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**Re Section 49A Disability Discrimination Act 1995 (amended by Disability Discrimination Order 2006)**

**Disability Duties (January 2007)**

**Promoting Positive Attitudes towards Disabled People and  
Encouraging the Participation of Disabled People in Public Life**

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**Mapping Exercise and Progress Report  
30<sup>th</sup> September 2007**

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Name of Organisation

Western Health & Social Services  
Council  
'Hilltop'  
Tyrone & Fermanagh Hospital  
Omagh  
BT79 0NS

Audit Completed By:

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## **EXPLANATORY NOTE**

On 1<sup>st</sup> January 2007, new disability duties came into effect. These placed two additional obligations on all Public Authorities. Under these new obligations staff now have to consider the need to:-

- Promote positive attitudes towards disabled people
- Encourage participation by disabled people in public life (NB: this should be interpreted as broadly as possible and can include anything from employment, participation at Council level and attendance at conferences/events etc)

In accordance with these new duties the Council must:

- Undertake a mapping exercise to identify work that the Council has already carried out to promote positive attitudes towards disabled people and encourage their participation in public life.
- Submit by 30<sup>th</sup> September 2007 and 31<sup>st</sup> March 2008 a summary progress report.

The attached audit tool has been drawn up to assist with the mapping exercise and is intended as a guide however it is not exhaustive.

You will note that the audit tool covers six key areas as follows:-

- Organisational systems and leadership
- Screening and EQIAs
- Employment
- Consultation
- Access to Information and premises
- Communication

A full copy of the guide can be downloaded from this link:- [ECNI Draft Guide to New Disability Duties](#)

<b>1. Organisational Leadership and Structures</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
What organisational structures are in place that will assist in progressing the new duties?		<p>The Western Equality and Human Rights Forum, of which the WHSSC is a member and is represented by a senior manager, was established in 2001 to progress the Council's Equality scheme in collaboration with other Western HPSS organisations. An Equality and Human Rights Unit was also established to help take forward the work of the Forum.</p> <p>The Council has nominated a senior manager to be a member of the WHSC Trust's Disability Action Plan working group. This will ensure ongoing collaboration and will enable the Council to actively contribute to the work of the group.</p>
<b>2. Screening and EQIAs</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
2	(a) What mechanisms are in place to take account of the significance of the new disability duties when undertaking screening or impact assessments. (e.g. screening templates reflect new duties?)	The Council uses the screening forms developed by the Western Equality and Human Rights Unit. The equality screening proformas and guidance notes have been revised to include the new duties. However, it should be noted that as the Health Councils will cease to exist on 31 <sup>st</sup> March 2008, no new policies are expected to be developed in this period.
2	(b) What screening/impact assessment training arrangements are in place within the organisation to take account of the new disability duties.	<p>The Council's senior manager with responsibility for Equality has attended a Screening Masterclass run by the Western Equality &amp; Human Rights Unit. The Unit's staff training in equality screening has been reviewed and now highlights obligations under the new duties.</p> <p>Staff Induction Training also highlights the new duties.</p>

<b>3. Employment</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
3	<p>(a) Please list any current policies in place to promote positive attitudes towards disabled people and encouraging the participation of disabled in public life. e.g. Equal Opportunity Policy – does it include commitment to undertaking Reasonable Adjustments for disabled persons? (e.g. Policy on the Employment of People with Disabilities)</p> <p>Do you have a Guide for Managers on Reasonable Adjustment or any other similar guidance?</p>	<p>Whilst the Health Council is an independent body, for purposes of probity and governance it is obliged to adhere to all the WHSS Board’s financial and HR policies and procedures.</p> <p>The Board has an Equal Opportunities Policy Statement and also a Code of Practice for the Employment of people with a Disability. This applies both to external candidates for posts and employees.</p> <p>Whilst there is not a specific guide for managers on reasonable adjustments, they are supported by a personnel manager (disability liaison officer) in handling employee situations where adjustments may be necessary. This is also supported by Occupational Health advice and assistance. This is handled on an individual basis depending on the person’s disability, their requirements and position held.</p> <p>If a person with a disability is appointed, managers, in conjunction with Occupational Health, carry out an assessment of the working environment and consider reasonable adjustments to the work place, prior to the appointee commencing work. This could include the purchase of special equipment e.g. the purchase of a 'reader' to enhance the size of print for someone with visual impairment. When necessary, the Board considers alternative arrangements in respect of travel arrangements and can also request financial assistance from the Department of Learning and Employment.</p>

