

Equality Commission

FOR NORTHERN IRELAND



# Disability Projects in Advice and Compliance

**Venue:**

**Le Mon House**

**Date:**

**17<sup>th</sup> November 2016**

**Presenter:**

**Una Wilson**

# Positive Action in the Two Jurisdictions

## **DDA /S75/S49A**

- Reasonable adjustment
- Reasonableness factors
- Positive action
- Equality Plans for Public authorities ( S75 and S49A (DAP)

## **Employment Equality Act 1998/ Disability Act 2005**

- Reasonable accomodation
- Appropriate measures
- disproportionate burden
- Positive action
- 3% Quota in Public sector



# Positive Action

- Things to do before taking positive action
- Lawful outreach positive action
- Monitor and review positive
- Outreach Positive Action- Guide to the Law and Good Practice for Employers
- [www.equalityni.org/ECNI/media/ECNI/..../PositiveActionEmployerGuide.pdf](http://www.equalityni.org/ECNI/media/ECNI/..../PositiveActionEmployerGuide.pdf)

# Lawful Outreach Positive Action

- Encouraging people to apply for job and training opportunities (examples in the guide)
- Offering job opportunities and facilities
- Reserving job vacancies



# Positive action for disabled people (DDA)

- Outreach – positive action – to reserve a quota of jobs for people who are disabled(This cannot be restricted to people with one type of disability)
  - “Supported employment” –Workable NI scheme
  - Reasonable Adjustment Duty
- (Checklist from ECNI in partnership with Dept. of Communities and NIUSE)

# Good Practice Examples



# Disability Employment Seminars

- Focus on : Cancer, MS and HIV

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# Employment Seminars

- 7<sup>th</sup> December 2017 Malone House 12-2pm
- Dates in 2017 in Craigavon, Enniskillen, Derry/Londonderry and Newry
- Focus on barriers in employment faced by people with cancer, MS or HIV

Secure your place [edtraining@equalityni.org](mailto:edtraining@equalityni.org)

Michael – 028 90500560



**every  
customer  
counts**

promoting  
accessible  
services

# Every Customer Counts

- Promoting accessible services in the public and private sector
- Changing how services are delivered to disabled people using charter

# Four Steps to Success

- Sign Up
- Develop a policy
- Audit
- Action



# Publications to support service providers

- Accessible Goods and Services Guide
- Accessible restaurants ,cafes and hospitality
- Self Assessment Checklist



# Good Practice Examples from the Public Sector Conference in June 2016

- Government Digital Service
- Housing Executive ( Disability Action)
- Inclusive Communication Guide  
( Health Trusts)
- Cavan Council ( Tourism)
- Libraries NI

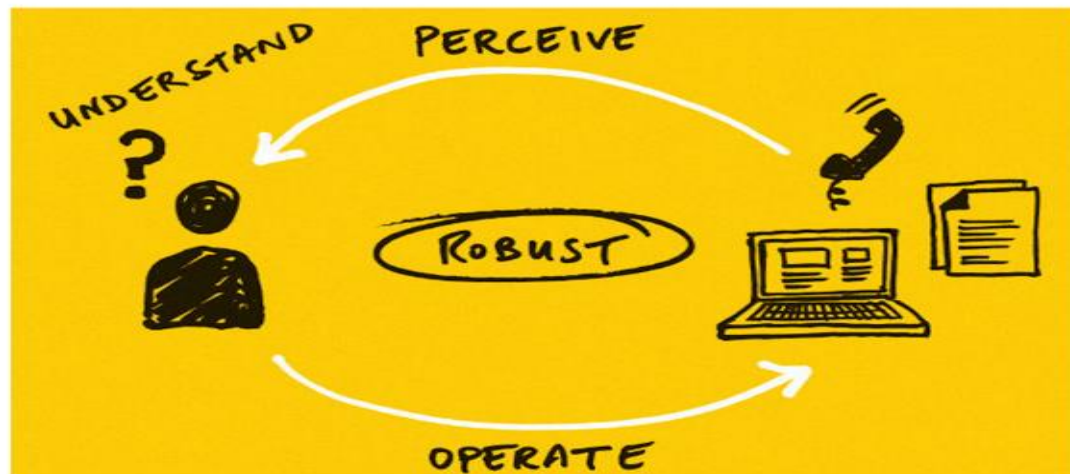
## Blog

# Accessibility

Organisations: [Government Digital Service](#)

