



Doing the Disability Equality Duty Better in the Highlands & Islands

CONFERENCE REPORT APPENDIX 3

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Case Study on Involvement, Flipchart Notes

| CHALLENGES | SOLUTIONS |
|---|--|
| <p>How to involve disabled people not engaged eg not involved with disability groups</p> <p>Need to know people's stories</p> | <p>Put disability higher up the agenda eg Planning event, services</p> <p>Use alternative methods to identify participants – eg web portal (But, Web/Email/Intranet – how many have access?)</p> <p>+ Involvement treated as Community Planning issue</p> <p>Links to Communities Scotland 'Standard of Community Engagement'</p> <p>Opportunities to be wider than 'Highland'</p> <p>Opportunities for involvement/info in rural/island areas</p> |
| Resource issues | <p>Adapted Q for employment matters and other issues</p> <p>Political will</p> <p>Need for training/awareness</p> |
| Meeting people's expectations | Flexible Services |
| Finding the means to empower people to make decisions and feedback concerns | Identify needs early when designing services |
| Identifying unmet needs | <p>Being inclusive across equalities agenda</p> <p>Range of equalities schemes</p> |