

## Chapter 4: Disability Action Plan 2017-2018 progress report

### (1) Communication

| Action Measure  | Intended Outcome  | Performance Indicator and Target  | Timescale and Ownership                        |
|---|---|---|--|
| <p>1. Put in place contractual arrangements for the production of materials in alternative formats.</p> <ul style="list-style-type: none"> <li>• Undertake a scoping exercise by type of format based on current and best practice in UK.</li> <li>• Where appropriate undertake tender exercise and put contracts in place.</li> </ul>   | <p>Alternative accessible formats are more readily available.</p> | <p>Arrangements are in place to support staff in procuring materials in alternative formats.</p> <p>Contracts in place where appropriate.</p> | <p>BSO Equality Unit.</p> <p>End Mar 2018.</p> |
| <p><b>Relevant Duty: Encourage participation of disabled people in public life.</b></p>   |   |   |  |
| <p><b>What we did this year</b></p> <ul style="list-style-type: none"> <li>• We participated in a tender exercise led by the Central Procurement Directorate. We were a member of the Contract Adjudication Group. The tender included a Lot on the provision of materials in alternative formats. No submissions were received for the Lot meaning that it is not possible for us to put a contract in place.</li> </ul> |   |   |  |

| Action Measure   | Intended Outcome                       | Performance Indicator and Target   | Timescale and Ownership   |
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| 2. Agree an approach to the provision of accessible formats for BSO.   | Improved accessibility of information. | Common wording relating to alternative formats for inclusion in documents.<br><br>Protocol on how to deal with requests for alternative formats. | Director of Human Resources.<br><br>End Mar 2018.                         |
| <b>Relevant Duty: Encourage participation of disabled people in public life.</b>   |  |  |   |
| <p><b>What we did this year</b></p> <ul style="list-style-type: none"> <li>We have drafted a policy and information leaflets for staff and managers. We still need to finalise more in-depth guidance for staff. We plan to submit the policy to our Senior Management Team over the summer 2018.</li> </ul> |  |  |   |
| Action Measure   | Intended Outcome                       | Performance Indicator and Target   | Timescale and Ownership   |
| 3. Develop a Corporate Style Guide for BSO publications to ensure they meet minimum standards for accessibility for disabled people.   | Improved accessibility of information. | Corporate Style Guide.   | Administrative Services Manager, Corporate Services.<br><br>End Mar 2018. |

**Relevant Duty: Encourage participation of disabled people in public life.**

**What we did over the last year**

- This action has not been completed.

**(2) Awareness Raising and Training**

| Action Measure   | Intended Outcome             | Performance Indicator and Target   | Timescale and Ownership                   |
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| 4. Prompt staff to keep up to date their personal equality monitoring records (via self-service on new Human Resources IT system). | More accurate data in place. | Increase in completion of disability monitoring information by staff to 85%.<br><br>Prompt issued to staff on a regular basis. | BSO Human Resources.<br><br>End Mar 2018. |

**Relevant Duty: Promote positive attitudes towards disabled people.**

**What we did this year**

- At the end of March 2018, 0.94% of our staff had declared on our HR IT system that they have a disability. There is very little change in this figure compared to previous years. 37.26% of staff hadn't said whether or not they have a disability. There may therefore be more people working with us who have a disability but haven't declared that they do on the system. We want to keep working to reduce this number in order to have a more realistic picture of our workforce.
- At each of our Disability Awareness Days we encourage staff who have a disability to declare this, so that we can put in place any reasonable adjustments they may need and so they can avail of the support available.

