



Equality and Disability Action Plan 2018-2023

Progress report

Business Services Organisation

What we did between April 2019 and March 2020

If you need this document in another format please get in touch with us. Our contact details are at the back of this document.

Our Equality and Disability Action Plan 2018-23 can be found on our website at:

<http://www.hscbusiness.hscni.net/pdf/1.pdf>

Equality Action Plan 2018-2023: What we will do to promote equality and good relations – Progress Report 2019-20

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Procurement and Logistics Service (PaLS)</p> <p>1. Issue of appliances to clients: Seek to use our influence with the Southern Health and Social Care Trust to move from patients having to travel to pick up such items to getting them delivered to their home, as operated by the other four Health and Social Care Trusts in conjunction with PaLS.</p>	<p>Elderly and disabled people in particular have easier access to appliances. (This service impacts mainly, but not exclusively, on the elderly and disabled clients).</p>	<p>A home delivery service is agreed.</p>	<p>Director of Operations. By end of March 2019.</p>
<p>What we did over the last year</p> <p>Working with Southern HSC Trust, BSO PaLS extended their Community Equipment Service to patients and clients in the Southern Trust area. This service provides delivery of equipment to assist people to lead a higher quality of life in their own home for a longer period. This service provided by BSO PaLS aligns services to patients and clients in the SHSCT area with those in Western Trust area, South Eastern Trust area and Belfast Trust area. Trust patients and clients also have the option to collect equipment from local community pharmacies should they wish to do so.</p> <p>This action has been completed.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Information Technology Services (ITS)</p> <p>3. Women in senior ITS roles: Review and compare the % of women and men within senior ITS roles over various periods of time.</p> <p>Create workshops to explore any barriers for career progression of women within ITS.</p>	<p>More representative gender balance in senior ITS roles.</p>	<p>Workshops held.</p> <p>Increased share of women working at senior levels (quantifiable targets to be determined following review).</p>	<p>Director of Customer Care and Performance.</p> <p>By end of March 2020.</p>
<p>What we did last year</p> <p>A number of Senior posts have been filled in ITS (There are now 5 females on the Senior Management Team). We have also recruited a number of females into senior project roles.</p> <p>This year we have also run several Athena Women in Leadership courses with great feedback. These include the use of body language to increase confidence; identifying core values that drive behaviours and performance; recognise the self-limiting beliefs; acknowledging the role Emotional Intelligence plays within Leadership, and influencing techniques to build success and drive collaboration.</p> <p>We have more work to do to complete this action.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Information Technology Services (ITS)</p> <p>4. Managing the changing of gender on HSC ICT systems for people identifying as transgender:</p> <p>Implement agreed work arising from 2017/18 workshops with stakeholders convened by ITS to develop a regional approach.</p>	<p>Improved management of Transgender records resulting in safer treatment.</p> <p>Ensuring that relevant patients are aware of impact on their individual health screening programmes.</p>	<p>Actions implemented.</p>	<p>Director of Customer Care and Performance.</p> <p>By end March 2023.</p>
<p>What we did last year</p> <p>Work is ongoing in this area to reflect transgender patients' affirmed (new) gender and their gender at birth in medical records in order to improve treatment options and patient safety.</p> <p>We have more work to do to complete this action.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and target	By whom and when
<p>Information Technology Services (ITS)</p> <p>5. Review all systems that contain patient and HSC staff data in regards to Section 75 with a view to implement changes where required.</p> <ul style="list-style-type: none"> Health Screening Systems: Review ITS project templates and project governance contained within the Project Vision system to include an Equality section. Project managers therefore will need to address gender identity data on all new health screening systems. Identify further systems and implement changes where required. 	<p>Improved management of Transgender records resulting in safer treatment.</p> <p>Ensuring that relevant patients are aware of impact on their individual health screening programmes.</p>	<p>Number and nature of new projects that have addressed gender identity data.</p>	<p>Director of Customer Care and Performance.</p> <p>By end of March 2019.</p> <p>By end of March 2023.</p>
<p>What we did last year</p> <p>This year the Digital Identity project has been working with Directorate of Legal Services (DLS). ITS have reviewed their regional project templates and governance procedures. The portfolio office has developed a checklist which will be included in business cases. This checklist includes ensuring that regional projects follow correct General Data Protection Regulation (GDPR) procedures, and that equality screening templates are completed by the business area (supported by the project manager) and published.</p> <p>We have more work to do to complete this action.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Family Practitioner Services</p> <p>6. Invitation to health screening programmes (cervical and bowel): Together with our customer, the Public Health Agency, review the process for inviting persons of different gender identities.</p> <ul style="list-style-type: none"> • Identify any changes required to the registration system • Address any changes required to the invitation process. 	<p>Service users who identify as transgender or non-binary are invited to appropriate health screening programmes in line with gender-specific clinical risks.</p>	<p>Weaknesses in the current process are identified with input from service users.</p> <p>Changes to the process are agreed with input from service users.</p>	<p>Director of Operations.</p> <p>By end of March 2019.</p> <p>By end of March 2023.</p>
<p>What we did last year</p> <p>This work is continuing. Over the last year, work to identify changes required to the registrations systems for cervical and bowel cancer screening programmes was done with the PHA.</p> <p>We have more work to do to complete this action.</p>			

