



## **Equality and Disability Action Plans 2023-28**

Consultation Document  
April 2023

Patient Client Council



## Contents

1. Introduction .....	4
2. Who we are and what we do.....	5
3. How people can be involved in our work.....	6
4. What the law says.....	7
5. How we reviewed our last plans and developed these new plans .....	8
6. What we have done so far .....	9
7. What we have learned so far .....	12
8. What is in the new plans .....	13
9. How we will monitor these plans.....	13
10. <b>Equality Action Plan 2023-28:</b> What we will do to promote equality and good relations .....	15
11. <b>Disability Action Plan 2023-28:</b> What we will do to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life.....	24

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

Please contact us at:

Patient and Client Council

5th Floor  
14-16 Great Victoria Street  
Belfast  
BT2 7BA

Phone: 0800 917 0222

Email: [info.pcc@pcc-ni.net](mailto:info.pcc@pcc-ni.net)

## **1. Introduction**

As Chair and Chief Executive of the Patient and Client Council (PCC) we are committed to promoting equality and good relations. For people with a disability, we recognise that we have to do more to promote positive attitudes and to encourage their participation in public life.

We want to make sure we do this in a way that makes a difference to people. 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 Equality and Disability Action Plans.

We will make sure we let our staff know of what is in our plans. 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 Carol Collins. When you have any questions you can contact her at:

Name: Carol Collins

Title: Business and Governance Manager

Address: Patient and Client Council, 5th Floor, 14-16 Great Victoria Street, Belfast, BT2 7BA

Telephone number: 028 9536 3995

Email: [Carol.Collins@pcc-ni.net](mailto:Carol.Collins@pcc-ni.net)

## **2. Who we are and what we do**

The Patient and Client Council is part of health and social care in Northern Ireland. We were set up in April 2009. Our vision is for a health and social care service actively shaped by the needs and experiences of patients, clients, carers and communities to enable them to live the best lives they can.

Health and social care is complex so we help people to find their way through it. We connect people to decision makers by creating a constant conversation between the public and health and social care. We want to support people to bring their experience, knowledge and skills to influence, policy and practice in health and social care.

### **What we do:**

- Listen to and represent people's views
- Encourage people to get involved

- Help people to make a complaint
- Provide advice and information
- Research best methods to engaging the public in decision making.

### **3. 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 Patient and Client Council.

We have staff across all Northern Ireland, engaging with people in their local areas and online. Our engagement structures offer the public a range of opportunities to get involved.

The PCC Membership scheme provides regular updates and general information about developments in health and social care. You can sign up on our website: [pcc-ni.net](http://pcc-ni.net)

Citizen Hubs give the public a chance to be involved in conversations and networks in their local Trust area.

Engagement Platforms connect the public with representatives across the health and social care, voluntary and community sectors on key themes.

The information gathered through our work gives us the foundation for our policy impact and influence efforts.

#### 4. What the law says

The PCC has to follow the law under **Section 75 of the Northern Ireland Act 1998**. It says that in our work we have to promote equality and good relations. We have to treat people fairly and based on their needs and to make things better for staff and people who use our services. It also says that we have to build better relationships between different groups of people.

There are nine different equality groups that the law requires us to look at:

- Gender (and gender identities)
- Age
- Religion
- Political opinion
- Ethnicity
- Disability
- Sexual orientation
- Marital status
- Having dependants or not.

There are three good relations groups we need to consider:

- Religion
- Political opinion
- Ethnicity.

We also have to follow the law under the **Disability Discrimination (Northern Ireland) Order 2006**, which says that we have to:

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

This includes people with any type of disability, whether for example, physical disabilities; sensory disabilities (such as sight loss or hearing loss); autism; neurodiversity; learning disabilities; dyslexia; mental health conditions (such as depression); or conditions that are long-term (such as cancer or diabetes). Some of these disabilities may be hidden, others may be visible.

Both pieces of legislation require us to develop an action plan: an Equality Action Plan and a Disability Action Plan. We have to send these plans to the Equality Commission for Northern Ireland and then report every year on what we have done.

