway increases the chance of getting the treatment so much quicker”

“Excellent pathway. People may be stressed about their symptoms/condition and will be delighted to see an expert quickly. It will be so reassuring.”

These personal, individual experiences will assist greatly when considering expansion and continual development of the Service.

Recruitment and Selection

Despite COVID restrictions, service users and carers continued to receive Recruitment and Selection training through e-learning. This year service users sat as panel members in interviews for services including the Regional Trauma Network and Brain Injury Service. Further training will be given to service users, carers, and recruiting staff across Psychology Services to increase representation on interview panels.



Brain Injury Service

Our service users have been involved in reviewing and updating our “Information for Service Users, Families and Carers” leaflet. 14 service users were involved in this project and had input into reviewing, making suggestions around wording, layout and making sure it was accessible and a format easy to understand.

Northern Trust Brain Injury Service

Information for Service Users,
Families and Carers



PPI and Co-Production in practice across the Trust

Psychological Therapies Service (PTS)

Our Whiteabbey Arts Care Group worked remotely during COVID on artwork for the social services building in Whiteabbey Hospital including individual and collective pieces which explore what nature and nurture means to the group. It is remarkable such a large project was created given via Zoom, supported by our artist-in-residence Ciara who shared techniques to assist everyone. Service users said they want to be involved in future projects so co-production is valued and worthwhile.

“I find it very socially engaging and look forward to the class each week. I have also learned quite a few things from yourselves as I take small notes throughout the class and can then reflect on them after it's finished. All in all, I've loved being part of the arts group”

We have also received positive feedback from clients who are currently attending our service who have commented on how they value this new environment.



PPI and Co-Production in practice across the Trust

Clinical Health Psychology

A partnership project between the Causeway Inflammatory Bowel Disease (IBD) Patient Panel, the Northern Health and Social Care Trust's Inflammatory Bowel Disease Service and the Clinical Health Psychology Service led to a survey of those living with IBD identify the psychological need that IBD presents. The findings from this project have been shared locally and regionally..

A service review of Clinical Health Psychology input into Intensive Care Unit follow up clinics across the Trust includes service user feedback to evaluate and shape future service provision. Using the online platform, Citizen Space, feedback is being sought from service users following initial consultation and also at the point of discharge from the Clinical Health Psychology. Collating information about the accessibility and acceptability of the service helps to assess the extent to which service aims are being met.

A service user reference group made up of young adults living with Diabetes have continued to meet and has been working towards increasing visibility of the emotional wellbeing of young service user and accessibility to services. The Group is working on the design and branding of a logo for use on leaflets and posters to raise awareness among young people and healthcare staff of the importance of thinking about emotional well-being when living with Diabetes. They are also designing a tool to use when introducing conversations about mental health into Diabetes clinic review appointments. The Group has also designed workshops for young adults with Diabetes, aimed at normalising the impact on emotional well-being of living with diabetes, and reducing isolation by helping make connections with others in the same situation.

Child and Adolescent Mental Health Service (CAMHS)

From March 2020 to June 2020 the Specialist Child and Adolescent Mental Health Service (CAMHS) and the Children's Early Intervention Service (CEIS) completed a telephone audit with 224 young people and their families to ascertain what their experience of remote appointments has been like and to obtain feedback about how the services could further adapt to best meet the needs of families during the pandemic. This feedback was used to directly shape on-going service delivery as services continue to adapt to the impact of COVID-19.

The Specialist Eating Disorder Service in CAMHS has an on-going monthly peer support forum where families can receive support from other families and professionals who have been involved with the service and also provide peer support and mentoring to other families within the service. This peer support forum is facilitated by a team member however the stakeholders and their families have a very active role in deciding function and focus of the meetings.

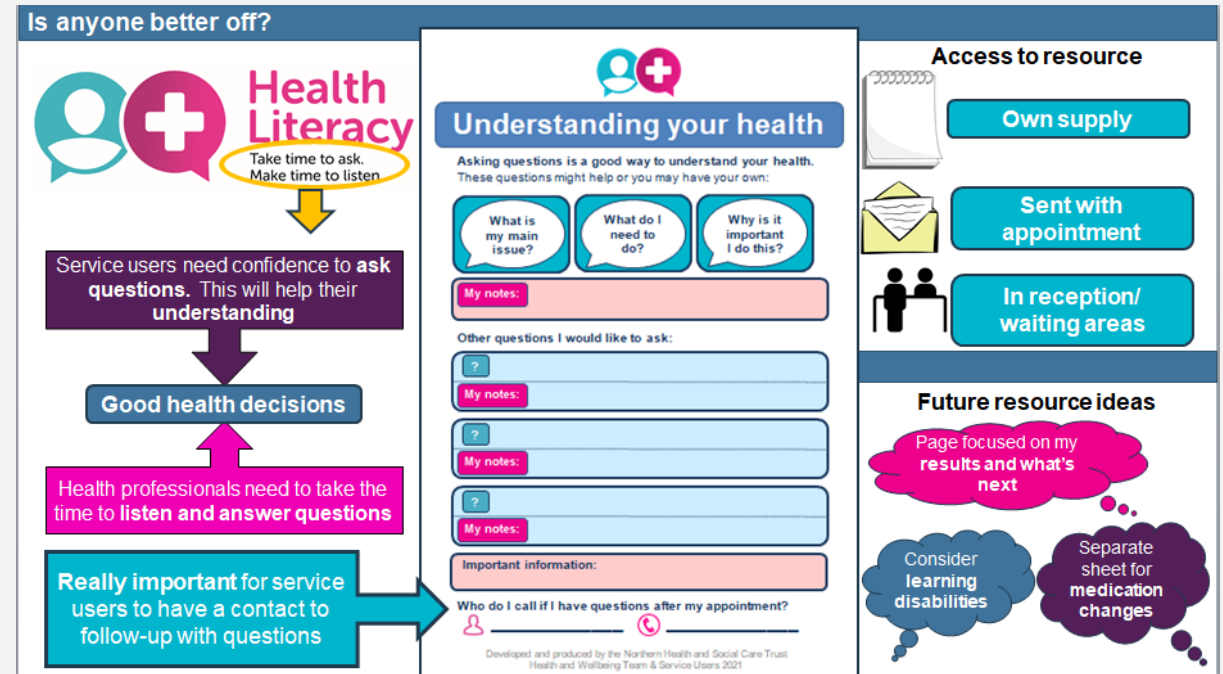
Children's services (which includes CEIS, Specialist CAMHS, Paediatric ASD team) facilitated an interactive workshop to promote involvement in our services which resulted in a number of involvement projects including;

- A joint project with the Arts Care and young people to design and decorate the waiting room in the Masserene base in order to make it more suitable for children and young people who attend appointments.
- The CEIS team facilitated a project with young people and their families to create an information video about the CEIS service and what young people can expect when they attend.
- The Paediatric ASD team are engaging with parents and carers about their experience of their teenage program to shape its content and delivery.

