

Disability Action Plan

2018 - 2023



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Alternative Formats

This document is available in alternative formats including:

- Large font
- Audiocassette
- Braille
- Computer Disc
- Main minority ethnic languages
- DAISY
- Easy-read
- Electronic version.

English: This document can be made available in minority ethnic languages, on request, to meet the needs of those not fluent in English. Please see contact details of the Equality Units on page 16.

Polish: Aby wyjść naprzeciw potrzebom osób, które nie mówią biegle po angielsku, ten Plan Działania może być udostępniony w językach mniejszości etnicznych na życzenie.

Lithuanian: Šis veiksmy Planas pareikalavus gali būti pateiktas tautiniu mažumu kalbomis, kad atitiktų sklandžiai nemokančių anglų kalbos poreikius.

Portuguese: O Plano de Ação está disponível, à pedido, em outras línguas, para atender às necessidades das pessoas que não são fluentes na língua Inglesa.

Tetum: Aksaun Planu ida né,se bele fo ou halo iha liafuan etnika minoria sira nian, nebe bele husu, para bele ajuda ba ema sira nebe la hatene koalia lian Inglés.

Latvian: Šis darbības plāns var būt pieejams mazākumtautību valodās pēc pieprasījuma, lai palīdzētu tiem, kam ir nepietiekamas angļu valodas zināšanas.

Russian: Сейчас план проводимой работы может быть доступен так же на языках этнических меньшинств, по просьбе тех, кто не владеет свободно английским языком.

Czech: 'Aby byly uspokojeny potřeby těch, kteří nemluví plynule anglicky, je možné tento návrh Akčního plánu na požádání poskytnout v jazycích etnických menšin.'

Slovak: Tento Akčný Plán môže byť na požiadanie dostupný v jazykoch národnostných menšín z dôvodu zabezpečenia potrieb tých, ktorí nie sú spôsobilí mu porozumieť v angličtine.

Chinese- (Cantonese): 這行動計劃草案將會根據需求被翻譯成各種小數族裔語言去迎合那些英語不流利的人士的需要。

1. Introduction



Welcome to our new Disability Action Plan. Our Plan sets out actions we in health and social care will take forward collaboratively over the next five years in partnership with disabled people. It creates actions that will improve our services, promote positive attitudes to people with a disability and encourage opportunities for disabled people to participate

fully in public life. It also shows our commitment to mainstreaming disability issues and placing disability issues at the core of what we do.

The Disability Discrimination Act (DDA) defines disability as:

“a physical or mental impairment which has a substantial and long term adverse effect on a person’s ability to carry out normal day to day activities”.

It is important to note that this definition covers a wide range of conditions, a number of which are not always thought of as a disability, such as people with diabetes, epilepsy, severe disfigurement, dyslexia, cancer, etc. Many disabilities are hidden and include, for example, blood borne conditions such as Hepatitis, HIV, etc.

Much has been achieved during the lifecycle of our previous Disability Action Plan. For more details of what we have done so far, please refer to our respective Annual Progress Reports which are available online and in alternative formats on request.

The actions and priorities in this Plan for 2018 – 2023 were influenced by what disabled people told us, research on inequalities relating to disabled people and other strategic drivers such as the Department of Health’s “Health and Wellbeing 2026: Delivering Together” Strategy.

Our Plan is a living document. It is designed to be flexible and responsive to changing circumstances over the five year period. It will be reviewed on an on-going basis, with annual reports submitted to the Equality Commission for Northern Ireland (ECNI). The reports will provide an annual update on each action and will be available on our websites.

The principles of *Fairness, Respect, Dignity, Equality and Autonomy* will inform the implementation of our Plan which can be read alongside our Equality Action Plan for 2018 - 2023. We wish to thank everyone who has helped us produce our draft Plan. We value the experiences and expertise people shared with us and remain committed to working in partnership to deliver the actions.

2. Why we have produced a Disability Action Plan

Under **Section 49** of the **Disability Discrimination (NI) Order 2006**, referred to as the “**disability duties**”, we are required when carrying out our functions to:

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

The law requires Trusts to submit a Disability Action Plan (DAP) to the ECNI Equality Commission for Northern Ireland (ECNI) showing how we intend to fulfil these “disability duties”.

We also have a duty to promote and protect human rights both as service providers and employers. We are committed to meeting our duties under both the **Human Rights Act 1998** plus the nine other international human rights treaties including the **United Nations Convention on the Rights of Disabled People**.

