**EQUALITY COMMISSION FOR NORTHERN IRELAND**

**Public Authority 2014 – 2015** **Annual Progress Report on:**

* **Section 75 of the NI Act 1998 and**
* **Section 49A of the Disability Discrimination Order (DDO) 2006**

This report template includes a number of self assessment questions regarding implementation of the **Section 75 statutory duties** from

*1 April 2014 to 31 March 2015 (****Part A)*.**

This template also includes a number of questions regarding implementation of **Section 49A of the DDO** from the *1 April 2014 to 31 March 2015 (****Part B****).*

Please enter information at the relevant part of each section and ensure that it is **submitted** electronically (by completing this template) and in hardcopy, with a signed cover letter from the Chief Executive or, in his / her absence, the Deputy Chief Executive to the Commission **by** **31 August 2015**.

In completing this template it is essential to focus on the application of Section 75 and Section 49. This involves progressing the commitments in your equality scheme or disability action plan which should lead to outcomes and impacts in terms of measurable improvement for individuals from the equality categories. Such outcomes and impacts may include changes in public policy, in service provision and/or in any of the areas within your functional remit.

**Name of public authority** (Enter details below)

|  |
| --- |
| Office of the Police Ombudsman for Northern Ireland |

**Equality Officer** (Enter name and contact details below)

|  |
| --- |
| S75: David Moorehead  HR Manager  Office of the Police Ombudsman for Northern Ireland  New Cathedral Buildings  11 Church Street  Belfast  BT1 1PG  Telephone (028)90828632  Textphone (028)90828618  Email: [hr@policeombudsman.org](mailto:HR@policeombudsman.org) |

Part A: Section 75 Annual Progress Report 2014 - 2015

Executive Summary

* What were the key policy / service developments made by the authority during this reporting period to better promote equality of opportunity and good relations and what outcomes were achieved?

**(Enter text below)**

The Office continues to make a valuable contribution to the promotion of equality of opportunity and good relations within the Criminal Justice sector.

During the reporting year the Office received favourable comment from the Council of Europe’s Commissioner for Human Rights, from Amnesty International and the Committee on the Administration of Justice.

During the year the Office developed and launched a new and revised set of Values and a Service Charter, reflecting how the Office intends to treat those who use our services, by being:

* Independent
* Impartial
* Accountable
* Respectful and Professional

During the year the Office engaged with a cross section of community groups to improve the understanding of the police complaints system.

Good progress was also made during the year exploring the needs of children and young people with regards to the police complaints system and their rights. The Youth Advisory Group established by the Office continued to meet and make progress on issues relevant to this section 75 group.

The Office delivered staff training in Autism Awareness within the context of the Autism Act 2011.

During the year the Office provided information and advice at both the Gay Pride Festival and Mela Festival.

* What are the main initiatives planned in the coming year to ensure the authority improves outcomes in terms of equality of opportunity and good relations for individuals from the nine categories covered by Section 75?

**(Enter text below)**

The Office will focus on the following areas in the coming year:

* Young people and interactions with police
* Community engagement
* Disability Action Plan (mental health awareness)

**New / Revised Equality Schemes**

* Please indicate whether this reporting period applies to a new or revised scheme and (if appropriate) when the scheme was approved?

**(Enter text below)**

This report is based on the revised scheme approved by the Equality Commission in January 2012.

Section 1: Strategic Implementation of the Section 75 Duties

* Please outline evidence of progress made in developing and meeting *equality and good relations objectives*, performance indicators and targets in corporate and annual operating plans during 2014-15.

(Enter text below)

The Annual Report and Accounts of the Office for the year ending 31 March 2015, reported on the Office’s performance relating to equality of opportunity.

The Office submitted its annual report on the Equality Scheme to the Equality Commission within the required timescale.

In addition the Office submitted its Annual Monitoring return under the Fair Employment and Treatment (Northern Ireland) Order 1998 within the required timescale.

