



Doing the Disability Equality Duty Better in the Highlands & Islands

**CONFERENCE REPORT APPENDIX 4**

Workshop 5 (am) Morag Redwood, HIEF

Involvement, Flipchart Notes

<b>CHALLENGES</b>	<b>SOLUTIONS</b>
<p>Achieving engagement with local rather than national disability groups and individuals</p> <p>Lack of knowledge of networks Lack of information on how people are affected</p>	<p>Sharing knowledge of networks Using HIEF, Local Council, Access Panels etc of first points of contact</p> <p>Use internet to grow knowledge of networks and existing 'participation projects'</p> <p>NHS have web-based network of over 200 people on Highland Health Voice</p>
<p>How do we avoid 'consultation fatigue' amongst those few bodies we are able to identify and engage with?</p>	<p>Working together in ways similar to the Highland Wellbeing Alliance. Spreading the net wider and more imaginatively. However, blanket questionnaires do not meet everyone's needs, so some work may be needed to identify specifics</p> <p>Ask how they would like to be involved – not always a case of attending meetings</p>
<p>How do we build capacity for valuable engagement? Eg How do disabled people get off work, how are they recompensed for their contribution?</p>	<p>Can hold meetings at different times – evenings/weekends</p> <p>So long as travel reimbursed, can perhaps negotiate 'in-kind' rewards where finances tight. Do something for the group = arrange away-day treats etc</p> <p>Vouchers are a good idea for young people</p>

<p>Highlands &amp; Islands have a history of segregating those with disabilities – especially those with mental health issues such as depression</p> <p>People at work not disclosing disabilities for fear of being singled out – need ‘special treatment’ but should not be seen as ‘favours’</p>	<p>Provide a strong lead by good example – training, awareness-raising issue</p> <p>Provide local anonymous forums to capture issues – web based or ‘issues’ post box etc. Take action from these to build confidence that new culture in place</p> <p>Make engagement a positive experience - Ensure that we get things right first time as this will build confidence and trust</p> <p>Build relationships with those who are in the lives of those you are working with (eg if you work with young people, build relationships with their influencers)</p> <p>Publicise barriers overcome, positive changes due to DED</p>
<p>Rural geography/transport a barrier to getting people together</p>	<p>Needs political will/financial investment/ alternative methods of networking to overcome</p>
<p>Turning feedback from involvement into action – technical, financial barriers etc</p>	<p>As point made above, with backing from senior personnel.</p>
<p>Lack of joined-up working internally within organisations</p>	<p>Awareness-raising/training issue</p>
<p>Language is a barrier to involvement</p> <p>Disabled people may not understand/ do not relate to the jargon used or the culture of strategic planning and policy work</p> <p>Many will have difficulty with reading English eg BSL uses, those with dyslexia etc</p>	<p>We all need to grow our own awareness of this hurdle – BSL classes / deaf awareness training etc</p> <p>Use plain English</p> <p>Ask disabled people what the barriers are and work with them to resolve</p> <p>Learn from the DRC website which delegates with hearing impairment said was excellent</p>