



Northern Ireland  
Blood Transfusion Service

## Public Authority Statutory Equality and Good Relations Duties Annual Progress Report 2015-16

### Contact:

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Documents published relating to our Equality Scheme can be found at:

<http://www.nibts.org/equality.html>

**Signature: Paul Simpson – Interim Chief Executive NIBTS**

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2015 and March 2016.**

## **PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme**

### **Section 1: Equality and good relations outcomes, impacts and good practice**

- 1** In 2015-16, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.

*Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.*

Please see Table 1 below:

**Table 1:**

	<b>Outline new developments or changes in policies, practices, service planning or delivery and the difference they have made.</b>
Religion	<ul style="list-style-type: none"> <li>• In 2015/16 NIBTS introduced 16 new venues which are accessible by people in all nine categories, and in doing so are significantly increasing access opportunity and fostering good relations.</li> <li>• During 2015 /16 NIBTS refurbished its passenger lift. The lift was fitted with mirrors around the inside walls to facilitate the ease of use and access to our donation suite for any wheelchair users. The lift was also upgraded with voice activation at each floor to give partially sighted or blind visitors/donors/staff information about what floor they were on.</li> <li>• NIBTS has expanded the Genetic Haemochromatosis (GH) programme during 2015/16. Donors with GH can now attend community sessions if they are on maintenance venesection and have been assessed initially by a member of the NIBTS team. Previously all donors needed to attend NIBST HQ. This can help accommodate donors with a disability and donors with dependants as they can now access a more convenient donation session.</li> <li>• During 2015/16 NIBTS has been exploring the possibility of having interpreters available for donors (by appointment) who do not speak English as their first language. Further work will progress on this during the 2016/17 year.</li> </ul>
Political Opinion	
Ethnicity	
Age	
Marital Status	
Sexual Orientation	
Gender	
Disability	
Dependants	

## **Equality monitoring**

During the year, the Equality Unit, on behalf of ourselves and our partners, coordinated a six week staff monitoring initiative which targeted messages at staff through direct email, screen pop ups and posters, to encourage them to fill out their staff data on our HRPTS system. This produced some marginal increases across some of the Section 75 categories however we acknowledge that we have some more work to do to improve the data.

Over and above this particular initiative, prompts to staff on completing equality information on the new Human Resources systems, the HRPTS, were issued at several times during the year.

## **Good Relations Statement**

Following engagement with Trade Union Colleagues we agreed and launched a Good Relations Statement, in partnership with the 10 other regional HSC Organisations. The statement was launched in the Islamic Centre, Belfast, with input by the Community Relations Council.

We will work with our partners in 2016-2017 to develop some actions that put meaning to our new statement.

## **Bulletins, newsletter, senior briefings, intranet and email**

We provided our staff with information in the form of emails, features on our intranet or staff newsletters and bulletin. These focused on the following:

- Disability Staff Network information and Staff Survey
- Hearing Loss Awareness Day Information
- Hearing Loss Awareness Day Feature
- Learning Disabilities Awareness Day Information
- Learning Disabilities Awareness Day Feature
- Launch of Disability Staff Forum and Promotional Article

In addition, a number of senior briefings were provided on the following areas:

- Screening Pitfalls
- Draft Annual Progress Reports
- Disability Awareness Days sign off
- Disability Action Plans Year 3

- Accessible Formats Review
- Training Plan 2015-16
- Hearing Loss Awareness Day update
- Five Year Review
- Disability Staff Forum update
- OFMDFM age proposals
- Disability Duties Information Leaflet
- Five Year Review SMT paper
- Website Accessibility
- Staff monitoring
- Five Year Review report
- Good Relations Statement
- Monitoring Staff Data information
- Disability Staff Forum update
- Good Relations launch
- Launch of Disability Staff Forum
- Standards and Guidance Disability
- DAP Year 3 remaining actions

### **Website Accessibility**

We gave consideration to a number of ways of assessing and improving accessibility of our website, including self-assessment, automated testing tools, website accessibility, evaluation services and user-based accessibility testing. This evaluation concluded that the NIBTS website is category 2 compliant under the Web Content Accessibility Initiative. Also all but two pages met the 'AA' criteria under the same standard. The two other pages were recoded to this standard during 2015/16.

### **Standards and Guidance for the Involvement of Disabled People**

There are many reasons why it is important to consult and involve service users, carers and the wider community.

People with disabilities tend to be excluded from public services and when health and social care outcomes are agreed with communities, needs are better met and people can be supported to manage their own care. There is a growing body of literature to show that good quality involvement can lead to improved health and social care outcomes, better value for money and improved quality of life for service users, their families and carers, community and the whole of Health and Social Care.

We therefore, in partnership with the BSO Equality Unit and our HSC

Regional colleagues, developed standards and guidance for the involvement of disabled people in our work. We also developed a checklist for staff to ensure that people with a disability can be fully involved when we are arranging meetings / running events.