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<p>Human Resources</p> <p>7. Staff who are carers: Provide information for staff on available policies and measures that might meet their needs; including sign-posting to relevant support organisations.</p> <p>Monitor requests for uptake of work-life balance policies.</p>	<p>Staff who are carers feel more supported in the workplace.</p>	<p>Baseline staff survey and after 3 years (quantifiable targets to be determined following baseline survey).</p>	<p>Director of Human Resources with support from Equality Unit.</p> <p>By end of March 2019.</p>
<p>What we did over the last year</p> <p>In the last year, working with members of our Disability Staff Network, and colleagues from within BSO and other HSC organisations, the Equality Unit developed a leaflet to provide information to staff who are carers. This leaflet highlights the policies and support offered by the regional HSC organisations, and also signposts Carers to different local sources of help in each HSC Trust area. Details are also provided on counselling and advice services. The leaflet was published this year on the Tapestry website. The leaflet will be sent to staff in all regional HSC organisations.</p> <p>Last year, interviews with carers explored different workplace issues. These looked at policies and support carers felt would help them to balance work and caring. A survey for staff who are carers and who work in any of the regional HSC organisations has also been developed to explore and highlight different issues including suggestions for any additional support.</p> <p>We have more work to do to complete this action.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Human Resources</p> <p>8. Develop support mechanisms for staff with experience of domestic violence</p> <ul style="list-style-type: none"> • Scope best practice across the HSC and beyond • Develop measures to support staff with experience of domestic violence • Undertake awareness raising relating to new mechanisms 	<p>Staff with experience of domestic violence feel better supported.</p>	<p>Feedback from staff who have drawn support through the mechanisms indicates a positive experience.</p>	<p>Director of Human Resources.</p> <p>By end of March 2020.</p>
<p>What we did over the last year</p> <p>Work has begun on the development of a BSO Domestic Abuse policy, based on existing Trust policies. In a next step, we will engage with key stakeholders within and outside our organisations to feed into the development of the policy and to determine what measures we need to put in place to support staff experiencing domestic violence or who are at risk.</p> <p>We have more work to do to complete this action.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Human Resources</p> <p>11. Equality and human rights training: Roll out of 'Making a Difference' e-learning</p> <ul style="list-style-type: none"> • Add module to suite of mandatory training for all staff • Deliver on training targets 	<p>Increased staff awareness of equality and human rights.</p>	<p>Making a Difference e- learning included in mandatory training for staff.</p> <p>All staff have completed the training.</p>	<p>Director of Human Resources and SMT.</p> <p>By March 2019.</p> <p>By end March 2023.</p>
<p>What we did last year</p> <p>Making A Difference e-learning has been rolled out, and is replacing the Discovering Diversity e-learning training package. We have made it mandatory for all our staff to complete the module. To date, a total 541 BSO staff have completed the Making A Difference Training.</p> <p>This action has been completed.</p>			

