

Disability Action Plan 2013-2018



Any request for the document in another format or language will be considered.

April 2013
Revised July 2015

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Introduction

The Health and Social Care Board is committed to best practice with regards to our staff and service users that have a disability. We aim to be recognised as leaders in Health and Social Care for equality and diversity.

The law provides us with some minimum standards; however we aim to exceed these. The law 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 to make things better for people with disabilities.

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, and more, as we recognise the valuable contribution that people with a disability can make, if barriers were removed. 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 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 the actions in this plan are taken forward is Fionnuala McAndrew.

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Every year we will write up what we have done of those actions we said we would take. We will send this report to the Equality Commission. We will also publish this report on our website:

www.hscboard.hscni.net

This revised plan is the result of reviewing our annual actions and understanding how this Plan fits into the work that we do, in a changing climate. Through this review, we have strove to make this plan more robust, meaningful and impactful.

After three 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.

Who is included in our plan?

Our plan relates to the following key areas:

- People with physical disabilities;
- People with sensory disabilities;
- People with learning disabilities;
- People with mental health disabilities; and,
- People with 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, gender identity, sexual orientation, ethnicity, religion and marital status.

How we developed this plan

In developing this plan we looked at what we have done so far to make a difference for people who have a disability. We then read 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. We invited any of our staff who have a disability or have an interest in disability issues to be part of a small group to work on this. We held staff consultation events and offered staff opportunities to help develop this plan.

The reviewed plan then went to public consultation, to get the views of the general public on what we are proposing.

Why we reviewed this plan

We reviewed our plan in 2015 following comments received by the Equality Commission for Northern Ireland. The Commission recognised our positive and progressive work, they recognised the way we worked with other Health and Social Care agencies and seen how this delivered positive results for disabled people.

However, they asked us to make our actions clearer, to highlight better who is responsible for each of the actions and to have more actions from the directorates within the Board.

However, we went further. Not only did we review our actions to make them clearer, we made them stronger. We clearly outlined those actions that we will do across the whole organisation and those actions that come from within our service areas. We have also clearly highlighted who is responsible for making sure that we achieve our actions.

What we do

The Health and Social Care Board is part of health and social care in Northern Ireland.

The Health and Social Care Board was established in April 2009 and our main roles include:

- Finding out what services people in Northern Ireland need to keep healthy.
- Finding out what things people need to live by themselves in the community.
- Funding provider organisations including Trusts and other voluntary and private organisations to provide health and social care services.
- We make sure that the services provided are good quality.
- Ensuring that there is sufficient money in the budget to pay for the services.

The Health and Social Care Board has eight directorates responsible for the following areas of work.

Table 1 Directorates within the Health and Social Care Board

Commissioning	Social Care and Children
Planning for safe and effective health and social care services for everybody in Northern Ireland	Ensuring services are in line with the law and helping adults and children to live independently
Performance and Service Improvement	Integrated Care
Making sure that people deliver the services that we have contracted for	Managing contracts with Doctors, Pharmacists, Dentists and Optometrists
Financial Accountability	Corporate Services
Making sure that we spend money wisely and don't spend more money than we have	Supporting the business of the Health and Social Care Board
Transforming your Care	eHealth and External Collaboration
Plans for making changes to health and social care over the next five years	Overseeing the strategic development of Information and Communication Technologies (ICT) services across the region

How people can be involved in our work

There are a number of ways in which people can be involved in the work of the Health and Social Care Board.

This can be through:

- Working groups;
- Focus groups;
- Engagement events;
- Consultation events;
- Public meetings;
- Social media; and,
- We would also encourage engagement in the public appointments to the health and social care board.

What we have done up to now

This is 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

- We strive to ensure that corporate literature promotes positive images of a range of people, including people with disabilities, through the development and dissemination of a 'Positive Portrayal guide for staff'.
- In workshops and conferences people with disabilities have co presented and co led sessions.
- We worked on the development of a module on disability on for inclusion in the eLearning "Discovering Diversity" training package. This resource was launched in May 2011 and is now available to all Health and Social Care staff.