Health Literacy

Three focus groups (18 service users) were held via zoom in February 2021 to pilot a resource to support service users in getting the best out of health or care consultations and conversations. Everyone's thoughts and opinions were taken on board to develop something which would allow service users to write down their questions and make notes.

This is continuing on from the co-development of the health literacy logo and strapline 'Take time to ask, make time to listen' which was developed by service users who wanted people, like them to feel more confident to ask questions so they can better understand their health condition.



PPI and Co-Production in practice across the Trust

The JAM Card

Supported by the Northern Area Autism Reference Group, in partnership with NOW Group (an organisation that supports people with autism and learning difficulties into employment) we have become a JAM Card friendly organisation. The JAM Card stands for **Just A Minute** and was developed because service users said they would like a discreet way of telling people that sometimes they need a little extra time and patience. Initially created as card and has recently been developed into an app for smartphones. There are currently approximately 70,000 JAM card users, and over 5,500 JAM Card App users.



To date JAM Card training has been completed by various Trust services who now display visual material highlighted the service is JAM Card friendly and thereby reducing anxiety for those attending. Co-design has always been at the heart of the JAM Card and as a result of feedback from Northern Area Autism Reference Group a new addition to the JAM Card Family has been formally introduced which states 'Please be patient, I am autistic'.

Debbie a member of the Northern Area Autism Reference Group stated - "As an autistic adult carrying a JAM card helps to reduce my anxiety about going to JAM friendly spaces, as I know if I have any problems they will understand and give me the time I need. It means that I do not need to verbalise the problem, something I may not be able to do, but can simply show the card. I really like the new wording using identity first language, as autism is a fundamental part of who I am, not something I have and can be separated from me."

Elvin another member of the Northern Area Autism Reference group said – "For me, sometimes what people say to me sounds like a different language, and I need a moment to "translate it" - it's not about lack of understanding due to low intelligence, it's about my mind having a different way of processing information"

PPI and Co-Production in practice across the Trust

Loneliness Networks

There are five locality loneliness Networks within the Northern area including the NHSCT Loneliness Network which launched in late 2018. Each of the locality networks comprise of members from the voluntary community and statutory sector who work together to raise awareness of loneliness, promote opportunities for socialisation and initiate actions which address loneliness. They have been instrumental in supporting those feeling lonely and isolated during the Coronavirus pandemic.

In March 2021 Networks members' completed a questionnaire 'Reflections and future plans' asking them about achievements of the past year, potential gaps and issues they wished to focus on in the year ahead.

Causeway Loneliness Network has also asked its members to feedback on the concept of 'Chatty Benches'.

Recovery Pack

Service user groups in the Coleraine area created a Recovery Pack for therapists and clients to work on as part of discharge planning. The idea came from service users who had recently finished therapy and identified this as a way of further supporting clients after discharge. The pack has been shared for all PTS therapists to is used for training on Discharge Planning.



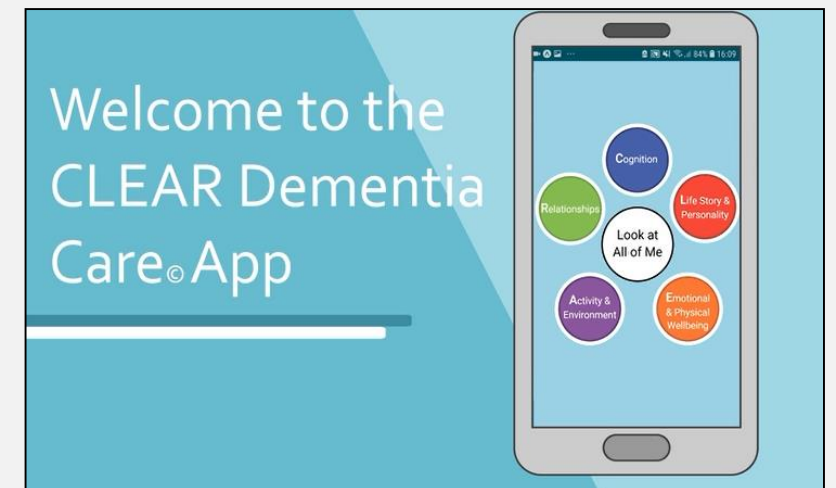
PPI and Co-Production in practice across the Trust

Independent Advocacy during Covid-19

To make sure that the Covid19 restrictions would not stop clients accessing the advocacy service a protocol was put in place to ensure continued uninterrupted advocacy delivery and equity of access. Advocates contacted wards on a daily basis and information posters and leaflets were distributed to wards and community facilities. Technology has supported the provision of advocacy – phone, email, Zoom, Skype, Teams and Whatsapp - and conferencing has been used both for individual consultations as well as in group meetings. Contact with the service has increased substantially since the onset of the Covid19 pandemic.

CLEAR Dementia Care© App

CLEAR Dementia Care was co-produced by people with dementia, carers and healthcare professionals within the Northern area. Funded by the Department of Health (DoH), the NI Executive and Health and Social Care Board the app provides information about dementia and advice to help support a person with dementia. CLEAR Dementia Care © App - Northern Health and Social Care Trust.



Transforming the 'Communication with Children' early language intervention programme

Re-design of the Speech and Language Therapy parent/carer programme, 'Communicating with Children', was imperative to ensure safe delivery of the programme and maintenance of the service given COVID 19 restrictions. A virtual 'Communicating with Children' pathway was developed.