Conclusion

- We completed 2 actions (Numbers 1, and 11)
- We still have some work to do to complete 6 actions (Numbers 3, 4, 5, 6, 7, and 8)

Disability Action Plan 2018-2023: What we will do to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Awareness Days</p> <p>1. 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>Increased staff awareness of a range of disabilities and needs.</p>	<p>2 awareness days every year. >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>Equality Unit. By end March 2020.</p>
<p>What we did over the last year</p> <p>We held 2 Disability Awareness Days in 2019-20. Every year we ask staff what disabilities they would like to know more about. In a survey last year, staff said they wanted to know more about Fibromyalgia and Mental Health, so we made these the focus of our Disability Awareness days in 2019-20. We made sure that all staff knew about the Awareness Days by email, and also advertised these in our staff newsletter.</p> <p>During the Fibromyalgia Awareness Day, people from 4 different voluntary organisations came to talk to staff. These were Fibromyalgia Support NI, Hope 4 ME Fibro, Fibromyalgia Awareness NI and Versus Arthritis. Speakers talked to staff in 5 HSC organisations. Information stands with leaflets about the condition and the Disability Insight bulletin were set up across 10 sites.</p> <p>The Mental Health Awareness Day focused on 3 mental health conditions: mild forms of depression, anxiety and Obsessive Compulsive Disorder (OCD). Speakers from Inspire talked to staff at 6 sites and information stands were available at 16 sites.</p> <p>Staff told Senior Management in their organisations and the Equality Unit that they thought the Mental Health Awareness Day was useful. Staff who attended the talks said they enjoyed them and learned from them.</p> <p>This action has been completed.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Placement Scheme</p> <p>2. Create and promote meaningful placement opportunities for people with disabilities.</p>	<p>People with a disability gain meaningful work experience.</p>	<p>At least 10 placements offered by BSO every year.</p> <p>Feedback through annual evaluation of scheme indicates that placement meets expectations.</p> <p>At least 2 placement scheme participants are successful in applying for paid employment within 12 months of completing their placement.</p>	<p>Senior Management Team (SMT) with support from Equality Unit.</p> <p>By end March 2020.</p>
<p>What we did over the last year</p> <p>For the placement scheme ending in May 2019:</p> <ul style="list-style-type: none"> • In total, the regional HSC organisations offered 12 placements (7 of these were offered by the BSO). Overall, 3 of the placement offers from HSC organisations weren't filled by anyone. 9 people started, although 2 of these weren't able to complete their placements, so 7 participants completed the full 26-week placement. • Of the 7 people who completed the scheme last year, 3 participants have found paid jobs since they finished their placement. • We held 3 focus groups in May 2019 to find out how well the placement scheme was working. One focus 			

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group looked at the views of the placement participants, and another one asked the HSC placement managers about their thoughts and opinions. The last group asked the support officers working in the voluntary organisations about how they felt about the scheme.

- All of those who took part said that they were happy with the scheme, and it met their expectations. Similar to previous years, participants on this year's scheme said they had learned important skills and had become more confident. Participants also used their experiences in job interviews. Managers spoke about the benefit to HSC organisations hosting the placements, with staff benefiting from the opportunity to work together with people with disabilities.

This action has been completed.

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Tapestry</p> <p>3. Promote and encourage staff to participate in the disability staff network and support the network in the delivery of its action plan.</p>	<p>Staff with a disability feel more confident that their voice is heard in decision-making.</p> <p>Staff with a disability feel better supported.</p>	<p>Tapestry staff survey in 2022-23.</p>	<p>SMT with support from Equality Unit.</p> <p>By end March 2020.</p>