## **5. How we reviewed our last plans and developed these new plans**

In starting off to develop this plan we looked at what we have done so far to promote equality and good relations, to promote positive attitudes towards disabled people and to encourage their participation in public life.

As part of our Five-Year Review, we asked all teams in our organisation to think through the following questions:

- What has worked well?
- What hasn't worked well?
- What lessons have we learned?
- Did we do what we said we would do?
- Has this made a difference for people in the way we thought it would?

For the new plans, we asked them to consider two questions:

- In your area of work, what are the key issues for people in the equality groupings?
- What can you do to address these issues?

We encouraged our staff to look at a range of sources of information such as:

- our Five-Year Review of Equality Scheme
- monitoring data
- new research or data



- equality screening exercises that have been completed
- their professional experience and knowledge
- issues raised in consultations or through other engagement with staff and service users.

We engaged closely with Tapestry, our Disability Staff Network, in the development of our Disability Action Plans. We held a focus group with them to find out what issues important to them as a member of staff with a disability or as a carer they think the organisation should address as a priority.

We also read up on what the Equality Commission says would be good to do. All this helped us think about what else we could do to make a difference.

## 6. What we have done so far

This is some of what we have done to promote equality under our previous Equality Action Plan:

- The PCC have targeted engagement specifically with **ethnic minorities and members of the travelling community** in relation to understanding the experiences of those shielding as a consequence of the COVID-19 pandemic. PCC have engaged with various networks and community groups representing ethnic groups as part of this work. This engagement has since extended throughout involvement and advocacy structures. Through monitoring of service user and carer engagement PCC have sought to effectively recruit participants with a more diverse background and to extend our reach with a particular emphasis on recruiting younger people and people from an ethnic minority background. Whilst uptake remains slow, we continue to develop our work in this area going into 2023- 2028.
- We have sought to increase diversity 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.
- We produced a leaflet targeted at staff who are carers. It highlights the policies and support offered by BSO and HSC Regional 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 is included in the Tapestry website, and was forwarded to staff through a series of corporate communications.

- The PCC recently introduced a more formal process for the development, adoption, approval and review of policies and programmes. As part of monitoring and performance reporting, the PCC has included an operational output '*Number of equality assessments at early stage of project work*' to enable us to track the number of equality assessments being completed across the organisation. We collate this information on a monthly basis, and report our progress on a quarterly basis to the PCC Business Committee and yearly through our equality action plan and annual reporting.

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

### **Promote positive attitudes towards disabled people**

- To date, we have held 11 disability awareness days for our staff. Each looked at a different disability. The aim is to increase the knowledge and awareness of our staff including on how to support a person with that particular disability. Since the pandemic we have been holding these online via Zoom. The sessions are recorded and uploaded to the website of Tapestry, our disability staff network.
- We have developed a dedicated module on disability as part of our eLearning resource called 'Making a Difference'. It is available to all Health and Social Care staff. All our staff have been asked to complete the programme at induction.
- We have promoted BSO training sessions and seminars on mental health awareness to our staff, including on mental health first aid, mindfulness and managing stress, and courses for staff who are carers. We promoted BSO seminar on 'Why your Equality Data is so important across all staff.'
- One of our staff members came forward to be our Disability Champion. He is actively involved in Tapestry and the Disability Champions network.