The most recent Equality Commission Northern Ireland monitored workforce statistics for gender are 47% male, 53% female and for community background are 53% Protestant and 47% Roman Catholic. The profile of the Office is close to the NI monitored statistics which demonstrates that the Office has a representative workforce.

The Office has reviewed its Equal Opportunities Policy in line with best practice and model policy provided by the Equality Commission.

Data gathered to monitor the Section 75 profile of complainants making complaints to the Office about the actions of police is available at section 7 of this report, pages 10-11.

**Section 2: Examples of Section 75 Outcomes / Impacts**

Given the renewed focus of Section 75 aiming to achieve more tangible impacts and outcomes and addressing key inequalities; please report in this section how the authority’s work has impacted on individuals across the Section 75 categories. Consider narrative in the following structure:

* + *Describe* the action measure /section 75 process undertaken.
  + *Who* was affected across the Section 75 categories?
  + *What impact* it achieved?

The Office is committed to community engagement and during the reporting year the Office had meetings with a range of groups in the community, to discuss a variety of non case related issues about the service we provide (further information in Section 10).

The Police Ombudsman has participated in a number of events during the year promoting the work of the Office and contributing to debates on justice issues of significance to this society; for example

* Transitional Justice Conference
* Northern Ireland Affairs Parliamentary Committee
* Spotlight Television Programme

The Office also continued to meet with the Youth Advisory Group it established during the previous reporting year. The Group is a multi-agency group designed to strengthen engagement with children and young people. The group consists of representatives from the Office of the Police Ombudsman, Youth Justice Agency, NICCY and the Children’s Law Centre. The group is tackling real issues which affect children and young people such as information flow and how the police exercise their powers to Stop & Search.

During the reporting year the Office planned the design of an animated video which will explain the work of the Office in a format and medium (Facebook/YouTube/Twitter) more suited to the particular needs of children and young people. Implementation is expected in the early part of the 15/16 reporting year.

The impact of these activities is that children and young people (both now and in the future) will be much better informed about significant policing issues that affect them, both during childhood and as they progress to adulthood.

This year we can report that accessibility to information has been improved by the commissioning of a video for the Office’s website, which explains the police complaints system in Sign Language for those who use BSL as their first language. The video is available to view in the video/audio section of the Office’s website www.policeombudsman.org

During the reporting year the Office utilised the services of interpreters and translation services when people, primarily from ethnic minority groups, need assistance in raising their concerns about the actions of police.

* Please give examples of changes to policies or practices using ***screening or EQIA***, which have resulted in **outcomes or impacts for individuals**. If the change was a result of an EQIA please indicate this and also reference the title of the relevant EQIA.

(Enter text below)

There were none in this reporting period.

* Please give examples of ***outcomes or impacts on individuals*** as a result of any ***action measures*** undertaken as part of your Section 75 action plan:

(Enter text below)

There were none in this reporting period.

* Please give examples of ***outcomes******or impacts*** **on individuals** as a result of any **other Section 75 processes** e.g. consultation or monitoring:

(Enter text below)

There were none in this reporting period.

**Section 3: Screening**

* Please provide an update of new / proposed / revised *policies screened* during the year.

For those authorities that have started issuing of screening reports in year; this section may be completed in part by appending, to this annual report, a copy of all screening reports issued within the reporting period.

Where screening reports have not been issued, for part or all of the reporting period, please complete the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Title of policy subject to screening** | **What was the *screening decision*? E.g. screened in, screened out, mitigation, EQIA…** | **Were any *concerns raised about screening by consultees;* including the Commission?** | **Is policy being subject to *EQIA*? Yes/No If yes indicate timeline for assessment.** |
| **Smoke Free Policy** | **Screened out** | **No** | **No** |
| **Social Media Policy** | **Screened out** | **No** | **No** |
| **Witness Policy** | **Screened out** | **No** | **No** |
| **Discipline Policy** | **Screened out** | **No** | **No** |
| **DNA Elimination Policy** | **Screened out** | **No** | **No** |
| **Investigator Role Rotation Policy** | **Screened out** | **No** | **No** |
| **Cycle to Work Scheme** | **Screened out** | **No** | **No** |
| **Flexible Working Policy** | **Screened out** | **No** | **No** |

**Section 4: Equality Impact Assessment (EQIA)**

Please provide an update of policies subject to EQIA during 2014-15, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2015-16.

