

Equality Scheme

**Our plan about how we are going to
treat people fairly and make things
better for staff and people who use our
services**



Easy to read

October 2011

This is a shorter version of the Equality Scheme for the Patient and Client Council




You can also get a copy by looking on our website:

[http:// www.patientclientcouncil.hscni.net](http://www.patientclientcouncil.hscni.net)

If you want us to send you a paper copy of this Equality Scheme you can contact the Patient and Client Council

Contact:

	Telephone: 02890 321230
	For Text Relay if you are deaf and have a text phone and want to contact someone who is not deaf use 18001 028 90321230 Some one else will help you to talk to this person using your text phone Text phone 028 90321230

	<p>Fax 028 90 321750</p>
	<p>Email: info.pcc@hscni.net</p>

You can also ask for a copy of the full Equality Scheme in other formats such as in large print or audio.

What is in this booklet?	Page
A message from the Chief Executive	4
What some words mean	5
About the Patient and Client Council – What do we do?	7
What is an Equality Scheme?	8
Our Equality Scheme	9
Actions in our Equality Scheme	10
List of people that the law says we need to treat fairly	12

Message from the Chief Executive



My name is Maeve Hully I am the Chief Executive of the Patient and Client Council

The Chief Executive makes sure that all our work gets done.

We want to make sure that in the work that we do everyone is treated by their needs and not treated unfairly because they are different.



This book is about our Equality Scheme.

Equality means all people being treated fairly and having the same chances.

Scheme means a plan.

This is a plan about what we are going to do about equality. This is to help make things more fair and equal for people.

What some words mean?



When we say “we” in this report we mean the Patient and Client Council.

When we say “Scheme” we mean our Equality Scheme.

When we say “equality” we mean different people being treated fairly and getting the same chances in their lives.

When we say “good relations” we mean building relationships.

When we say “inequalities” we mean when people are not being treated fairly and are not getting the same chances as other people.

When we say “audit of inequalities” we mean a check on what we are doing .We looked at what we are doing and whether this makes things fairer and gives better chances.

When we say “action plan” we mean a list of things we need to do to make things fairer and to make equality better at work and in services.

When we say “consultations” we mean when we contact people to find out what they think about what we are doing.

When we say “screening” we mean we look at our work to see if there are any inequalities. Things that we do where people are not treated fairly. We look at what we can do to make things better.

When we say “accessible” this means making sure everyone can use some thing.

When we say “accessible formats” we mean things like Braille, Easy Read, large print, translations, symbols and sign language.

When we say “Corporate Plan” we mean the plan of the work we are going to do over the next few years of our business.

There are nine different groups of people that we look at. A list of these people is on Pages 12 to 13.

There are three good relations groups. A list of these is on Page 14.

About our Organisation



This is *our logo*

We were set up in April 2009

We are a public organisation . A public organisation is an organisation that looks after things like health, social care, hospitals, schools, housing and roads.

What do we do?

The Patient and Client Council is your voice on health and social care issues in Northern Ireland.

We do things like:

- Listen and act on people's views
- Encourage people to get involved
- Help people to make a complaint
- Provide advice and information

What is an Equality Scheme?

Like any other public authority the Patient and Client Council has to follow the law on treating different people fairly. We want to look at ways how we might change about how we think about and treat other people.

Equality means different sorts of people being treated fairly and according to their needs.

Equality Commission

FOR NORTHERN IRELAND

The Equality Commission checks out each year what we are doing to make sure we obey the equality laws.

We must think about equality when we plan our services for the public and for staff.



This year, as well as asking us to write a new Equality Scheme, the Equality Commission asked us to carry out an audit of inequalities. This was to check out what things we could do better.

We a made a list of some things that we are going to do to make things fairer.

We will use our Corporate Plan and check out how well we are doing on the actions in our audit of inequalities.

Our Equality Scheme



The Equality Scheme puts in one booklet information that tells you what we are going to do to make sure that people are treated fairly and by their needs and that people have equal chances.

Our Equality Scheme is about everyone



Our staff

People who use our services

It is also about other organisations that work with us

We will use our Equality Scheme to help support equality.

Actions in our Equality Scheme



As part of our Equality Scheme we plan to do a number of things.

Each year we will write a report that tells the Equality Commission and the public how well we are doing with our Equality Scheme.

We will check out throughout the year how well we are doing and tell our senior managers and our board members.

We will keep up to date information about those who use our services and our staff.

We will make sure that training is available to our staff.

We will look at our policies and check if there are any equality issues. This is called screening of policies.

If there are big inequalities we will carry out more work on our policies. This is called an Equality Impact Assessment

We will make sure that our information is easy to understand.

We will provide information in accessible formats like large print, audio, Easy Read or translated for people who do not speak English or in sign language for people who are deaf.

We will make sure our consultations are open to everyone.

We will keep our consultation list up to date.

We will look at complaints as they come in and where we can we will fix them.

We will make sure that those we are in contact with also know about our Equality Scheme

Equality Commission

FOR NORTHERN IRELAND

In our report to the Equality Commission each year we will report on progress on these things.

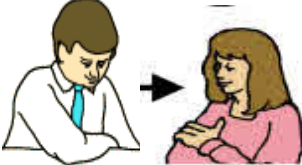

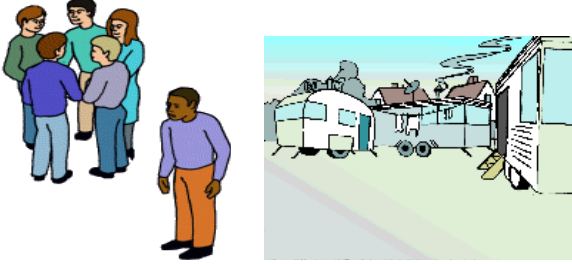





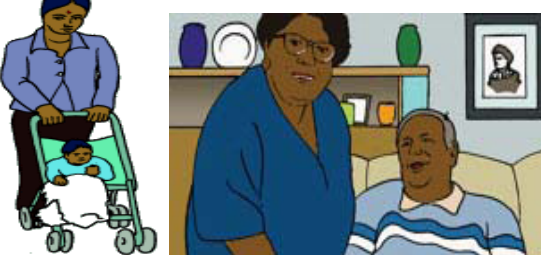


We will do this each year.






What does the law say?

The law says that the people we need to treat fairly are:

Nine Equality Categories	
	Men and women
	Disabled people
	People from ethnic minorities. These are people who come from another country or whose families came to Northern Ireland from another country. It includes Irish Travellers
	People with different religions or beliefs

	<p>People who have different sexual orientations. Sexual orientation means a man and woman attracted to each other, two men attracted to each other or two women attracted to each other</p>
	<p>People with different political views</p>
	<p>People who care for their children or care for other adults who are sick or have a disability</p>
	<p>People who are married, in a civil partnership (between two men or between two women), single, widowed or divorced</p>
	<p>Younger people and older people</p>





Three Good Relations Categories

	Religion
	Political opinion
	Race

How you can contact us

If you would like to contact someone in the Patient and Client Council about the Equality Scheme or about equality issues please contact:

The Patient and Client Council, 1st Floor Lesley House,
25-27 Wellington Place, Belfast BT1 6GD

	0800 9170222
	<p>For Text Relay if you are deaf and have a text phone and want to contact someone who is not deaf use 18001 028 90321230.</p> <p>Some one else will help you to talk to this person using your text phone.</p> <p>Text phone 028 90321230</p>
	Fax:028 9032 1750
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Thank you

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To contact Inspired Services: www.inspiredservices.co.uk

We are also grateful to Mencap (Northern Ireland) for helpful feedback received.