



Health and
Social Care

Equality and Disability Action Plans

Consultation Outcome Report

March 2018



easy read

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Introduction



The 5 Health and Social Care Trusts and the Northern Ireland Ambulance Service have been asking people what they thought about their plans to make services fair for everyone.

Before we wrote our plans



We involved people from a range of organisations before we wrote the plans.



We held a big event so that people could tell us what they think.



We wanted the plans to be designed for and with the people.



We thought about 5 things:

- The things that we have to do under the law



- Telling people about being fair to everyone



- What our staff can do



- What we should do for disabled people



- How our staff work well with each other and for people from all communities

After we wrote the plans



When we had written the plans we asked people what they thought.



We had written replies from 10 organisations.



We also had replies from 15 people online.

This report

This report explains what people said.



It also explains how we have changed our plans after listening to people.

Our duty



Under Northern Ireland law we must give a fair chance to people of different:

- Religions

Religions are different faiths like Christianity, Islam, Judaism and many others.



- Political opinions

Political opinions are where people feel strongly about the different parties in the government or local council.



- Race



- Age



- Sexual orientation

Sexual Orientation is when people are attracted to someone of the same sex or the opposite sex



We must give an equal chance to:

- Men, women and people who are **transgender**



Transgender is where someone has changed their gender



- People who are married, single, divorced or living together



- People with and without a disability



- People with and without children or other people who depend on them



The law also says that we should help all staff work well together and welcome all communities.



Especially communities of people with different:

- Religious beliefs



- Political opinions



- Racial backgrounds

What people said



General comments

Most people liked the plans.



People liked the plans for the HSC Trusts and the NI Ambulance Service to work together more.

Some people did not think that the plans:



- Made enough links to the community planning group in local councils



- Were fair to people who live in rural areas



- Explained that managers at the Trust need to be able to show that they are being fair to everyone when they are deciding what to do



People liked the idea of a yearly 'Equality' event to show people the best ways to be fair to everyone.



We will:

- Link with the Regional Community Planning Forum



- Think about how we can make sure we are being fair to people who live in rural areas



- Make sure that managers understand that they must be able to show that they are being fair when they make decisions



- Put up-to-date information about how well we are being fair on our websites



- Have Equality events to show people the ways we are being fair to everyone



How we write our plans

People said that the plans should include:

- A list of the good things that have been done



- More information about how we know if we are doing well or not



- Details of how we will keep a check on how we are being fair to everyone



- Better information about how the plans will work locally

We will:



- Include a list of all the good things that have been done



- Give more information about how we know how well we are doing



- Include more information about how we will check that we are being fair to everyone



- Include information about how the plans will work locally

Checking that Trust policies are being fair to everyone



Policies are the rules we have for our staff and how we do our business.



People said that managers should be better at checking that policies and decisions are fair to everyone.



Managers should be more careful that they are being fair when they plan changes to the Trusts.



The people in the Trusts who are responsible for making sure that managers are being fair should be more involved when big decisions are made.



We will:

- Improve the way we check that big decisions are fair to everyone



Communication

Some people thought that:

- The Trusts must make sure they communicate with people who need help with communication
- Projects like 'My journey, My voice' could help to train staff around how to communicate with people
- The Trusts should make sure the information is accessible to people with Autism
- Northern Ireland should have an 'Accessible Communication Standard'. This would be a list of all the best ways to communicate with people
- The Northern Ireland Health and Social Care Interpreting Service should include help with all forms of communication
- The Trust should encourage young people to have good attitudes to communicating with people who have difficulties



We will:



- Change the plans so they include work to encourage good attitudes to communicating with people who have difficulties



- Look at how we train our staff, and see what we can learn from 'My journey, My voice'



- Work to promote the good things about accessible communication standards

Buying things



We have said that we would make sure that we are fair to everyone when we spend money on buying things.



People thought we should have a check list of all the things we should take into account when we buy things.

We will:



- Work with other organisations including the trade unions to create a check list



- The check list will show all the different things we have to think about when we are spending money and buying things



Things we should include

People suggested other things that we should include in our plans:



- We should involve groups of older people to help staff understand more about working with older people



- We should have plans that take account of the different health needs of people in different neighbourhoods



- We should have a plan to make sure we are being fair to homeless people, children in care and people who have suffered from a crime



We will:

- Start to work with groups of older people

Our plans have been written to make sure that we are being fair to the groups of people who often do not get a fair chance as mentioned in the law.



Supporting our staff



People thought that:

- The Trusts could help people who often have difficulty in getting a job.



For instance we could agree to give a job to a certain number of disabled people.



- The Trust should make sure that people who have communication difficulties have a fair chance to get a job



- The Trust should collect information that compares how much men get paid with how much women get paid



- The Trust should make sure nobody gets paid less than the real living wage



- The Trusts should look at how Brexit will affect staff who come from other European Countries



We will:

- Make it easier for people with communication difficulties to apply for a job



- We are looking at our policies around how our staff can say what gender they want to be



- Keep to any laws around making sure that women get the same pay as men



- Look at how Brexit will affect our plans

Disability Action Plans



People generally liked the disability action plans.



Some people said that:

- The Disability Action Plans should explain what disability is
- The Trusts should do more than the law says. Some people thought that the law about disability in Northern Ireland was behind the law in England
- The Action Plans should include actions to help people who have a difficulty with communication
- The Action plans should include a section about helping people with a **hidden disability** to get a job





A **hidden disability** is where you don't necessarily notice straight away that the person is disabled.



We will:

- Explain what disability is in our plans including disabilities that are unseen and Dementia



- Make sure that people can communicate in all ways of communication including British Sign language, Irish Sign Language and Makaton



- Make sure we know if someone has a communication difficulty

Working with other people, groups and organisations



People said that our plans should make sure that we work with other people, groups and organisations.



We will:

- Set up a regular meeting where we can work with other people, groups and organisations.



- Work more closely with Trade Unions

For more information



If you want more information please contact your local equality team at:



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