3. Employment		Position Statement - Please Comment and Provide Evidence	
3	(b)	<p>Identify the extent to which the following address issues in relation to disability equality:</p> <p>Harassment Policies  Grievance Procedures  Disciplinary Procedures  Bullying Policies  Staff Appraisals  Dignity at Work Policies  Joint declarations of protection  Sickness Absence Policy (e.g. does it take account of disability related sickness, e.g. discounting some of the sickness absence which is clearly linked to disability).  Redundancy – does the application of this discount, where reasonable, the absence of workers which are disability related.  (Reference any others as appropriate)</p>	<p>All employment policies adhere to the principle of equality of opportunity and fairness and include management and employee's responsibilities and obligations.</p> <p><b>Harassment Policy:</b> (there is no separate bullying policy as this is covered within Harassment Policy)  One of the grounds which can be considered as harassment or bullying is that of disability. A member of staff can raise a concern and have this addressed informally or formally.</p> <p><b>Joint Declaration:</b> this confirms commitment to legal obligations such as disability.</p> <p><b>Absence Policy:</b> a commitment is provided to ensure that the policy is applied fairly in recognition of the Trust's obligations. Individual situations of absence will be considered including those where an individual has a disability. In such circumstances the manager is required to consult with Occupational Health and to ensure that the Trust adheres to their obligations and responsibilities.</p> <p><b>Disciplinary and Grievance Procedures:</b> these apply to all employees with the Board, recognising equality principles of fairness including whether an individual has a disability</p>
3	(c)	<p>Describe any methods used to ensure that these policies were drawn up in partnership and in consultation with relevant groups, e.g. trade unions and disability groups.</p> <p>How often are such policies reviewed and</p>	<p>All staff policies are developed in consultation with staff side. All take into consideration obligations and responsibilities under employment legislation and good practice. Policies have different time frames stipulated for reviews from one year to three years. Furthermore they are also reviewed to meet any statutory obligations. Relevant impact assessments/proofing are also carried out.</p>

3. Employment		Position Statement - Please Comment and Provide Evidence
	updated?	
3	(d) What methods of communication exist to ensure that management, staff, commissioners, providers, the public and others are adequately informed about the existence of such policies?	<p>All employment policies are available to employees. During induction, employees are made aware of such policies and advised of where copies can be obtained. Some policies are provided along with the individuals contract at their appointment stage.</p> <p>Employees are also made aware of policies through the Trust's intranet as well as updates in internal publications. Relevant training is provided by the training department</p> <p>Potential employees are notified, via their application forms and notification of interviews, that if they have a disability requirement to inform the relevant staff, and that reasonable adjustments will be undertaken as necessary.</p> <p>Periodically employees are made aware through their remuneration advice slip to advise their employer if they consider they have a disability.</p> <p>Furthermore such policies are available to the commission in relation to article 55 review updates.</p> <p>The Council also includes information with regard to the existence of such policies under the publication scheme on its website.</p>
3	(e) Describe any methods that are in place that demonstrate equality of opportunity within recruitment processes.  Do current job application forms demonstrate disability	<p>Application forms for jobs are available in alternative formats, and special arrangements can be put in place for any specific disability requirements.</p> <p>The application forms state 'do you require special arrangements to be made when attending test/interview? Yes/No'.</p>