What we did over the last year

- During 2019-20, 10 new members came to Tapestry meetings and some new staff joined the Tapestry mailing list. We are still promoting Tapestry to all staff in the regional HSC organisations through posters, emails, and staff newsletters. We also give out Tapestry merchandise at training sessions and events.
- This year, we have developed an easy read template for the agenda of Tapestry meetings. We hope to do the same with the meeting minutes this coming year.
- Another member of staff with a disability has come forward to tell their story and act as a role model. Their story has been put up on the Tapestry website. We are trying to encourage staff with disabilities in each of the regional HSC organisations to act as role models for others.
- This year Tapestry members decided that meetings should also be held in locations outside Belfast using a video link. We had planned that the first of these would be held in Armagh in March, but unfortunately this has had to be postponed due to COVID-19.
- The Equality Unit, on behalf of Tapestry, made preparations for a staff Lunch and Learn session. The focus of the session is on 'getting it right' for staff with disabilities. The first part of the session shows how managers and their teams can prepare for the arrival of a new member of staff, including any reasonable

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adjustments. The second part of the session will look at the induction of new staff with a disability.

The session will also include a talk by a staff member with a disability about how the process worked for them. Also, a line manager who has welcomed in an employee with a disability will talk about their experience. There will also be advice from the voluntary sector.

This Lunch and Learn session was organised for 24 March 2020, but unfortunately had to be postponed due to Covid 19. We hope to hold it in 2020-21.

This action has been completed.

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Monitoring</p> <p>4. Encourage staff to declare that they have a disability or care for a person with a disability through awareness raising and providing guidance to staff on the importance of monitoring.</p>	<p>More accurate data in place.</p> <p>Greater number of staff feel comfortable declaring they have a disability.</p>	<p>Increase in completion of disability monitoring information by staff to 90%.</p>	<p>SMT with support from Equality Unit.</p> <p>By end March 2020.</p>
<p>What we did over the last year</p> <p>A reminder was sent out to all staff across the regional HSC organisations to update their equality information on the Human Resources IT system, with instructions telling them how to do this.</p> <p>On the Disability Awareness Days, speakers from the voluntary sector told staff about the benefits of telling their employer if they had a disability. Leaflets, emails and speakers from the voluntary sector reminded staff about the importance of declaring a disability.</p> <p>The most recent staff monitoring data this year show the numbers of staff in the BSO who told us whether they had a disability or not had fallen - from 52% in March 2019 to 49% in March 2020. This means that we have to keep encouraging staff to complete the information. In total, 1.4% of staff had declared that they have a disability. This figure is almost the same as last year.</p> <p>This action has been completed.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Training</p> <p>5. In collaboration with disabled people design, deliver and evaluate training for staff and Board Members on disability equality and disability legislation.</p>	<p>Increased staff and Board Member awareness of the range of disabilities and needs.</p>	<p>Number of staff trained (general and bespoke) through eLearning or interactive sessions</p> <p>Staff awareness initiatives delivered.</p>	<p>SMT with support from Equality Unit.</p> <p>By end March 2020.</p>
<p>What we did over the last year</p> <p>The Making A Difference e-learning programme includes a number of scenarios that involve people with a disability and asks staff to think through how best to support individuals, as well as giving information on disability legislation. All our staff have to complete the programme. To date, 541 BSO staff have completed the Making A Difference Training.</p> <p>Fifteen BSO staff completed Visual Awareness Training in February 2020. Attendees gained insight into what it is like to be blind or partially sighted from two people who are currently on placement within BSO as well as an Employment Support Officer and 'Eye Work 2' manager from the Royal National Institute of Blind people (RNIB).</p> <p>This action has been completed.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Human Resources</p> <p>9. Provide information for line managers for when a member of staff declares their disability</p> <ul style="list-style-type: none"> • develop a flowchart detailing the process for managers to use when a member of staff declares their disability • update Guidance on Reasonable Adjustments • include the above in training for managers, such as absence management training. 	<p>Staff members who declare their disability are better supported in the workplace.</p>	<p>Flowchart developed and shared with line managers.</p> <p>Guidance on Reasonable Adjustments updated and shared with line managers.</p> <p>Nature of training sessions for managers in which information has been included.</p> <p>Feedback from staff who have a disability indicates satisfaction with support provided.</p>	<p>Director of Human Resources with support from Equality Unit.</p> <p>By end March 2020.</p>
<p>What we did over the last year</p> <p>We developed a flowchart and guidance and talked through these with staff in our organisation. Based on these discussions we decided to shorten this to a one-page leaflet and that we need to focus more on training than on detailed written guidance. We need to make sure that we help line managers discuss the individual needs with their staff who have a disability. We also want to encourage managers to approach the Equality Unit. They will be able to signpost managers to people in the voluntary sector who may be able to help think through what support the person needs and how to put it in place.</p> <p>We have more work to do to complete this action.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Human Resources</p> <p>10. Collate information on reasonable adjustments that have been made for staff, to use as a central source of information for other line managers</p> <ul style="list-style-type: none"> • Work with Tapestry sub group to identify what should be recorded in the database and what could be shared with other managers/Tapestry. • Set up database. 	<p>Line managers are better informed to support staff with a disability to remain in the workplace.</p> <p>Staff members who declare their disability are better supported in the workplace.</p>	<p>Database set up.</p> <p>Agreed elements of database made available to line managers.</p> <p>Feedback from staff who have a disability indicates satisfaction with support provided.</p>	<p>Director of Human Resources with support from Equality Unit.</p> <p>By end March 2020.</p>
<p>What we did over the last year</p> <ul style="list-style-type: none"> • When we looked at a first draft of the database and discussed this further we realised that this would not work as a resource for line managers to draw on by themselves. This is because every case is different and each reasonable adjustment is specific to the needs of that person. This means that line managers could be led to think that an adjustment made for one person would automatically be appropriate to make for another person. We were also concerned that we would risk that the person could be identified from the information in the database. • Therefore, we have decided that instead we will encourage managers to approach the Equality Unit in the first instance, and then work with advocacy organisations and their staff member to better understand the 			