This was developed in consultation with disabled people and organisations representing disabled people such as; ARC NI, Autism NI, British Deaf Association NI, Omnibus Partnership, Patients Group of Royal College of GPs, Positive Futures, SHSCT, Telling it like it is group.

### **Disability Staff Forum**

We finalised the establishment of a HSC Disability Staff Forum for staff members in our organisation. This Forum is open to staff working in all 11 HSC Regional Organisations who have an interest in Disability. The Forum is being sponsored in 2016-2017 by the Health and Social Care Board.

We worked with HSC colleagues in the BSO Equality Unit to develop and agree a workable and effective structure for the Forum.

The Forum was launched at the end of 2015-2016 and will begin formal meetings, draft terms of reference and establish and promote itself throughout 2016-2017.

We will work with partners during 2016-2017 to determine the long term sponsorship of the Forum.

### **Disability Awareness Days**

Featuring two staff awareness days on disabilities during the year was also one of our objectives. In September, we focused on Hearing Loss. In February, we drew the attention to Learning Disabilities.

PART A

- 2 Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2015-16 (*or append the plan with progress/examples identified*).

Please see Appendix 1: Equality Action Plan Progress Report 2015-16

**3** Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2015-16 reporting period? *(tick one box only)*

- Yes**                       No (go to Q.4)                       Not applicable (go to Q.4)

Please provide any details and examples:

Please see Table 1 under Question 1 for further information. Please also see Appendix 2 and 3: Screening Report 2015-16 and Mitigation

**3a** With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

Please see Table 1 under Question 1 for further information. Please also see Appendix 2 and 3: Screening Report 2015-16 and Mitigation

**3b** What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)*

As a result of the organisation's screening of a policy *(please give details):*

For further details please see table 1

As a result of what was identified through the EQIA and consultation exercise *(please give details):*

As a result of analysis from monitoring the impact *(please give details):*

As a result of changes to access to information and services *(please specify and give details):*

- Other (please specify and give details):

## Section 2: Progress on Equality Scheme commitments and action plans/measures

### Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2015-16 reporting period? (tick one box only)

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples:

The Senior Management Team job descriptions were updates in 2013/14 year.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2015-16 reporting period? (tick one box only)

- Yes, organisation wide
- Yes, some departments/jobs
- No, this is not an Equality Scheme commitment
- No, this is scheduled for later in the Equality Scheme, or has already been done
- Not applicable

Please provide any details and examples: **N/A**

**6** In the 2015-16 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- Yes, through the work to prepare or develop the new corporate plan
- Yes, through organisation wide annual business planning
- Yes, in some departments/jobs
- No, these are already mainstreamed through the organisation's ongoing corporate plan
- No, the organisation's planning cycle does not coincide with this 2015-16 report
- Not applicable

Please provide any details and examples:

This is completed in the 3 year Corporate Plan, currently 2013-2014 to 2015-2016

### Equality action plans/measures

**7** Within the 2015-16 reporting period, please indicate the **number** of:

Actions completed:	0	Actions ongoing:	5	Actions to commence:	0
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Please provide any details and examples *(in addition to question 2)*:

Please see Appendix 1: Equality Action Plan Progress Report 2015-16.

**8** Please give details of changes or amendments made to the equality action plan/measures during the 2015-16 reporting period *(points not identified in an appended plan)*:

There were no additions to the Equality Action Plan during the 2015-16 reporting period.

**9** In reviewing progress on the equality action plan/action measures during the 2015-16 reporting period, the following have been identified: *(tick all that apply)*

- Continuing action(s), to progress the next stage addressing the known inequality
- Action(s) to address the known inequality in a different way
- Action(s) to address newly identified inequalities/recently prioritised inequalities
- Measures to address a prioritised inequality have been completed

### **Arrangements for consulting (Model Equality Scheme Chapter 3)**

**10** Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*

- All the time       Sometimes       Never

Where relevant we tend to engage with targeted groups as part of our work preceding formal consultation. This is to inform our consultation documents.

**11** Please provide any **details and examples of good practice** in consultation during the 2015-16 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

N/A

**12** In the 2015-16 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)*

- Face to face meetings
- Focus groups
- Written documents with the opportunity to comment in writing
- Questionnaires
- Information/notification by email with an opportunity to opt in/out of the consultation
- Internet discussions
- Telephone consultations
- Other *(please specify)*:

**No consultations have taken place via EQIA**

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

**13** Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2015-16 reporting period? *(tick one box only)*

- Yes**       No       Not applicable

Please provide any details and examples:

In our quarterly screening reports we raise awareness as to our commitments relating to equality screenings and their publication.

