



**Business Services  
Organisation**

Providing Support to Health and Social Care

**2 Franklin Street,  
Belfast, BT2 8DQ**

## **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**

**September 2011**

This is a shorter version the Equality Scheme for the Business Services Organisation.



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

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

If you want us to send you a paper copy of this Equality Scheme you can contact the Equality Unit, Business Services Organisation

Contact:

	Telephone: 028 90535531
	For Text Relay if you are deaf and have a text phone and want to contact someone who is not deaf use 18001 028 90535531 Some one else will help you to talk to this person using your text phone



	Text phone 028 90324980
A line drawing of a fax machine with a handset, a display screen, and a keypad.	Fax: 028 9053 5641
A square icon with an '@' symbol and a small red square in the top right corner.	Email: <a href="mailto:Equality.Unit@hscni.net">Equality.Unit@hscni.net</a>

You can also ask for a copy of the full Equality Scheme in other formats.



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## Message from the Chief Executive

**Photo** My name is David Bingham. I am the Chief Executive of the Business Services Organisation.

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

We want to make sure that in the work we do that everyone is treated by their needs and not treated badly because of their difference.

The Director of Customer Care and Performance makes sure that day to day work in relation to equality issues gets done.

Staff in our Equality Unit help us to carry out our equality work.



**This book is about our Equality Scheme.**

Equality means different sorts of 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 Business Services Organisation.

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. Inequalities are 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 every one can use something.

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

When we say “Corporate Plan” we mean an outline of our business.

When we say “customers” we mean people and organisations that pay money for our services.

**There are nine different groups of people that we look at. A list of these people is on Pages 14 to 16.**

**There are three good relations groups. A list of these is on Page16.**

## About the Business Services Organisation



**This is our logo**

### **We were set up in April 2009.**

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

### **What do we do?**

The Business Services Organisation is part of health and social care in Northern Ireland. We provide some services to other health and social care organisations and to the public.

### **We do things like:**

- Provide medical cards to allow people to go to their doctor and the hospital.
- We let people know when they need to get checks on their health, such as breast screening or cancer screening.
- We help staff working in health and social care to get their pensions.

- We check out if the money dentists, doctors, opticians and pharmacists get for their services is correct and we pay them.
- We buy goods and services that health and social care organisations use for patients and clients like gloves or band aids.
- Our lawyers provide help to health and social care organisations in cases that go to court.
- We need to make sure we have enough money to pay for the services.
- We also provide money advice to other health and social care organisations.
- We work with other health and social care organisations to make sure that we all obey the laws about employment, services, ethics, equality and human rights.
- We provide corporate services that help with the day to day running of the Business Services Organisation for example health and safety, buildings where staff work and handling complaints.
- We make sure that we make it easy for people to find out about what we do by keeping our website up to date.
- We draw up contracts with our customers and check out if they are happy with our services. We carry out surveys.



<p><b>Family Practitioner Services</b></p>	<p><b>Pensions Service</b></p>
<p>We check out if the money dentists, doctors, opticians and pharmacists get for their services is correct and we pay them.</p> <p>We provide medical cards to allow people to go to their doctor and the hospital.</p>	<p>We help staff working in health and social care to get their pensions.</p>
<p><b>Counter Fraud and Probity</b></p>	<p><b>Procurement and Logistics Service</b></p>
<p>We help other health and social care organisations get their money back when somebody is cheating, for example when somebody says that they are allowed to get an eye test done for free when they are not.</p>	<p>We buy things that other health and social care organisations will use, for example computers or paper.</p> <p>We also buy things to help people stay in their own homes.</p>
<p><b>Information Technologies Services</b></p>	<p><b>Legal Services</b></p>
<p>We make sure that the computers that health and social care organisations use work properly.</p>	<p>We work with other organisations to make sure that we all obey the laws about employment, services, ethics, equality and human rights.</p>



<p><b>Financial Services</b></p>	<p><b>Human Resources Services</b></p>
<p>We make sure that our staff and those who we buy things from get paid.</p> <p>We check we are all following rules for using money.</p>	<p>We look after anything to do with the people who work for us.</p>
<p><b>Corporate Services</b></p>	<p><b>Internal Audit Services</b></p>
<p>We help with the day to day running of the Business Services Organisation, for example buildings where staff work, handling complaints and keeping our website up to date.</p>	<p>We help other health and social care organisations to check that they do things in the right way.</p>
<p><b>Customer Relations and Service Improvement</b></p>	<p><b>Office for Research Ethics Committees</b></p>
<p>We draw up contracts with our customers and check out if they are happy with our services.</p>	<p>We help researchers in health and social care to make sure that their research is ethical, that it respects the rights of the people who take part.</p>
<p><b>Equality Services</b></p>	
<p>We help other people in our organisation think about their work to make things fairer.</p>	

## What is an Equality Scheme?

Like any other public authority the Business Services Organisation has to follow the law on treating different people fairly. We want to look at ways we might change 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 to 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 and diversity.

## 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.

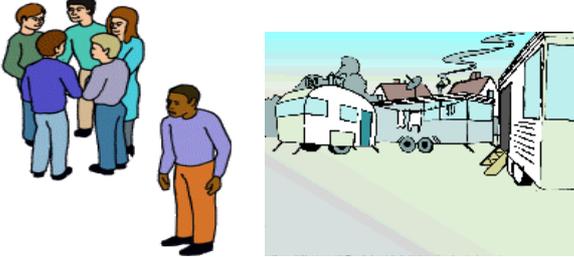


We will do this each year.



## What does the law say?

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

<b>Nine Equality Categories</b>	
	<p>Men and women</p>
	<p>Disabled people</p>
	<p>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</p>



	<p>People with different religions or beliefs</p>
	<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 woman), single, widowed or divorced</p>



	<p>Younger people and older people</p>
<p><b>3 Good Relations Categories</b></p>	
	<p>Religion</p>
	<p>Political opinion</p>
	<p>Race</p>

## How you can contact us

If you would like to contact someone in the Business Services Organisation about the Equality Scheme or about equality issues

You can meet or contact: Karen O’Loan, Director of Customer Care and Performance

	028 90 535680
	For Text Relay use 18001 028 90535680
	Email: karen.o’loan@hscni.net

**Thank you**

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To contact Inspired Services: [www.inspireservices.co.uk](http://www.inspireservices.co.uk)

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