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need of the person and to agree what reasonable adjustments they will make. The Equality Unit will keep a record of the learning from each individual case.

- The Equality Unit will also keep a list with details of advocacy organisations supporting people with a range of different disabilities. This will be shared with line managers when they contact the Equality Unit.

This action has been completed.

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>11. Develop corporate approach to the funding of reasonable adjustments, to include consideration of the feasibility of a central fund of money, in line with best practice.</p>	<p>Staff with a disability are better supported to remain in the workplace.</p> <p>Ensuring that smaller teams are supported in putting in place reasonable adjustments in a timely manner.</p>	<p>Corporate arrangements in place</p> <p>Feedback from staff who have a disability indicates satisfaction with support provided</p>	<p>Senior Management Team</p> <p>By end March 2020.</p>
<p>What we did over the last year</p> <ul style="list-style-type: none"> • Some reasonable adjustments are more expensive than others. For a small team, it may be more difficult to find the money to pay for these. We thought about how as an organisation we can help our small teams to make reasonable adjustments if they are expensive. • We realised that putting money aside at the start of the year would not work. This is because we never know at the start how much money we will need to spend on reasonable adjustments during the year. • What we have decided to do is to promise small teams that we will give them extra money to pay for the reasonable adjustments if they end up spending more money than they have. <p>This action has been completed.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Human Resources</p> <p>13. Make arrangements to bring Cancer Focus screening mobile to staff locations</p>	<p>Staff are more likely to identify health issues relating to cancer at an earlier stage.</p>	<p>Number of sessions held.</p> <p>Number of staff attending.</p>	<p>Director of Human Resources.</p> <p>By end March 2020.</p>
<p>What we did over the last year</p> <p>We brought in the Cancer Focus screening mobile to the BSO during the year. The Cancer Focus NI Keeping Well Van was available to BSO staff in February 2020. We told all our staff that they could book appointments for health checks. Each health check lasted for 30 minutes, and included:</p> <ul style="list-style-type: none"> • Blood pressure and blood glucose checks; • Body composition; • An information pack given to each individual with physical activity, nutritional information and set individual goals, and; • A talk from a nurse specifically about self-examination and general cancer awareness. <p>This action has been completed.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Human Resources</p> <p>14. Use our influence to scope the possibility of monitoring disability-related absences across the HSC, together with our partners</p>	<p>Improved data quality.</p> <p>Enable meaningful monitoring of the impact of positive action targeted at staff who have a disability on reducing any absence due to their disability.</p>	<p>Discussion held with HSC partners</p>	<p>Director of Human Resources.</p> <p>By end March 2020</p>
<p>What we did over the last year</p> <p>This action has not been started.</p> <p>We didn't do what we said we would do for this action.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Procurement and Logistics Service</p> <p>15. The law on procurement by public sector organisations allows for ‘reserving’ contracts in certain circumstances*. This means that in those cases, only organisations whose main aim is to integrate disabled or disadvantaged people can bid for the work. It can also mean that the work under the contract is done through ‘sheltered employment programmes’ where at least 30% of staff have a disability or are disadvantaged.</p> <p>We will use our influence to explore these provisions and together with Trust Contract Adjudication Groups determine the appropriateness to reserve suitable contracts.</p>	<p>Greater participation of people with a disability in employment.</p>	<p>Number of contracts considered for appropriateness as a reserved contract.</p> <p>Number and nature of contracts where the decision to reserve is taken. Number of employees with a disability of participating operators.</p>	<p>Director of Operations.</p> <p>By end March 2020</p>