**14** Was the consultation list reviewed during the 2015-16 reporting period? *(tick one box only)*

- Yes**       No       Not applicable – no commitment to review

**Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**

The Business Services Organisation Equality Unit collate and publish equality screening templates and other reports associated with Equality Scheme commitments on our behalf, please see:

<http://www.hscbusiness.hscni.net/services/2644.htm>

**15** Please provide the **number** of policies screened during the year (as recorded in screening reports):

8
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**16** Please provide the **number of assessments** that were consulted upon during 2015-16:

0	Policy consultations conducted with <b>screening</b> assessment presented.
0	Policy consultations conducted <b>with an equality impact assessment (EQIA)</b> presented.
0	Consultations for an <b>EQIA</b> alone.

**17** Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

N/A

**18** Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? *(tick one box only)*

- Yes       No concerns were raised       No       Not applicable

Please provide any details and examples:

### Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

**19** Following decisions on a policy, were the results of any EQIAs published during the 2015-16 reporting period? *(tick one box only)*

- Yes       No       **Not applicable**

Please provide any details and examples:

The Northern Ireland Blood Transfusion Service did not carry out any Equality Impact Assessments in 2015-2016.

### Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

**20** From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2015-16 reporting period? *(tick one box only)*

- Yes       **No, already taken place**  
 No, scheduled to take place at a later date       Not applicable

Please provide any details:

Please see last year's Annual Progress Report.

**21** In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

Yes                       No                       Not applicable

Please provide any details and examples:

**22** Please provide any details or examples of where the monitoring of policies, during the 2015-16 reporting period, has shown changes to differential/adverse impacts previously assessed:

N/A

**23** Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

N/A

### Staff Training (Model Equality Scheme Chapter 5)

**24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2015-16, and the extent to which they met the training objectives in the Equality Scheme.

Face-to-face training: NIBTS made Deaf Awareness Training available to all NIBTS staff through an external provider. The training was aimed to assist staff who may come in contact with hard of hearing or deaf donors/ stakeholders of the organisation. The training was available for staff in both the Belfast and Omagh branches of NIBTS.

<b>Course</b>	<b>No of Staff Trained</b>
Screening Training	1
<b>Total</b>	<b>1</b>

eLearning: Discovering Diversity, part 5 of the module has been made mandatory for all staff to complete, as of 31<sup>st</sup> March 2016 the organisation is sitting at 90% completed.

<b>Module 1 – 4</b>	<b>16</b>
<b>Module 5 – Disability</b>	<b>46</b>
<b>Module 6 – Cultural Competencies</b>	<b>8</b>

- 25** Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

The Northern Ireland Blood Transfusion Service avails of the joint Section 75 training programme that is coordinated and delivered by the BSO Equality Unit for staff across all 11 partner organisations. The following statistics thus relate to the evaluations undertaken by all participants for the Equality Screening Training and Equality Impact Assessment Training respectively.

### **Equality Screening Training**

[The figures in bold represent the percentage of participants who selected 'Very Well' or 'Well' when asked the questions below.] Participants were asked: "Overall how well do you think the course met its aims":

- To develop an understanding of the statutory requirements for screening: **99.0%**
- To develop an understanding of the benefits of screening: **99.0%**
- To develop an understanding of the screening process: **97.0%**
- To develop skills in practically carrying out screening: **97.0%**

[The figure in bold represents the percentage of participants who selected 'Extremely Valuable' or 'Valuable' when asked the question below.] Participants were asked: "How valuable was the course to you personally? **97.0%**

### **Public Access to Information and Services (Model Equality Scheme Chapter 6)**

- 26** Please list **any examples** of where monitoring during 2015-16, across all functions, has resulted in action and improvement in relation to

**access to information and services:**

N/A

**Complaints (Model Equality Scheme Chapter 8)**

**27** How many complaints **in relation to the Equality Scheme** have been received during 2015-16?

Insert number here:

1
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Please provide any details of each complaint raised and outcome:

A complaint was received in regards to the difficulties of donating blood when English is not the first language. Since then there has been further discussions with the organisation where the session was being held and the Equality Commission to try and facilitate translators for future donation sessions where this might be a requirement.

**Section 3: Looking Forward**

**28** Please indicate when the Equality Scheme is due for review:

The Equality Scheme was reviewed and the report submitted to the Equality Commission at the end of March 2016.

**29** Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

- equality screenings and the timely publication of completed screening templates
- where relevant EQIAs
- monitoring, including of policies screened
- engagement with Section 75 groups (alongside other voluntary sector groups) as part of pre-consultation exercises and collection of equality information by this means
- issuing equality screening documents alongside policy documents in any policy consultations

**30** In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2016-17) reporting period? *(please tick any that apply)*

- Employment**
- Goods, facilities and services**
- Legislative changes**
- Organisational changes/ new functions
- Nothing specific, more of the same
- Other (please state):

**PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plan**

When we produced our Disability Action Plan we decided that it is important to do so in a language and format that is easy to understand. A copy of our Plan for 2013-2018 is available on our website.