| Action Measure   | Intended Outcome   | Performance Indicator and Target   | Timescale and Ownership                          |
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| <p>5. Raise awareness of specific barriers faced by people with disabilities including through linking in with National Awareness Days or Weeks (such as Mind your Health Day).</p> <p>Work with BSO Social Committee to link in with disability groups for volunteering and fund raising.</p>   | <p>Increased staff awareness of the range of disabilities and needs.</p> | <p>Two annual Awareness Days profiled<br/>&gt;50% of staff participating in the evaluation indicate that they know more about people living with disabilities as a result of the awareness days.</p> | <p>BSO Equality Unit.<br/><br/>End Mar 2018.</p> |
| <p><b>Relevant Duty: Promote positive attitudes towards disabled people.</b></p>   |  |  |  |
| <p><b>What we did this year</b></p> <ul style="list-style-type: none"> <li>• The themes for our Awareness Days are chosen by a group of staff from across the regional HSC organisations who volunteer to be involved in organising the days. This year, staff from the BSO Clinical Education Centre was involved alongside the Equality Unit. The days are run across all the 11 regional HSC organisations. This year the group decided to focus on diabetes and dyslexia.</li> <li>• The Equality Unit wrote an article for staff highlighting the two themes chosen. It also asked staff who want to</li> </ul> |  |  |  |

get involved to get in touch.

- At the Diabetes Awareness Day in November we had speakers from Diabetes UK in central locations in Belfast and Derry/Londonderry. We also put up information stalls in some of our office locations where staff could pick up leaflets. We also sent round information to all our staff. CEC staff played an active role via providing a speaker for the Diabetes Awareness Day.
- On the Awareness Day on Dyslexia we distributed a number of materials to staff. We used emails and ran a feature on our intranet. The information included a computer simulation. It showed how a piece of text may appear on screen to a person who has Dyslexia. We also shared links to videos where people talk about what it is like for them to be living with Dyslexia.
- At the end of the year we ran a short survey with staff about the awareness days. Most who took part in the survey knew about the Awareness Days (70%). Also, most people said they now knew more about dyslexia (66%) and diabetes (59%). More than half said they now knew how to help a colleague with dyslexia (55%) and diabetes (51%).

| Action Measure  | Intended Outcome  | Performance Indicator and Target  | Timescale and Ownership   |
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| <p>6. In collaboration with disabled people design, deliver and evaluate training for staff and Board Members on disability equality and disability legislation.</p> <ul style="list-style-type: none"> <li>• Continue to encourage all remaining CEC staff to</li> </ul> | <p>Increased staff and Board Member awareness of the range of disabilities and needs and increased ability to facilitate individuals' disability needs.</p> | <p>Between April 2015 and March 2018 the % of staff and Board Members who have successfully completed the disability module of Discovering Diversity has doubled each year (baseline 2015: 12% of staff).</p> | <p>Directors with support from BSO Equality Unit and BSO Human Resources</p> <ul style="list-style-type: none"> <li>• Head of Clinical</li> </ul> |

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| <p>complete the mandatory Discovering Diversity Module and ensure Disability Awareness Training occurs during Business Planning for Professional Staff and at the Administrative Event for Administrative Staff within the timeframe of the Disability Action Plan.</p> <ul style="list-style-type: none"> <li>• Facilitate Disability Awareness Training at an Internal Audit Staff Workshop.</li> <li>• Include at least one speaker on relevant disability issues at Counter Fraud and Probity Services team meeting per year.</li> <li>• Invite a speaker from a disability action group to present at our quarterly Pensions staff engagement</li> </ul> |  | <p>Training evaluations (where relevant).</p> <p>Record of consideration of training needs.</p> | <p>Education Centre</p> <ul style="list-style-type: none"> <li>• Head of Internal Audit</li> <li>• Assistant Director Counter Fraud and Probity Services</li> <li>• Head of HSC Pension Service</li> </ul> |
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| <p>session</p> <ul style="list-style-type: none"> <li>• Arrange awareness training for Family Practitioner Services (FPS) staff to accommodate the assimilation of staff with specific disabilities e.g. Asperger's Syndrome.</li> <li>• Deliver bespoke training for those staff who deal with disabled clients (mainly Community Equipment and Contenance Service).</li> </ul> |  |  | <ul style="list-style-type: none"> <li>• Assistant Director of Family Practitioner Services</li> <li>• Assistant Director Procurement and Logistics Service.</li> </ul> <p>All end Mar 2018.</p> |
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**Relevant Duty: Promote positive attitudes towards disabled people.**

**What we did this year**

- The BSO Equality Unit, together with the Health and Social Care Trusts completed work on a new eLearning module on equality awareness. The module called 'Making A Difference' includes a number of scenarios that involve people with a disability and asks staff to think through how best to support the individuals. We have



made it mandatory for all our staff to complete the module. During 2017-18, 188 members of BSO staff have completed 'Making A difference' training.

