



# Equality and Disability Action Plans 2018-23

## What we did between April 2021 and March 2022

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

<https://patientclientcouncil.hscni.net/our-work/key-strategic-documents/>

If you need this document in another format please get in touch with us. Our contact details are:

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## Part 1: Equality Action Plan 2021-22: What we will do to promote equality and good relations

What we will do	Date for Implementation	Measure
<p>1. Build capacity of service users and carers, including those with a disability, across Northern Ireland to be able to effectively engage on HSC issues, raising awareness of the Section 75 categories.</p>	<p>Yearly until March 2022</p>	<p>Capacity building training delivered to Patient and Client Council members. Evaluation of training with service users and carers indicates that they have increased capacity to engage.</p>
<p><b>What we did this year</b></p> <p>In November 2021, we put out our draft Statement of Strategic Intent (SSI) for public consultation. As part of this process we translated the SSI document into translated versions: Easy read version, Lithuanian, Romanian and Polish</p> <p>In December 2021, we widely promoted the Advance Care Planning consultation in multiple languages to maximise opportunity to engage. As part of this process we translated the SSI document into translated versions: Easy read version, Lithuanian, Romanian, Gaelic and Polish.</p> <p>In March 2021, we widely promoted the Urgent and Emergency Care consultation in multiple languages to maximise opportunity to engage. We have used translation services for virtual and telephone engagement.</p>		

In 2021, the PCC established two learning disability engagement platforms: one for those living with a disability who use services and one for families / carers. The platforms were initially launched in December 2021 following stakeholder mapping and engagement. The purpose of the engagement platforms is to facilitate a conversation with service users and also families/carers around learning disability and look at what issues the group wants to focus on and how the PCC can help them address these issues.

This work has continued into 2022, and in the report next year we will be able to demonstrate impact made for this section 75 group.

The PCC is actively engaged in the following areas of strategy that reflect those living with learning disability:

- PHA PPI Forum Service Users and Carers;
- Tapestry Network;
- Social Care Council;
- Disability Champion Network;
- Regional Disability Thematic Group.

Through our advocacy model we have advocated on behalf of individuals living with disability and groups representing those with disability.

We have adapted all communication mediums to maximize opportunities for those living with learning disability or communication difficulties to engage.

<b>What we will do</b>	<b>Date for Implementation</b>	<b>Measure</b>
2. The PCC will put in place a targeted engagement program to meet with ethnic minorities and men, young people the travelling community and those with a learning disability.	Yearly until March 2023	Monitor audiences at targeted events for Personal and Public Involvement and Complaints teams.
<p><b>What we did this year</b></p> <p>In November 2021, we put out our draft Statement of Strategic Intent (SSI) for public consultation. As part of this process we translated the SSI document into translated versions: Easy read version, Lithuanian, Romanian and Polish</p> <p>In December 2021, we widely promoted the Advance Care Planning consultation in multiple languages to maximise opportunity to engage. As part of this process we translated the SSI document into translated versions: Easy read version, Lithuanian, Romanian, Gaelic and Polish.</p> <p>We engage with a wide range of ethnic groups across our engagement platforms to increase engagement from underrepresented groups. In order to assure cultural and racial appropriateness in March 2021, as part of our ‘Distance Aware’ campaign, we engaged with representatives from the Jewish community to assess the appropriateness of adopting a universal symbol for the initiative.</p>		

What we will do	Date for Implementation	Measure
<p>Through our advocacy model we have advocated on behalf of individuals living with disability and groups representing those with disability. We have adapted all communication mediums to maximize opportunities for those living with learning disability or communication difficulties to engage.</p>		

What we will do	Date for Implementation	Measure
<p>3. Apply Plain English standards and accessible formats as part of all literature and reports.</p>	<p>Yearly until March 2022</p>	<p>Patient and Client Council reports take into account Plain English and accessible formats.</p> <p>Easy read documents complied with people who have a learning disability.</p> <p>Service users and carers assess any new PCC literature/ questionnaires.</p>

<p><b>What we did this year</b></p> <p><b>Please see Point 1</b></p>
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What we will do	Date for Implementation	Measure

