



Equality and Disability Action Plan 2018-2023

Progress Report 2019-20

What we did between April 2019 and March 2020

Our Equality and Disability Action Plans 2018-23 can be found on our website:

https://niscc.info/storage/resources/20180502_final_signed_niscc_equalitydisabilityplan_2018-23.pdf

If you need this document in another format please get in touch with us. Our contact details are at the back of this document.

Section 1: Equality Action Plan 2018-2023: What we will do to promote equality and good relations

Action Point	Intended Outcome	Performance Indicator and Target	By Whom/When
<p>Carers</p> <p>1. Promote information for staff who are carers on available policies and measures that might meet their needs, including sign-posting to relevant support organisations.</p>	<p>Staff who are carers feel more supported in the workplace</p>	<p>Baseline staff survey and after 3 years (quantifiable targets to be determined following baseline survey)</p>	<p>BSO Human Resources, supported by Equality Unit</p> <p>By March 2019</p>
<p>What we did last year</p> <ul style="list-style-type: none"> In the last year, working with members of our Disability Staff Network and colleagues from within the Business Services Organisation (BSO) and other HSC organisations, the Equality Unit developed a leaflet on our behalf to provide information to staff who are carers. The leaflet was published this year on the Tapestry website, and provides information for staff who are carers on available policies and measures that might meet their needs. The leaflet will be sent to staff in all regional HSC organisations. Last year, the Equality Unit completed interviews with staff who are carers on our behalf. These looked at different workplace issues and policies that carers feel would help to support them balance work and caring. While the interviews were conducted with BSO staff, the findings from this research were shared with all regional HSC organisations with a view to take learning. A survey for staff who are carers and who work in any of the regional HSC organisations has also been developed to explore and highlight different issues including suggestions for any additional support. <p>Ongoing</p>			

Action Point	Intended Outcome	Performance Indicator and Target	By Whom/When
<p>2. Develop a protocol to ensure that service users who are carers are accommodated and facilitated at meetings organised by the Social Care Council.</p>	<p>People who are service users and who are carers are better able to participate on a voluntary basis with the Social Care Council.</p>	<p>Increased attendance at events and meetings More flexible ways to communicate and engage introduced</p>	<p>Social Care Council By March 2019</p>
<p>What we did last year</p> <ul style="list-style-type: none"> • We developed a protocol to better enable people who use services and their carers to attend meetings at and with the Social Care Council; • We engaged our Participation Partnership members to help us in the development of this <p>Completed</p>			

Action Point	Intended Outcome	Performance Indicator and Target	By Whom/When
4. Undertake a review including engagement with representative groups and individuals to take account of gender identities and develop an action plan as a result.	Service users who identify as transgender, non-binary and intersex feel more supported.	Evidence of consideration and actions to address any issues reported on in annual review of progress.	Social Care Council By March 2020
<p>What we did last year</p> <ul style="list-style-type: none"> We were not in a position to progress this work and will take this forward as soon as it is possible to do so. <p>To be Actioned</p>			

Action Point	Intended Outcome	Performance Indicator and Target	By Whom/When
Training 5. Making a Difference e-learning: Deliver on training targets	Increased staff awareness of equality and human rights.	95% of staff have completed the e-learning module	Social Care Council Annually
<p>What we did last year</p> <ul style="list-style-type: none"> Making a Difference eLearning has been made mandatory and is being rolled out. To date, 19 Social Care Council staff have completed Making a Difference eLearning, which is 33% of all Social Care Council staff. <p>Ongoing</p>			

Action Point	Intended Outcome	Performance Indicator and Target	By Whom/When
<p>Domestic Violence</p> <p>6. Undertake awareness raising relating to new support mechanisms (developed by BSO) to support staff with experience of domestic violence</p>	<p>Staff with experience of domestic violence feel better supported</p>	<p>Feedback from staff who have drawn support through the mechanisms indicates a positive experience.</p>	<p>BSO Human Resources</p> <p>By March 2020</p>

What we did over the last year

- Work has begun on the development of a Domestic Abuse policy for the regional HSC organisations, based on existing Trust policies. As a next step, we will engage with key stakeholders within and outside our organisations to feed into the development of the policy and to determine what measures we need to put in place to support staff experiencing domestic violence or who are at risk.

Ongoing

Conclusions for Equality Action Plan Progress Report 2019-20

- In 2019-20, we completed 1 actions (NUMBER 2)
- We still have some work to do to complete 4 actions.
- 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.