Crucial to the development of the virtual pathway was feedback from parents about how they learn, their expectations and about what would work best for them in terms of accessing the programme. Parents told us that they would prefer the programme content to be shared with them in video format rather than 'live' virtual sessions; they told us that they would prefer the content in short bite-size videos; they told us that they would find it useful to have a written summary of the content alongside the videos. The virtual pathway takes a blended learning approach, providing parents/carers with access to a series of short engaging videos, detailing the 'Communicating with Children' language support strategies; an accompanying booklet - an accessible written summary of the strategies with activities to increase learner engagement; a partially booked telephone call with a therapist for a solution-focused coaching conversation, assisting parents/carers to implement the language support strategies; and follow-up assessment.

Parents have commented on the flexibility that the virtual delivery enables, allowing for self-paced learning and for families to fit in the content around their daily lives.

'Intro to RISE' - Virtual Groups

RISE NI NHSCT is a school based service supporting children with needs which impact on their ability to learn. Given the school closures imposed by COVID restrictions, we had to think of more innovative ways to work with our children so the 'Intro to RISE' virtual group was developed for those children newly referred to the service.

This consisted of 3 x 30 minute sessions aiming to support the child's overall health and wellbeing. The activities targeted attention and listening skills, listening to longer, more complex instructions, fine and gross motor activities and opportunities to explore relaxation and emotional language. Parents were provided with a summary of their child's participation in the group along with suggested activities to promote further development in areas of need.

At the end of the sessions, parents were asked for feedback – 100% rated the sessions as good or very good; 100% would be interested in further Zoom therapy sessions for their children; 100% would recommend group therapy via Zoom. The results speak for themselves!

'Intro to RISE' is now being embedded as part of a new 'blended' approach of service delivery for RISE NI NHSCT.



RISE NI Page Tiger for Education Staff

A large component of the RISE NI NHSCT model of service comprises of training for education staff. Until last year, this had all been delivered via face to face sessions. Given COVID restrictions, we realised that this was not going to be feasible for the 2020-21 school year and that the training would have to be adapted to online sessions.

As a service, we had developed a Page Tiger for Parents in the first lock down, so it was decided that we should use a similar platform for education staff training. Presentations were adapted for online delivery, recorded and uploaded to the platform. A sample of education staff were involved in the development and review prior to the launch. Suggestions were taken on board and changes made.

The Page Tiger site was launched in March 2021. To date there have been 7944 views, 852 training requests from NHSCT schools and 352 post course evaluations completed. These will be analysed over the summer months to inform future developments for the 2021-22 school year.

Please feel free to view the site via <https://view.pagetiger.com/RISENI/educationstaff>

Hard to Swallow Project



In 2020, MEAAP partnered with the Dysphagia Support Team, NHSCT, through the Community Foundations Northern Ireland (CFNI) Community Innovators Programme. The result of combined specialist professional knowledge of best practice dysphagia management and expertise in community partnership working was the **'Hard to Swallow'** project.

The two strands of this project involved co-production of an information booklet and a social media campaign with an overarching aim to:

- Increase community awareness of eating, drinking and swallowing difficulties (dysphagia)
- highlight the professional support available within the NHSCT for people with eating, drinking and swallowing difficulties and those involved in their care.

A co-production approach was adopted to ensure those with lived experience of eating, drinking and swallowing difficulties were involved in the steering group for the **Hard to Swallow** project. The project team sought wide community engagement from service users and carers, health charities, community groups, hospitality sector and Council stakeholders and invited them to join the project steering group. They shared their stories, insights and lived experiences of eating, drinking and swallowing difficulties to help plan, shape and develop the resources and ensure the information was presented in an accessible way.

PPI and Co-Production in practice across the Trust

Hard to Swallow Project cont....

5000 copies of the 'Hard to Swallow' information booklet have been printed and are now ready for distribution within the Mid and East Antrim locality

6 virtual swallow awareness education events for the general community and community groups were organised (March – June 21) and delivered by a Speech and Language Therapist and Dietitian from the Dysphagia Support Team alongside MEAAP. Feedback from one service user, in response to the Hard to Swallow information booklet highlights the very real need for enhanced community awareness of eating, drinking and swallowing difficulties:

“If I had known this, my wife’s life may have had a very different outcome.”

If you would like to receive a copy of the 'Hard to Swallow' booklet email: admin@meaap.co.uk or call 028 25658604.



Members of the 'Hard to Swallow' team from MEAAP & NHSCT at the Community Innovators workshops in February 2020

PPI and Co-Production in practice across the Trust

Comfort packs

Members of staff continue to work in collaboration with Mothers Union, Mid and East Antrim Agewell Partnership group, Randalstown Girl Guides and Macmillan to ensure the Comfort Pack initiative which has been running since December 2019 continues.

This initiative is only possible through the generous donations from local businesses, partner organisations, community and voluntary groups to support families/ carers whose loved ones have been suddenly taken into hospital, or who are currently very ill or dying in hospital. These packs contain essential toiletries especially during this past year, when visiting has been very limited. These have been very much appreciated by both patients and the staff looking after them. To date approx. 650 packs have been given to patients and families who have been in need of them.

Cancer Service Health and Well Being Events

In recent years the Cancer Services team engaged with cancer patients and their families through face to face Health and Wellbeing events. These educational events enabled those with a cancer diagnosis to learn more about the support services available to them and to engage with the clinical and voluntary groups offering this support.

Due to COVID-19 restrictions and the need to safeguard patients, NHSCT Health & Wellbeing events had to be postponed. Where HWB events met a specific need of providing information and support following a patient's diagnosis and treatment, there became a significant gap.

With the pandemic reducing contact and support with family, clinical staff and support services, the Trust recognised patients increased need for these HWB events. In order to meet this need, we explored, developed and piloted a number of different formats to engage people virtually, e.g. high quality educational videos, Zoom Q&A's with health care professionals and Zoom Webinars. The feedback from patients after each event helped us to develop a robust, person-centred format that will meet the needs of our patients and their families. Live phone-in options were available for the live events with DVDs also available for those patients unable to utilise the virtual technology.

