

## 2.5 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><b>In developing the policy or decision what did you do or change to address the equality issues you identified?</b></i>  | <i><b>What do you intend to do in future to address the equality issues you identified?</b></i>   |
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| <p><b>Religion/Political opinion:</b> When planning meetings, PCC will consider the need for a neutral venue/location or locations that are representative of all communities.</p> <p><b>Dependants/Marital Status:</b> PCC will continue to take the needs of people with dependants into account, in relation to the timing of engagement activities, and consideration of reimbursement of reasonable childcare costs.</p> <p><b>Ethnicity:</b> The PCC will consider all requests for interpreting and translation to meet the needs of those whose first language is not English. All PCC literature is available in other formats on request.</p> <p><b>Gender:</b> The PCC will ensure that appropriate staff, of the right gender are available for lone working where it will not impact on engagement – this may vary depending on the type of project e.g. it would not be appropriate to send 2 men to discuss miscarriage with women. The PCC have requested that 2 members of staff are required if a home visit is necessary.</p> | <p>Include a question in the HSC staff survey</p> <p>Ensure the topic of ‘Lone Working’ is addressed regularly at team meetings – discuss is the policy working/any improvements?</p> |

**Disability:** PCC will continue to provide easy read versions of documents where appropriate and will use plain English in all communication. PCC provides sign language interpreting services for involvement events. PCC will continue to offer involvement online and via face to face methods and include paper versions of our questionnaires for those without access to computers or the internet. All venues used by PCC will be fully accessible. Meeting in people's own homes gives people who are house bound to share their views face to face on HSC services.

For people who are unable to read the PCC have developed an online video outlining the complaints service it provides. This will be promoted through the PCC web site and Facebook.