3. Employment	Position Statement - Please Comment and Provide Evidence
<p>sensitive practices in for example:</p> <ul style="list-style-type: none"> <li>● language and terminology used</li> <li>● are they available in alternative formats on request and can completed forms be received in alternative formats</li> <li>● section inviting disabled applicants to indicate any relevant effects of their disabilities and to suggest adjustments which might help them to overcome any disadvantage they might expect to encounter in the recruitment process</li> <li>● contain a notice that a disabled person may request assistance completing the form and/or discuss other matters which may facilitate their participation in the selection process</li> <li>● provide clear and explicit job descriptions linked to requirements of the job?</li> <li>● Waiver of basic qualifications in favour of work/life experience</li> <li>● In advance of a test, are disabled candidates consulted about the adjustments that might be required to facilitate their participation in the testing procedure.</li> </ul> <p>Describe any methods that are in place that demonstrate equality of opportunity within recruitment processes.</p> <p>Do current job application forms demonstrate disability sensitive practices in for example:</p> <ul style="list-style-type: none"> <li>● Is consideration given to waiving the requirement</li> </ul>	<p>Applicants are given the opportunity to request assistance or special arrangements for attending interviews/tests. This is contained both in guidance notes and also in a prompt question at the front of the application form. “Do you have a disability as defined in the Disability Discrimination Act 1995” and also “ Do you require special arrangements to be made when attending tests/interview” Applicants can indicate yes or no to these questions and contact the personnel department.</p> <p>If an applicant indicates they need special arrangements on their form they are contacted to discuss their requirements.</p> <p>The Board would provide applicants with dyslexia, who are completing the aptitude test, with a one to one session and give them extra time to complete their tests. The Board also provides help to people who have hearing difficulties with a sign interpreter.</p> <p>All posts have relevant job descriptions attached to them. Some positions give consideration to disabled candidates having qualifications waived, if as a result of their disability and entitlement to proceed to recruitment tests (clerical posts/driving requirement).</p> <p>Details of an individual’s disability are not furnished on their application form as appointment is based on merit principle. If appointed and an individual has a disability, reasonable adjustments and modifications will be considered.</p> <p>The Board ensures that its posts are advertised with an equality statement within its advertisements.</p>

3. Employment		Position Statement - Please Comment and Provide Evidence
	<p>for the test to be undertaken by disabled people</p> <ul style="list-style-type: none"> <li>• Welcome statements</li> <li>• Examples of positive action measures currently being undertaken</li> <li>• Interview <b>guarantee</b> schemes – e.g. where the information provided by the applicant on the application form is not sufficiently clear, the disabled applicant will be shortlisted for interview nonetheless</li> <li>• Arrangements for interview</li> <li>• Sheltered Employment schemes etc.</li> </ul> <p>Composition of Interview panels – does your organisation have any models of best practice that actively encourage disabled staff people to participate on interview panels where appropriate?</p>	<p>Application forms for the employing authority indicate in guidance notes details of the Disability Discrimination Act in which a provision of the definition is given and the entitlement of candidates to request special arrangements for attending interviews/tests.</p> <p>Recruitment and Selection panels are provided with training on employment legislation and in the case of disability, awareness of internal policies and practices.</p> <p>Application forms for the employing authority indicate in guidance notes details of the Disability Discrimination Act in which a provision of the definition is given and the entitlement of candidates to request special arrangements for attending interviews/tests.</p>
3	(f) To what extent have you used alternative means of advertising employment opportunities e.g. advertising in publications targeted at disabled people	A number of local and national media sources are used for recruitment (no specific targeting).
3	(g) What monitoring arrangements are in place for:- <ul style="list-style-type: none"> <li>• Job applicants</li> <li>• Existing employees who acquire a disability (i.e how does the Board become aware if an employees acquires a disability?)</li> <li>• Is there a system in place for monitoring</li> </ul>	<p><b>Applicants:</b> Monitoring of applicants and appointees is undertaken as part of the recruitment process via a confidential monitoring slip. In the event of an applicant being appointed they are then surveyed as to their disability and provided with an entitlement to discuss this further as necessary. This would be done with personnel and/or occupational health manager.</p> <p><b>Existing employees:</b> Employees are reminded of their entitlement</p>

