

Disability Action Plan 2013-2018

**Business Services Organisation
(BSO)**

Updated June 2017

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Accessibility statement

We will consider any request for this document in another format or language.

Please contact us at:

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Business Services Organisation

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Introduction

The Business Services Organisation has to follow the law which says that in our work we have to

- promote positive attitudes towards disabled people; and
- encourage participation by disabled people in public life.

The law also says that we have to develop a disability action plan. We have to send this plan to the Equality Commission. The plan needs to say what we will do in our work to make things better for people with disabilities.

As Julie Erskine and Liam McIvor – Chair and Chief Executive of the Business Services Organisation – we want to make sure we do this in a way that makes a difference to people with a disability. We will put in place what is necessary to do so. This includes people, time and money. Where it is right to do so, we will include actions from this plan in the yearly plans we develop for the organisation as a whole. These are called ‘corporate’ or ‘business’ plans.

We will also put everything in place in the organisation to make sure that we do what we have to under the law. This includes making one person responsible overall for making sure we do what we say we are going to do in our plan.

We will make sure we let our staff know of what is in our plan. We will also train our staff and help them understand what they need to do.

The person in our organisation who is responsible for making sure that we do what we have promised to do is Karen Bailey.

When you have any questions you can contact Karen Bailey at:

Name: Karen Bailey

Title: Director of Customer Care and Performance

Address: BSO, 7th Floor, 2 Franklin Street, Belfast, BT2 8DQ

Telephone number: 028 95 363859 prefix with 18001 for Text Relay

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Every year we write up what we have done. We also explain when we haven't done something. We send this report to the Equality Commission. We also publish this report on our website:

www.hscbusiness.hscni.net

We have a look at the plan every year to see whether we need to make any changes to it. If we need to, we write those changes into the plan. Before we make any big changes we talk to people who have a disability to see what they think.

When we finish an action we take it off the plan for the next year. That way we keep our plan up to date. It shows what we still have to do.

After five years we will look at our plan again to see how we have done. We will also see what else we could do.

Whenever we develop or look at our plan we will invite people who have a disability to help us.

This report and action plan is also available on our website:

www.hscbusiness.hscni.net

Who is included in our plan?

Our plan relates to the following key areas:

- Physical disabilities;
- Sensory disabilities;
- Learning disabilities;
- Mental health disabilities; and,
- Other hidden disabilities.

It also covers people who are included in more than one of these areas. We have other equality laws that require us to promote equality of opportunity across a number of diverse categories. In our plans we need to also think about other factors such as caring responsibilities, age, gender, sexual orientation, ethnicity and marital status.

How we developed this plan

In starting off to develop this plan we looked at what we have done so far to make a difference for people who have a disability. We then read up on what the Equality Commission said would be good to do. This was after they had looked at what other organisations have done.

All this helped us think about what else we could do to make a difference.

We thought it was important to involve people who have a disability in developing our plan. So we invited any of our staff who have a disability to be part of a small group to work on this. We also said that any of our staff who are interested could join.

We then invited disability groups to a meeting to find out what they thought about our ideas. We also asked them whether there was anything else we could do.

What we do

The Business Services Organisation is part of health and social care in Northern Ireland.

We were set up in April 2009.

We do things like:

- Provide medical cards to allow people to go to their doctor and the hospital.
- We let people know when they need to get checks on their health. Such as cervical or bowel cancer screening.
- We help staff working in health and social care to get their pensions.
- We check out if the money dentists, doctors, opticians and pharmacists get for their services is correct and we pay them.

- We buy goods and services that health and social care organisations use for patients and clients like gloves or band aids.
- Our lawyers provide help to health and social care organisations in cases that go to court.
- We need to make sure we have enough money to pay for the services.
- We also provide money advice to other health and social care organisations.
- We work with other health and social care organisations to make sure that we all obey the laws about employment, services, ethics, equality and human rights.
- We provide corporate services that help with the day to day running of the Business Services Organisation for example health and safety, buildings where staff work and handling complaints.
- We make sure that we make it easy for people to find out about what we do by keeping our website up to date.
- We draw up contracts with our customers and check out if they are happy with our services. We carry out surveys.
- We manage and run the Northern Ireland Health and Social Care Interpreting Service.

