

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?

<i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i>	<i>What do you intend to do in future to address the equality issues you identified?</i>
Ability to use IT systems	All BSO staff currently use IT to carry out their existing roles and training on the use of the system will be provided Ophthalmic contractors will be able to continue to submit paper claims as the electronic OCS is optional. Systems will be developed within the ophthalmic payments team to be able to facilitate both methods of claiming. The OCS has been configured within Internet Explorer accessibility criteria