Section 2: Disability Action Plan 2018-2023: 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	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Awareness Days</p> <p>1. Raise awareness of specific barriers faced by people with disabilities including through linking in with National Awareness Days or Weeks (such as Mind your Health Day)</p>	<p>Increased staff awareness of the range of disabilities and needs</p>	<p>Two annual awareness days profiled</p> <p>>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>SCC with support from BSO Equality Unit.</p> <p>Annually</p>
<p>What we did over the last year</p> <ul style="list-style-type: none"> We held two Disability Awareness Days in 2019-20, together with our partner organisations. Every year we ask staff what disabilities they would like to know more about. In a survey last year, staff said they wanted to know more about Fibromyalgia and Mental Health, so we made these the focus of our Disability Awareness days this year. We made sure that all staff knew about the Awareness Days by email. During the Fibromyalgia Awareness Day, people from four different voluntary organisations came to talk to staff. These were Fibromyalgia Support NI, Hope 4 ME Fibro, Fibromyalgia Awareness NI and Versus Arthritis. Speakers talked to staff in five HSC organisations. Information stands with leaflets about the condition and the Disability Insight bulletin were set up across ten sites. We also invited staff to talk about their own personal experiences and had an 			

opportunity for a Q and A session.

- The Mental Health Awareness Day focused on three mental health conditions: mild forms of depression, anxiety and Obsessive Compulsive Disorder (OCD). Speakers from Inspire talked to staff at six sites and information stands were available at 16 sites. We asked our staff to fill in a short questionnaire about the Mental Health Awareness Day. It showed us that:
 - 77% felt they had learned more about mental health conditions
 - 73% rated the Mental Health Awareness materials as “excellent”
 - 77% found the day to be “very useful” overall
 - 92% would recommend the session to other staff.

We completed this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Placement Scheme</p> <p>2. Create and promote meaningful placement opportunities for people with disabilities in line with good practice and making use of voluntary expertise in this area.</p>	<p>People with a disability gain meaningful work experience</p>	<p>1 placement offered per year.</p> <p>Feedback through annual evaluation of scheme indicates that placement meets expectations</p>	<p>SCC with support from BSO Equality Unit.</p> <p>Annually</p>

What we did over the last year

For the placement scheme ending in May 2019;

- In total, the regional HSC organisations offered 12 placements in total. The Social Care Council offered one of these. Overall, three of the placement offers from HSC organisations weren't filled by anyone. Nine people started, although two of these weren't able to complete their placements, so seven participants completed the full 26-week placement.
- Of the seven people who completed the scheme last year, three participants have found paid jobs since they finished their placement.
- We held three focus groups in May 2019 to find out how well the placement scheme was working. One focus group looked at the views of the placement participants, and another one asked the HSC placement managers about their

thoughts and opinions. The last group asked the support officers working in the voluntary organisations about how they felt about the scheme.

- All of those who took part said that they were happy with the scheme, and it met their expectations. Similar to previous years, participants on this year's scheme said they had learned important skills and had become more confident. Participants also used their experiences in job interviews. Managers spoke about the benefit to HSC organisations hosting the placements, with staff benefiting from the opportunity to work together with people with disabilities.

We completed this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Tapestry</p> <p>3. Promote and encourage staff to participate in the disability staff network and support the network in the delivery of its action plan.</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>Tapestry staff survey in 2022/23</p>	<p>SCC with support from BSO Equality Unit.</p> <p>Annually</p>

What we did over the last year

- During 2019-20, 10 new members came to Tapestry meetings and some new staff joined the Tapestry mailing list. We are still promoting Tapestry to all staff in the regional HSC organisations through posters, emails, and staff newsletters. We also give out Tapestry merchandise at training sessions and events.
- This year, we have developed an easy read template for the agenda of Tapestry meetings. We hope to do the same with the meeting minutes this coming year.
- Another member of staff with a disability has come forward to tell their story and act as a role model. Their story has been put up on the Tapestry website. We are trying to encourage staff with disabilities in each of the regional HSC organisations to act as role models for others.
- This year Tapestry members decided that meetings should also be held in locations outside Belfast using a video link. We had planned that the first of these would be held in Armagh in March, but unfortunately this has had to be postponed due to COVID-19.

- The Equality Unit, on behalf of Tapestry, made preparations for a staff Lunch and Learn session. The focus of the session is on 'getting it right' for staff with disabilities. The first part of the session shows how managers and their teams can prepare for the arrival of a new member of staff, including any reasonable adjustments. The second part of the session will look at the induction of new staff with a disability. The session will also include a talk by a staff member with a disability about how the process worked for them. Also, a line manager who has welcomed in an employee with a disability will talk about their experience. There will also be advice from the voluntary sector. This Lunch and Learn session was organised for 24 March 2020, but unfortunately had to be postponed due to Covid 19. We hope to hold it in 2020-21.