- Most CEC administrative staff have completed the Discovering Diversity programme module. Unfortunately CEC were unable to run Disability Awareness Training in the past year at Business Planning or the Admin Event, although are hoping to organise an event this autumn.
- During the year, 32 members of BSO staff completed the dedicated eLearning module on disability that is part of our Discovering Diversity programme.
- Bespoke training was delivered to BSO PALS staff who work in the Community Equipment and Continence Service who work with disabled clients. This included training on Deaf Awareness and Learning Disability.
- Internal Audit facilitated Disability Awareness Training at an Internal Audit (IA) Staff Workshop. This was delivered by Disability Action and took place at one of the IA management meetings in November. The aim of the training was to raise general awareness of disability equality legislation and encourage good practice both in the working environment and outside. Training focused on facilitating staff to support people with visual impairments, those with hearing impairments and mental ill-health.
- FPS staff undertook disability training this year to educate and raise awareness of the disability equality legislation and general good practice among staff. The training also enables FPS to continue to support the BSO Disability Placement Programme, with our second placement accommodated within the dental team during 2017-18.
- Pensions contacted Action on Hearing Loss and Age NI but unfortunately it was not possible to present at our engagement sessions. We have moved this action forward by requesting that employers provide suggestions on how HSC Pension Service can engage/interact with staff with a disability in the workplace.

| <ul style="list-style-type: none"> <li>Counter Fraud and Probity Services had a team meeting with a speaker registered as partially blind, who had worked with RNIB and undertook work to promote awareness around the difficulties for partially sighted people. This allowed the team to have a better understanding of some of the issues faced by people with sight problems.</li> </ul> |  |  |  |
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| Action Measure   | Intended Outcome   | Performance Indicator and Target       | Timescale and Ownership  |
| 7. Influence contractor for Community Equipment and Contenance Service to have all drivers trained in disability awareness.  | People with a disability experience interaction with drivers positively. | Record of communication to contractor. | Assistant Director Procurement and Logistics Service.<br><br>End Mar 2018. |
| <b>Relevant Duty: Promote positive attitudes towards disabled people.</b>  |  |  |  |
| <b>What we did this year</b> <ul style="list-style-type: none"> <li>As mentioned above, bespoke disability awareness training was delivered to the Community Equipment and Contenance Service staff, including drivers.</li> </ul>   |  |  |  |

### (3) Getting people involved in our work, Participation and Engagement

| Action Measure   | Intended Outcome  | Performance Indicator and Target  | Timescale and Ownership  |
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| <p>8. Identify, provide and promote opportunities for more engagement for people with a disability in key work areas.</p> <p>Identify and facilitate the involvement of disabled people in our work, such as in relation to the Knowledge Understanding Framework and as programmes are reviewed or new programmes are being developed.</p>  | <p>Better engagement of people with a disability (adults and children where relevant) in key areas.</p> | <p>Annual review of progress to Equality Commission.<br/>Programme development group membership list.</p> | <p>Directors and Assistant Directors.</p> <p>Head of Clinical Education Centre.</p> <p>End Mar 2018.</p> |
| <p><b>Relevant Duty: Encourage participation by disabled people in public life.</b></p>  |   |   |  |
| <p><b>What we did this year</b></p> <p>In 2017-18 a number of CEC programmes involved people with disabilities. Examples of these included:</p> <ul style="list-style-type: none"> <li>• The Nursing and Midwifery Unit delivered twelve 3 Day Knowledge Understanding Framework Personality Disorder Programmes which were co-facilitated by service users as per the requirements of the programme.</li> </ul> |   |   |  |

