

**Table 1: Service areas action plans**

| <b>Finance &amp; IM&amp;T</b>   |  |  |   |  |                |   |
|---|--|--|---|--|----------------|---|
| <b>Key inequalities and opportunities to promote equality and good relations</b>  |  |  |   |  |                |   |
| <ul style="list-style-type: none"> <li>• Potential implication for staff who are unable to read pay remittance advice slips (those with a disability or ethnic minority's needs may not be met).</li> <li>• Potential information issue for staff or service users with regard to reading the published statutory accounts (those with a disability or ethnic minority people may not be met).</li> <li>• Information and communication needs of some service users and staff (those with a disability, older people, and ethnic minorities) with regards to the hosting and technical set up of the NIBTS website may not be met.</li> </ul> |  |  |   |  |                |   |
| Potential ICT issue for staff with a disability.  |  |  |   |  |                |   |
|   | <b>Section 75 Group-Potential Inequality</b> | <b>Action Point</b>  | <b>Intended Outcome</b>                       | <b>Performance Indicator</b>   | <b>By when</b> | <b>2013-2018 Progress</b>   |
| 1   | <i>Disability/<br/>Ethnicity</i>             | The format of the current pay remittance advice slip is an issue for all HSC Organisations and would be expected to be addressed regionally. | NIBTS will comply with any regional solution. | Availability of pay remittance advice slips in alternative formats as per regional solution. | Year 2         | Awaiting Regional Outcome   |
| 2   | <i>Disability/<br/>Ethnicity</i>             | Consider need for translations and information material in alternative formats.  | Requests are actioned.                        | Information produced in alternative format on request.                                       | Each Year      | No requests received in Year 1.<br><br>Will continue to review and monitor. |

|   |   |  |  |  |        |   |
|---|---|--|--|--|--------|---|
| 3 | <b>Disability/<br/>Age/<br/>Ethnicity</b> | Update the NIBTS website   | Ensure that the NIBTS website meets the WIA (Web Accessibility Initiative) industry standards and is more user friendly. | Implementation of a website which meets all WIA standards. | Year 1 | Year 1 objectives complete.<br><br>Will continue to review and monitor. |
| 4 | <b>Disability</b>                         | Computer access forms to be updated to determine if staff have any particular needs or requirements with regards to ICT equipment. | Staff with a disability have the appropriate ICT equipment to suit individual needs or requirements.                     | Requests are actioned.                                     | Year 1 | Year 1 objectives complete.<br><br>Will continue to review and monitor. |

## HR & Corporate Services

### Key inequalities and opportunities to promote equality and good relations

- Accessibility of format of HR Policies (may affect those with a disability).
- Potential issue around training of staff, particular issues may be around staff with a disability or ethnic minority people.
- Potential issue regarding advertisements of internal posts and ensuring all staff (may affect those with a disability or dependants) are made aware of advertisements and are able to avail of opportunities.
- Potential issue to member of the public or staff who have dependants with regards to access of facilities, in particular changing facilities.

Potential inequality for staff (in particular those with a disability) and access to staff minibuses.

|   | <b>Section 75 Group-Potential Inequality</b> | <b>Action Point</b>   | <b>Intended Outcome</b>                                  | <b>Performance Indicator</b>                      | <b>By when</b> | <b>2013-2018 Progress</b>   |
|---|--|---|--|---|----------------|---|
| 5 | <i>Disability</i>                            | HR Policies to be placed on NIBTS website and staff intranet. Both facilities should operate an increased font size facility. | Assist those members of staff who are visually impaired. | Fully developed function on intranet and website. | Year 1         | Complete.<br><br>HR Policies have been placed on NIBTS Website.<br><br>Will continue to review and monitor. |