In the same way, we want to make sure that people can easily follow what we do from year to year as we carry out our plan. We have produced a report for 2015-16. It is attached as Appendix 4. This report contains the information required for the statutory reporting in what we hope is an accessible language and format.

## Appendix 1: NIBTS Equality Action Plan Progress Report 2015-16

NIBTS	Corporate Action Plan	Responsible Senior Manager	Mr Paul Simpson
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Action	Action From	Action	Performance Indicator	By Whom	Target Date	Completion Date
1	Equality Scheme/Disability Action Plan	Objectives and targets relating to the statutory duties will be integrated into our strategic and operational business plans/ Business Plans to include disability objectives. (On-going action)		CE	March 14' and ongoing	
2	Equality Scheme	Implementation of our action measures are incorporated into our business planning process. (On-going action)		CE	Annually	
3	Equality Scheme	CEO to communicate the commitment of the NIBTS to the Section 75 statutory duties both internally and externally (On-going action)		CE	March 14' and ongoing	
4	Equality Scheme	Ensure that Equality Action Plan is reviewed on an annual basis.		CE	Annually	
5	Equality Scheme	The latest section 75 Annual Progress Report is available on the NIBTS website		CE	Annually	

Sign-off

Senior Manager		Chief Executive	
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## **Appendix 2**

# **Equality and Human Rights Screening Report**

**April 2015 – March 2016**

**Table 1**

*1	'screened in' for equality impact assessment- <u>including date of (EQIA)</u>
2	'screened out' with mitigation
3	'screened out' without mitigation

Org.	Policy / Procedure and Screening Documentation	Policy Aims	Date	*Screening Decision
BTS	Internal Quality Control Policy	The aim of internal quality control is to ensure that reagents/kits supplied and the testing carried out continue to meet the required standards.	Apr-15	2
BTS	Policy for Clinical Indications for HLA Selected Products	This policy addresses the clinical indications for HLA-selected products and provision thereof. In certain clinical situations HLA-selected platelets and/or red cells may be ordered. These situations are covered by this policy document.	May-15	2
BTS	Shared Parental Leave Policy	The aim of this policy is to set out the provision for taking Shared Parental Leave (SPL). SPL is a way parents can share statutory leave and pay on the birth of a child or when adopting a child. SPL has been introduced after various legislative changes in order to allow greater flexibility to parents in looking after their child.	May-15	3

<b>Org.</b>	<b>Policy / Procedure and Screening Documentation</b>	<b>Policy Aims</b>	<b>Date</b>	<b>*Screening Decision</b>
<b>BTS</b>	Disability Action Plan	The purpose of this action plan is to outline some key actions that we are going to deliver upon to make a difference to people with disabilities, including staff and people who use our services, and where relevant, their carers.	Oct- 15	2
<b>BTS</b>	Information Governance Policy	The purpose of this document is to outline responsibilities and provide a set of principles covering all aspects of information governance and the management of information risk.	Feb-16	3
<b>BTS</b>	Smoke Free Policy	This policy aims to ensure that NIBTS premises and vehicles become smoke free by 9 March 2016. It outlines provisions for smoking cessation assistance for staff.	Feb-16	2
<b>BTS</b>	Data Integrity Policy	This policy provides guidance on data integrity principles and the implementation of these principles within NIBTS.	Mar-16	3
<b>BTS</b>	Computer Systems Policy	The Computer Systems Policy aims to establish a best-practice approach to the requirements of existing and future computer systems within NIBTS in line with legislative guidelines for blood manufacturing	Feb-16	3

Org.	Policy / Procedure and Screening Documentation	Policy Aims	Date	*Screening Decision
		establishments.		

## **Appendix 3**

# **Equality and Human Rights Mitigation Report**

**April 2015 – March 2016**

Mitigation – Internal Quality Control – April15

<i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i>	<i>What do you intend to do in future to address the equality issues you identified?</i>
N//A	<p>NIBTS will work with staff with a disability to identify and where possible put in place reasonable adjustments to support their needs, including in relation to physical access to laboratories, the performance of testing, and also communication needs.</p> <p>Training for those staff members who have a disability will be tailored appropriately to accommodate this disability e.g. large print, individual training.</p>

Clinical Indications for HLA Selected Products – May15

<p><i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i></p>	<p><i>What do you intend to do in future to address the equality issues you identified?</i></p>
<p>All platelet donors receive communication explaining the medical need for them to be HLA screened when they join the panel.</p> <p>Whole blood donors are provided with information out at session on the BBMR – and they can provide a sample if they wish.</p> <p>Ensure venues used by donors are accessible – reception area in NIBTS has recently been refurbished improving accessibility. Donor recruitment ensures sessions are placed in suitable locations. They also ensure a balance of venues associated with a particular community are addressed by holding sessions in different church halls (of different religions) and GAA football club halls.</p> <p>Donors with dependants – all platelet donors make an appointment that suits their personal arrangements, so they provide NIBTS with times they can attend for donation. NIBTS staff work around donors. This is the same for whole blood donors – a range of dates and times are provided for the donor to attend when they can.</p> <p>Information in accessible formats (large print, Braille), we accommodate donors hard of hearing and can organise sign language interpreters if required. Interpreters will be arranged for platelet donors whose first language is not English. As regards whole blood donors, interpreters can be arranged, but the interpreters need to understand the</p>	<p>Continue same.</p>