- The Allied Health Professions (AHP) Unit facilitated one 6 day Early Assessment and Intervention of Children With Cerebral Palsy programme (January 2018) for 24 Physiotherapists from across NI HSC Trusts) which involved participation of nine babies, all of whom had cerebral palsy, along with their parents.
- The AHP Unit facilitated one 5 day Advanced Bobath Programme (November 2017) for 18 Physiotherapists, which involved the participation of nine individuals, all of whom had a neurological impairment as a consequence of an acquired central nervous system lesion (e.g. Stroke).

| Action Measure   | Intended Outcome  | Performance Indicator and Target | Timescale and Ownership   |
|--|---|----------------------------------|---|
| 9. Promote and encourage staff to participate in Tapestry, the disability staff network, and in the delivery of its action plan. | Better involvement of staff with a disability in decision-making.<br><br>Better support for staff with a disability | Features on Intranet.            | Senior Management Team, BSO Equality Unit.<br><br>End March 2018. |

**Relevant Duty: Encourage participation by disabled people in public life.**

**What we did this year**

- Features are regularly published in the BSO 'Business Matters' staff bulletin. These include Tapestry meeting dates and encourage people with disabilities, staff who care for someone with a disability, or anyone simply who has an interest in disability to join the Tapestry network.
- The Tapestry network has a page on the BSO website, which is updated on a regular basis with details of future Disability Awareness Days information as well as details of forthcoming Tapestry meetings. See

<http://www.hscbusiness.hscni.net/services/2797.htm>

- During the year, Tapestry explored how staff and line managers could better tap into existing support. Speakers from both the Department for Communities and the voluntary sector provided briefings to the network on existing Employment Support Programmes. They explained how the Programmes work and how staff and line managers can access support from Workable NI and Access to Work.
- Members of the network also developed suggestions how line managers could better be supported in putting in place appropriate reasonable adjustments in cases where a member of staff discloses to them that they have a disability.
- With the help of colleagues from BSO IT Services, Tapestry also put a lot of work into developing a website. The plan is for the website to go live before the summer of 2018.

| Action Measure   | Intended Outcome  | Performance Indicator and Target  | Timescale and Ownership                 |
|--|---|---|---|
| 10. Develop a shadowing scheme for Board members and other key public life positions in engagement with the Public Appointments Unit and with people with a disability. Establish a baseline on participation in conversation with Public Appointments Unit. | Develop capacity of people with a disability to participate in public life positions. | Shadowing scheme terms of reference.<br><br>Relevant data collected and reported to ECNI. | BSO Equality Unit.<br><br>End Mar 2018. |

**Relevant Duty: Encourage participation by disabled people in public life.**

**What we did this year**

- We made contact with the Office of the Commissioner of Public Appointments in Northern Ireland to get more recent figures on applicants and those who are appointed. We looked into what schemes already exist that aim to encourage a more diverse range of people to apply for public appointments. We found a number of schemes in Northern Ireland, the UK and elsewhere, although none of these focused on people with a disability.
- We also contacted Disability Action. Over the next few months we want to speak to people from the disability sector, the Office of the Commissioner of Public Appointments and the Public Appointments Unit in the Department of Health about whether they think there is enough diversity in public appointments. We will also ask them how interested they think different groups of people are in taking part in public appointments and why this might be, as well as any strategies they think could improve different peoples' participation in public life.

| Action Measure   | Intended Outcome  | Performance Indicator and Target  | Timescale and Ownership                 |
|--|---|---|---|
| 11. Involve disabled people in delivery and review of this plan. | Better engagement by people with a disability (adults and children where relevant). | Feedback forms from engagement (and roundtable sessions, where appropriate) | BSO Equality Unit.<br><br>End Mar 2018. |

**Relevant Duty: Encourage participation by disabled people in public life.**

### **What we did this year**

- As this report shows, we involve people who have a disability in the delivery of most actions in this plan. Over the past year, we undertook a review and developed a new plan. People with a disability played a big role in developing the new plan. Tapestry, our disability staff network, were closely involved. Likewise, we invited representative organisations for both people with a disability and carers to consultation events to talk through in greater detail what they think we should do.