## **Encourage the participation of disabled people in public life**

- In 2021, the PCC established two platforms focused on learning disability: one for those living with a disability who use services and one for families / carers. 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. In 2022/23, both platforms met on a regular basis, connecting in with the DoH specifically in relation to the Remobilisation of Learning Disability Services and monitoring the implementation of this pathway.
- In relation to our engagement programmes, the PCC has targeted recruitment efforts to ensure that those living with disabilities are involved in the delivery of policy research design and its implementation. The introduction of new methodologies has provided better connection between service users and research projects. For example, during 2020-21 service users impacted and influenced the design and delivery on projects such as Shielding, Group Living, Distance Aware initiative and Health and Social Care Hubs before projects were initiated. This relationship was key to ensuring the effectiveness of research, data gathering and the robustness of findings.
- Through our work, we have developed links with organisations that advocate and support service users who are Deaf or Hard of Hearing and those from Minority Ethnic backgrounds. In particular, through our work in engaging with VCSE partner organisations, we have heard that access to GPs is proving difficult for some marginalised groups in Northern Ireland.
- In particular, we engaged with and heard case studies from the Refugee and Minority Ethnic community on issues they are facing accessing GP and primary care services. We also held focus groups with service users who are deaf and/or hard of hearing to help us understand how the Remote Interpretation Service was being used across a range of medical settings.
- Through the implementation of specific focus groups and pre-programme reviews we have involved people with disabilities within the design and implementation of PCC projects.

- We have adapted all communication mediums to maximize opportunities for those living with learning disability or communication difficulties to engage. In 2022/23, PCC publicly consulted on our Statement of Strategic Intent (SSI). To ensure that this document was accessible to all, we published an **easy-read version** and translated it into **three languages (Lithuanian, Polish and Romanian)**.
- Together with our partners, we set up Tapestry, a disability network for our staff. Part of the role of this network is to raise disability issues with decision makers in our organisation.

## 7. What we have learned so far

Some of the key points we have learned from developing and implementing our action plans are described below.

Through developing and implementing our action plans, we have been able to look at how we can target our engagement with service users from marginalised groups and put specific targets in place to help us achieve that. We continue to engage as widely as possible with the public but we recognise the need to:

- Have a better system in place to better understand the demographic of the service users that come to PCC for support and to use this system to understand where the gaps are and how we can better target our services. In this action plan, 2023-2028, we have put specific indicators and targets in place to help us continue to widen our engagement. However, we will use 2023 – 2024 to benchmark specific targets and adjust yearly.

### Disability Awareness Days

- Since we moved our days online we have seen a rise in numbers of staff attending our events. Also, they come from a wider range of locations.
- Recording the sessions has been a great success. This means staff who can't attend on the day can access the event whenever it suits them.

We have found that attendance at awareness day events is greatest when the subject is most relevant to staff. This can be because they have the condition themselves or they know or work with someone who has the condition. We will continue to ask staff which areas relating to disability they would like more information on.

#### Tapestry – Disability Staff Network

- Staff fora need refreshed and promoted on an ongoing basis.
- For a forum to be effective in its supporting and influencing role, a committed HR presence at senior level is essential as is the timely engagement and consultation on policies/decisions/strategies etc. to inform the development of these.

On a general level, organisational change and staff turn-over can pose a big challenge. It is the personal commitment of staff and leaders to the equality agenda that drives progress.

### **8. What is in the new plans**

There are two separate tables below. The first table lists all the actions that we will do to promote equality and good relations. This is our Equality Action Plan.

The second table describes what we will do to promote positive attitudes towards people with a disability and to encourage their participation in public life. This is our Disability Action Plan.

In both plans we also say what difference we hope to make and when we will do these actions.

### **9. How we will monitor these plans**

Every year we will write up what we have done. We will also explain when we haven't done something. We send this report to the Equality Commission. We also publish this report on our website: <https://pcc-ni.net/our-work/key-strategic-documents/>

We will have a look at the plans every year to see whether we need to make any changes to them. If we need to, we will write those changes into the plans. Before we make any big changes, we talk to people in the equality groupings to see what they think.

When we finish an action, we will take it off the plans for the next year. That way we will keep our plans up to date. They will show what we still have to do.

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

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

The plans are also available on our website:

<https://pcc-ni.net/our-work/key-strategic-documents/>

We will send our plans to all organisations and individuals on our consultation list when we have finalised them and also when we have made major changes to them.

To find out whether what we do makes a difference, we will do a number of things, for example:

- For training and awareness events, we ask our staff about what learning they are taking away with them.
- We check summary figures to see whether, for example, more people from a particular under-represented group are availing of a service after promoting it to them specifically.