3. Employment		Position Statement - Please Comment and Provide Evidence
	<p>Reasonable Adjustments made for current staff?</p> <ul style="list-style-type: none"> <li>• What support is available for disabled employees (e.g. Disabled Persons Liaison Officer, Support Workers, shadowing scheme, temporary placements, etc.)</li> </ul> <p>What arrangements are in place to source qualitative data (such as opinions about the impact of working practices on the working environment of disabled persons) e.g. Staff Surveys etc.</p>	<p>to state that they consider they have a disability on an annual basis, via their pay slip.</p> <p>All employees, applicants and appointees have monitoring data held on whether the individual considers they have a disability under the act. This data is available for impact assessments, and also for furnishing to the Equality Commission</p> <p>In the event of an employee having a disability or acquiring a disability, this is only considered relevant to an employment situation if it impacts on that. If there is an impact on the person's employment this would initially be managed via their manager and/or personnel. Occupational Health would provide support and advice and there would be full discussions with the member of staff. If modifications or adjustments are required and are put in place, review and monitoring of these will be undertaken by management as per the individual circumstances</p> <p>If an individual, after consideration of reasonable adjustments, is not able to undertake their contracted role, then it may be that an alternative position may be offered to them.</p> <p>Under the Code of Practice for the employment of People with a Disability the Employing Authority has designated Personnel Managers to undertake the role of Disabled Persons Liaison Officers.</p>
3	(h) To what extent does pay arrangements take account of the duty to make reasonable adjustments e.g. progression through pay bands.	N/A
3	(i) Comment on the extent to which current contracts with external contractors address	N/A

<b>3. Employment</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
	<p>equality of opportunity issues            (a) in context of employment (e.g. employment agencies – is there a term which compels the agency to provide the Board with equal opportunity monitoring data in respect of agency workers placed with the Board, subject to the provisions of the laws which govern disclosure of personal data)            and            (b) in the context of service provision.</p>	

<b>4. Communication</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
4	<p>(b) To what extent is the disability equality dimension incorporated into general staff training, particularly frontline staff, including receptionists, and also those participating on recruitment &amp; selection panels?</p> <p>Outline any innovative methods in respect of staff training.</p> <p>Are training materials regularly reviewed, relevant and up-to-date?</p>	<p>The Council has a small staff complement – currently 2 Senior Managers and 1 admin staff.</p> <p>All staff have received Equality and Human Rights training and are regularly briefed at team meetings with regard to their responsibilities around equality.</p> <p>As stated previously, the Council adheres to the WHSS Board’s recruitment and selection procedures.</p>
4	<p>(c) Please specify how you have involved people with</p>	<p>All Council staff and members received training in Deaf Awareness which</p>

<b>4. Communication</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
	disabilities in the development and delivery of training.	was arranged through RNIB and delivered by one of their staff.
4	(d) Where appropriate and necessary, do you provide specialised training for staff who may be required to work alongside a disabled colleague.	This has not been a requirement to date but the Council would be happy to provide specialised training for staff if appropriate and necessary.
4	(e) To what extent does your external and internal communication policies, practices and procedures take account of the needs of disabled people e.g. are they portrayed in a positive role when using leaflets, booklets, press releases, websites (NB: it may not always be appropriate to include images of disabled people).	<p>Equality is at the heart of the Council's work and we are regularly involved in advocating for disadvantaged groups and individuals such as children with disabilities; autism; mental health problems etc. The Council will always attempt to ensure that disabled people are portrayed in a positive light when carrying out its challenge role with Trusts/Board etc.</p> <p>Council staff and Members represent the public on various Groups and Committees and the needs of disabled people and people from disadvantaged and/or minority groups are to the fore when communicating with others.</p>
4	(f) To what extent do corporate communications i.e. Annual reports, etc. promote positive attitudes to disabled persons?	The Council's Annual Reports includes information on Equality and Human Rights. We plan to extend this further in our 06/07 Annual Report to include more detail regarding promoting positive attitudes towards disabled persons.
4	(g) To what extent does the Council use media developed by people with disabilities.	N/A
4	(h) What arrangements are in place to ensure that outside contractors, for example, catering, domestic and security staff provide staff training in respect of disability equality.	N/A

