



Disability Action Plan 2013 – 2018

Amended July 2016

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Contents	Page
Introduction	3
Who is included in our plan?	4
How we developed this plan	4
What we do	4
How people can be involved in our work	5
What have we done up to now	5
What are we going to do	6
Action Plan	7-14

Introduction

The RQIA has to follow the law which says that in our work we have to

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

The law also says that we have to develop a disability action plan. We have to send this plan to the Equality Commission. The plan needs to say what we will do in our work to make things better for people with disabilities.

As Dr Alan Lennon and Olive MacLeod - Chairman & Chief Executive of RQIA, we want to make sure we do this in a way that makes a difference to people with a disability. We will put in place what is necessary to do so. This includes people, time and money. Where it is right to do so, we will include actions from this plan in the yearly plans we develop for the organisation as a whole. These are called 'corporate' or 'business' plans.

We will also put everything in place in the organisation to make sure that we do what we have to under the law. This includes making one person responsible overall for making sure we do what we say we are going to do in our plan.

We will make sure we let our staff know of what is in our plan. We will also train our staff and help them understand what they need to do.

The person in our organisation who is responsible for making sure that we do what we have promised to do is Maurice Atkinson:

When you have any questions you can contact Maurice Atkinson at:

Name: Maurice Atkinson

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Email: Maurice.atkinson@rqia.org.uk

Every year we will write up what we have done of those actions we said we would take. We will send this report to the Equality Commission. We will also publish this report on our website: www.rqia.org.uk.

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

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

Who is included in our plan?

Our plan relates to the following key areas:

- Physical disabilities
- Sensory disabilities
- Learning disabilities
- Mental health disabilities
- Other hidden disabilities.

It also covers people who are included in more than one of these areas. We have other equality laws that require us to promote equality of opportunity across a number of diverse categories. In our plans we need to also think about other factors such as caring responsibilities, age, gender, sexual orientation, ethnicity and marital status.

How we developed this plan

In starting off to develop this plan, we looked at what we did under our first plan.

We then read up on what the Equality Commission said would be good to do. This was after they had looked at what other organisations have done.

All this helped us think about what else we could do to make a difference for people who have a disability.

We then invited disability groups to a meeting to find out what they thought about our ideas. We also asked them whether there was anything else we could do.

We thought it was important to involve people who have a disability in developing our plan. So we invited disability groups to a meeting to find out what they thought about our ideas. We also asked them whether there was anything else we could do.

What we do

The RQIA is part of health and social care in Northern Ireland.

The Regulation and Quality Improvement Authority (RQIA) is the independent body responsible for monitoring and inspecting the availability and quality of health and social care services in Northern Ireland, and encouraging improvements in the quality of those services.

We do things like:

- Register and inspect a range of health and social care services in both statutory and independent sectors.
- Through our inspections, encourage improvements in how services are delivered.
- Deliver a programme of scrutiny and review in services provided to people with a mental illness or a learning disability.
- Via the Ionising Radiation (Medical Exposure) Regulations (Northern Ireland) 2000 we monitor, inspect and enforce these regulations to protect people against dangers of ionising radiation in relation to medical exposure.

- Assure the quality of health and social care through a programme of reviews and hygiene inspections
- Listening to service users and acting on these views
- We also employ staff and manage our budgets to effectively conduct our duties.

Registration and Inspection:

- Register services
- Inspect services in statutory and independent sectors
- Encourage improvement in the access and delivery of services

Mental Health and Learning Disability:

- Oversee the scrutiny and review of Mental Health and Learning Disability services delivered in the province.
- Provide safeguards for users of these services.

IR(ME)R:

- Conduct a programme of inspections to ensure compliance with legislative requirements.

Reviews:

- Conduct hygiene inspections, and assure quality of health and encourage improvement in this area
- Carry out RQIA's review programme and commissioned reviews into a range of health and social care issues, assuring the quality of services and making recommendations for improvement.

Public Participation:

- Responding to existing and emerging issues within health and social care (HSC) through listening to and acting on the views and opinions of the public.

Corporate Services:

- Supporting the business of RQIA.

How people can be involved in our work

There are a number of ways in which people can be involved in the work of the RQIA, including:

- Applying to be a lay assessor
- Engagement and involvement in RQIA inspections and Reviews in Health and Social Care Services.

What we have done up to now

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

Promoting positive attitudes towards disabled people.

- Our Equality and Human Resource Services are provided, under a Service Level Agreement, by the Business Services Organisation (BSO) and we link closely with these partners to ensure we meet best practice at all times. We are a member of the HSC Equality, Human Rights and Diversity Forum, working with our colleagues to promote positive attitudes towards disabled people.
- All staff are required to complete the HSC Discovering Diversity e-learning training programme, which includes a module on Disability Awareness aimed at raising awareness of disability issues and promoting a more positive attitude towards people with a disability.
- We have provided written information to staff aimed at providing them with a basic understanding of disability issues and highlighting models of good practice when meeting and working with people with a disability.
- All draft policies and procedures are screened for compliance with our equality and disability duties before being finalised and issued to staff for implementation within the organisation. Those responsible for screening are provided with training by the BSO Equality Unit.
- Everyone participating in an interview panel has received regular recruitment and selection training, which covers equality, disability and diversity aspects relating to the employment of staff.
- We also offer to make our documents available on request and where reasonably practicable in an alternative format, Easy Read, Braille, audio formats (CD, mp3 or DAISY), large print or minority languages to meet the needs of those for whom English is not their first language.

Encourage the participation of disabled people in public life.