**There are no policies subject to EQIA.**

# EQIA Timetable: April 2014 - March 2015

|  |  |  |
| --- | --- | --- |
| **Title of Policy EQIA** | **EQIA Stage at end March 2015 (Steps**  **1-6)** | **Outline adjustments to policy intended to benefit individuals and the relevant Section 75 categories due to be affected.** |
| **No EQIA’s planned** |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Where the EQIA timetable for 2014-15 (as detailed in the previous annual S75 progress report to the Commission) has not been met, please provide details of the factors responsible for delay and details of the timetable for re-scheduling the EQIA/s in question.

(Enter text below)

**None.**

* Ongoing EQIA Monitoring Activities: April 2014- March 2015

|  |  |  |
| --- | --- | --- |
| **Title of EQIA subject to Stage 7 monitoring** | **Indicate if differential impacts previously identified have**  **reduced or increased** | **Indicate if adverse impacts previously identified have reduced or increased** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

Please outline any proposals, arising from the authority’s monitoring for adverse impacts, for revision of the policy to achieve better outcomes the relevant equality groups:

**(Enter text below)**

**None**

2015-16 EQIA Timetable

|  |  |  |
| --- | --- | --- |
| **Title of EQIAs**  **due to be commenced during**  **April 2015 – March 2016** | **Revised or New policy?** | **Please indicate expected timescale of Decision Making stage i.e. Stage 6** |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

**Section 5: Training**

* Please outline training provision during the year associated with the Section 75 Duties / Equality Scheme requirements including types of training provision and conclusions from any training evaluations.

(Enter text below)

All training planned within the context of the Equality Scheme action plan was delivered in the12/13 reporting year.

During the reporting year the Office delivered a professional development event on Autism Awareness to all staff in the Office that provide a frontline customer service (44). The event was delivered in partnership with Autism NI, within the context of the Autism Act (Northern Ireland) 2011, the Northern Ireland Executive’s Autism Strategy and the Office’s Learning and Development Plan for 2014/15.

**Section 6: Communication**

* Please outline how the authority communicated progress on delivery of the Section 75 Duties during the year and evidence of the impact / success of such activities.

(Enter text below)

The Office makes available information on how to make a complaint about the police in a variety of formats including ethnic languages, signed video, animated video and an Easy Read version.

The Office provided information to the public through its media releases during the year, (media releases can be viewed on the Office website www.policeombudsman.org).

The Police Ombudsman conducted a number of television and radio interviews and delivered speeches at a range of conferences.

The Office website is a useful source of information and explains how everyone can access its services. The website obtains a number of requirements designed to ensure a wide range of accessibility for example:

* World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0
* World Wide Web Consortium (W3C) Authoring Tool Accessibility Guidelines 1.0 and 2.0
* Ability to provide and receive on-line multi lingual content
* Section design and layout features which specifically appeal to Children and Young People

In addition the website is also enabled with Browsealoud, a software enhancement tool which makes websites more accessible for those with literacy difficulties, Dyslexia, Mild Visual Impairments and English as a Second Language.

The Office posts a copy of this report on its website and informs its consultees accordingly. In addition, the Office regularly posts its policy screening reports on the website.

Staff of the Office meet regularly with complainants (customers) at a range of venues **suitable to them**, including Citizens Advice Bureau Offices, hotels, home visits etc. The Office itself is open Monday to Friday 9am to 5pm and operates a “no appointment necessary policy” aiming to speak promptly with all visitors wishing to register a complaint against police.

The Office also utilizes the services of interpreters and other language translation provisions, to provide equitable service delivery.

Section 7: Data Collection & Analysis

* Please outline any systems that were established during the year to supplement available statistical and qualitative research or any research undertaken / commissioned to obtain information on the needs and experiences of individuals from the nine categories covered by Section 75, including the needs and experiences of people with multiple identities.