<p>Blood Safety Quality Regulations &amp; the interpreter needs to be independent – not known to donor. Interpreters can be organised for post donation information if there is anticipated problems with communication for more complex information.</p>	
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Disability Action Plan – October15

<p><i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i></p>	<p><i>What do you intend to do in future to address the equality issues you identified?</i></p>
<ul style="list-style-type: none"> <li>• In developing the disability action plan staff with disabilities and staff who had caring responsibilities for people with disabilities were actively involved in its development</li> <li>• This entire disability action plan has been developed as positive action, in order to make a difference to staff and service users with a disability.</li> <li>• It offers commitments through a number of concise actions that have specified outcomes and precise timelines.</li> <li>• By adopting this action plan we believe that we will be in a position to make tangible differences.</li> <li>• In recognising the importance of accessibility the disability action plan includes a specific action for adaption and adoption of an accessible formats policy.</li> <li>• Disability Awareness Days</li> <li>• Work to feature specific disabilities will take into consideration the need to include a range of age groups, ethnic groups and genders when testimonials and case studies are selected.</li> <li>• The actions within the plan are time specific with specific outcomes highlighted. In progressing actions cognisance will be taken of the wider section 75 equality categories that are also the key characteristics of people with disabilities.</li> <li>• Monitoring of the action plan on</li> </ul>	<p>The actions within the plan are time specific with specific outcomes highlighted. In progressing actions cognisance will be taken of the wider section 75 equality categories that are also the key characteristics of people with disabilities. Monitoring of the action plan on an ongoing basis is key as is the involvement of people with disabilities as identified as one of the actions in the plan.</p> <p>Some elements of the plan will be subjected to a stand alone equality screening, and where appropriate, equality impact assessment.</p>

an ongoing basis is key as is the involvement of people with disabilities as identified as one of the actions in the plan.

- Some elements of the plan will be subjected to a stand alone equality screening, and where appropriate, equality impact assessment. Information distributed to staff will take on board the needs of both staff with a particular disability and staff who are carers.
- Work Experience
- We will work with a range of disability organisations to ensure opportunities are offered to people from a wide spectrum of disabilities, as well as different gender and age groups.
- Staff Forum
- We will ensure that the way the forum operates allows people with a range of disabilities and from a range of age and ethnic backgrounds to be involved (for example, by providing information in accessible formats and choosing accessible venues).

Smoke Free Policy – February16

<i>In developing the policy or decision what did you do or change to address the equality issues you identified?</i>	<i>What do you intend to do in future to address the equality issues you identified?</i>
<p>No change to the policy. We have provided assistance to those staff who wished to stop smoking through Cancer Focus NI in the run up to the policy's introduction.</p>	<p>Staff with mobility or other issues can consult with their manager to see if flexible working arrangements can be agreed temporarily to allow time to adjust to the change. Issues for those with mental health difficulties will be discussed with line managers and dealt with on a case by case basis, including donors and visitors, and where appropriate Occupational Health will be consulted. Further assistance may be offered to those who wish to stop smoking.</p>



Northern Ireland  
Blood Transfusion Service

## **APPENDIX 4**

# **Disability Action Plan 2013-2018**

NI Blood Transfusion Service

**What we did between April  
2015 and March 2016**

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

## (1) Communication

<b>Action Measure</b> (the numbering reflects the actions in the Disability Action Plan itself)	<b>Intended Outcome</b>	<b>Performance Indicator and Target</b>	<b>Timescale and Ownership</b>
1. Work with disabled people to consider the diversity of images used and potential for portraying wider range of individuals when developing information materials including websites. <ul style="list-style-type: none"> <li>• Review best practice guidance</li> <li>• Develop comprehensive guidance and checklist for authors</li> </ul> Undertake audit of information materials including website	Disabled people are portrayed in a positive manner.	Checklist for authors developed and in use.  Review of information materials including website undertaken	Business Services Organisation's (BSO) Equality Unit. Year 2 (31/03/2015) onwards.
<b>Relevant Duty: Promote positive attitudes towards disabled people.</b>			
<b>What we did over the last year</b> <ul style="list-style-type: none"> <li>• Last year we produced guidance and a checklist for our staff. We wanted to support staff in thinking about the images they use in leaflets, booklets and on the website.</li> <li>• This year we talked to colleagues from across Health and Social Care organisations about working together on images. We agreed with them that together we will develop an image library that all staff can use. The group to do this is called the Information Workstream of the Physical and Sensory Disability Strategy.</li> </ul>			