You can find further information on how we will monitor each action in the plans themselves.

## 10. Equality Action Plan 2023-28: What we will do to promote equality and good relations

What we will do	What we are trying to achieve and who for (ie. which Section 75 category specifically)	Performance Indicator and Target	By whom and when
<p><b>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.</b></p>	<p>PCC operational outcomes:  <b>Outcome 4:</b> <i>'Increase public participation in designing the transformation of health and social care'</i>  <b>Outcome 6</b> <i>'DoH have a better understanding of public perception'</i></p> <p>Build capacity to engage with those who are marginalised and suffer health inequalities through our engagement structures.</p> <p><b>Section 75 category: Disability &amp; those with dependents</b></p>	<p><b>Indicator:</b> Regular engagement platform meetings- with platforms involving marginalised groups who face health inequalities</p> <ul style="list-style-type: none"> <li>- Adult protection platform</li> <li>- Learning Disability service user platform &amp; Learning Disability families and carers platform</li> <li>- Mental Health platform</li> </ul> <p><b>Target:</b> Increased numbers on engagement platforms from section 75 groups who are more marginalised and face health inequalities.</p>	<p>Service manager  Senior Practitioner for Beyond Bamford  Practitioner</p> <p><b>In 2023-24 we will</b> review existing membership and gaps in representation</p> <p><b>In 2024-25</b> we will aim to increase numbers in underrepresented groups based on this information</p>
		<p><b>Indicator:</b> Mental health engagement platform members to engage with DoH to provide their lived experience in the design and implementation of the Mental Health Strategy</p>	<p><b>2023- 25</b> (input to the strategy and input in implementation).</p>

		<p><b><u>Target:</u></b> Increase engagement with between engagement platform and DoH to provide input on Mental health Strategy</p>	
		<p><b><u>Indicator:</u></b> The Adult Protection platform to continue to build capacity and connect engagement platform members (particularly those who are marginalised and face health inequalities) connect with decision makers on the design and implementation of future adult protection legislation</p> <p><b><u>Target:</u></b> increased engagement between the engagement platform and DoH on the development of the Adult Protection Bill.</p>	<p><b>2023-26</b> (input into Bill, the regulations and the implementation</p> <p><b>2023-24</b></p>
		<p><b><u>Indicator:</u></b> PCC to facilitate regular citizen hubs meetings and reach out through our ‘Network of Networks’ approach to broaden the reach of our engagement locally to organisations working specifically with marginalised groups.</p> <p><b><u>Target:</u></b> Increased numbers from marginalised and those facing health</p>	<p><b>2024-25-</b> review diversity of participants PCC are engaging with locally</p>



		inequalities participating in our citizen hubs	
	Increase reach and membership of engagement structures with marginalised groups and those facing health inequalities	<b>Indicator:</b> Build and increase our networks with organisations that actively work with service users from marginalised group. Build on the work that has been carried out previously with <b>deaf and hard of hearing and ethnic minority community.</b>	Senior Practitioner, Beyond Bamford Senior Practitioner, Positive Passporting approach
	<b>Section 75 groups: people from Black and Ethnic Minority Groups, Disability</b>	<b>Target:</b> Increase engagement with organisations working with people who are deaf or hard of hearing	<b>2023-24</b>
		<b>Target:</b> Increased engagement from those who are deaf or hard of hearing	<b>2023- 24</b>
		<b>Target:</b> <u>Ensure that managers are supported through appropriate training to be able to manage a diverse workforce and to ensure that communication is inclusive.</u>	<b>2024-25</b>
<b>Target:</b> Build networks with organisations who support Black and Minority Ethnic groups.		<b>2024-25</b>	

