

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>
<p>No issues identified</p> <p>This policy document was developed as a result of direct dialogue with patients, service users, carers and community representatives. It was based on feedback received from April 2009 to March 2012.</p> <p>In addition, members of the Patient and Client Council Membership Scheme, members of its Local Advisory Committees and community representatives helped us shape this policy.</p> <p>More recently, in 2016 a public consultation on this policy was carried out online and through focus group work to capture views on the PCC Principles.</p>	<p>Age: The PCC will attend fresher events, schools and colleges to encourage young people to get involved in HSC issues.</p> <p>Ethnicity: The involving you strategy has been amended to highlight the PCC approach to assist the PCC partnership working with Voluntary and Community Organisations. This will aid in the access of specific audiences such as 'The Travelling Community' and people from minority ethnic groups. PCC will consider all requests for interpreting and translation to meet the needs of those whose first language is not English.</p> <p>Gender: To address the challenge of involving more men in our work; PCC introduced staff targets for recruiting more men to the PCC Membership Scheme. A target was also set for engaging with men in their workplaces or in the community.</p> <p>Historically PCC ask certain questions about questionnaire participants in the 'About you' section. The research committee will consider this section to</p>

	<p>include all section 75 groups as appropriate.</p> <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.</p> <p>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.</p> <p>Religion/Political opinion: When planning engagement events and meetings, PCC will consider the need for a neutral venue/location or locations that are representative of all communities.</p> <p>Dependants/Marital Status: 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>
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