PPI and Co-Production in practice across the Trust

Teenage and Young Adults (TYA)

A Steering Group of 5 young adults informed the adaption of our planned group work and peer support programme to move to digital platforms. The focus remained supporting their needs relating to diagnosis, treatment and life after treatment whilst providing opportunities for peer support and connectivity. The Steering Group advised on; best virtual platforms, tools of engagement, roles and responsibilities with regards recruitment of young people and the development of Covid-19 Wellness Packs which were sent out to 70 young adults last year in response to the pandemic.

In consultation with young people we adapted aspects of our group work programme, in particular; we moved away from using Look Good Feel Better and instead have a 'peer led' make up session format that is delivered by a young person with an experience of cancer. This increased attendance from an average 6 TYAs per session to 12 TYAs. We also increased the frequency of these groups at the request of the young people. In response to Covid-19 we offer all our group work virtually with great attendance and contribution. Young adults took on roles of facilitating games night virtually with the TYA Cancer Service Team which evolved over a 20-week period through their continued feedback and suggestions.

In response to the mental health impact of lockdown, 2 young adults with a lived experience of cancer developed a regional exercise challenge- 'MOVE Forward through lockdown'. They encouraged over 40 young people and staff to 'move more' during lockdown and created a healthy competition. This was their idea and led by them whilst being supported by the TYA Cancer Service Team.

PPI and Co-Production in practice across the Trust

Community Stroke Service

During the COVID 19 pandemic, the Community Stroke Service was faced with the issue of continuing to deliver rehabilitation for services users following stroke while balancing the risk of COVID 19 transmission brought about by face-to face contact. The team swiftly developed a range of tools, assessments and treatment options which could be delivered remotely. Central to this change in service delivery was an ethos of positive risk taking and patient centred care. The range of interventions that were adapted for remote delivery included cognitive assessments, functional assessments, environmental checks, exercise programmes.

To evaluate the impact of this change, feedback from service users who had participated in this very new way of working was gathered using questionnaires and guided conversations. The feedback was generally very positive with service users commenting on how they valued the opportunity to continue to participate in programmes but feedback also highlighted that a number of service users struggled to use the technology on their own and required assistance from a family member. This insight has helped to shape and further develop the delivery of remote therapeutic interventions following stroke and their continued use as a treatment medium.

District Nursing

In response to service user feedback that they did not want visits from district nurses during Covid19, the Service devised a structured telephone review process so they could continue to provide wound care and palliative care when appropriate.

The District Nursing Care Opinion campaign was launched on the 22 March 2021 with the caption “WE WANT TO HEAR YOUR STORY”. District Nursing services are keen to learn from the experiences of patients, families and carers. Share your story at www.careopinion.org.uk . This provides district nursing with a contemporary, real time analysis of the service from the patient and their carer.

Launch of our new Accessibility Guides to Northern HSC Trust

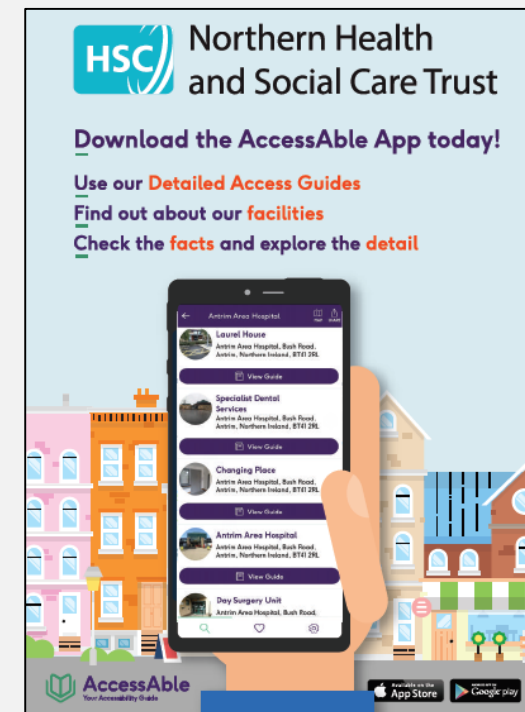
Northern Health and Social Care Trust became the first healthcare Trust in Northern Ireland to partner with AccessAble; the UK's leading provider of detailed disabled-access information. The Trust worked in partnership with AccessAble and a number of service users to create over 80 Detailed Access Guides to facilities, wards and departments at Antrim Area Hospital and Causeway Hospital, including the maternity services, intensive care units, occupational therapy, and outpatients.

The Guides include facts, figures and photographs to help patients, visitors and staff plan their journeys to and around the hospitals, covering everything from parking facilities and hearing loops, to walking distances and accessible toilets.

The Guides also include a newly developed section dedicated to giving updated information about COVID-19 measures.

We know everyone's accessibility needs are different, which is why having detailed, accurate information is so important. It's why all of the details you'll find in the Guides have been checked in person, on site, by trained surveyors.

You can view **Northern Health and Social Care Trust's** Accessibility Guide here: <https://www.accessable.co.uk/northern-health-and-social-care-trust>



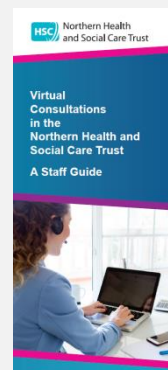
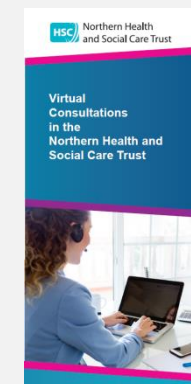
PPI and Co-Production in practice across the Trust

Virtual Consultation

The COVID-19 pandemic resulted in Trust staff, across most settings, considering alternative methods of service delivery where face to face consultations were high risk for both service users and staff. As a result, we changed how we communicated with our service users, making more telephone calls and appointments by video.

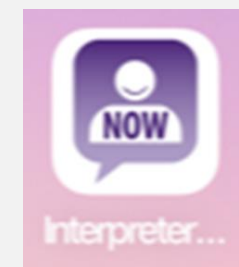
On 23 October 2020, the Trust held an engagement event with service users, carers and representative organisations to find out what their experiences and views were on the effectiveness and accessibility of these virtual consultations. Experiences were mainly positive and we came away with 4 main themes to keep in mind when planning a virtual consultation. These were Choice, Preparation, Accessibility and Communication. To read about the themes in detail you can view the full feedback report from the event [here](#).