		<b>Target:</b> Increased engagement from service users from a Black and Minority Ethnic group.	
	<p>PCC operational outcomes:  <b>Outcome 4:</b> ‘Increase public participation in designing the transformation of health and social care’  <b>Outcome 6</b> ‘DoH have a better understanding of public perception’</p> <p>PCC are implementing <b>Co-Production Associate approach</b> in April 2023 which will:</p> <ul style="list-style-type: none"> <li>- Provide a model of remuneration for service users to become Co-production associates</li> </ul> <p>Build capacity of our members to be representatives of Lived experience in Health &amp; Social Care and how to influence legislation, policy and practice within HSC.</p>	<p><b>Indicator:</b> Implementation of the Co-Production Associates approach</p> <p><b>Indicator:</b> Implementation of the OCN level 2 course across engagement platforms</p>	<p>Senior Practitioner  <b>2023-24</b></p> <p><b>2024-25-</b> (roll out of training)</p>
		<p><b>Target:</b> Number of members trained under level 2 OCN course</p> <p><b>Target:</b> % of Co-production associates who identify under section 75 category</p>	<p><b>2024-25</b></p> <p><b>2025-28</b></p>
Over the next five years we will review how information is collected	<p>To understand the diversity of our service users.</p> <p>The Patient and Client Council (PCC) is committed to promoting equality.</p>	<p><b>Indicator:</b> Implement equality form across all services (advocacy, engagement and membership)</p> <p><b>Indicator:</b> to collect information on the diversity of our service users</p>	<p>Senior Policy Impact and Influence Manager</p> <p><b>2023-24</b></p>

	<p>To do so, we need to better understand how diverse those people are who use our services/work with us. This will allow us to better understand the impacts of our work on different groups and to make changes to better promote equality for all.</p> <p>By being able to collect, analyse and report against the diversity of our members we are able to demonstrate action against our operational outputs and outcomes</p>	<p><b>Target:</b> agree working definition of 'diversity' and agree operational output, implementing more robust data collection going forward to address identified gaps in equality data. SMART targets to be applied.</p> <p><b>Target:</b> number of service users who are part of a marginalised group and who face health inequalities</p> <p><b>Target:</b> increase number of service users across PCC who are part of marginalised group and who face health inequalities</p>	<p><b>2023-24</b></p> <p><b>2024-25</b> (following first year data numbers, set baseline and track)</p> <p><b>2025-28</b></p>
<p>PCC will put in place a targeted engagement program to meet with ethnic minorities, men, young people, the travelling community and those with a learning disability.</p>	<p>To extend our engagement reach to engage with harder to reach sections of society- ethnic minorities, men, those with a learning disability and the travelling community.</p>	<p><b>Indicator:</b> planning and development of a specific project to engage Learning disability within ethnic minorities and refugee community.</p> <p><b>Target:</b> increased engagement from service users from LD and ethnic minority and refugee community.</p> <p><b>Target:</b> complete scoping study to develop young people's mental health</p>	<p>Senior Practitioner, Jackie Kelly</p> <p><b>2023-24</b></p> <p><b>2024-25</b></p> <p><b>2023-24</b></p>

		<p>engagement platform &amp; develop aims, objectives and membership</p> <p><b>Target:</b> Pilot young people's (18-30 year olds) mental health engagement platform for 6 months</p> <p><b>Target:</b> Review and evaluate success of pilot and decide next steps</p>	<p><b>2024-25</b></p> <p><b>2025-26</b></p>
<p>Over the next five years, we will widen our efforts to draw attention to equality and diversity issues relating to ethnicity and sexual orientation in the first instance.</p>	<p>Understand how other HSC organisations have improved their engagement with Section 75 groups and how they collect this information</p>	<p><b>Indicator:</b> Engage with other vol/community and HSC organisations to understand how they collect equality/diversity information through their engagement work</p> <p><b>Indicator:</b> benchmark with other organisations what they have done to improve engagement with Section 75 groups.</p> <p><b>Target:</b> pilot collecting equality/diversity information, on a voluntary basis, (as part of our online events booking system for events and when joining engagement platforms)</p>	<p>Involvement Coordinator (LB) &amp; Senior Practitioner (Positive Passporting) Policy and Impact team <b>2023-24</b></p> <p><b>2023-24</b></p> <p><b>2023-24</b></p>
	<p>We want to increase the number of groups and organisations involved in our engagement platforms and through the PCC Positive Passporting Project.</p>	<p><b>Indicator:</b> Positively passport people to organisations who have the expertise the service user requires.</p>	<p><b>2023-24</b></p>