Whilst we have these legal responsibilities, we believe that promoting positive attitudes and encouraging participation in public life is part of our core business and that we will lead by example in addressing inequalities and barriers that disabled people experience ultimately to improve health outcomes. Our Plan will help meet our goals of reducing health and social inequalities and improve health and well-being.

3. Working in Partnership



Health and Social Care Trusts and the Northern Ireland Ambulance Service Trust have worked in partnership with disabled people and representative organisations to develop this Plan. **Co-design** has been at the centre of how our draft Plan has been produced. It was designed for and with people who are disabled including staff, service users, carers and representative groups from the community and statutory sectors. At the start of writing this Plan we looked at what we had done so far to make a difference for people who are disabled. Next we read up on what other organisations said is good practice and then did our own research on the inequalities that still persist. All this helped us think about what else we could do to make a difference.



We then had a workshop in January 2017 and listened to many people with disabilities, carers and representatives from disability organisations. We asked people at the workshop:

- What has worked well and what needs improved?
- What actions could bring about the improvement?
- Who ought to be involved?

We were told about issues concerning access to information, accessing appointments, other people's attitudes, how people are supported in work and how they find getting a job. Our Plan has been built around these ideas.

For more details on this pre-engagement event, please go to <https://view.pagetiger.com/Outcome-Report>

The Health and Social Care Trusts and the Northern Ireland Ambulance Service Trust formally consulted collaboratively on our Plans from 7th August to 7th November 2017. A Consultation Outcome Report details the consultation process and the feedback received and can be found Trust websites or by contacting your local Equality Unit, see page 18 for contact details.

All the feedback we have received through engagement and consultation has shaped this Disability Action Plan. We would like to thank everyone who took the time help us with this valuable work. We are committed to supporting the sustained engagement of groups representing people with a disability and individuals in taking forward this Plan. The Trusts will ensure that people with disabilities and disability advocacy groups are involved when implementing, monitoring and reviewing the Plan or deciding any further actions.

4. What is in our Disability Action Plan for 2018 - 2023

The following tables outline our actions for the next five years. This Plan is designed to be flexible and responsive to changing circumstances and needs. Our Plan will be reviewed on an on-going basis and when the Equality Commission publishes their statement on key inequalities in health. We will report annually via our S75 Annual Progress Report to the ECNI which is submitted at the end of August each year and available on all of our websites or by contacting the Equality Units.

Section 1 – Promoting positive actions and increased participation through training, awareness and resources

Disabled people have told us that promoting well-informed social attitudes to disability is central to securing the right to equality for all disabled people. We are committed to providing training and resources to support our staff in the implementation of our disability duties.

Actions to promote positive attitudes towards disabled people

What we will do	How will we measure what we have done	When
We will co-design and deliver bespoke disability equality training for frontline staff in partnership with disabled people.	<ul style="list-style-type: none">• Consistent staff training and awareness raising, co-designed and delivered, where appropriate, across health and social care.• Co-designed training programme in each Trust that includes specific guidance on communication disability and autism.• Increased staff awareness on disability equality	Year 2

	<p>and how to promote positive attitudes and participation in public life.</p> <ul style="list-style-type: none"> • Disability equality training that will reflect all disabilities (including hidden, autism, sensory) and will challenge negative stereotypes / attitudes about disabled people 	
<p>We will work with the consortium of mental health organisations and the ECNI to ensure health and social care is signed up to the Mental Health Charter.</p>	<ul style="list-style-type: none"> • Workplace that welcomes and supports staff with a mental health issue. • Development of best practice models that ensure services are accessible to people with a mental health issue. • Availability of long-term sustainable information and training support that will help managers to identify and offer help and support to staff with a mental health issue. 	<p>Year 1-5</p>
<p>We will continue to support the implementation of the Regional Physical and Sensory Disability Strategy</p>	<ul style="list-style-type: none"> • Promotion of regional sensory awareness e-learning programme • Improve awareness among staff on how to ensure people with sensory impairment have access to information, services and supports. 	<p>Year 1</p>