What we will do	Date for Implementation	Measure
4. Deliver awareness and training initiatives to relevant staff as part of the roll-out of the Gender Identity and Expression Employment Policy	By March 2023	Feedback from staff who have drawn support through the policy indicates a positive experience

<p><b>What we did this year</b></p> <p>The roll-out of the Making a Difference eLearning for all staff, which includes a dedicated scenario in relation to gender identity, continued during 2021-22. We updated the module to reflect changes in same-sex marriage legislation. No additional awareness and training initiatives were delivered to staff during the year.</p> <p>The BSO, as our provider of Human Resources as well as Equality services, contacted TransgenderNI during the year to explore the possibility of the organisation providing dedicated training to teams where a member of staff comes forward to disclose that they identify as transgender or non-binary. It is the intention to follow up on these efforts in 2022-23.</p> <p>We still have work to do to complete this action.</p>
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What we will do	Date for Implementation	Measure
5. Making a Difference – e-learning Add module to suite of mandatory training for all staff	Yearly until March 2023	50% staff have completed the e- learning module
<p><b>What we did this year:</b></p> <p>During this year, 4 staff undertook the eLearning. To date, 27 PCC staff have completed Making a Difference eLearning, which is 73% of all our staff.</p>		

What we will do	Date for Implementation	Measure
6. Undertake awareness raising relating to new support mechanisms (developed by BSO) to support staff with experience of domestic violence	By March 2023	Feedback from staff who have drawn support through the mechanisms indicates a positive experience.
<p><b>What we did this year:</b></p>		

During this year, 1 member of staff undertook the eLearning. To date, 17 PCC staff have completed Domestic Abuse eLearning, which is 46% of all our staff.

What we will do	Date for Implementation	Measure
7. Develop proposal and business case for a new advocacy service model regarding Serious Adverse Incidents	By March 2023	Proposal and business case for a new serious adverse incident advocacy model in place
<p><b>What we did this year</b></p> <p>Business Case has been written but is still ongoing</p>		

## Conclusions

- In 2021-22, we completed 2 actions (Numbers 1 and 3)
- We didn't do what we said we would do for 0 actions (Numbers ).
- We still have some work to do to complete 5 actions (Numbers 2,4,5,6 and 7).
- All of the actions in our action plan are at regional and at local level. Our action plan is a live document. We will tell the Equality Commission about any changes.



## Part 2: Disability Action Plan 2021-22: 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	Date for Implementation	Measure
<p>1. Raise awareness of specific barriers faced by people with disabilities including through linking in with National Awareness Days or Weeks for PCC staff.</p>	<p>Yearly until March 2023</p>	<p>Two annual awareness days profiled</p> <p>&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><b>What we did this year</b></p> <p>During 2021-22 we held 2 Awareness Days, facilitated by the BSO Equality Unit. We asked staff which disabilities they wanted to know more about. They told us they wanted to know more about Dementia and Attention Deficit Hyperactivity Disorder (ADHD). Both sessions were held using Zoom.</p> <p>We emailed staff to let them know about the Awareness Days. The information was also added to the Tapestry website <a href="http://tapestry.hscni.net/">http://tapestry.hscni.net/</a> .</p> <p>On the Dementia awareness day, Dr Duffy who is the Consultant Lead Clinical Psychologist for Older People in the Northern Trust gave a presentation about Dementia, with a particular focus on caring for a loved one who has dementia.</p>		

What we will do	Date for Implementation	Measure
<p>The other Awareness Day was about ADHD. Siobhan McErlane, a Specialist Health Visitor from the ADHD/ Behaviour Assessment Service in the Northern Trust gave a presentation. Siobhan talked about ADHD, from assessment and diagnosis to management of the condition.</p> <p>Videos of both of the days have been published on the Tapestry website. This way, staff who couldn't be part of the live sessions on the day, are able to watch the presentations whenever it suits them.</p> <p>We held a survey asking staff what they thought of the Awareness Days. 68% of those who responded reported knowing more about ADHD, including supporting a friend or family member or work colleague with ADHD. This figure was 61% in relation to Dementia.</p> <p><b>This action has been completed.</b></p>		