		<p><b>Target:</b> Build a register of advocacy groups &amp; organisations supporting people from section 75 groups</p>	<p><b>2024-25</b></p>
	<p>PCC recognise the need to develop a <b>‘positive passporting’ approach to meet the needs of service users</b> engaging with the PCC, who may require services that PCC may not provide, in particular those with protected characteristics.</p>	<p><b>Indicator:</b> Targeted engagement and develop partnerships with organisations who work specifically with section 75 groups</p> <p><b>Target:</b> increase engagement with advocacy organisations working with marginalised communities:</p> <ul style="list-style-type: none"> <li>- Deaf and hard of hearing</li> <li>- Minority ethnic groups</li> </ul> <p><b>Target:</b> Number of organisations (that support service users from Deaf and hard of hearing and minority ethnic groups) that we have developed MOU &amp; pathways with</p> <p><b>Target:</b> We will add a section to our sharepoint detailing how to book a sign language interpreter for both service user (Sign Language Interactions contract) and staff/workplace settings.</p>	<p><b>2023-24</b></p> <p><b>2024-25</b> (measure after first year)</p> <p><b>2023-24</b></p> <p><b>2024-25</b></p> <p><b>2024-25</b></p>

		<p><b><u>Target:</u></b> We will undertake an audit of our websites to: <u>1) identify key information to be made available in signed video format and 2) Ensure relevant contact details are available and up to date</u></p> <p><b><u>Target:</u></b> (% organisations who are members of PCC who advocate for section 75 groups)</p>	<p><b>2024-25</b></p>
--	--	---	-----------------------

Make PCC external communications available in accessible formats	Ensure all PCC branding and external communication adheres to Plain English standards and is accessible.	<b>Indicator:</b> Ensure PCC external communications are translated to easy read & translated versions	Policy Impact and Influence Manager & Communications manager <b>2023-28</b>
		<b>Target:</b> % of PCC external reports translated to easy read and additional languages	<b>2023-24</b>
		<b>Target:</b> rebranded leaflets to be in easy-read and top 3 language (NI)	<b>2023-24</b>
		<b>Target:</b> New PCC website to be tested by stakeholders who may have communication difficulties to ensure accessibility before going live	<b>2023-24</b>
		<b>Target:</b> New website to include functionality for audio speak and translations	<b>2023-24</b>
		<b>Target:</b> Increased website traffic from those using accessing translation functionality	<b>2024-25</b>
		<b>Target:</b> Integrate equality and diversity principles in the development of our Policies, Strategic/Corporate and Operational Plans.	<b>2023-28</b>

**11. Disability Action Plan 2023-28: What we will do to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life**

12. What we will do 13.	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p><b>Develop tools for engagement with people with a disability specifically those partially sighted, registered blind or with poor literacy skills.</b></p>	<p>The PCC and its external communications to be more accessible to those who are partially sighted, registered blind or with poor literacy skills</p>	<p><b>Indicator:</b> Ensure PCC external communications are translated to easy read &amp; translated versions</p> <p><b>Target:</b> % of PCC external reports translated to easy read and additional languages</p> <p><b>Target:</b> rebranded leaflets to be in easy- read and top 3 language (NI)</p> <p><b>Target:</b> New PCC website to be tested by stakeholders who may have communication difficulties to ensure accessibility before going live</p>	<p>Communications manager &amp; Involvement coordinator</p> <p><b>2023-24</b></p> <p><b>2023-24</b></p> <p><b>2023-24</b></p>