- 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. We also delivered pilot training sessions on mental health awareness to our staff.
- We produced a signposting resource for our staff available on the HSCB's intranet. 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 have piloted a disability work placement scheme and have committed to making this more permanent.
- We have hosted bi-annual disability awareness days, with a variety of topics, inviting in guest speakers and committing to these in future.
- We have appointed a Disability Champion in the organisation, Fionnuala McAndrew, Director of Social Care and Children.
- We produced a 'Positive Portrayal of Disabled People guide' for staff to consider when developing information and publications.

Encourage the participation of disabled people in public life

- At conferences and events people with disabilities have participated as co presenters and workshop leaders.
- 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.

- 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 the needs of trainees with a disability. 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.
- 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 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.
- We have piloted a disability work placement scheme and have committed to making this more permanent.
- We have hosted bi-annual disability awareness days, with a variety of topics, inviting in guest speakers and committing to these in future.

What we are going to do

In the table below we list all the actions that we suggest we will do. We also say when we will do them. This report and action plan is also available on our website: www.hscboard.hscni.net

Table 2: 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

What do we want to do?	How are we going to do it?	How will we prove it?	Timescale and Ownership
Assess and improve accessibility of website	<p>The website will follow guidelines issued by the World Wide Web Consortium (W3C) and the Royal National Institute for the Blind (RNIB) and must be accessible to Web Accessibility Initiative (WAI) standards – to at least level AA</p> <p>The website will be compatible with appropriate assistive technology</p>	<p>We will user test our site and collect user feedback</p> <p>We will monitor suggestions for improvements and complaints about the websites accessibility</p>	<p>Head of Communications, Corporate Services 2015-2016</p> <p>2016-2018</p>

	User testing will be conducted with staff and user group which will include people with sensory, physical disability, and learning disability		
We will ensure a consistent approach to accessible formats across HSCB	<p>We will embed an Accessible Formats policy and guidance for staff across the HSCB</p> <p>We will monitor decisions of staff annually to ensure consistent approaches are being taken to decisions on accessible formats</p>	<p>The HSCB intranet will host the policy and guidance</p> <p>A memo to staff informing them of the policy and its application</p> <p>Newsletter Feature</p> <p>The Accessible Formats Policy will be highlighted in Staff Induction</p> <p>The accessible formats databases on HSCB share point</p>	<p>Director of Performance Improvement and Corporate Services 2014-2015</p> <p>Equality and Human Rights Forum (bi-annual review of databases)</p>

(2) Awareness Raising and Training

What do we want to do?	How are we going to do it?	How will we prove it?	Timescale and Ownership
<p>Encourage staff to declare that they have a disability or able to care for a person with a disability</p> <p>Provide guidance to staff on the importance of monitoring</p> <p>Improve quality of information in relation to percentage of staff with a disability from the Human Resources, Payment, Travel and Subsistence (HRPTS) system</p>	<p>We will produce guidance for staff on the importance of monitoring</p> <p>We will ensure that Corporate circulars are sent to staff bi-annually</p> <p>We will inform staff as part of corporate induction of the importance of completing their monitoring data and inform them how to do this</p> <p>We will run an awareness</p>	<p>Guidance will be developed</p> <p>Corporate circulars will be sent</p> <p>Corporate induction presentation</p> <p>Through an increase in staff disclosure of equality data</p>	<p>Director of Performance Improvement and Corporate Services 2015-2018</p>

	campaign to encourage people to complete the self-service monitoring data for disability	Awareness literature	
Raise awareness of specific barriers faced by people with disabilities	Link in with National Awareness Days or Weeks (such as Mind your Health Day) on a bi-annual basis	Annual awareness days profiled Equality event hosted Staff awareness survey undertaken demonstrates increased awareness	Equality and Human Rights Manager HSCB Disability Core Group HSCB Disability Working Group Bi-Annually
In collaboration with disabled people design, deliver and evaluate training for staff on disability equality	We will develop and deliver a comprehensive, classroom based training programme for key staff working in HSCB	List of key staff identified for training Training programme contents Training Evaluations	Personal and Public Involvement Lead 2015-2018
Develop staff skills to learn and share	Identify two Equality Champions, to include	Two Champions will be identified. Record of	Senior Performance