How people can be involved in our work

The main ways in which people can be involved in the work of the Business Services Organisation are:

- as members of Research Ethics Committees
Our Office for Research Ethics Committees recruits voluntary committee members by a Public Appointments process to make sure that membership not only includes people such as doctors and nurses but people from the wider community. Members review a range of health and social care research. This includes clinical trials of drugs, new medical technology

and equipment as well as studies involving best practice and treatment.

- **Procurement and Logistics Service**
When we buy particular goods or services on behalf of other Health and Social Care organisations, we may involve people with a disability. We do this when Health and Social Care organisations think it is really important to make sure we buy the right things for people with a disability, for example contracts for wheelchairs.
- **Clinical Education Centre**
Our teams involve people with a disability and other service users in some of our training programmes. They may be involved in putting together the programme. They may also help deliver the programme to staff working in health and social care.
- **Leadership Centre**
We provide training courses and programmes for staff in the health and social care service. From time to time this will involve service users, including those with a disability, in the delivery of the training. We also deliver training for service users on how to be involved in the work of the health and social care service through personal and public involvement.

What we have done up to now

This is some of what we have done already to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life.

Promoting positive attitudes towards disabled people

- To date, we have held seven disability awareness days for our staff. Each looked at different disabilities: Epilepsy, Sight loss and blindness, Depression, Hearing Loss and deafness, Learning disabilities, Cancer, and Arthritis and Musculoskeletal conditions.
- We developed an elearning resource on disability. This resource was launched in May 2011 and is now available to all Health and Social Care staff. All our staff have been asked to complete the programme at induction.
- We include the disability duties in all Equality Awareness and Screening Training that the Equality Unit delivers.
- In Screening Training we look at how the disability duties can be considered in practice. Whenever staff take decisions they must write down what they have done or plan to do to promote the disability duties in their decision.
- We delivered pilot training sessions on mental health awareness to our staff. In 2015-16 and 2016-17 we delivered courses for staff and managers on mental health first aid, mindfulness and managing stress; and courses for staff who are carers.
- We developed a staff resource on disability etiquette.
- Our Equality Unit have developed a resource and checklist for staff on how to positively portray people with a disability in their work.
- We produced a signposting resource for our staff. It provides information on support networks in the community for people with a disability and those who care for a person with a disability. We update this resource every year.

Encourage the participation of disabled people in public life

- We run a disability work placement scheme together with the Health and Social Care Board. So far, we have provided between 5 and 15 placements for people with a disability in the BSO every year.
- When we recruit members of our Research Ethics Committees we send an email directly to disability groups to make them aware and invite them to apply. This is on top of our advertisement in the papers. We have gone out to disability groups and explained what Research Ethics Committees are about and how to get involved.
- We met with AdaptNI in December 2011 regarding their training programme 'In the Loop'. It supports people with a disability to make their voices heard on committees and in public life positions. We also talked to them about signposting people with a disability who they work with to public life opportunities in our organisation.
- The NI Electronic Care Record (NIECR) team completed discussions with Bamford Group for Mental Health and Learning Disability as well as a representative group from the Patient and Client Council. This informed the decision to bring selected, mental health information into NIECR with appropriate safeguards implemented.
- We have developed standards and guidance for the involvement of people with a disability.
- We have put in place a process for publishing screening templates as soon as they are completed. A disability organisation had suggested that we do so. We do the same for publishing the quarterly screening reports.
- When we evaluate training that the Equality Unit delivers we include a question on whether trainees with a disability felt that their needs were met. This helps us to find out whether we need to make any further adjustments.
- We include the disability duties in all Equality Awareness and Screening Training that the Equality Unit delivers.
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they must write down what they have done or plan to do to promote the disability duties in their decision.

- We let our staff, service users and the public know that they can ask for materials in other formats such as in large print or as a CD.
- Our Community Equipment and Continence Service team have introduced a text messaging service. This makes it easier for some people who are Deaf or hard of hearing to make contact with the team – and for the team to make contact with them.
- We developed a resource for line managers on reasonable adjustments for staff with a disability.