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
2. Monitor, assess and improve accessibility of website <ul style="list-style-type: none"> <li>• undertake assessment against recognised standard</li> <li>• Address any issues of inaccessibility</li> </ul>	Continue to meet best practice and guidance	Website accessibility of recognised standard. Under the Web Accessibility Initiative the NIBTS web site is category 2 compliant. Assessment exercise outcome report via ICT	NIBTS IT Department Year 3 ending 31/03/2016
<b>Relevant Duty: Promote positive attitudes towards disabled people AND Encourage participation of disabled people in public life.</b>			
<b>What we did over the last year</b> <ul style="list-style-type: none"> <li>• We explored some options for assessing and improving the accessibility of our website. The Equality Unit in the Business Services Organisation helped us do this. The NIBTS IT Department conducted a further evaluation of the NIBTS website ensuring that all pages meet the 'AA' compatibility criteria under the Web Accessibility Initiative.</li> </ul>			
Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
3 Put in place contractual arrangements for the production of materials in alternative formats. <ul style="list-style-type: none"> <li>• Undertake a scoping exercise by type of format based on current and best practice in UK</li> <li>• Where appropriate undertake tender exercise and put contracts in place</li> </ul>	Accessible formats are more readily available	Contracts in place Arrangements are in place to support staff in procuring materials in alternative formats	BSO Equality Unit Year 3

**Relevant Duty: Encourage participation of disabled people in public life.**

**What we did over the last year**

- Our procurement colleagues looked at contracts that health organisations in Great Britain have for other formats. Next year, we will discuss with colleagues from other health and social care organisations what we should do. Our procurement colleagues help us with this.

## (2) Awareness Raising and Training

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
5. Encourage staff to declare that they have a disability or care for a person with a disability, through awareness raising and provide guidance to staff on the importance of monitoring.	More accurate data in place. Greater number of staff feel comfortable declaring they have a disability.	Awareness raising measure delivered. Data gathered through the Human Resources, Payroll, Travel Substance System. Increase in completion of disability monitoring information by staff. Currently 61%.	NIBTS HR. Year 2 ending 31/03/2015.
<p><b>Relevant Duty: Promote positive attitudes towards disabled people.</b></p>			
<ul style="list-style-type: none"> <li>• This year for six weeks we ran a campaign to encourage our staff to tell us whether or not they have a disability. We sent emails and put up posters. In our organisation staff themselves can keep their equality data up to date on a database. We can't make staff do that. We can only ask them to do so and explain why it is good for them to let the organisation know if they have a disability.</li> <li>• When we looked at the data afterwards we saw that only a few more people filled in this information. Also, we found that a few more people who have a disability provided this information on the database. But the changes are really small. So we need to keep working on this.</li> <li>• When we asked staff what puts them off some told us they are afraid that they will be treated unfairly if they say that they have a disability. Others said they don't think that the organisation needs to know that they have a disability. We want to talk to our disability staff forum next year what we else we could do.</li> </ul>			

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
6 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).	Increased awareness of the range of disabilities and needs	Two annual Awareness Days profiled  50% of staff participating in the evaluation indicate that they know more about people living with disabilities as a result of the awareness days.	Year 1 onwards NIBTS HR  BSO Equality Unit Year 3 ending 31/03/2016.

**Relevant Duty: Promote positive attitudes towards disabled people.**

**What we did over the last year**

- We featured two disability awareness days again this year. These were Hearing Loss and Deafness in September 2015 and Learning Disabilities in January 2016.
- On both days we also put together a leaflets and a noticeboard for staff. These were part of our series called 'Disability Insight' with key information. We also provided some links to videos with testimonials from people who live with these conditions. We wanted staff to have the chance to listen to people with a disability first hand.

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
7. In collaboration with people with a disability review current guidance on support for staff with a disability.	Staff with a disability are supported and staff are empowered to provide support.	Guidance in place for staff with a disability on what support is available. Guidance promoted via intranet, screensaver and emails	NIBTS HR. Year 3 ending 31/03/2016.
<b>Relevant Duty: Promote positive attitudes towards disabled people.</b>			
<p><b>What we did over the last year</b></p> <ul style="list-style-type: none"> <li>We looked through websites to see what other organisations have done. Next year we want to speak to our disability staff forum about what information they think would be helpful for staff with a disability to receive. After that, we want to speak with disability organisations about their thoughts. Then we want to put together a guidance document.</li> </ul>			
Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
8. In collaboration with disabled people design, deliver and evaluate training for staff and Board Members on disability equality and disability legislation.	Increased staff / Board Member awareness of the range of disabilities, needs and disability legislation	70% of staff and Board Members have successfully completed the disability module of Discovering Diversity  90% of staff and Board Members trained within 1 years.	NIBTS. Year 2 (31/03/2015 ) onwards. NIBTS Year 3 onwards

**Relevant Duty: Promote positive attitudes towards disabled people.**

**What we did over the last year**

- By end March, we found that 187 of our staff had completed eLearning training on disabilities. During the year we started producing a new eLearning module on equality awareness. We work with colleagues in the BSO and Health and Social Care Trusts on this. The module includes awareness of the law regarding people with a disability. Next year, we want to do a short campaign to raise awareness of the modules and get more staff to complete them. The module will be fully ready in autumn of 2016.

