

## 2.2 Making Changes

**Based on the equality issues you identified in 2.2 and 2.3, what changes did you make or do you intend to make in relation to the policy or decision in order to promote equality of opportunity?**

<b><i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i></b>	<b><i>What do you intend to do in future to address the equality issues you identified?</i></b>
<p>BSO staff: Those working directly with beneficiaries will be provided with appropriate training as required to ensure staff feel equipped to deal with the sensitivities of the circumstances of the beneficiaries. Staff working directly with scheme applicants/ beneficiaries will be given the opportunity to 'debrief' with their supervisor/ senior member of staff should they feel they need. In addition, all staff can avail of Inspire (formally known as Carecall), which is an independent source of support for staff, available 24 hours a day.</p> <p>Age/ Disability: Some people with disabilities such as sight or hearing loss, learning disability, cognitive impairment or mental health issues will have particular needs in terms of accessibility of information, communication and venues relating to meetings in the appeal process. In order to mitigate against some of these issues forms/ information etc. will be made available in large print and Next Generation Text (NGT). Sign language interpreters will also made available.</p> <p>Also staff will be trained in dealing with</p>	<p>It is hoped that a survey will be conducted in 2019/20 that will be limited to beneficiaries and stakeholders to monitor the impact of the new payment scheme.</p>

people who have different disabilities.

It is also recognised that applicants may get sicker as time progresses, therefore time taken to process claims and appeals will be kept as short as possible.

The appeals process will also use teleconference/ videoconferencing facilities to enable face to face contact with the panel for those who find it difficult to travel. For those who do wish to attend the appeal in person, the appropriate professional /medical expertise and reasonable adjustment will be made to enable attendance by beneficiaries and their families.

**Marital status:** It is recognised that individuals without partners/ spouses may find access to the scheme more difficult than those who have the support of a partner/ spouse. In order to mitigate against this, the BSO has a helpline where individuals can get advice and help in completing forms etc. Also, social workers working in BHSCT work with the majority of haemophilia beneficiaries and would provide support in relation to accessing scheme benefits.

**Dependent status:** Similar to the issues associated with marital status above, those without dependents may not have the same support in completing forms/ organising appointments etc. needed as those with adult children. As above, the BSO helpline and BHSCT social work support should help and support to address some of these issues.

Ethnicity: Translation services will be provided upon request.

Religion/ Political opinion/ Gender: As part of the Appeals Process built into the Scheme, the BSO will ensure (where possible) the appeals panel is balanced (i.e. religion, gender) This will include considerations in relation to the location (i.e. ensuring a perceived neutral location) for the appeal.