<b>5. Accessibility</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
<b>Accessible Information</b>		
5	(a) Outline the extent to which leaflets and materials etc are made available in accessible formats for persons with a disability. (Links can be made to advice provided with the Good Practice Review “5C’s Cracking The Information Barrier”.)  Please give examples of the type of information made available in alternative formats.  Provide any additional evidence of good practice.	<p>The Council’s information leaflet ‘a Guide to Health &amp; Social Services Councils’ is available in Braille and audio cassette. As a minimum standard we use 14 pt font in all our correspondence.</p> <p>The Council has also included a link on the website to a recently published information booklet ‘Health and Social Care in Northern Ireland’ which provides key information about health services and is available in English and thirteen other languages.</p>
5	(b) Identify the extent to which decisions about making information available in alternative formats are taken in consultation with Disability Groups.	
5	(c) Does the Council website conform to the Public Accessibility Specification (PAS78) – it should conform to at least level 2 but preferably level 3.	Senior staff in the Council undertook a review of the website in June 2007 and agreed changes with the website developers by adding ‘text only’ sections. The site now conforms to level 3.
5	(d) Does the Council’s complaints procedure take account of the needs of disabled persons?	The Council will work very closely with anyone wishing to make a complaint about its services. We will ensure that any additional support needs that are required by complainants with a disability are fully met – for example we will arrange to meet with the complainant to record their complaint and/or arrange a home visit if appropriate. The Council’s premises are fully accessible for people with a disability and we have a loop system and text phone facility in place.

<b>Premises</b>			
5	(e)	<p>Outline the extent to which your organisation has taken steps to ensure that its premises are accessible for disabled staff, patient, clients etc.</p> <p>Have you undertaken a Disability access audit?</p> <p>Describe what measures have been taken as a result of the access audit?</p> <p>To what extent is disability access factored into to your organisation's ongoing maintenance programmes?</p> <p>How are disabled persons' views taken on in the planning and design of new buildings.</p>	<p>The building currently in use by the Council is owned by the previous Sperrin Lakeland Trust and is fully accessible for people with a disability. It is a standalone building, single storey with disabled parking bays provided. There is a disabled toilet and all doors are wheelchair width. The Conference room used for meetings has a loop system in place.</p> <p>It is expected that the building will be demolished in 2008 to make way for a new hospital build on the site.</p>
5	(f)	What is the current position in respect of "signage" within buildings?	The Council shares a building at Hilltop with the Regulation and Quality Improvement Authority. All members of the public report to reception and a member of Council staff accompanies the person to the appropriate office or conference room.
5	(g)	Is signage accessible to those who have visual impairments?	As above.

<b>Accessibility</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
5	(h) When organising events, conferences, training seminars, social functions, consultation sessions etc., are disability access issues considered routinely, e.g. is it publicised that signers, loop systems etc. are available.	<p>The Council has a checklist which is used when Council meetings, which are open to the public, are being arranged to ensure that venues are fully accessible for disabled people – for example to ensure that meeting rooms are on the ground floor or accessible by lifts etc.</p> <p>All information and publicity materials for events, seminars, conferences and training includes a section that asks if participants have any additional support needs e.g. signers, loop systems etc.</p>

<b>6. Consultation</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
6	<p>(a) What consultation methods exist to ensure that disabled persons' views are taken on board in the development of the following which is in keeping with the concept of mainstreaming:</p> <p>Policy and Service Design and Development</p> <p>NB: Please also specifically indicate how the needs of service users with learning disabilities</p>	<p>Part of the Council's work is to ensure that service users have a voice in health and social care including service design and development. We continue to work with service users many of whom have a disability, including learning disabled clients, to ensure that issues are directed to the appropriate service providers. We also support and advocate alongside people with a disability to ensure that their voice is heard.</p> <p>The Council has 22 appointed members who represent the 5 District Council areas – Omagh/Fermangh/Strabane/L'derry/Limavady. The Council has held a number of workshops and discussions in order to formulate responses to consultation documents such as the Review of Pathology Services; HPSS Complaints Procedure; Day Opportunites for Adults with a Severe learning disability etc.</p>