knowledge with colleagues within Performance Management and Service Improvement Directorate	disability, within PMSI Directorate	learning shared	Manager 2015 – 2016
Improve the awareness of depression and related issues for all Well Being Hub Coordinators	Beating the Blues Training Programme will be delivered to all Well Being Hub Coordinators	Training Evaluations	Social Care Commissioning Lead for Mental Health and Learning Disability 2015-2016

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

What do we want to do?	How are we going to do it?	How will we prove it?	Timescale and Ownership
<p>Develop standards and guidance with the involvement of people with a disability and their carers in relation to accessibility of facilities</p> <p>Ensure greater accessibility and involvement for adults, children and young people with disabilities and where relevant carers</p>	<p>We will speak to disabled people to better understand their access needs and requirements. We will develop staff guidance and outline standards for staff to adhere to when HSCB is considering hiring external venues and inviting disabled people to participate in work programmes</p>	<p>Checklist in place and in use on involving people with a disability in meetings including payments of expenses</p>	<p>Personal Public Involvement lead 2015-2016</p>
<p>Explore scope and interest in the establishment of a forum for staff on disability</p> <p>Provide support for a</p>	<p>Engage with staff via staff survey and focus groups on terms of reference for a disability staff forum</p> <p>HSCB will act as the sponsoring agency for the</p>	<p>Results of staff survey and focus groups</p> <p>Forum established</p> <p>Forum terms of reference</p> <p>Record of Sponsorship</p>	<p>HSCB Disability Core Group BSO Equality Unit 2015-2016</p> <p>Director of Social</p>

Disability Staff Forum	Disability Staff Forum	arrangements	Care and Children 2016-2017
Develop a shadowing scheme for non-executive Board members (including Local Commissioning Groups and Integrated Care Partnerships) and other key public life positions in engagement with the Public Appointments Unit and with people with a disability.	We will provide guidance and support for Board members and people with a disability to enable and facilitate shadowing.	Guidance for Board members Guidance for Disabled People Record of matched Board members	HSCB Disability Core Group 2017-2018
Involve disabled people in delivery and review of this plan	Engage with Service users and carers Engage with Disability Charities and support groups	Review undertaken within 5 years.	HSCB Disability Core Group 2017-2018
Identify and overcome barriers which prevent service users with a disability from making a complaint and enhance the accessibility of the HSC Complaints procedure for	Facilitate a focus group with service users with a disability to obtain their experiences of the complaints procedure or alternatively to determine why they may decide not to	Focus Group feedback report	Complaints/Litigation Manager – Corporate Services 2015-2016

disabled people	complain We will review complaints received	Increase in complaints from people with a disability	2016-2017
Involve disabled people in the measurement of quality of life outcomes for people in receipt of Self-Directed Support	Through the introduction of a validated tool (Adult Social Care Outcomes Toolkit ASCOT) which involves a self-completion questionnaire, which contributes to individual care plans The self-completion questionnaire will be in accessible formats	Data from the self-completion questionnaires will be analysed to ensure quality of life outcomes Record of improved outcomes for people with a disability	Social Care Commissioning Lead, Mental Health and Learning Disability 2015-2016 Director of Social Care and Children 2017-2018
Ensure that the redesigned HSCB website is fully accessible for people with a disability	User testing, including people with a disability will be carried out on the redesigned website	Feedback from user testing session	Head of Communications 2015-2016
Involve people living with dementia and their carers in the work of the Health and	We will host a number of focus groups, work streams and 'task and finish groups'	Records of attendance and minutes of meetings and other engagements	Social Care Commissioning Lead, 2015-2018