**(Enter text below)**

There were no new systems established during the reporting year. However, the Office continues to place considerable emphasis on the value of monitoring data in relation to the diversity of complainants.

A wide range of Equality Monitoring data and information is available on Office website www.policeombudsman.org under the publications and statistics tabs.

To fulfil its obligation under Section 75 of the Northern Ireland Act (1998) the Office conducts an equality monitoring survey of all complainants. The survey collects information regarding the complaint’s age, gender, marital status, religious belief, race, disability, sexual orientation, employment status, dependants, political opinion and country of birth.

In addition to the information gathered from the survey a complainant’s age and gender can be determined from their date of birth, and title/salutation recorded on the system, and thus this information is known for a larger proportion of people making complaints.

**The profile of persons making complaints in 2014/15**

In 2014/15, males (70%) made more than twice as many complaints as females (30%).

Nearly one in four (23%) complainants were aged between 25 and 34 years old (23%), and a similar proportion were aged between 35 and 44 years old. A smaller proportion (5%) of complainants were aged under 18.

In terms of gender and age combined around one third of (32%) complaints were made by males aged between 25 and 44. The age and gender profile of complaints in 2014/15 is similar with previous years.

In 2014/15 the largest proportion of complaints were made by single people (38%), followed by married people (36%). Other marital statuses such as people who are divorced or separated made fewer complaints

In 2014/15 the questionnaire was changed from asking respondents about their religious beliefs to asking them about their community background. The results in 2014/15 showed that 46% of complainants that returned a completed equality monitoring questionnaire were from a Protestant community, 38% were from a Catholic community and 16% were from neither a Protestant nor Catholic community.

More than half (52%) of respondents who answered the political opinion question on the equality monitoring form in 2014/15 indicated that ‘no political party’ best represented their current political opinion. Around one in five (21%) respondents indicated that a Unionist party best represented their current political opinion, 16% selected a Nationalist party and 12% selected the Alliance party or selected the ‘other’ category.

**Complainant Satisfaction by Equality April 2012 to March 2015**

**Introduction**

The Police Ombudsman’s Office (the Office) conducts a Complainant Satisfaction Survey which allows complainants to express their views on services provided by the Office. This section presents results for three key questions included in questionnaires issued to complainants between April 2012 and March 2015. Data from the equality monitoring survey was used to determine the respondent’s gender, age, religious belief/community background[[1]](#footnote-1), ethnic group, marital status, disability, employment status, political opinion, sexual orientation and whether or not they had dependants.

**Results**

**Overall, do you think you were treated fairly by the Office?**

Overall, 62% of respondents thought that they were treated fairly by the Police Ombudsman’s Office.

Women (69%) were more likely to respond positively to this question than men (59%). Respondents who described their religious or community background as ‘Other Christian’ (67%) were more likely to think they were treated fairly than those who reported their religious or community background as Catholic (58%). Also respondents who reported not having a disability (69%) were more likely than those who self-reported that they had a disability (55%) to think they had been treated fairly by the Office.

**If you had a new complaint about the police, would you use the complaints system again?**

Overall, 63% of respondents said they would use the complaints system again if they had a new complaint.

The results showed that similar proportions of respondents within each of the equality monitoring categories reported that they would use the complaints system again.

**Overall, taking everything into account, how satisfied or dissatisfied were you with the service you received from the Police Ombudsman’s Office?**

Overall 51% of respondents were satisfied with the service received from the Police Ombudsman’s Office.

Women were more likely to be satisfied with the service they received compared with men (57% of women compared with 47% of men satisfied with the service they received).

**Methodology**

Findings are presented from complainant satisfaction questionnaires issued to complainants whose complaint was closed between April 2012 and March 2015. Results for the three key questions were analysed by gender, age, religious belief/community background, disability status, marital status, employment status and whether or not they have dependents. The categories of ethnic origin, sexual orientation and political opinion were not analysed due to the limited diversity of replies.