One of the main outcomes from the engagement event was to work with our service users and carers to develop and information leaflet for service users on virtual consultations that could go out with all new appointment letters.



We also developed an easy access staff guide to help in preparation for virtual consultations.

We continue to work with the Health and Social Care Board to ensure a remote sign language interpreting service is available for health and social care staff to contact Deaf service users and vice versa by using the Interpreting Now app.



Good Relations

During Good Relations Week (14 – 21 September 2020), the Northern Trust hosted a regional engagement event via Zoom to develop a coproduced visible, accessible and unequivocal Good Relations Statement for HSC organisations to promote positive relations between persons of different religious belief, political opinion or racial group. The event was well attended by individuals, representative groups and trade unions. The final co-produced statement is displaying in offices and waiting areas.



Working together we will promote good relations between people of different race, religion or political opinion

This means that we:

- Will actively address and challenge racism and sectarianism in all its forms
- Will treat each other fairly, with respect and dignity
- Will make sure our spaces are shared, welcoming and safe.

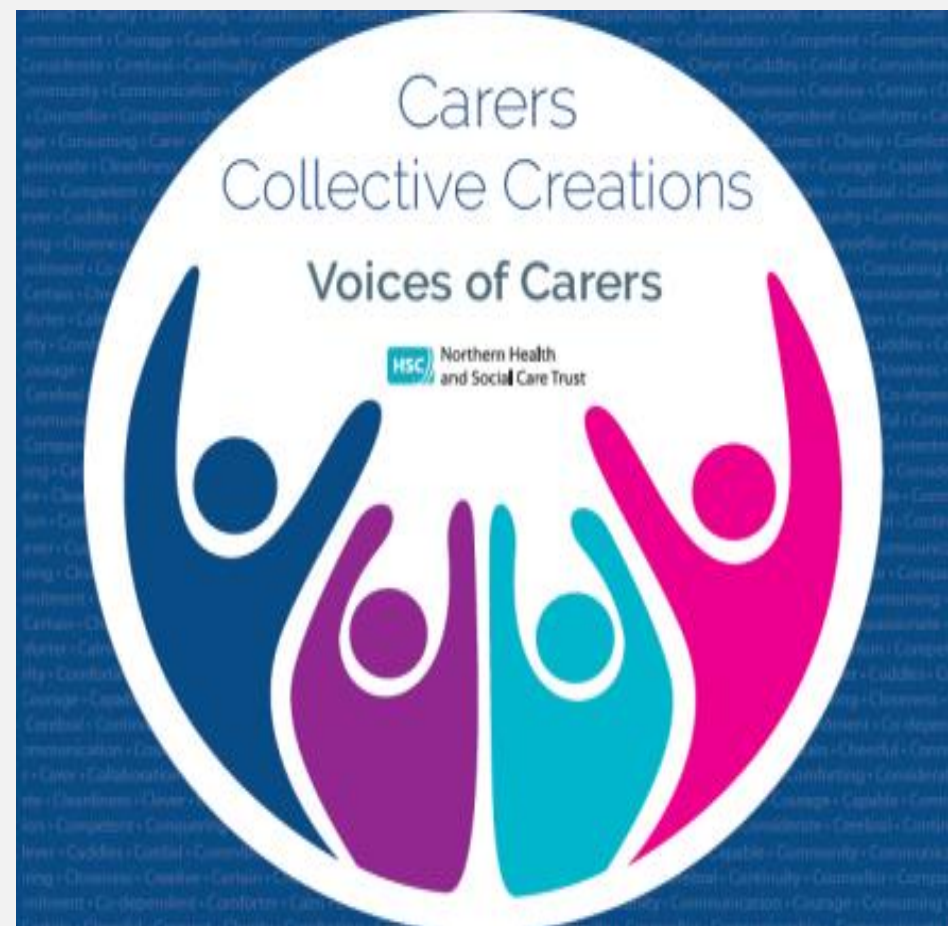


Carers' Collective Creations

On 9 June during carers week the Health Minister Robin Swann launched a unique collection of creative stories produced by informal family carers.

The Carers' Collective Creations are the personal stories of seven carers told through illustrations and creative writing. The stories describe how their caring role has shaped their lives and the impact of caring during the COVID-19 pandemic.

The carers wrote the stories together, benefitting from new friendships, a sense of connection and community. This co-produced resource will not only offer other carers the chance to relate to and benefit from the stories, but will be of great value to a wider audience.



Assistance Dogs Etiquette

Through Care Opinion we received a story from a service user who described their poor experience whilst visiting hospital with their Guide Dog. In this case, staff did not adhere to the etiquette required when an assistance dog is in harness resulting in the dog becoming distracted. As a result, in partnership with a group of service users, including the service user who raised the complaint, a poster was co-designed for display in Trust areas. This has also been shared regionally to improve awareness of assistance dog etiquette.

The positive outcome from this feedback demonstrates how valuable service user feedback can be and how important it is for the Trust to listen and learn from the experiences our service users, families and carers.



**Do you know your
Assistance Dog Etiquette?**





Assistance Dogs need to concentrate on their job to keep their owner safe. If you break that concentration, you could be putting the dog and its owner in serious danger!

**Please respect Assistance Dogs and their owners
by following this simple etiquette guide**

DO 

-  Speak to the owner first, not the dog.
-  Allow the dog to work without distraction.
-  Respect that the dog is working.
-  Allow the dog to rest undisturbed.
-  Let the dog owner know if the dog approaches you as this may be unwanted behaviour that needs correcting.

DO NOT 

-  Approach, touch or speak to the dog without the owner's permission as this can be a distraction.
-  Offer the dog food.
-  Allow other pets to interact with the dog.
-  Be offended if the owner does not want to answer questions or says no when you ask to pet the dog – they may be in a hurry to get somewhere.