|   |                                   |  |  |  |         |  |
|---|-----------------------------------|--|--|--|---------|--|
| 6 | <b>Disability/<br/>Ethnicity</b>  | Programme of training to be evaluated to take account of staff from ethnic minority backgrounds and those with a disability. | Ensure any staff identified from these groups are not disadvantaged in how training is delivered | Feedback from course evaluation forms                    | 2014/15 | Under review   |
| 7 | <b>Disability/<br/>Dependants</b> | Revision of existing Selection & Recruitment Policy and Procedure.   | Ensure equality of opportunity in career development for all staff.                              | Revised policy with clear guidance notes to managers.    | Year 1  | Year 1 objective complete.<br><br>Will continue to review and monitor. |
| 8 | <b>Dependants</b>                 | Inclusion of baby changing facility in NIBTS HQ.   | Ensure the needs of staff and donors with dependants are met.                                    | Installation of facilities.                              | Year 1  | Year 1 objective complete.<br><br>Will continue to review and monitor. |
| 9 | <b>Disability</b>                 | Continue to review position in relation to disability (reasonable adjustments) in light of staff profile.                    | Address issues from any prospective staff with disabilities.                                     | Consider the reasonable adjustments, should needs arise. | Year 1  | Will continue to monitor and review.                                   |

## Quality / Regulatory Affairs and Compliance

### Key inequalities and opportunities to promote equality and good relations

- Potential information issue for staff or service users with regards to access of information

Potential issue around training of staff, particular issues may be around staff with a disability or ethnic minority people.

|    | <b>Section 75 Group-Potential Inequality</b> | <b>Action Point</b>  | <b>Intended Outcome</b>  | <b>Performance Indicator</b>                      | <b>By when</b> | <b>2013-2018 Progress</b>                                   |
|----|--|--|--|---|----------------|---|
| 10 | <i>Disability/<br/>Ethnicity</i>             | Consider need for translations and information material in alternative formats.  | Requests are actioned  | Information to be produced in alternative format. | Year 1         | No requests received in Year 1.<br><br>Continue to monitor. |
| 11 | <i>Disability/<br/>Ethnicity</i>             | Programme of training to be evaluated to take account of staff from ethnic minority backgrounds and those with a disability. | Ensure any staff identified from these groups are not disadvantaged in how training is delivered | Feedback from course evaluation forms             | Year 2014/15   | Under review.   |

## Donor Services

### Key inequalities and opportunities to promote equality and good relations

- Potential inequality in relation to donation venues (perceived religious affiliation, disability and donors with dependants).
- Potential inequality in recent marketing campaign (perceived to have affected members of certain sexual orientation categories).
- Potential inequality in relation to donor uptake (ethnicity and religious affiliation).

Potential information issue for donors with regards to access of information (disability and ethnic minority groups).

|    | <b>Section 75 Group-Potential Inequality</b>    | <b>Action Point</b>  | <b>Intended Outcome</b>   | <b>Performance Indicator</b>                                  | <b>By when</b> | <b>2013-2018 Progress</b>  |
|----|---|--|---|---|----------------|--|
| 12 | <i>Religion/<br/>Disability/<br/>Dependants</i> | Conduct annual evaluation of venues used considering all equality factors.                           | All NIBTS Blood Donors have equal access to venues.                             | Analysis of annual report on session venues.                  | Year 1         | Year 1 objective complete.<br><br>Will continue to review and monitor.             |
| 13 | <i>Sexual Orientation</i>                       | Ensure forthcoming marketing campaigns better promotes donation of blood for all eligible to donate. | Positive marketing campaign.  | Complaints monitor around the campaign                        | Year 1         | No complaints relating to Campaigns received.                                      |
| 14 | <i>Religion/<br/>Ethnicity</i>                  | Review possibility of determining religious affiliation and ethnicity.                               | Robust data is available to determine potential under representation of donors. | Engagement takes place with the NIBTS Internal Equality Group | Year 1         | Currently no specific data is available; venue analysis suggests religious/ ethnic |

|    |                                  |   |                        |  |        |   |
|----|----------------------------------|---|------------------------|--|--------|---|
|    |                                  |   |                        |  |        | breakdown of donors should be reflective of the general population.   |
| 15 | <b>Disability/<br/>Ethnicity</b> | Consider need for translations and information material in alternative formats. | Requests are actioned. | Information to be produced in alternative format | Year 1 | <p>Information leaflets are available in six different languages. Donor selection (Health Check) questionnaire is available in larger print. NIBTS website has a 'Set Text Size' facility to improve readability.</p> <p>There have been no requests for other, alternative formats.</p> <p>Will continue to monitor.</p> |