#### (4) Recruitment and Retention

| Action Measure  | Intended Outcome   | Performance Indicator and Target   | Timescale and Ownership  |
|---|--|--|--|
| <p>12. Create and promote meaningful placement opportunities including for people with disabilities in line with good practice, making use of voluntary expertise in this area.</p>   | <p>People with a disability gain meaningful work experience.</p> | <p>Guidance paper.<br/>Provide increased number of placements.</p> <p>Evaluation work with placement participants.</p> <p>Evaluation work with placement managers.</p> | <p>BSO<br/>Equality Unit,<br/>BSO Human Resources</p> <p>End Mar 2018.</p> |
| <p><b>Relevant Duty: Encourage participation by disabled people in public life AND promote positive attitudes.</b></p>  |  |  |  |
| <p><b>What we did this year</b></p> <ul style="list-style-type: none"> <li>• Together with the Health and Social Care Board, we run a 26-week disability placement scheme every year for the regional Health and Social Care organisations. This year, four organisations participated. In total, 25 placements were offered. 17 people started a placement. We couldn't find people with a disability as a match for the other offers. 11 people completed their six months in the organisations. 6 people withdrew either for personal reasons – or because they had gained paid employment.</li> <li>• A total of 11 people with a disability started with us in the BSO on a placement in December 2017. Eight of them completed their full placement. They were placed in different teams: 5 people in our warehouses and</li> </ul> |  |  |  |



one person each in our Legal Directorate, Clinical Education Centre, and Payroll Services. Three further people who had worked in our Procurement and Logistics Service and our Family Practitioner Services didn't complete their placement, again either for personal reasons or because they had got a job.

- For the first time this year, we organised an end of year event to celebrate the achievement. This was a suggestion that one of last year's participants had made.
- Evaluation work with participants, support officers and managers is currently underway for those placed in 2017/18. The feedback continues to be extremely positive. Participants felt that the scheme did provide them with meaningful work experience.

| Action Measure  | Intended Outcome                                  | Performance Indicator and Target  | Timescale and Ownership                  |
|---|---|---|--|
| 13. Encourage disabled people to apply for employment opportunities and remain in the workforce (for example attend career fairs, include welcoming statement and issue job adverts to local disability organisations and more flexible working arrangements and review job descriptions, guaranteed shortlisting). | Greater numbers of people with a disability apply | Increase in disability marked on equal opportunities monitoring forms and HRPTS | BSO Human Resources.<br><br>End Mar 2018 |

**Relevant Duty: Encourage participation by disabled people in public life.**

## **What we did this year**

- Through our training on “How to get that job” we help participants of the disability placement scheme get ready to apply for jobs with us and our partner organisations in Health and Social Care. This year, we also invited their support officers to the training so they know more about jobs and recruitment in Health and Social Care. This way, they can keep encouraging and supporting participants once their placement with us ends. The idea is also that support officers can do the same for any other people with a disability who they support.
- As part of our Disability Awareness Days – where we focus on sensitising staff to the needs of colleagues with a particular disability – we always include signposting information for staff who themselves have this particular condition. This includes information on support services. We also encourage that they let their line manager know that they have a disability so that we can put support in place to make sure everything is in place to help the individual fulfil their full potential and to encourage them to remain in the workforce.

### **(5) Additional Measures**

- We always include Disability on our list of things to talk about at our quarterly Equality Forum with our partner organisations.
- We report on progress against our Disability Action Plan to our Board and Senior Management Team (the people at the top of our organisation) every year.