		<p><b>Target:</b> PCC to develop audio material for those with communication difficulties</p> <p><b>Target:</b> Image descriptions updated on website making it accessible for audio description.</p> <p><b>Target:</b> The PCC membership newsletter has an option for large print and audio versions.</p>	<p><b>2024-25</b></p> <p><b>2023-24</b></p> <p><b>2023-24</b></p>
<p><b>Explore methodology to diversify engagement with section 75 groups</b></p>	<p>Exploration and scoping of IT technology development, both equipment and software, that would maximise and diversify PCC's reach in its engagement and advocacy work in a post-pandemic environment, and support practice, including making PCC's services more accessible to section 75 groups</p>	<p><b>Indicator:</b> PCC IT technology equipment and software is more accessible to section 75 groups</p> <p><b>Target:</b> complete scoping of IT technology- equipment &amp; software</p> <p><b>Target:</b> PCC IT technology equipment &amp; software recommendations to be equality screened for accessibility to section 75 groups</p> <p><b>Target:</b> Implement updated PCC IT technology &amp; software</p>	<p><b>Communications &amp; Public Affairs manager</b></p> <p><b>2024-25</b></p> <p><b>2023-24</b></p> <p><b>2023-24</b></p> <p><b>2024-25</b></p>

		<p>to increase accessibility to section 75 groups particularly those with a <b>disability and communication difficulties</b> and those from <b>ethnic minority group</b> were English is not the first language.</p> <p><b>Target:</b> Increased engagement from section 75 groups <b>particularly those with a disability and ethnic minority groups</b></p>	<p><b>2025-26</b></p>
<p><b>Awareness Days</b></p> <p>Raise awareness of the lived experience of people with specific disabilities and conditions.</p>	<p><b>Promoting positive attitudes:</b></p> <p>Increased staff awareness of a range of disabilities and conditions.</p>	<p><b>Indicator:</b> Increased disability awareness amongst staff</p> <p><b>Target:</b> 2 awareness days profiled every year.</p> <p><b>Target:</b> &gt;50% of staff taking part in the evaluation indicate they know more about people living with disabilities and conditions as a result of the awareness days.</p>	<p>Senior Management with support from BSO Equality Unit.</p> <p><b>End Mar 2028</b></p>

<p><b>Co- Production Associates</b></p> <p>Provide a model of remuneration for service users to become Co-production associates and use their lived experience in Health and Social Care to influence legislation, policy and practice</p>	<p>PCC are implementing <b>Co-Production Associate approach</b> in April 2023 which will:</p> <p>Build capacity of our members to be representatives of Lived experience in Health &amp; Social Care and how to influence legislation, policy and practice within HSC</p>	<p><b>Indicator:</b> Co-production associates trained as representatives of lived experience across PCC</p> <p><b>Target:</b> Number of members trained under level 2 OCN course</p> <p><b>Target:</b> % of Co-production associates who identify under section 75 category</p>	<p>Senior Practitioner, Co-Production Associates</p> <p><b>2023-24</b></p> <p><b>2023-25</b></p> <p><b>2024-25</b></p>
<p><b>Tapestry</b></p> <p>Promote and encourage staff to participate in the disability staff network and support the network in the delivery of its priorities.</p>	<p><b>Encouraging participation in public life:</b></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><b>Indicator:</b> staff with a disability feel better supported</p> <p><b>Target:</b> publish Tapestry staff survey annually</p> <p><b>Target:</b> Increase in Tapestry membership or in participation at meetings</p> <p><b>Target:</b> <u>Encourage all staff in participate in training delivered by Tapestry</u></p>	<p>Senior Management with support from BSO Equality Unit</p> <p><b>End Mar 2028</b></p> <p><b>2024-28</b></p>



Signed by:

*M. Monaghan*

---

Chief Executive

Date: 3 October 2023

*Ruth Sutherland*

---

Chair

Date: 24 November 2023



Patient and Client Council  
5th Floor  
14-16 Great Victoria Street  
Belfast  
BT2 7BA

Phone: 0800 917 0222

Email: [info.pcc@pcc-ni.net](mailto:info.pcc@pcc-ni.net)