Between April 2012 and March 2015, 8,993 satisfaction questionnaires were issued and 1,496 responses were received, representing a response rate of 17%. Of the 1,496 respondents to the complainant satisfaction questionnaire, 680 responded to the equality questionnaire. It was possible to determine the majority of complainants’ gender from their title or salutation, and their age from the date of birth already provided. This meant that gender was known for 99% of respondents and age was known for 80% of respondents.

As noted earlier, in 2014/15 the questionnaire was amended and complainants since the 1st April 2014 are asked about their community background instead of their religious belief. For the purpose of this report, the answers to these two questions have been merged into ‘Catholic’, ‘Other Christian’ and ‘Other/No Religion’. The ‘Catholic’ subcategory represents respondents who are either a member of the Catholic community or those who described their religious belief as Catholic. The ‘Other Christian’ subcategory represents respondents that are either a member of the Protestant community or described their religious beliefs as: Presbyterian, Church of Ireland, Methodist, or other Christian. The ‘Other/No Religion’ category represents respondents that indicated they have no religion or believed in another religion to those mentioned above or stated their community background was neither Protestant nor Catholic.

Marital status categories were merged into ‘married’ and ‘not married’. The ‘married’ subcategory includes those respondents who declared their marital status as married, co-habiting or in a civil partnership. The ‘not married’ subcategory includes single, divorced, separated and widowed respondents.

Employment status categories were merged into ‘employed’ and ‘not employed’. The sub-category of ‘employed’ includes respondents who declared their employment status as self-employed, employed full-time and those employed part-time. The sub-category of ‘not employed’ includes respondents who were looking after home and/or family, not working because they were permanently sick, retired, a student or unemployed and other.

Where responses to questions differ according to equality groups this is noted, otherwise it can be assumed that there were no such differences.

Further information is available in the statistics section of the Office website.

* Please outline any use of the Commission’s Section 75 Monitoring Guide.

**(Enter text below)**

The monitoring guide provides practical advice on the processes necessary to promote equality of opportunity in relation to all the functions of the Office.

Section 8: Information Provision, Access to Information and Services

* Please provide details of any initiatives / steps taken during the year, including take up, to improve access to services; including provision of information in accessible formats.

(Enter text below)

The Office provides information about the police complaints system in a range of accessible formats.

Information leaflets are available in a range of ethnic languages, video, audio, animation and in Easy Read format.

The Office website, is designed to the standards of the World Wide Web Consortium (W3C) Web Content Accessibility Guidelines 2.0 and World Wide Web Consortium (W3C) Authoring Tool Accessibility Guidelines 1.0 and 2.0

The Office reports that accessibility to information has been improved by the commissioning and implementation of a video for the Office’s website, which explains the police complaints system in Sign Language for those who use BSL as their first language. The video is available to view in the video/audio section of the Office’s website www.policeombudsman.org

Section 9: Complaints

* Please identify the number of Section 75 related complaints:
* received and resolved by the authority (including how this was achieved);
* which were not resolved to the satisfaction of the complainant;
* which were referred to the Equality Commission.

(Enter text below)

During the year, the Office received one complaint in relation to a Section 75 matter about the way in which a complaint received by us was handled.  A matter which included language which could have been perceived to be racially offensive had been attempted to be informally resolved by a member of staff in the Office, whereas the Office policy is that any matter which may involve racism is not suitable for informal resolution but should be referred for investigation.  The matter was reviewed by the Director of Investigations and a letter of apology issued to the complainant, the complainant was satisfied with the outcome. As a follow up, advice was issued to the Office’s customer service team to ensure that any similar matter would be dealt with appropriately in the future.

**Section 10: Consultation and Engagement**

* Please provide details of the measures taken to enhance the level of engagement with *individuals* and representative groups during the year.
* Please outline any use of the Commission's guidance on consulting with and involving children and young people.