### What we mean when we talk about accessibility

Alistair Duggin, 16 May 2016 — [Accessibility](#)



The word 'accessibility' gets used a lot. I have lots of conversations about it. People often have a different understanding to me of what it means, and that can make having effective conversations difficult.



### Accessibility: the GDS blog

This is for everyone: documenting how we're rebuilding inclusive digital services across the UK Government.

[Find out more](#)

### Categories

### Blogs and resources from GDS

[Government Digital Service blog](#)

[Government Service Design Manual](#)

[GDS Content Style Guide](#)

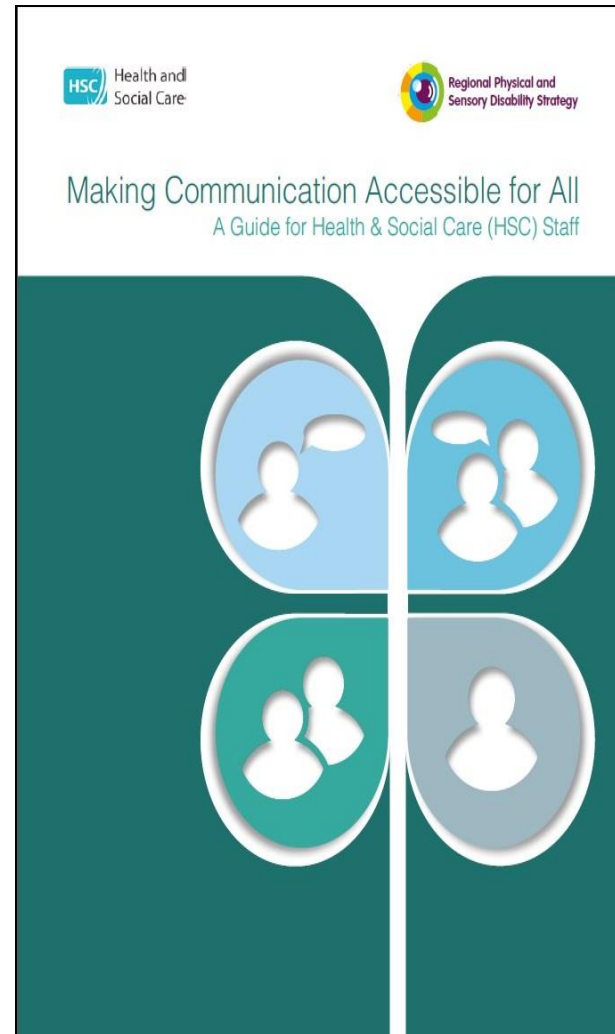
[Digital by Default Service Standard](#)

[GDS Design Principles](#)

[GDS Design Notes blog](#)

# 'Making Communication Accessible': The Journey

- Why?
- How?
- What?
- Where?





A national charity since 1911





Moira Library



# Mindful Colouring

Release your inner child and explore the world of adult colouring with intricate colouring patterns and designs.