Actions to encourage participation by disabled people in public life

What we will do	How will we measure what we have done	When
<p>We will develop for staff a welcome pack with information about accessibility such as:</p> <ul style="list-style-type: none"> • arrangements for sign language interpreting • provision of auxiliary aids • disability etiquette • alternative formats 	<ul style="list-style-type: none"> • Accessible welcome pack available for all disabled service users to improve access to services • Improved service user and carer experience • Resource available for staff to support them to meet the needs of disabled service users and carers 	Year 2
<p>We will support the regional initiative to promote awareness of Hospital Passports and undertake actions accordingly.</p>	<ul style="list-style-type: none"> • Promotion of the initiative across all the health and social care organisations • Improved communication between staff and service users with a learning disability • Improved experience for people with a learning disability across health and social care when accessing hospital services • Enhanced support for staff to meet the needs of service users with a learning disability 	Year 1

<p>We will work with relevant organisations to adopt a communication standard in line with the Accessible Communication Standard in England to ensure information is accessible for all disabled people including those with autism and those with communication disability.</p>	<ul style="list-style-type: none"> • Establishment of a consistent communication standard across all Trusts • Improved communication with service users and carers • Improved experience for people using our services • Improved accessibility to information and services 	<p>Year 2</p>
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Section 2 – Supporting full participation of disabled people by improving accessibility

We have done much work over the years in enhancing the accessibility of health and social care services but disabled people continue to tell us that barriers to full accessibility remain. We are committed to working with disabled people on the initiatives listed below to improve accessibility for and participation of disabled people when accessing our buildings, information and services.

Actions to promote positive attitudes towards disabled people

What we will do	How will we measure what we have done	When
<p>We will review how we communicate with and seek feedback from disabled people (staff and service</p>	<ul style="list-style-type: none"> • Introduction of new methods of seeking feedback and communication identified such as Citizen Space • Use of all available media (including social 	<p>Year 2</p>

users) about health and social care and develop guidance to ensure effective engagement in the future.	<p>media) considered</p> <ul style="list-style-type: none"> • Guidance available for staff to ensure effective engagement with disabled people • Improved development of policy and practice by drawing on wide range of views and experiences 	
<p>We will work with disabled people to make sure we are ready for the introduction of new legislation including:</p> <ul style="list-style-type: none"> • Mental Capacity • Age Discrimination (Goods / Facilities/Services) 	<ul style="list-style-type: none"> • Actions plans available to ensure readiness for forthcoming legislation 	Year 1-5 – as and when legislation enacted

Actions to encourage participation by disabled people in public life

What we will do	How will we measure what we have done	When
We will join the Equality Commission 'Every Customer Counts' initiative to try and ensure that services and the physical environment is accessible.	<ul style="list-style-type: none"> • Public commitment to 'Every Customer Counts' and formal sign up by all Trusts being a campaign signatory. • Health and social care services accessible and open to all potential service users and carers. Raised awareness of three good practice guides to illustrate reasonable adjustments 	Year 1-5

	<p>which have been made by various service providers in a range of sectors.</p> <ul style="list-style-type: none"> • Share practical examples of how to improve services for disabled service users and carers 	
<p>We will work with representative groups to develop an accessibility checklist to ensure that health and social care facilities are considered accessible spaces for all.</p>	<ul style="list-style-type: none"> • Accessibility checklist for health and social care facilities developed in partnership with ECNI and voluntary and community sector. • Health and social care facilities accessible for service users and carers. • Information from checklist to support prioritisation of programme of accessibility works. • Resource developed to promote best practice in the built environment including autism friendly spaces. • Promotion of best practice when working with colleagues on modernisation projects or new builds • Guidance available on autism friendly spaces. Promote principles of autism friendly spaces and services 	<p>Year 2</p>

<p>We will work to ensure access to all forms of communication support including support for BSL/ISL users, Makaton users and people who have Autism Spectrum Disorder.</p>	<ul style="list-style-type: none"> • Regional services established for the provision of communication support for people who are deaf or hard of hearing • Health and social care communication accessible to all service users and carers. • Improved access to services • Improved communication with service users and carers • Improved experience for people using our services 	<p>Year 2</p>
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Section 3 – Supporting full participation of disabled people in our workforce

We know that there continues to be gaps between the proportion of disabled people employed in health and social care compared with non-disabled people. We are committed to ensuring that disabled people are afforded equality of opportunity in respect of entering and continuing employment in health and social care. We will work in partnership with disabled people to make sure our employment policies and practices and working environments are as inclusive and accessible as possible. Please note the nature of the actions detailed below will relate directly to participation by disabled people in public life.