**If you think a handler needs help,
remember to ask before acting!**

Acknowledgement

We would like to extend our sincere appreciation to everyone who continues to be a champion of PPI. Your commitment will help shape our future services.

Please contact the PPI Team for further information on our engagement work or if you wish to join our Involvement Network.

Tel: (028) 2766 1453

Email: ppi.coordinator@northerntrust.hscni.net

Causeway Coast & Glens Borough Council Meeting of Tuesday 3 August 2021 - DfI Roads Response to Members Queries

Cllr A McCandless

Item No: 3	Residents parking is needed in Lower Circular Road, Coleraine why can a trial not be tried in Coleraine?
R:	The review of residents' parking schemes has been completed the report is expected to be made public in due course. This will set out the lessons learnt from the Rugby Road scheme in Belfast, and the other schemes that did not make it to implementation, and will be used to establish the policy for such schemes going forward.

Ald Y Boyle

Item No: 1	Broken railings on Pates Lane/Laurel Ave had been reported 2 years ago by Cllr McCaw and she has now reported it in June and this has still not been fixed.
R:	We had planned to do this work but our external contractor has been unable to complete it as planned. We are making alternative arrangements and hope to have the work completed in the next 2-3 months.
Item No: 2	Street light issue on Greenmount area - Between Greenmount Ave and Highfield Drive. A Faulty lamppost was removed as we don't own the pathway and it wasn't replaced. W21780829
R:	When a new street lighting scheme is proposed to replace one that has reached the end of its useful life, as in Greenmount Avenue/Highfield Drive, the area is surveyed and lighting is provided only in those areas which meet the criteria set out in the Department's Policy and Procedure Guide for Street Lighting RSPPG E072. Although there was one existing street light on the footpath in question, the survey revealed that this particular footpath did not form part of the Department's adopted road and footway network. Therefore, it could not be considered for the provision of replacement lighting.

Causeway Coast & Glens Borough Council Meeting of Tuesday 3 August 2021 - DfI Roads Response to Members Queries

Cllr C McCaw

Item No: 1	Antisocial driving - Welcomes the Traffic calming measures in Landsdowne - Portrush and queries whether there will be any measures in Portstewart Promenade due to speed and congestion.
R:	We are currently considering what additional traffic measures would be appropriate along Portstewart Promenade. DVA Technical officers are working closely with the PSNI to conduct compliance checks on vehicles using our roads, taking the appropriate enforcement action as required.
Item No: 2	Will there be any residents parking in Portrush Peninsula?
R:	The review of residents' parking schemes has been completed the report is expected to be made public in due course. This will set out the lessons learnt from the Rugby Road scheme in Belfast, and the other schemes that did not make it to implementation, and will be used to establish the policy for such schemes going forward.

Ald J Baird

Item No: 1	Stated over the pandemic how easy it was to get to talk to anyone in the Ballymoney office, but was wondering if Councillors could get an update of numbers to get in contact with other staff in other areas (ie Street Lighting).
R:	Staff may be contacted by requesting a callback via Phone 0300 200 7899 or e-mail DfIRoads.Northern@infrastructure-ni.gov.uk. It is encouraged that any problem with a road or street including street lighting defects is reported on line via the NIDirect website as this is the most efficient method.
Item No: 2	States that the Harbour Road at Ballintoy the road is always blocked, police have issued obstructon notices and that Double yellow lines are not an option but could Roads Service consider a few laybys along it for vehicles to park on.
R:	Roads officials are having ongoing discussions with PSNI and council officials regarding congestion on Harbour Road Ballintoy and will consider what options are appropriate. Given the numbers of parked vehicles laybys are unlikely to be a solution to the problem.

Causeway Coast & Glens Borough Council Meeting of Tuesday 3 August 2021 - DfI Roads Response to Members Queries

Item No: 3	There is a consultation going on at the moment about the Quay Road, in Ballycastle and one side is being designated for parking and that we are planning to extend the double yellow lines. Cllr Baird has got complaints from Translink drivers that they are not going to be able to get into the depot as they already have to drive at the wrong side of the road to get in as well inconvenient for lorry drivers and service vehicles.
R:	A number of objections have been received following the Consultation on providing yellow lines on Quay Road. These are now being considered.
Item No: 5	Ballinlea Road, Ballycastle near the chapel has been repaired as there was subsidence. Is this a temporary repair as large vehicles cannot meet on the road.
R:	The Department has been operating in a challenging budgetary position for some time and this has been having an impact on all road maintenance activities, as well as the general condition of the road network. Unfortunately, more than one temporary repair may be necessary before a more permanent repair can be carried out. Also, this road is inspected on a regular basis through our cyclic inspection regime. During each inspection the road condition is assessed against our Road Maintenance Standards for Safety and any defects satisfying these standards are identified and instructed for remedial action in accordance with the stipulated timescales. In addition we will also investigate any defects, or issues, reported to the Department independent of our cyclic inspection regime.

Cllr M Fielding

Item No: 2	Issue with parking at the Diversity Park in Porstewart - has been since 2016 could bollards be considered on the footpath.
R:	Parking on footway is an offence under the road traffic act and is dealt with by PSNI. Traffic Management will monitor the situation in the meantime and consider if parking restrictions are appropriate.
Item No: 3	A Footpath is needed from Girona Close up the Ballywillian Road.
R:	A footway will be provided at this location when the green field site is developed.

Causeway Coast & Glens Borough Council Meeting of Tuesday 3 August 2021 - DfI Roads Response to Members Queries

Item No: 4	3/4 of the Cromore Road is not footpathed and could this be considered.
R:	The Department has a cycle/footway scheme proposal listed for the Cromore Road /Station Road between Coleraine and Portstewart. The scheme will require the purchase of adjacent land and progress will be subject to the availability of finance.
Item No: 5	Craigahulliar and Ballymacrea Roads upgrade warning signs and road signs has been proposed and is welcomed but a reduced speed limit is needed.
R:	Traffic Management will assess however due to characteristics of the road it is unlikely that it would meet the criteria for a lower speed limit.