**Laboratories****Key inequalities and opportunities to promote equality and good relations****Potential inequality in relation to information provided to external stakeholders (Hospitals & Clinics) in relation to age, ethnic minority groups and disability.**

|     | <b>Section 75 Group-Potential Inequality</b>     | <b>Action Point</b>   | <b>Intended Outcome</b> | <b>Performance Indicator</b>                       | <b>By when</b> | <b>2013- 2018 Progress</b>                              |
|-----|--|---|-------------------------|--|----------------|---|
| 16. | <b><i>Age/<br/>Ethnicity/<br/>Disability</i></b> | Consider need for translations and information material in alternative formats. | Requests are actioned.  | Information to be produced in alternative formats. | Year 1         | No requests received in Year 1.<br>Continue to monitor. |



## Medical / Blood Collection

### Key inequalities and opportunities to promote equality and good relations

There are inequalities in relation to the donor selection (sexual orientation, disability, age & ethnicity effected)

|     | <b>Section 75 Group-Potential Inequality</b>                      | <b>Action Point</b>                                    | <b>Intended Outcome</b>           | <b>Performance Indicator</b>                         | <b>By when</b> | <b>2013- 2018 Progress</b> |
|-----|---|--|-----------------------------------|--|----------------|----------------------------|
| 17. | <i>Sexual orientation/<br/>Disability/<br/>Age/<br/>Ethnicity</i> | Continue to comply with the Donor Selection Guidelines | Ensure donor and recipient safety | We are compliant with BSQR as a Blood Establishment. | Year 1         | Complete and on-going      |

## Medical / Cord Blood

### Key inequalities and opportunities to promote equality and good relations

- Potential information issue for antenatal patients with regards to access of information (ethnic minority groups).
- Inequalities in relation to lack of access to directed cord banking for eligible ethnic donors. Donors must have a sufficient level of English to undertake the consent process required by the Tissue and Cells Directive and UK Tissue Donor Selection Guidelines

There are inequalities in relation to the UK Tissue/Cord Blood donor selection (sexual orientation, disability, age & ethnicity affected)-The Tissue /cord blood donor selection guidelines are almost identical to the whole blood /component donor selection rules for the UK. This document is included as an appendix to this cord blood bank audit.

|     | <b>Section 75 Group-Potential Inequality</b> | <b>Action Point</b>   | <b>Intended Outcome</b>   | <b>Performance Indicator</b>   | <b>By when</b> | <b>2013-2018 Progress</b>                                       |
|-----|--|---|---|--|----------------|---|
| 18. | <i>Ethnicity</i>                             | Consider need to provide information in alternative formats.  | Requests are actioned.  | Change control raised to address this issue but is subject to current review of cord blood services. | Year 1         | Awaiting ministerial review of Belfast Cord Blood Bank Services |
| 19. | <i>Ethnicity</i>                             | Consider access to interpreters for non-English speaking mothers who would be eligible for directed cord donation on the basis of family medical history. | All eligible mothers who wish to bank their cord in the directed cord bank have opportunity to do so. | Change control raised to address this issue but is subject to current review of cord blood services. | Year 1         | Awaiting ministerial review of Belfast Cord Blood Bank Services |

|     |  |  |                                    |  |        |                       |
|-----|--|--|------------------------------------|--|--------|-----------------------|
| 20. | <b><i>Sexual orientation/<br/>Age/<br/>Ethnicity</i></b> | Continue to comply with the UK Tissue/Cord Blood donor selection Guidelines. | Ensure donor and recipient safety. | We are compliant with the Blood Safety Quality Regulations as a Blood Establishment. | Year 1 | Complete and on-going |
|-----|--|--|------------------------------------|--|--------|-----------------------|