What we will do	How will we measure what we have done	When
<p>We will work in partnership with Recruitment Shared Services to promote a review of</p>	<ul style="list-style-type: none"> • Barriers to recruitment and selection process improved • Best practice model developed in relation to 	<p>Year 2</p>

<p>recruitment and selection processes to promote equality and ensure any barriers that may discourage a disabled person from applying are identified and mitigated action as appropriate</p>	<p>online recruitment</p> <ul style="list-style-type: none"> • Increased applications from people with a disability 	
<p>We will work with staff, schools and disability organisations to promote health and social care as a disability friendly employer.</p>	<ul style="list-style-type: none"> • Development of our work placements and employability programmes • Improved awareness of the Trust as a disability friendly employer through increased work placements and promotion at careers conventions 	<p>Year 1 and ongoing</p>
<p>We will review opportunities for staff to disclose their disability.</p>	<ul style="list-style-type: none"> • Staff encouraged to declare that they have a disability • Promotion of the benefits of disclosure and importance of monitoring • Increased awareness of the importance of staff keeping personal equality monitoring records up to date (via HRPTS) • Increased staff disclosure and staff supported • Robust equality monitoring statistics to ensure meaningful analysis to support decision making and benchmark workforce profile 	<p>Year 2</p>

<p>We will work in partnership with disabled people and Occupational Health Services to ensure that disabled people are supported to continue in employment.</p>	<ul style="list-style-type: none"> • Promotion of revised best practice guidance on employing persons with a disability • Development and delivery of bespoke equality and human rights training to Occupational Health staff • Awareness campaign to highlight the benefits of referral to Occupational Health - for staff and for managers. • Improved support for disabled staff • More robust reasonable adjustment process 	<p>Year 1-3</p>
<p>We will review the Employment of Persons with a Disability Policy in partnership with disabled people and trade union representatives and extend the associated guidance.</p>	<ul style="list-style-type: none"> • Guidance updated to take account of any new research and to ensure issues relating to hidden disabilities / autism / mental health / negative attitudes and stereotypes is included • Promotion of guidance across health and social care 	<p>Year 1</p>
<p>We will develop guidance on supporting people with autism in employment in partnership with representative organisations.</p>	<ul style="list-style-type: none"> • Co designed guidance produced which will raise awareness among staff of reasonable adjustments for people with autism • Promotion of guidance across health and social care 	<p>Year 2-4</p>

Equality Teams in your area : Contact Details

<p>Orla Barron Equality Lead</p>	<p>Belfast HSC Trust Tel: 028 9504 6567 Mobile / Text 0782 514 6432 Email: orla.barron@belfasttrust.hscni.net</p>
<p>Alison Irwin Head of Equality</p>	<p>Northern HSC Trust Tel: 028 276 61377 Mobile / Text: 0782 566 7154 E-mail: equality.unit@northerntrust.hscni.net</p>
<p>Lynda Gordon Equality Lead</p>	<p>Southern HSC Trust Tel: 028 3756 4151 Email: lynda.gordon@southerntrust.hscni.net</p>
<p>Susan Thompson Equality Lead</p>	<p>South Eastern HSC Trust Tel: 028 9151 2177 Text phone: 028 91510137 Email: Susan.thompson@setrust.hscni.net</p>
<p>Siobhan O'Donnell Head of Equality & Involvement</p>	<p>Western HSC Trust Tel: 028 8283 5278 Email: Equality.Admin@westerntrust.hscni.net.</p>
<p>Michelle Lemon Assistant Director: Equality, PPI & Patient Experience</p>	<p>Northern Ireland Ambulance Service Tel: 028 9040 0999 Text phone: 028 9040 0871 Email: michelle.lemon@nias.hscni.net</p>



Northern Health
and Social Care Trust

Disability Action Plan – local actions 2018 - 2023

Alternative Formats: Some people may need this information in a different format for example a minority language, easy read, large print, Braille or electronic formats. Please let us know what format would be best for you. Contact the Equality Unit on 028 2766 1377 or equality.unit@northerntrust.hscni.net.

Context

Health and Social Care Trusts in Northern Ireland have worked collaboratively and in partnership with individuals and representative organisations to develop a Disability Action Plan to demonstrate how they will fulfil their duties to promote positive attitudes towards disabled people and to encourage participation by disabled people in public life. This collaborative approach is intended to maximise the positive impact on disabled persons living and working in all Trust areas, ensuring consistency and equity across the region in terms of service provision and employment.