<b>Action Measure</b>	<b>Intended Outcome</b>	<b>Performance Indicator and Target</b>	<b>Timescale and Ownership</b>
9. Raise staff awareness of the communication needs of people who are deaf or hard of hearing by providing training sessions in house <ul style="list-style-type: none"> <li>• Source training provider</li> <li>• Arrange training sessions</li> <li>• Encourage staff to attend</li> </ul>	Increased staff awareness on how to communicate with people who are deaf or hard of hearing	Hold 2 deaf awareness sessions within NIBTS At least 10% of staff awareness improved on how to communicate with people who are deaf or hard of hearing	NIBTS Donor Services & HR Department, Year 3 ending 31/03/2016

**Relevant Duty: Promote positive attitudes towards disabled people.**

**What we did over the last year**

- Deaf Awareness training was made available to all NIBTS staff through an external provider. The training was aimed to assist staff who may come in contact with hard of hearing or deaf donors / stakeholders of the organisation. The training was available for staff in both the Belfast and Omagh branches of NIBTS.

### (3) Getting people involved in our work, Participation and Engagement

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
10. Develop standards and guidance for the involvement of people with a disability and their carers in relation to services.	Greater accessibility and involvement for people, (adults and children where relevant) with disabilities. Barriers are removed.	Checklist in place and in use on involving people with a disability in meetings including payments of expenses.	BSO Equality Unit Year 3 ending – 31/03/2016.
<b>Relevant Duty: Encourage participation by disabled people in public life.</b>			
<p><b>What we did over the last year</b></p> <ul style="list-style-type: none"> <li>• We talked to people who have a disability. A number of organisations helped us. These included ARC NI, Autism NI, British Deaf Association NI, Omnibus Partnership, Patients Group of Royal College of GPs, Positive Futures, Southern Health and Social Care Trust, Telling it like it is group.</li> <li>• With them we looked at what good involvement of people with a disability in our work should look like. We put that in a document for all staff. That way they can easily check whether they are doing things right when they organise meetings.</li> <li>• This work is now done.</li> </ul>			

<b>Action Measure</b>	<b>Intended Outcome</b>	<b>Performance Indicator and Target</b>	<b>Timescale and Ownership</b>
11. Identify, provide and promote opportunities for more engagement for people with a disability in key work areas.	Better engagement of people with a disability (adults and children where relevant) in key areas.	Annual Review of progress to ECNI.	NIBTS Year 1 (31/03/2014) onwards.

**Relevant Duty: Encourage participation by disabled people in public life.**

**What we did over the last year**

- NIBTS promoted its services and job opportunities to a number of disability organisations, letters and information were sent to each to highlight NIBTS as an equal opportunities employer and the services / jobs available.
- Where possible we will continue to promote and engage with people with disabilities.

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
<p>14. Explore scope and interest in establishment of an HSC-wide forum of staff on disability</p> <ul style="list-style-type: none"> <li>• Engage with HSC Trusts to establish current practice</li> <li>• Develop regional approach to complement current structures</li> <li>• Engage with staff</li> <li>• Put forum in place and promote to staff</li> </ul>	<p>Better involvement of staff with a disability in decision-making.</p>	<p>Options paper</p> <p>Staff survey responses.</p> <p>HR Directors Forum Minutes</p> <p>Forum Terms of Reference.</p>	<p>NIBTS/BSO Equality unit Year 2 onwards</p>

**Relevant Duty: Encourage participation by disabled people in public life.**

**What we did over the last year**

- We did a survey with our staff to find out about their ideas for a staff forum. Across all our organisations together we had 856 staff who did the survey. After it, we invited staff to meetings to tell us more. We talked about what the forum should look like, who should be able to join it and what could people put off from taking part. These discussions really helped us.
- We then ran a competition to choose a name for the forum.
- In March 2016, we launched the forum. We invited all our staff to come.
- This work is now completed.