Cllr C McLaughlin

Item No: 2	Grass cutting and hedges - people are risking their lives as CC&GE havent completed their first cut in country areas and M&EA have completed their 2nd cut. He has been informed O&M men who live in the CC&GE area would cut this area even though they work in the M&EA.
R:	This first cut of grass in CC&GE has now been completed and the second cut has now commenced.
Item No: 3	Drainage works on the Lisboy Road has been talked about since May and nothing has been done as yet - James Martin knows about this.
R:	Councillor McLaughlin has been provided with a direct update on this issue. The Department are aware of this drainage issue which is located off the carriageway within the access to two private dwellings. This is a low priority defect and has been added to our list for possible drainage / repair works.
Item No: E1	Ballyveely Road - Request for footpath leading to GAA Ground.
R:	A scheme proposal for footway on Ballyveely Road will be assessed and considered for inclusion in a future works programme according to its priority in terms of need and value for money ND

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Item No: E2	Ballyveely Road - Request to be added to gritting schedule.
R:	As you may be aware the request for inclusion of this stretch of road on the gritted road network has been submitted previously on a number of occasions but assessments carried out indicated that it did not meet the necessary criteria. Given that the most recent assessment was carried out a number of years ago, we have decided to carry out a new traffic count assessment this winter. Our policy requires traffic levels to be assessed during the winter service period, which is generally considered to run to the end of March in any given year. We will advise accordingly once this has been completed and analysed.
Item No: E3	Main Street Cloughmills - Request for Provision of a Minimal number of Ramps for speeding purposes. This is the biggest village in the borough so has a bigger percentage of Traffic.
R:	Main Street in Cloughmills would fall outside the current criteria for provision of vertical deflection measures such as ramps. However we will consider if other traffic calming measures are appropriate.
Item No: E4	Junction of Drumadoon Road/Culcrum Road/Loughill Road/Main Street, Cloughmills – As it is not suitable for a Staggered Junction then a Mini Rondabout, Again to decrease speeding.
R:	DfI Roads will monitor the situation and arrange for an assessment.

Cllr A McQuillan

Item No: 2	Lack of grass cutting being done on rural roads.
R:	This first cut of grass in CC&GW has now been completed and the second cut has now commenced.
Item No: 5	Aldreagh road is not capable of taking HGVS at its busiest time from 15.00 to 18.00 and weight restriction is needed.
R:	There are no signs of the road condition being compromised by HGVs, however Traffic Management will monitor the situation.

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Cllr C McShane

Item No: 2	Active travel - welcomes it but states that something is needed between Ballycastle and Carry as Barnish PS is closing this year and that young people will be commuting more to Ballycastle. Clare Road is needing a Footpath/cycle lane and the Greenway project from Ballycastle to Ballymoney needed on the list.
R:	Active Travel Section will contact Cllr McShane to discuss potential scheme proposals for the area.
Item No: 3	Ballintoy Harbour - 1 mile Road s bend road and no warning signs for traffic going down, needs addressed.
R:	Roads officials are having ongoing discussions with PSNI and Council officials regarding congestion on Harbour Road Ballintoy and will consider what options are appropriate. The current signage provision will be reviewed.

Cllr R Watton

Item No: 1	Despairs over the traffic situation in Coleraine and states that with the new college being built with 900 pupils and 300 staff that the traffic and parking will get worse. Resident parking is needed.
R:	The review of residents' parking schemes has been completed the report is expected to be made public in due course. This will set out the lessons learnt from the Rugby Road scheme in Belfast, and the other schemes that did not make it to implementation, and will be used to establish the policy for such schemes going forward.

Cllr D Nicholl

Item No: 2	Grass cutting and gully emptying cannot be completed due to bad machinery etc and having to go to outside contractors.
R:	We have experienced problems with machinery among other things which has resulted in resorting to outside contractors to complete routine scheduled maintenance. While this is a departure for CC&GW it is not uncommon for the Department to engage external contractors when necessary.

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Cllr MA McKillop

Item No: E1	Chapel Road Cushendall - Footpath needs repaired.
R:	The Department are aware of this issue and this has been passed to our specialist structures team for assessment given the scale and specialist nature of work needed. Our specialist structures team have recently advised that a scheme has been briefed but they have no date as yet for commencement of the works. We will provide an update of proposed start dates etc. in due course.
Item No: E2	Signage at Main Road at bottom of Elagh Lane Glendun - Speeding Traffic scared to come out bottom of lane.
R:	Traffic section will contact Cllr McKillop directly about this matter.
Item No: E3	Potholes at side of road Orra.
R:	This road is inspected on a regular basis through our cyclic inspection regime. During each inspection the road condition is assessed against our Road Maintenance Standards for Safety and any defects satisfying these standards are identified and instructed for remedial action in accordance with the stipulated timescales. In addition we will also investigate any defects, or issues, reported to the Department independent of our cyclic inspection regime. A copy of our Road Maintenance Standards for Safety is available online at Road maintenance standards RSPPG E019 Department for Infrastructure (infrastructure-ni.gov.uk).
Item No: E4	Shore Street Cushendall - Footpath is sinking.
R:	Remedial works has been instructed for repair to our external contractor. DfI Roads cannot yet provide a definitive date as to when the repairs at this locus will be carried out, but we will endeavour to carry out these repairs as soon as possible and when resources permit.
Item No: E5	Torr Road - Road sliding away.
R:	The Department are aware of this subsidence issue on Torr Road and this has been passed to our specialist structures team for assessment.

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Item No: E6	Ballyeamon Road Cushendall - collapsed drains.
R:	DfI Roads have instructed that this location be inspected and any defects/issues with the road gullies which satisfy our maintenance standards for safety will be instructed for repair in accordance with the stipulated timescales. A copy of our Road Maintenance Standards for Safety is available online at Road maintenance standards RSPPG E019 Department for Infrastructure (infrastructure-ni.gov.uk).

Cllr A Mulholland

Item No: 1	Removal of bollards at Mullaghacall Lane in Portstewart needs replaced.
R:	We have inspected the site and arranged for our colleagues in operations and maintenance to replace the Bollard in question.
Item No: 2	Harryville Portstewart - Bollard hit down towards High Road and cars are driving down the no entry part.
R:	We have issued a works order for our colleagues in operations and maintenance to replace this bollard.