**(Enter text below)**

The Office is committed to community engagement and during the reporting year the Office had meetings with many individuals and groups representing a broad spectrum of the community, to discuss a variety of non case-related issues about the service we provide, examples include:

* Youth Action
* Drumragh Integrated College
* Belfast South Community Resource
* South Eastern Regional College
* The Equality Commission
* Ashfield Boys School
* The NI Human Rights Commission
* Kilkeel Youth Group
* Political Party representatives
* St Eugene’s Roslea
* Omagh Support Group

**Section 11: The Good Relations Duty**

* Please provide details of additional steps taken to implement or progress the good relations duty during the year. Please indicate any findings or expected outcomes from this work.

(Enter text below)

The Office is aware of the need to contribute towards the promotion of Good Relations.

* Please outline any use of the Commission’s Good Relations Guide.

**(Enter text below)**

The Good Relations guide provides practical advice on the processes necessary to promote Good Relations between persons of different religious belief, political opinion or racial group and forms a useful tool in circumstances in which the Office becomes involved in community issues.

The Office recognises that it has an important role to play dealing with complaints about police which incorporate issues that divide our community. In these circumstances it is extremely important that the Office listens to the views of the public and police about the service it provides.

The Office believes that by actively engaging with affected individuals and communities it creates a better understanding of the work of the Office while listening to any issues of concern that they may have.

In the last 12 months the Office has engaged with many community based representatives and organisations each within the context of promoting Good Relations.

Within the organisation itself, the Office has a range of policies which support and promote Good Relations between individuals (e.g. Code of Ethics, Equal Opportunities and Dignity at Work). In particular during this reporting year, the Office developed and implemented a revised set of Values with respect being a central component.

In addition, the Office has a formal Trade Union recognition agreement with the Northern Ireland Public Service Alliance (NIPSA) and UNISON; meeting with both in a Joint Negotiation and Consultative Committee on a regular basis. These meetings enable a range of Section 75 related issues to be discussed, including policy consultation and associated equality screening.

**Section 12: Additional Comments**

* Please provide any additional information/comments.

(Enter text below)

The Office of the Police Ombudsman for Northern Ireland values diversity by respecting our differences and reflecting this in the way we work and treat each other. Diversity at work builds on the traditional principles of equality of opportunity that focuses on ensuring that all people have access to employment opportunities and conditions. Diversity means accepting, welcoming and valuing the differences inherent in every individual and recognising the contribution that a diverse workforce can make to organisational effectiveness and performance.

**Part B: ‘Disability Duties’**

**Annual Report 1 April 2014 / 31 March 2015**

**1. How many** **action measures** for this **reporting period** have been

3

4

2

Fully Partially Not

Achieved? Achieved? Achieved?

2. Please outline the following detail on all **actions that have been fully achieved** in the reporting period.

2 (a) Please highlight what **public life measures** have been achieved to encourage disabled people to participate in public life at National, Regional and Local levels:

No actions identified in the Disability Action Plan as the Office does not have an advisory or consultative panel.

|  |  |  |  |
| --- | --- | --- | --- |
| Level | Public Life Action Measures | Outputs[[2]](#footnote-2) | Outcomes / Impact[[3]](#footnote-3) |
| National[[4]](#footnote-4) |  |  |  |
| Regional[[5]](#footnote-5) |  |  |  |
| Local[[6]](#footnote-6) |  |  |  |

2(b) What **training action measures** were achieved in this reporting period? None due in this period.

|  |  |  |  |
| --- | --- | --- | --- |
|  | Training Action Measures | Outputs | Outcome / Impact |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |

2(c) What Positive attitudes **action measures** in the area of **Communications** were achieved in this reporting period?

|  |  |  |  |
| --- | --- | --- | --- |
|  | Communications Action Measures | Outputs | Outcome / Impact |
| 1 | We will review the Office’s public website in terms of accessibility | A new website has been commissioned which conforms to Worldwide Web Content accessibility guidelines. | The Office’s website is accessible to people with disabilities. |
| 2 | We will consider creating a website-based video including signage and audio explaining the police complaints system and how to make a complaint about police. | Signed video in place on website. | The Office’s website is more accessible to people with visual or hearing disability. |
| 3 | We will publish a half-yearly article in Disability Action Ezine to raise awareness about the role of the Office. | Published. | Raise profile and accessibility of the Office to people with disabilities. |