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* Article 20 of the Public Contracts Directive			
<p>What we did over the last year</p> <p>PaLS Food Team successfully awarded our first reserved contract for bottled water to Access Employment Limited (AEL). Following a fully compliant tender procedure, advertised on the eTendersNI platform, AEL was awarded a 3 year contract to supply its Clearer Water brand both 500ml Still and Sparkling Bottled Water to HSCNI for re-sale in catering outlets. AEL provides people with learning disabilities/difficulties, autism, aspergers or health related conditions to access work experience and gain recognised qualifications. 80% of the workforce are people with a disability and for most this is their first paid employment. Set up as an employment project for people with disability/difficulty, Clearer Water operates a 'trace code' to track not only the product but also the person responsible for bottling the water. That way the person drinking the water has a direct link to the person they have supported by their decision to purchase 'Clearer Water'.</p> <p>This action has been completed.</p>			

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What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Clinical Education Centre</p> <p>17. Identify and facilitate the involvement of disabled people in our work such as in relation to the Knowledge Understanding Framework*/ Chronic Pain Management/Bobath** programmes and as programmes are reviewed or new programmes are being developed.</p> <p>* relating to mental health ** relating to physical disability</p>	<p>Programmes are informed by experts by experience.</p> <p>Greater participation of people with a disability in public life.</p>	<p>Number and nature of programmes where people with a disability have been involved and how.</p>	<p>Head of Clinical Education Centre.</p> <p>By end March 2020.</p>
<p>What we did over the last year</p> <p>In the year, we have continued to seek opportunities to develop and deliver education programmes along with service users/experts by experience.</p> <ul style="list-style-type: none"> • We co-delivered nine 3-day Knowledge and Understanding Framework (Personality Disorder) programmes with experts by experience. • We co-delivered a Dual Diagnosis 2-day programme with an expert by experience. • We delivered two Promoting Quality Care Mental Health programmes, where 2 experts by experience contributed to a programme session by video. • We co-delivered a Parkinsons course with a Service User. 			

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- We co-produced and co-delivered 5 foundation wheelchair programmes and 2 intermediate wheelchair programmes with service users
- We co-delivered a Seating And Posture programme with a service user.
- We co-delivered a 5 day Early Intervention programme with Neonates and their parents/guardians

This action has been completed.

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(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. This includes work that other organisations will do for us, for example, contracts that we have with voluntary sector organisations for health and wellbeing promotion work.

(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, 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.

(8) Revisions

- We have made some small changes to our Disability Action Plans 2018-23.

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(9) Conclusions

- We completed 10 actions (Numbers 1, 2, 3, 4, 5, 10, 11, 13, 15 and 17)
- We didn't do what we said we would do for 1 action (Number 9)
- We still have some work to do to complete 1 action (Number 14).
- All of the actions in our action plan are at regional and at local level.
- Our action plan is a live document. If we make any big changes to our plan we will involve people with a disability. We will tell the Equality Commission about any change



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