We completed this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Monitoring</p> <p>4. Encourage staff to declare that they have a disability or care for a person with a disability through awareness and providing guidance staff on the importance monitoring. Prompt staff to keep up to date their personal equality monitoring records (via self-service on new Human Resources IT system).</p>	<p>More accurate data in place.</p> <p>Greater number of staff feel comfortable declaring they have a disability.</p>	<p>Increase in completion of disability monitoring information by staff to 90%</p>	<p>SCC with support from BSO Human Resources and BSO Equality Unit.</p> <p>Annually</p>

What we did over the last year

- A reminder was sent out to all staff across the regional HSC organisations to update their equality information on the Human Resources IT system, with instructions as to how to do this. On the Disability Awareness Days, the benefits for staff with a disability of disclosing to their employer were highlighted, both in the information materials distributed and by speakers from the voluntary sector.
- The most recent figures for this year (March 2020) show that 34% had completed disability monitoring information,

The data for the previous year was not available due to issues with the HR IT system (HRPTS). Now that data is being recorded we will be able to use this year's benchmark to make improvements in the data that is available and encourage all staff to maintain their data.

We completed this action.

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
<p>Training</p> <p>5. In collaboration with disabled people design, deliver and evaluate training for staff and Board Members on disability equality and disability legislation.</p>	<p>Increased staff and Board Member within 2 years awareness range of the disabilities and needs</p>	<p>All staff trained (general and bespoke) within 2 years through elearning or interactive sessions and staff awareness initiatives delivered</p>	<p>SCC with support from BSO Equality Unit</p> <p>Annually</p>

What we did over the last year

- The Making A Difference e-learning programme includes a number of scenarios that involve people with a disability and asks staff to think through how best to support individuals, as well as giving information on disability legislation. All our staff have to complete the programme. To date, 19 number of Social Care Council staff have completed the Making A Difference Training.

ONGOING

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
6. Promote, encourage and identify opportunities more engagement for people with a disability in key work areas	Better engagement by people with a disability	Annual review of progress to ECNI. Engagement programme developed.	Social Care Council with support from BSO Equality Unit By March 2020

What we did over the last year

- We engaged in the work placement scheme and actively promoted our commitment to S75 and equality of opportunity for all including in the advertisement of new positions.
- This will be an annual action from year to year.

COMPLETED

What we will do	What we are trying to achieve	Performance Indicator and Target	By whom and when
7. Sign up to Mental Health Charter and Every Customer Counts	Staff with mental health conditions feel better supported in the workplace	Tapestry survey in 2022/23	SCC with support from BSO Human Resources and BSO Equality Unit. By March 2020
<p>What we did over the last year</p> <ul style="list-style-type: none"> We have decided to hold off with this work. This will allow us to work on this together with the other regional HSC organisations. They have planned to do this by March 2023. <p>We have not yet done what we said we would do.</p>			

Additional Measures

- We always include Disability on our list of things to talk about at our quarterly Equality Forum with our partner organisations.
- We report on progress against our Disability Action Plan to our Board and Senior Management Team (the people at the top of our organisation) every year.

Encourage Others

- We include questions relating to the two duties in our equality and human rights screening form. The screening form is completed for all policies and decisions. This includes work that other organisations will do for us, for example, contracts that we have with voluntary sector organisations for health and wellbeing promotion work.

Monitoring

- During the year, we spoke to three groups of people involved in our work placement scheme, together with our Health and Social Care partner organisations. These are the people who were on a placement with us, their Employment Support Officers and their Placement Managers. From these focus groups we evaluate how the scheme went this year. It also helps us to make changes to the scheme where we need to. Also, for the first time this year, we asked all participants to complete an equality monitoring form. We want to see whether we are successful at offering placement opportunities to a diverse range of people and, if not, which groups we want the provider to reach out to specifically.

Revisions

- We have made some small changes to our Disability Action Plans 2018-23.

Conclusions

- We completed 5 actions (NUMBERS 1, 2, 3, 4 AND 6)

- We didn't do what we said we would do under 1 action (NUMBER 7)
- We still have some work to do to complete 1 action (NUMBER 5).
- All of the actions in our action plan are at regional and at local level.
- Our action plan is a live document. If we make any big changes to our plan we will involve people with a disability. We will tell the Equality Commission about any changes.

Northern Ireland



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