2 (d) What action measures were achieved to ‘**encourage others’** to promote the two duties:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Encourage others Action Measures | Outputs | Outcome / Impact |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |

2 (e) Please outline **any additional action measures** that were fully achieved other than those listed in the tables above:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Action Measures fully implemented (other than Training and specific public life measures) | Outputs | Outcomes / Impact |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |

3. Please outline what action measures have been **partly achieved** as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Action Measures partly achieved | Milestones[[7]](#footnote-7) / Outputs | Outcomes/Impacts | Reasons not fully achieved |
| 1 | We will monitor satisfaction levels from service users with disabilities and investigate where levels of satisfaction are below what might be reasonably expected. | To improve satisfaction levels from service users with a disability. | Not yet realised, will require further future monitoring | Monitoring information is provided with limited scope to explore underlying reasons. Further methodology to research is being considered. |
| 2 | We will develop a training programme for customer facing staff in how to effectively identify and appropriately deal with complainants that may have mental health issues. | Scheduled into the training plan for 2015/16. | Not yet realised. | Action plan in second year of implementation. |
| 3 |  |  |  |  |
| 4 |  |  |  |  |

4. Please outline what **action measures have not been achieved** and the reasons why?

|  |  |  |
| --- | --- | --- |
|  | Action Measures not met | Reasons |
| 1 | The Office will liaise with the PSNI to share information about the progress of actions arising from the research report published by the Office and the Northern Ireland Policing Board on the views and experiences of people with a learning disability in relation to policing arrangements in Northern Ireland. | Action plan in second year of implementation |
| 2 | The Office will develop a checklist for frontline customer service staff to aid the detection of service users with a learning disability to improve their customer experience. | Action plan in second year of implementation |
| 3 | The Office will promote greater awareness of services available from the Office to people with a learning disability through their representative organisations. | Action plan in second year of implementation |
| 4 | We will create an investigator forum on Insite (internal website) to enable investigators from all teams to share experiences and learning opportunities for dealing with people with disabilities. | Action plan in second year of implementation |

5. What **monitoring tools** have been put in place to evaluate the degree to which actions have been effective / develop new opportunities for action?

(a) Qualitative

The Office will monitor progress through the established Equality Working Group of the Office\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(b) Quantitative

\_\_\_None\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. As a result of monitoring progress against actions has your organisation either:

* made any **revisions** to your plan during the reporting period or
* taken any **additional steps** to meet the disability duties which were **not outlined in your original** disability action plan / any other changes?

Please delete: No

If yes please outline below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Revised/Additional Action Measures | Performance Indicator | Timescale |
| 1 |  |  |  |
| 2 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |
| 5 |  |  |  |

7. Do you intend to make any further **revisions to your plan** in light of your organisation’s annual review of the plan? If so, please outline proposed changes?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. In 2014/15 the categories for the Religious Belief question were amended on the equality monitoring form to be more reflective of community background. For the purpose of this report, the answer categories for these two questions have been combined. See the methodology section for details. [↑](#footnote-ref-1)
2. **Outputs** – defined as act of producing, amount of something produced over a period, processes undertaken to implement the action measure e.g. Undertook 10 training sessions with 100 people at customer service level. [↑](#footnote-ref-2)
3. **Outcome / Impact** – what specifically and tangibly has changed in making progress towards the duties? What impact can directly be attributed to taking this action? Indicate the results of undertaking this action e.g. Evaluation indicating a tangible shift in attitudes before and after training. [↑](#footnote-ref-3)
4. **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments [↑](#footnote-ref-4)
5. **Regional**: Situations where people can influence policy decision making at a middle impact level [↑](#footnote-ref-5)
6. **Local :** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora. [↑](#footnote-ref-6)
7. **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved. [↑](#footnote-ref-7)