What we will do	Date for Implementation	Measure
<p>2. Encourage staff to declare that they have a disability or care for a person with a disability. Provide guidance to staff on the importance of monitoring.</p>	<p>Yearly until March 2023</p>	<p>Increase in completion of disability monitoring information by staff to 90%. Prompt issued to staff on a regular basis.</p>
<p><b>What we did this year</b></p>		

What we will do	Date for Implementation	Measure
<p>Due to low staff resources staff monitoring data has been unavailable, the most recent data received was in June 2021 and showed that 57% of PCC staff told us whether they had a disability or not. 4.5% told us that they have a disability. This figure is almost the same as last year. This means that we have to keep encouraging staff to complete the information.</p>		

What we will do	Date for Implementation	Measure
<p>3. Work with other health and social care organisations for an effective disability forum (Tapestry).</p>	<p>Yearly until March 2023</p>	<p>Tapestry staff survey in 2022-23</p>
<p><b>What we did this year</b></p> <ul style="list-style-type: none"> <li>• During 2021-22, we tried to promote Tapestry in a number of different ways and to encourage staff to get involved. We sent emails to all staff to raise awareness. Tapestry gained a few new members who attended meetings and joined the Tapestry mailing list.</li> <li>• Tapestry were approached by BSO HR to give input into many projects including user testing of the new HR portal and input into a new line manager resource which will now have a section on managing staff with disabilities due to suggestions put forward by members.</li> <li>• Three Tapestry members presented at a system leadership conference which was attended by senior leaders across HSC. The members presented on the barriers they</li> </ul>		

What we will do	Date for Implementation	Measure
<p>have faced in work and the things that have been put in place to address these. Tapestry was also promoted as a good practice example of supporting staff. A lot of questions were asked about all three presenters' experiences and they all contributed their differing experiences.</p> <p><b>This action has been completed.</b></p>		

What we will do	Date for Implementation	Measure
<p>4. Assess advocacy needs for patients with a Learning Disability regarding resettlement and community living and to encourage them to get involved through promoting co-production.</p>	<p>By March 2022</p>	<p>Engagement with patients with a Learning Disability and their families</p> <p>Assessment of patients' advocacy needs</p> <p>Patients and carers have been encouraged to get involved in their care.</p>
<p><b>What we did this year</b></p> <p>The PCC have a specialist advocate who engages directly with clients with a Learning Disability and their families supporting them in resettlement and community support</p>		

What we will do	Date for Implementation	Measure
<p>services. The PCC also have an Engagement Platform designed to engage with care givers and parents of adults with Learning Disability to raise their voice regarding the remobilisation of day care and short break services throughout the Trusts following the pandemic and restrictions in services.</p>		

What we will do	Date for Implementation	Measure
<p>5. Involving people with disabilities in the design and implementation of PCC research projects</p>	<p>Yearly until March 2022</p>	<p>Involving people with disabilities in research design, fieldwork and reporting on research findings.</p>

<b>What we did this year</b>
<p>During August 2021, the Patient and Client Council sought the involvement of families where their loved one lives at home with them, ensuring a regional representation across the five HSC Trust areas. Four virtual engagement sessions with family carers, PHA and DoH representatives were held.</p> <p>A small number of representatives of this Engagement Platform would also be asked for their willingness to sit on a Task and Finish Group</p> <p>Those representing the Engagement Platform at the Task and Finish group on 6th September reported a positive experience, feeling welcomed and listened to. They were able to voice their</p>

What we will do	Date for Implementation	Measure
<p>desire for equity and consistency for all within LD services across Northern Ireland, and wanted to emphasise that the IPC pathway must avoid directions to Trusts and Day Centres which lead to any further discrimination for any reason. Families also asked for the correction processes for validation of statistics and data in the pathway, and the correct context for these, so these can be fully understood and the families' input be genuinely based on solid information.</p> <p>Families have welcomed the opportunity to feed into the development of the IPC pathway to progress the recommencement of services, and have voiced that they have found meeting as a peer group in the Engagement Platform helpful and a source of support.</p>		

## Conclusions

- In 2021-22, we completed 2 actions (Numbers 4 and 5)
- We didn't do what we said we would do for 0 actions (Numbers ).
- We still have some work to do to complete 3 actions (Numbers 1, 2 and 3).
- All of the actions in our action plan are at regional and at local level. Our action plan is a live document. We will tell the Equality Commission about any changes.