Cllr K McGurk

Item No: 2	Traffic calming - Feeny - something really needs done as a child had been knocked down.
R:	A traffic calming scheme, involving the construction of refuge islands and white lining was completed at Feeny in May 2016. Vertical measures such as road humps are only considered for residential streets carrying less than 5000 vehicles per day where the main objective is to reduce average vehicle speeds to approximately 20mph. The additional traffic in the village is due to the various but necessary ongoing temporary road closures associated with the construction of the A6 dualling scheme. It is anticipated that the effect of these road closures will reduce in the coming months when as the roads reopen.

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Cllr B Chivers

Item No: 3	Wants to know what the criteria is for Pelican crossings or ramps - Drumsurn Road is needing these.
R:	The Department's policy and procedures guide for the provision of controlled pedestrian crossing facilities can be found using this link. https://www.infrastructure-ni.gov.uk/sites/default/files/publications/drd/controlled-crossings-assessment-procedures-rsppg-e005.pdf . The Department's policy for providing road safety engineering procedures can be found using this link https://www.infrastructure-ni.gov.uk/sites/default/files/publications/drd/road-safety-engineering-procedures-rsppg-e027.pdf . If we are advised requests for specific locations an assessment can be carried out.
Item No: 4	The scheme for the footpath at Magilligan is not on the 2021/2022 report, will it be on 2023?
R:	The works programme for 2022/23 has not been decided yet but a footway at Magilligan will be considered for inclusion in the programme, the scale and extent of which will depend on available resources. It should be noted that any scheme here is also likely to require the acquisition of land and this could affect the timing for delivery of a scheme.
Item No: E1	Seacoast Road from train stop to Benone - Road is in very bad condition needs resurfaced.
R:	There are 2 resurfacing schemes planned for the Drumavalley to Magilligan Station stretch of the Seacoast Road. These are in our future years resurfacing programme which is reviewed annually and presented to council.
Item No: E2	Gortgarn Road Dungiven - Holes at side of the road due to lorries being diverted last year.
R:	We are aware of this issue and a refurbishment scheme here is on our current list of planned works. Expected completion is in the next 2-3 months.
Item No: E3	Drumaduff Road - Weight limit this was removed a few years ago and I have reported it several times.
R:	The bridge (Maine South) has never required a weight limit and the latest assessment was carried out in April 2020. Historically there may have been a 7.5tonne weight limit on the road when the council had a landfill site along this road but the restriction was removed after the site was closed. The landfill site has been closed for more than 10yrs.

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Item No: E4	Drumsurn Road and Gortnarney Road - Continuous flooding right along these roads - this has been reported online but never looked at. Pic were included.
R:	We have consulted our colleagues in Rivers Agency about diverting an open drain to another outlet. This has been on our list for some time and likely to be completed with 2-3 months. We would also point out that drains which have collapsed on private lands are part of the problem. Rivers Agency have suggested a number of minor improvements to mitigate against future flooding some of which will require private landowners to cooperate by undertaking works on their land.
Item No: E5	Drumsurn Road - Street Lighting needed from 30 mile limit to school.
R:	In the past it was possible to fund street lighting schemes that met the Department's criteria on its policy for the provision of street lighting on a priority basis, however in recent years, pressures on our budgets mean that we have to give priority to the maintenance of our existing lighting stock, much of which is well beyond its design life. In practice, this has meant that there have been no extensions to the street lighting network since 2012, apart from those associated with collision remedial schemes, new roads where lighting is required, or new developments, where lighting has been provided by private developers.

Cllr O McMullan

Item No: 3	Shore Road, Cushendall
R:	Remedial works has been instructed for repair to our external contractor. We can't yet provide a definitive date as to when the repairs at this location will be carried out, but we will endeavour to carry out these repairs as soon as possible and when resources permit.
Item No: 3	Coast Road Red Bay Pier
	This location has now been instructed for repair by our external contractor. We can't yet provide a definitive date as to when the repairs will be carried out, but we will endeavour to carry them out as soon as possible and when resources permit.
Item No: 4	Chapel Road where a light standard is falling over.
R:	The Department are aware of this issue and this has been passed to our specialist structures team for assessment given the scale and specialist nature or work needed. Our specialist structures team

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	have recently advised that a scheme has been briefed but they have no date as yet for commencement of the works. We will provide an update of proposed start dates etc. in due course.
Item No: 5	Verge Edging within CCGE, is it being done?
R:	Unfortunately, due to limited resources within our O&M operations team, verge edging has been very limited as there are higher priority issues throughout the road network. However, we propose to use our external environmental contractor to carry out this type of cleansing / edging works in order to facilitate future resurfacing or surface dressing works to help address the backlog of this type of work.
Item No: 6	Overgrown hedges in rural areas.
R:	In relation to overgrown hedges, most roadside hedges are on lands adjacent to public roads and it is the responsibility of property owners or occupiers of those lands to ensure that such hedges don't endanger or obstruct road users. Whilst the Department doesn't have a formal hedge inspection process in place, we undertake regular routine maintenance inspections on all roads during which inspectors will note hedges, within or immediately adjacent to the road boundaries, which are causing obstruction or are obviously dangerous. Whilst in general overgrown hedges that endanger or obstruct road users are identified by my officials during our routine maintenance inspections or through reports from members of the general public to local section offices, we would also very much welcome notification from councils about hedges that are in a potentially dangerous state. As a first step, owners / occupiers are identified and are requested to co-operate in removing or cutting hedges to address any concerns in relation to public safety.
Item No: 7	Ballyeamon Road, Cushendall is a 30mph - can a 40mph sign be put in place up the road as the traffic is speeding into it.
R:	Traffic Management will assess the area in conjunction with PSNI.
Item No: 8	Issue with the Glen Road in Glenariffe flooding all the time - would like to meet to discuss this issue.
R:	The Department are aware of this flooding issue and are currently in liaison with the adjoining landowner.

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Item No: 9	At the Cushendall to Glenariff junction from Cushendall going towards Ballymena there is poor sightlines and there was a bad RTA and this junction needs looked at.
R:	Traffic Management are currently assessing the junction and in talks with PSNI regarding possible solutions.