<b>6. Consultation</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
	<p>and mental illness are considered and met.</p> <p>Please give examples of any User Fora or existing networks that are utilised for consultation.</p>	<p>The Council also has several working sub groups on for example:  Autism – working with parents of children with autism to improve access to services;  Waiting List Monitoring group which specifically targeted waiting lists such as Occupational Therapy where patients with a disability were waiting over 2 years for assessment and services;</p> <p>Through our work with individual clients we highlighted and monitored issues such as Twilight nursing services and respite provision for children with complex needs; Provision of speech and language therapy services; Implementation of Foyle and Sperrin Lakeland’s Mental Health review;</p> <p>The Council also holds a list of interested people with a disability who are included in invitations to consultation events and we ensure that representatives from groups such as learning disabled, mental health, wheelchair users, carers etc are included. We also maintain close contact with several service user and carers groups within the locality, including adults with learning and physical disability groups, and invite them to support our responses to consultations.</p>
6	(b) Give examples of guiding principles that you draw upon when consulting with disabled people, e.g. Equality Scheme, ECNI Guide to the Statutory Duties, HPSS Guide to Effective Consultation, User Involvement Policies etc.	<p>When consulting with disabled people the Council is duty bound to adhere to the guiding principles outlined in its Equality Scheme.</p> <p>The Council holds monthly meetings which are open to the public and accessible for disabled people.</p> <p>The Council has involved the public, patients and communities in Rural Medicine, Patient and Public Involvement, RPA and PCC debate.</p>
6	(c) Do consultation methods take account of the diverse range of disabled people i.e. types of	<p>The Council facilitated workshops in conjunction with the Department of Health which involved the public, patients and communities in Rural Medicine, Patient and Public Involvement, RPA and PCC debate. We</p>

<b>6. Consultation</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
	impairment as well as other dimensions e.g. ethnicity, age, sexual orientation etc.	<p>ensured that all section 75 groups were invited to participate in the workshops. We also ensured participation of disabled people through individual contacts with people we had advocated on behalf of. To ensure participation the Council arranged and paid for travel for a disabled individual with special needs.</p> <p>Engaged with local groups – for example Hospital Campaign Group; parents of children requiring Speech and Language therapy</p> <p>The Council in acting in the public interest has continued to exert its influence across a range of HPSS policy and strategy areas. The Council has ensured that it has not allowed itself to act or be seen as the proxy patient, rather it has promoted a greater reaching out of HPSS organisations so that they can hear the voices of patients, clients and carers.</p>

<b>7. Other Issues</b>		<b>Position Statement - Please Comment and Provide Evidence</b>
7	<p>(a) Use this space to outline any other areas of good practice within your organisation in respect of persons with a disability</p> <p>(b) Outline any obvious gaps that exist in respect of responding to the needs of persons with a</p>	<p>The Chief Officer acted as a Panel member at a deaf and hard of hearing people's conference organised by RNID exploring issues relating to engagement with public services.</p> <p>At considerable expense the Council provided highly specialised transport for a client with a disability to enable them to attend a pre-consultation event.</p>

		disability. (Particularly areas where some collaborative work could be undertaken in a short to medium timescale.)	The Council facilitated a very successful meeting between Trust officers and members of a housing association which provided information to residents regarding a proposal to site an Intensive Support Unit in their community, to raise awareness of the proposals and address the concerns of residents.
<b>8. Future Actions</b>			
8	(a)	<b>Organisational Systems</b>	<p>A leaflet on Equality to include the new disability duties is being produced for all Council members and staff</p> <p>An information session on Equality Duties, including DDO, for new Council members, will be included in their induction programme.</p> <p>A senior member of the Council will continue to sit on the Western Equality and Human Rights Forum until dissolution of the Council on 31<sup>st</sup> March 2008 to ensure that all health organisations in the Western Board area continue to work collaboratively in all areas with regard to equality.</p>
8	(b)	<b>Employment</b>	N/A
8	(c)	<b>Communication</b>	<p>The Council will update and maintain the website.</p> <p>The Council will provide opportunities for individuals, voluntary and community groups to meet with the Council</p>
8	(d)	<b>Accessibility</b>	<p>The Council will:</p> <ul style="list-style-type: none"> <li>➤ continue to ensure that Council meetings are advertised and accessible to the public.</li> <li>➤ increase public awareness of Council and proposed changes with the advent of the new Patient Client Council.</li> <li>➤ continue to act as a recognised point of media contact for public interest in Health and Social care</li> </ul>

8	(e)	<b>Consultation</b>	<p>The Council will continue to involve patients/clients/carers in the Council's work programme through its working groups and consultation events.</p> <p>The Council will engage with service users and the public on issues such as Rural Medicine, Tyrone County Hospital reconfiguration and the implementation of the new Patient Client Council.</p>
8	(f)	<b>Other</b>	<p>The Council carries out visits to facilities which reflect public concern – for example mental health admission wards; Ambulance Control centre; acute hospitals Omagh and Fermanagh (Bugwatch surveys)</p>