In addition to these regional actions, this Plan details the local actions the Northern Health and Social Care Trust will take forward over the next five years to meet our “Disability Duties”.

We are committed to ensuring meaningful and effective involvement and will continue to engage with a wide range of key stakeholders on the implementation of this Plan. The Trust recognises that not all people with a disability will choose to be represented by disability groups and the views of harder-to-reach groups can be overlooked. We are committed to supporting the sustained engagement of hard-to-reach groups and individuals in taking forward this Plan.



The Trust’s Disability Consultation Panel includes members with a range of disabilities and ensures disabled people and representative organisations are involved in decision making.

We will continue to support the Disability Consultation Panel and will work with members to ensure the effective implementation of both our regional Disability Action Plan and our local Plan.

The actions that the Trust intends to take forward locally are outlined in the table below. All actions detailed below will be discussed, developed and delivered in collaboration with people with disabilities and disability advocacy groups. When working with disabled people we are committed to making the necessary adjustments to ensure meaningful participation by all involved. Our action plan covers a 5 year period and will be flexible, adaptable and responsive to changing circumstances and needs. While the majority of our actions are identified as beginning in year one and two it is important to note that realising the actions may take the full lifetime of the Plan. We commit to reviewing it on an ongoing basis and amending it as necessary. We will report annually via our Disability Action Plan to the Equality Commission for NI which is submitted at the end of August each year and available on all of our websites or by contacting the Equality Unit.

Our Plans were issued for consultation from August – November 2017 for a period of 14 weeks to maximise opportunities for participation. Will produced an outcome report based on the findings of our consultation which were considered by our Trust Board. We would like to acknowledge the contributions made by the individuals and representative organisations that have worked with us on the development of our Plans. If you would like any further information please contact the Trust's Equality Unit – see contact details below.

Equality Unit
Northern Health and Social Care Trust
8E Coleraine Road
Ballymoney
BT53 6BP
Phone: 028 2766 1377
Mobile: 07825667154 (for texting)
Fax: 028 2766 1209
Email: equality.unit@northerntrust.hscni.net
Website: www.northerntrust.hscni.net

Actions	Performance Measures	Timescale
We will Review our Disability Equality Training in partnership with disabled people to ensure that it reflects awareness of and our commitment to the 'disability duties'.	<ul style="list-style-type: none"> • Training review group established • Current training programme reviewed • Identification of good practice that already exists • Model of co-delivery established • Increased awareness among staff of disability duties 	Year 2 and ongoing
We will work with sign language users in the Trust area to ensure a smooth transition into the new regional sign language interpreting service.	<ul style="list-style-type: none"> • Support BSO in development of new service • Provide guidance for Trust staff on new procedures • Inform service users of new process 	Year 2 and ongoing
We will review the current processes and systems available for booking appointments for outpatient clinics and identify methods to improve accessibility for people with sensory disability.	<ul style="list-style-type: none"> • Review group established – membership to include service users • Review of current processes and systems used in the Trust to check if these meet the needs of the service users • Improved access for disability groups to booking systems in acute services • Improved patient experience and outcomes • Patient confidentiality maintained 	Year 1
We will review our library of accessible information and ensure staff are aware of the availability of	<ul style="list-style-type: none"> • Availability of material reviewed • Gaps in material identified • New material in alternative formats sourced from 	Year 1 and 2

Actions	Performance Measures	Timescale
alternative formats.	<p>other Trusts and organisations</p> <ul style="list-style-type: none"> • Promote availability of translation library • Increased awareness among staff of need for alternative formats and availability of library of material. 	
We will provide training for managers to provide them with the skills and resources to support members of their team who have a disability.	<ul style="list-style-type: none"> • Review current training in partnership with Disability Consultation Panel members • Survey staff with a disability to identify how support could be provided • New training developed and 4 sessions provided for managers each year • Increased awareness among managers of the range of ways to support staff with a disability 	Year 2
We will work in partnership with our Disability Consultation Panel to review our current methods of involving disabled people and develop new guidelines for staff.	<ul style="list-style-type: none"> • Develop baseline of current methods of involvement used • Engage with disabled people specifically when developing our Personal and Public Involvement Strategy to ensure their specific needs are addressed • PPI Strategy that identifies the most effective methods of involving disabled people in decision making 	Year 1 and ongoing