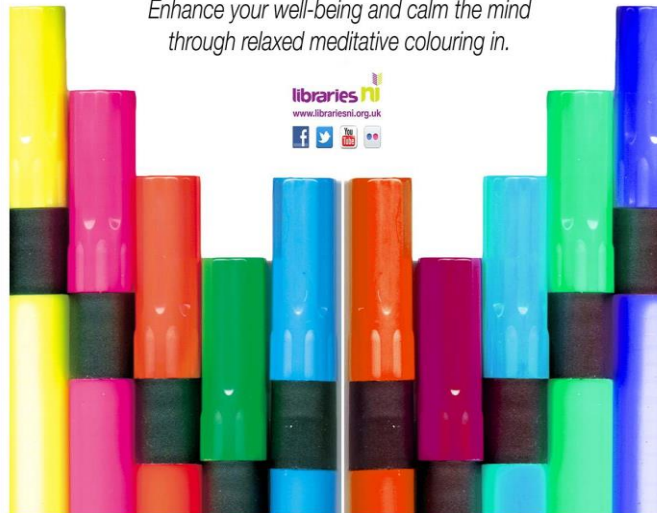
**Not for kids!**

**Every Tuesday**

**2.00pm to 3.00pm**

**Ask staff for details**

*Enhance your well-being and calm the mind  
through relaxed meditative colouring in.*



Developed in response to the barriers identified by Arts Council research into access to the arts for disabled people

Funded by Arts Council and run by Arts and Disability Forum

### Aims:

- Increase access for people with disabilities as audience members, artists, participants or employees
- Help create action plans to engage more with disabled people as customers, staff and volunteers
- Disabled people to influence the way art is provided
- Framework for measuring achievements and formulating action plans

## Alternative formats for public information

The **Disability Act 1995 (as amended)** requires public bodies to make reasonable adjustments, including auxiliary aids and services:

- **make oral and written communication accessible** when customers with disabilities request them;
- **make electronic communication accessible** to customers with visual impairments, who use assistive technology;
- make **relevant information accessible** to customers with learning disabilities, customers with dyslexia and customers with autism.

This table will help staff to convert their information into alternative formats:

Format	Contact details	Cost per unit	Timeframe	Notes
<b>Large Print</b>	<ul style="list-style-type: none"><li>• Name:</li><li>• Organisation:</li><li>• Email:</li><li>• Address:</li><li>• Fax:</li></ul>	£	working days	You can probably handle this internally.
<b>High Contrast Print</b>	<ul style="list-style-type: none"><li>• Name:</li><li>• Organisation:</li><li>• Email:</li><li>• Address:</li><li>• Fax:</li></ul>	£	working days	You can possibly handle this internally.

Every Customer Counts	DDA Code of Practice Rights of Access Goods, Facilities, Services & Premises	S75	DAP	UNCRPD	Who	Complete
<u>Use Inclusive Customer Service Policy</u> Getting Customer Feedback Provide training to frontline staff Regular reviewing how it provides services Consultation with local and national disability groups	Duty to make reasonable adjustments requires service providers to take reasonable steps to policies, procedures and practices (s21(1))	<p>Public authorities' Equality Schemes include a commitment to train staff on Section 75 duties, i.e. equality of opportunity (including people with disabilities) &amp; good relations.</p> <p>Customer feedback / review can feed into monitoring information (i.e. monitoring access to information and services - to ensure equality of opportunity )</p>	<p>Public authorities DAPs include a commitment to provide disability equality training for staff &amp; office holders.</p> <p>Disability duties require public authorities to consult with disabled people to discuss their needs and priorities in terms of service delivery, policy development, etc. .</p> <p>Customer survey could include questions relating to disability, access, etc. to gain feedback and improve services/policy development for disabled people.</p> <p>Public authorities' DAPs will include commitment to encourage</p>	Preamble (o). Article 4 General Obligations 4.3. Article 19 Independent Living (c)		

# Mental Health Charter in partnership with

- Action Mental Health
- Disability Action
- Mind Wise
- Niamh
- Change Your Mind Campaign
- Mental Health Foundation



# Launch of Mental Health Charter



# Mental Health Charter Commitments

- Create an open and inclusive workplace culture
- Promote equality of opportunity in recruitment and selection
- Identify and provide sources of information and support
- Adopt ECC





Thank you

For further advice, information or training  
028 90500600

Una Wilson

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