What we are going to do

In the table below we list all the actions that we will do. We also say when we will do them.

Action Plan: What we will do to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life

(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"> • Undertake a scoping exercise by type of format based on current and best practice in UK • Where appropriate undertake tender exercise and put contracts in place 	<p>Alternative accessible formats are more readily available</p>	<p>Arrangements are in place to support staff in procuring materials in alternative formats Contracts in place where appropriate</p>	<p>BSO Equality Unit end Mar 2018</p>
<p>2. Agree an approach to the provision of accessible formats for BSO</p>	<p>Improved accessibility of information</p>	<p>Common wording relating to alternative formats for inclusion in documents.</p>	<p>Director of Human Resources end Mar 2018</p>

		Protocol on how to deal with requests for alternative formats.	
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 end Mar 2018

(2) Awareness Raising and Training

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

<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"> Continue to encourage all remaining CEC staff to 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 	<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>Training evaluations (where relevant)</p> <p>Record of consideration of training needs</p>	<p>Directors with support from BSO Equality Unit and BSO Human Resources end Mar 2018</p> <p>Head of Clinical Education Centre end Mar 2018</p>
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<p>the Disability Action Plan.</p> <ul style="list-style-type: none"> • Facilitate Disability Awareness Training at an Internal Audit Staff Workshop • Include at least one speaker on relevant disability issues at team meeting per year • Invite a speaker from a disability action group to present at our quarterly staff engagement session 			<p>Head of Internal Audit end Mar 2018</p> <p>Assistant Director Counter Fraud and Probity Services end Mar 2018</p> <p>Head of HSC Pension Service end Mar 2018</p> <p>Assistant Director of Family</p>
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<ul style="list-style-type: none"> • Arrange awareness training for staff to accommodate the assimilation of staff with specific disabilities e.g. Asperger's Syndrome • Deliver bespoke training for those staff who deal with disabled clients (mainly Community Equipment and Contenance Service) 			<p>Practitioner Services end Mar 2018</p> <p>Assistant Director Procurement and Logistics Service end Mar 2018</p>
<p>7. Influence contractor for Community Equipment and Contenance Service to have all drivers trained in disability awareness</p>	<p>People with a disability experience interaction with drivers positively</p>	<p>Record of communication to contractor</p>	<p>Assistant Director Procurement and Logistics Service end Mar 2018</p>

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

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
<p>8. Identify, provide and promote opportunities for more engagement for people with a disability in key work areas:</p> <ul style="list-style-type: none"> 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>Better engagement by people with a disability (adults and children where relevant) in key areas</p>	<p>Annual review of progress to ECNI.</p> <p>Programme development group membership list</p>	<p>Directors and Assistant Directors end Mar 2018</p> <p>Head of Clinical Education Centre end Mar 2018</p>

<p>9. Promote and encourage staff to participate in the disability staff network and support the network in the delivery of its action plan.</p>	<p>Better involvement of staff with a disability in decision-making. Better support for staff with a disability.</p>	<p>Features on intranet.</p>	<p>Senior Management Team end Mar 2018</p>
<p>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.</p>	<p>Develop capacity of people with a disability to participate in public life positions</p>	<p>Shadowing scheme terms of reference. Relevant data collected and reported to ECNI</p>	<p>end Mar 2018</p>
<p>11. Involve disabled people in delivery and review of this plan</p>	<p>Better engagement by people with a disability (adults and children where relevant)</p>	<p>Feedback forms from engagement (and roundtable sessions, where appropriate)</p>	<p>BSO Equality Unit end Mar 2018</p>

(4) Recruitment and Retention

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
12. Create and promote meaningful placement opportunities including for people with disabilities in line with good practice and making use of voluntary expertise in this area.	People with a disability gain meaningful work experience	Guidance paper. Increased number of placements provided. Placement participants' feedback from evaluations. Managers' feedback from evaluations	BSO Equality Unit BSO Human Resources end Mar 2018
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, more flexible working arrangements, 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 end Mar 2018

Signed by:

Chair

Date:

Chief Executive

Date:



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