- We have appointed a number of lay assessors; the recruitment was targeted towards people with learning disabilities, to ensure their expert input to the inspection process.
- We have involved disabled people in inspections and reviews of Health and Social Care Services to obtain their feedback and better inform our recommendations for improvement.

What we are going to do

In the table below we list all the actions that we will do. We also say when we will do them.

Signed by:

Dr Alan Lennon
RQIA Chair

May 2015

Olive MacLeod
RQIA Chief Executive

July 2016

What we will do to promote positive attitudes towards disabled people and encourage the participation of disabled people in public life

(1) Communication

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
<p>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.</p> <ul style="list-style-type: none"> • Review best practice guidance • Develop comprehensive guidance and checklist for authors • Undertake audit of information materials including website 	<p>Disabled people are portrayed in a positive manner.</p>	<p>Checklist for authors. Guidance for authors. Audit of information materials including website undertaken. Annual Review of Progress to ECNI.</p>	<p>Business Services Organisation's (BSO) Equality Unit. Year 2 onwards.</p>
<p>2. Put in place contractual arrangements for the production of materials in alternative formats.</p> <ul style="list-style-type: none"> • Undertake a scoping exercise by type of format based on current and best practice in UK • Where appropriate undertake tender exercise and put contracts in place 	<p>Accessible formats are more readily available.</p>	<p>Arrangements are in place to support staff in procuring materials in alternative formats. Contracts in place where appropriate.</p>	<p>BSO Equality Unit. Year 3.</p>

(2): Awareness Raising and Training

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
<p>3. 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.</p>	<p>More accurate data in place. Greater number of staff feel comfortable declaring they have a disability.</p>	<p>2% increase in completion of disability monitoring information by staff (70.86% on 31 Mar 16).</p>	<p>RQIA Year 2 onwards.</p>
<p>4. 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>2 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.</p>	<p>RQIA Year 1 onwards. Business Services Organisation Equality Unit. Year 3 onwards.</p>
<p>5. In collaboration with people with a disability review current guidance and produce revised guidance on support for staff with a disability.</p>	<p>Staff with a disability are supported and staff are empowered to provide support.</p>	<p>Guidance in place for staff with a disability on what support is available. Guidance promoted.</p>	<p>RQIA. Year 3 onwards.</p>

6. In collaboration with disabled people design, deliver and evaluate training for staff on disability equality and disability legislation.	Increased staff awareness of the range of disabilities and needs.	80% staff trained.	RQIA. Year 2 onwards.
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(3): Getting people involved in our work, Participation and Engagement

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
7. Identify, provide and promote opportunities for more engagement for people with a disability, in relevant work areas, in relation to our inspection and review programmes e.g. learning disability wards.	Better engagement by people with a disability in key areas.	Opportunities provided in key areas. Welcoming statement included and announcement issued to local disability organisations.	Senior Management Team. Year 1 onwards.
8. Promote and encourage staff to participate in the disability staff network and support the network in the delivery of its action plan.	Better involvement of staff with a disability in decision-making. Better support for staff with a disability.	Features on intranet.	Executive Management Team / Business Services Organisation Equality Unit Year 4

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
9. Developing a shadowing scheme for Board members and other key public life positions in engagement with the Public Appointments Unit and with people with a disability.	Develop capacity of people with a disability to participate in public life positions.	Shadowing scheme.	Chief Executive's Office. Year 5.
10. Involve disabled people in delivery and review of this plan.	Better engagement by people with a disability.	Feedback forms from engagement (and roundtable sessions, where appropriate).	BSO Equality Unit. Year 5.
11. Involve lay assessors and peer reviewers in the service user aspects of RQIA inspections and reviews.	<p>Lay assessors and peer reviewers are engaged appropriately in RQIA inspections.</p> <p>The views of service users are captured and reported on in individual inspections and reviews, where appropriate.</p>	The number of inspections and reviews which have involved lay assessors and peer reviewers.	Senior Management Team. Year 3 onwards.

(4): Recruitment and Retention

Action Measure	Intended Outcome	Performance Indicator and Target	Timescale and Ownership
<p>12. Offer mentoring opportunities for young adults and older adults with disabilities.</p> <ul style="list-style-type: none"> • Review best practice • Engage with disability organisations • Produce guidance • Identify mentors 	<p>Experience of people with a disability in the workplace gaining from meaningful work experience and any need for additional support is identified at an early stage.</p>	<p>Guidance in place.</p> <p>Pilot mentoring opportunity within the organisation and report to ECNI.</p>	<p>BSO Human Resources & RQIA. Year 2 onwards.</p>
<p>13. Create and promote meaningful placement opportunities for people with disabilities in line with good practice and making use of voluntary expertise in this area. Produce practical guidance on process and external support available.</p> <ul style="list-style-type: none"> • Review best practice • Engage with disability organisations • Identify placements across all work areas • Undertake pilot • Evaluate pilot 	<p>People with a disability gain meaningful work experience.</p>	<p>Guidance in place.</p> <p>Pilot placement identified.</p> <p>Placement participants feedback from evaluations.</p> <p>Managers feedback from evaluations.</p>	<p>RQIA. Year 1 onwards.</p>

<p>14. Encourage disabled people to apply for employment opportunities and remain in the workforce (for example attend career fairs, include welcoming statement and issue job advertisements to local disability organisations and more flexible working arrangements and review job descriptions).</p>	<p>Greater numbers of people with a disability apply.</p>	<p>Increase in disability marked on equal opportunities monitoring forms and HRPTS.</p>	<p>RQIA Year 3 onwards.</p>
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