### **(6) Encourage Others**

- We include questions relating to the two duties in our equality and human rights screening form. The screening form is completed for all policies and decisions.

## **(7) Monitoring**

- During the year, we spoke to three groups of people involved in our work placement scheme, together with our Health and Social Care partner organisations. These are the people who were on a placement with us, their Employment Support Officers and their Placement Managers. From these focus groups we evaluate how the scheme went this year. It also helps us to make changes to the scheme where we need to. Also, for the first time this year, we asked all participants to complete an equality monitoring form. We want to see whether we are successful at offering placement opportunities to a diverse range of people and, if not, which groups we want the provider to reach out to specifically.
- We ran a survey this year on our Disability Awareness Days. We wanted to find out from our staff how many had taken note of them and what difference they made to their knowledge – both about the disabilities featured on our days and how to support a colleague living with or caring for somebody with that disability.

## **(8) Revisions**

- In July 2017 we published our updated plan. It included some changes from the year before. During 2017-18 we developed a new Disability Action Plan, which can be accessed on our website.

## **(9) Conclusions**

### **A. Actions completed**

We completed **nine** actions. These included:

- 1) Action Number 1 (**Communication**): Put in place contractual arrangements for the production of materials in alternative formats; undertake a scoping exercise by type of format based on current and best practice in UK; undertake tender exercise and put contracts in place).
- 2) Action Number 5 (**Awareness Raising and Training**): Raise awareness of specific barriers faced by people with disabilities including through linking in with National Awareness Days or Weeks (such as Mind your Health Day). Work with BSO Social Committee to link in with disability groups for volunteering and fund raising.
- 3) Action Number 6 (**Awareness Raising and Training**): In collaboration with disabled people design, deliver and evaluate training for staff and Board Members on disability equality and disability legislation.
- 4) Action Number 7 (**Awareness Raising and Training**): Influence contractor for Community Equipment and Contenance Service to have all drivers trained in disability awareness.
- 5) Action Number 8 (**Getting people involved in our work, Participation and Engagement**): Identify, provide and promote opportunities for more engagement for people with a disability in key work areas.
- 6) Action Number 9 (**Getting people involved in our work, Participation and Engagement**): Promote and encourage staff to participate in Tapestry, the disability staff network, and in the delivery of its action plan.
- 7) Action Number 11 (**Getting people involved in our work, Participation and Engagement**): Involve disabled people in delivery and review of this plan.
- 8) Action Number 12 (**Recruitment and Retention**): Create and promote meaningful placement opportunities including for people with disabilities in line with good practice, making use of voluntary expertise in this area.
- 9) Action Number 13 (**Recruitment and Retention**): Encourage disabled people to apply for employment opportunities and remain in the workforce (for example attend career fairs, include welcoming statement and

issue job adverts to local disability organisations and more flexible working arrangements and review job descriptions, guaranteed shortlisting).

## **B. Actions outstanding**

We didn't do what we said we would do for **one** action:

- 1) Action Number 3 (**Communication**): Develop a Corporate Style Guide for BSO publications to ensure they meet minimum standards for accessibility for disabled people.

## **C. Actions Ongoing**

Although work has started on these **three** actions listed below, we still have some work to do before they are completed. These include:

- 1) Action Number 2 (**Communication**): Agree an approach to the provision of accessible formats for BSO
- 2) Action Number 4 (**Awareness Raising and Training**): Prompt staff to keep up to date their personal equality monitoring records (via self-service on new Human Resources IT system).
- 3) Action Number 10 (**Getting people involved in our work, Participation and Engagement**): Develop a shadowing scheme for Board members and other key public life positions in engagement with the Public Appointments Unit and with people with a disability. Establish a baseline on participation in conversation with Public Appointments Unit

All of the actions in our Action Plan are at regional and at local level. We have developed a new Action Plan for 2018-23. Our Action Plan is a live document. If we make any big changes to our new plan we will involve people with a disability. We will tell the Equality Commission about any changes.