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
<p>15. Encourage participation of people with disabilities in the NIBTS communities partnership user forum:</p> <ul style="list-style-type: none"> <li>• Develop promotional material in accessible formats</li> <li>• distribute through disability organisations and on the NIBTS website</li> </ul>	<p>Better engagement and involvement of people with a disability within the communities partnership user forum</p>	<p>Increase in the participation of people with a disability within the NIBTS community partnership user forum</p>	<p>NIBTS Donor Services Department, Year 3 31/03/2016</p>
<p><b>Relevant Duty: Encourage participation by disabled people in public life.</b></p>			
<p><b>What we did over the last year</b></p> <ul style="list-style-type: none"> <li>• NIBTS promoted the communities partnership thorough links and features on the NIBTS website, encouraging participation of people with disabilities. Participation has stayed the same but NIBTS continues to encourage people with disabilities to join.</li> </ul>			

#### (4) Recruitment and Retention

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
16. Explore scope for Identifying and promoting advocate or specialist within workforce with role to support and advise staff on disability issues. <ul style="list-style-type: none"> <li>• Review best practice</li> <li>• Engage with staff</li> <li>• Identify advocate or specialist</li> </ul>	Improved support for staff.	Scoping Report.  Annual Review of Progress ECNI  Staff Feedback	BSO Equality Unit Year 2 ending 31/03/2015
<p><b>Relevant Duty: Encourage participation by disabled people in public life.</b></p>			
<p><b>What we did over the last year</b></p> <ul style="list-style-type: none"> <li>• The newly establish Disability Staff Network will offer support and advice to staff on disability issues. This has been written into the terms of reference of the Staff Network. All members will be advocates. The network has set a work plan for the year and is keen to establish the forum as a place where staff with disabilities can turn to for advice.</li> <li>• This work has now been completed.</li> </ul>			

<b>Action Measure</b>	<b>Intended Outcome</b>	<b>Performance Indicator and Target</b>	<b>Timescale and Ownership</b>
<p>17. Consider offering one week work experience opportunities for young adults and older adults with disabilities.</p> <ul style="list-style-type: none"> <li>• Review best practice</li> <li>• Engage with disability organisations</li> <li>• Produce guidance</li> <li>• Identify work experience opportunities</li> </ul>	<p>Experience of people with a disability in the workplace is meaningful and any need for additional support is identified at an early stage</p>	<p>One work experience opportunities provided per year.</p> <p>Guidance in place</p> <p>Pilot work experience opportunity within the organisation and report to ECNI</p>	<p>NIBTS HR / BSO HR. Year 2 onwards</p>

**Relevant Duty: Encourage participation by disabled people in public life AND promote positive attitudes.**

**What we did over the last year**

- NIBTS had written and established guidelines for running work experience programmes for young adults and older adults with disabilities. Some disability organisations have been contacted on this. Currently there has been no take up of this. Due to the type of work NIBTS undertakes it is regulated by a number of regulatory bodies which have certain requirements to the way work is carried out, this makes it harder for NIBTS to be able to offer work experience opportunities in all areas of its operation. This limits the type of work available opportunities available in NIBTS.

<b>Action Measure</b>	<b>Intended Outcome</b>	<b>Performance Indicator and Target</b>	<b>Timescale and Ownership</b>
18. Encourage disabled people to apply for employment opportunities and remain in the workforce (for example attend career fairs, include welcoming statement and issue job adverts to local disability organisations and more flexible working arrangements and review job descriptions).	Awareness raising of disability organisations of existence of posts within NIBTS. A greater number of people with a disability apply.	Evidence to encourage people to apply for employment opportunities. Increase in disability marked on equal opportunities monitoring forms and HRPTS	NIBTS HR. Year 3 ending - 31/03/2016
<b>Relevant Duty: Encourage participation by disabled people in public life.</b>			
<p><b>What we did over the last year</b></p> <ul style="list-style-type: none"> <li>• Again, we think that staff who have a disability themselves are the ones who should decide how we best do this. We therefore want to bring this suggestion to the staff forum next year.</li> </ul>			

### **(5) Additional Measures**

- We always include Disability on our list of things to talk about at our quarterly Equality Forum with our partner organisations.
- Where relevant these issues are discussed and Board and Senior Management meetings.

## **(6) 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. This includes, for example, contracts that we have with voluntary sector organisations for health promotion work.

## **(7) Monitoring**

- We evaluated what difference our campaign made to encourage staff to fill in their disability information on the Human Resources IT system.

## **(8) Revisions**

- Between January and March 2015 we asked Senior Members within the organisation to have a think about what else they could do to promote positive attitudes and to give people with a disability more chances to be involved in our work. We wanted to make sure that all parts of our organisation take part. They came up with new ideas. In July 2015 we published our updated plan.

## **(9) Conclusions**

We completed 4 actions (9, 10, 14 and 16).

We have not yet done what we said we would do under actions 5, 7 and 18. This is because we think that staff who have a disability themselves are the ones who should decide on this. We therefore want to bring this suggestion to the staff forum once it is up and running. We will do this before the end of June 2016.

We still have some work to do to complete actions 1 and 3.

We will continue to work on some actions each year (2, 6 and 8, 11, 15, 17).

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.