<p>Social Care Board, in the delivery of the Dementia Strategy</p>	<p>which will include participation of people living with dementia and their carers, in the implementation of the Dementia Strategy</p>		
<p>Involve people with disabilities in their own care through new pain management pilot in Belfast local Commissioning Group area.</p>	<p>BLCG will commission a number of self-management courses from a community provider. GPs will be able to refer patients suffering from chronic pain through a central referral hub and patients will get the opportunity to talk through these courses with a hub coordinator before choosing which course and location best suits their particular needs.</p>	<p>Data from the self-completion questionnaires at the beginning and end of course completion will be analysed to ensure quality of life outcomes</p> <p>Record of improved outcomes for people with a disability</p>	<p>Assistant Director of Commissioning BLCG 2015-2017</p>

(4) Recruitment and Retention

What do we want to do?	How are we going to do it?	How will we prove it?	Timescale and Ownership
<p>Create and promote meaningful placement opportunities for people with disabilities in line with good practice and commitments of Section 75 equality duties, and making use of voluntary expertise in this area</p> <p>Produce practical guidance on process and external supports</p>	<p>People with a disability gain meaningful work experience over 26 weeks</p> <p>People on the scheme are eligible to apply for internal jobs after 5 months and support will be provided apply</p> <p>References will be provided for those on placements</p>	<p>Evaluations from participants</p> <p>Applications made</p> <p>References provided</p>	<p>HSCB Disability Core Group</p> <p>Disability Champion</p> <p>2015-2016</p>
<p>Encourage disabled people to apply for employment opportunities and remain in the workforce</p> <p>Encourage greater numbers of</p>	<p>We will attend career fairs, include a welcoming statement and issue job adverts to local disability organisations and explore adopting more flexible working arrangements and</p>	<p>Information pack for applicants with a disability developed and in use</p> <p>Attendance at career fairs</p> <p>Senior Management Team</p>	<p>HSCB Disability Core Group</p> <p>2015-2016</p>

people with a disability to apply for jobs	review job descriptions	minutes	
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The Health and Social Care Board has a Disability Core Group, made up of senior representatives of the organisations, representing each Directorate of the Board. This group meets three times per year. The HSCB also has a Disability Working Group, which is made up of staff with a disability or an interest in disability. This group work on the practical initiatives of the Disability Action Plan.

The Equality Unit in the Business Services Organisation (BSO) in collaboration with the HSCB's Disability Core Group and Disability Working Group will support staff in the implementation of this action plan.

Consultation Questionnaire

Your views

In relation to the revised action plans we are seeking your views on a number of areas.

We are happy to receive your comments by letter, by email, or in another format. If you prefer to provide your comments in person please do not hesitate to get in touch and we will be happy to meet with you. We have included a number of questions below to give you an idea of the areas on which we are interested in hearing your views. Alternatively we would welcome your general comments on the approach to the draft action plans.

- What are your views on the proposed actions identified in the action plan?
- Are there any other actions that you think we should consider?
- If you have other evidence that you feel would be useful can you please provide details?
- Are there any specific service areas or activities where you think we need to improve accessibility?
- Do you have any other comments?

The consultation closes **at 5pm on 30th November 2015.**

Please tick if you are:

Responding on behalf of an organisation?

or

Responding as an individual?

Please let us know which equality or good relations area(s) you have experience in?

Equality	Please tick:	Good relations	Please tick:
Age		Political opinion	
Gender		Racial Group	
Dependants		Religion and Belief	
Disability			
Marital status			
Political opinion/Trade union			
Racial Group			
Religion and belief			
Sexual Orientation			

Please provide:

Your name:

Your Organisation: (if relevant)

Your contact details: including your address, telephone and email address.

Please send your comments by 5pm on 30th November 2015.

The Equality Unit
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 2 Franklin Street, Belfast, BT2 8DQ
 Telephone 028 95363961 for Text Relay users prefix with 18001
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Thank you

A report of feedback received as part of this consultation will be made available. Please note that we will under Freedom of Information Act (2000) make public any responses received. Summary responses will be published. In limited circumstances we will consider requests for confidentiality but this cannot be guaranteed.



Health and Social
Care Board

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