

EQUALITY COMMISSION FOR NORTHERN IRELAND
Public Authority 2010 - 2011
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 2010 to 31 March 2011**.

This template also includes a number of questions regarding implementation of Section 49A of the DDO from the **1 April 2010 to 31 March 2011**. 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 2011**.

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
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Equality Officer (Enter name and contact details below)

S75:

Mrs Olwen Laird Pollock Acting Chief Executive Office of the Police Ombudsman for Northern Ireland New Cathedral Buildings 11 Church Street Belfast
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DDO (if different from above):

S75 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 place significant emphasis on the monitoring of the diversity of complainants as part of its obligations under Section 75; a sample of the data collected is outlined in section 6 of this report.

During the reporting year the Office completed and published its Equality Monitoring research report covering the period 2005 – 2010, a copy is enclosed with this report for reference and information.

The Office also initiated analysis of community satisfaction levels by section 75 equality category. It is anticipated that this analysis will feed into the Equality Action Plan as part of the Office's revised Equality Scheme, which is due to be submitted to the Equality Commission in November 2011.

During the year the Office commissioned an Equal Pay Audit from NISRA to help determine that both men and women enjoyed equal pay terms and conditions in employment. The report concluded that whilst some differentiation in basic pay and allowances existed between men and women, the differences were justifiably accounted for by length of service.

As part of the Office's Disability Action Plan and in partnership with the Northern Ireland Policing Board, the Office commissioned research into the views and experiences of people with a learning disability in relation to policing arrangements in Northern Ireland. The report will be publically launched on Wednesday 24th August 2011 and both full and easy read versions of the report will be available on the Office's website www.policeombudsman.org

In addition the Office commenced work on an audit of inequalities as part of its preparations for the Office's revised Equality Scheme, which is due to be submitted to the Equality Commission in November 2011.

During the reporting year the Police Ombudsman engaged with Include Youth in order to explore the views and opinions of young people on a range of issue associated with the police complaints system. A group of young people were invited to prepare a report and a set of recommendations on how to improve accessibility for young people to the police complaints system.

The Office continues to work with other public authorities within the Criminal Justice Sector, through membership of the sector-wide Equality & Diversity Sub Group of the Department of Justice.

- 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)

In the next reporting year the Office will submit its revised Equality Scheme to the Equality Commission and commence work on the Equality Action Plan Associated with the revised scheme.

The next reporting year will bring to an end the current Disability Action Plan and the Office will commence work on conducting a 5 year review of the Plan and look ahead to producing a new plan for the period 2012 – 2017.

The Office will review its policy on how it resources investigation teams dealing with complaints associated with state related deaths. Article 2 of the European Convention on Human Rights requires that investigations are wholly independent of those under ‘or potentially under’ investigation and that such investigation should involve the family of the deceased person. Demonstrating explicit compliance with Article 2 would indicate that there must be consideration of the impact on an investigation of any party who may have hierarchical, institutional, or practical connection with the matter. There are some who believe that the current policy lacks clarity and the Office wishes to conduct further consultation on this matter.

The Office continues to work closely with community groups in order to contribute to improved community relations. In the last reporting year the Office has engaged with community groups specifically in relation to how the police exercise their “Stop and Search” powers.

The Office will continue to work with other public authorities within the Criminal Justice Sector, through membership of the sector-wide Equality & Diversity Sub Group of the Department of Justice.

- Please give examples of changes to policies or practices which have resulted in outcomes. If the change was a result of an EQIA please tick the appropriate box in column 3:

	Outline change in policy or practice which have resulted in outcomes	Tick if result of EQIA
Persons of different religious belief	•	

Persons of different political opinion	•	
Persons of different racial groups	•	
Persons of different age	•	
Persons with different marital status	•	
Persons of different sexual orientation	•	
Men and women generally	•	
Persons with and without a disability	•	
Persons with and without dependants	•	

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 2010-11

(Enter text below)

The Office continues to place significant emphasis on the monitoring of the diversity of its service users (complainants) as part of it’s obligations under Section 75; a sample of the data collected is outlined in section 6 of this report.

Section 75 matters continue to receive support from Senior Management in the development of our Corporate Goals, objectives, indicators and targets as contained within the Corporate Plan (copy enclosed) for example:

Objectives

- To ensure the police complaints system addresses changes in statutory requirements and developments in policing and meets community and institutional needs.
- To ensure that there is effective and efficient management of physical, human and financial resources of the Office.

Targets

- To develop and deliver a programme of engagement with the community and stakeholders to identify any areas which can help in the delivery of a police complaints system which meets their needs.
- To publish information on trends and patterns in police complaints within agreed timelines.
- To work in partnership with stakeholders and the community to improve awareness of and confidence in the police complaints system.

Key Performance Indicators

- To hold a minimum of 35 meetings with institutional and community stakeholders.
- To maintain a level of at least 80% of public awareness and confidence in the police complaints system.
- Complete the Annual fair Employment Monitoring Return by May 2010.
- Complete the Annual Equality Scheme Progress report by Sept 2010.

Section 2: Screening

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

Title of policy subject to screening	Was the <u>F</u>ull Screening Report or the <u>R</u>esult of initial screening issued for consultation? <i>Please enter <u>F</u> or <u>R</u></i>	Was initial screening decision changed following consultation? <u>Y</u>es/<u>N</u>o	Is policy being subject to EQIA? <u>Y</u>es/<u>N</u>o? If yes indicate year for assessment.
Stress	R	No	No
Sickness Absence	R	No	No
Customer Satisfaction	R	No	No

Section 3: Equality Impact Assessment (EQIA)

- Please provide an update of policies subject to EQIA during 2010-11, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2011-12

EQIA Timetable – April 2010 - March 2011

Title of Policy EQIA	EQIA Stage at end March 11 (Steps 1-6)	Outline adjustments to policy intended to benefit individuals, and the relevant Section 75 categories due to be affected.

- Where the EQIA timetable for 2010-11 (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)

Ongoing EQIA Monitoring Activities April 2010- March 2011

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
Resourcing investigations into state related deaths.		Potential adverse impacts not realised.

In order to comply with Article 2 of the European Convention on Human Rights, the Office had Equality Impact Assessed its policy “to exclude staff, with previous employment history within the RUC and the Armed Forces between 1969 and 1998, from being deployed in the investigation of state related deaths by the Office of the Police Ombudsman”. Analysis of the employment history of staff within the Office revealed that 16 staff had employment history which could give rise to concerns about article 2 compliance. This represented 10.6% of the total workforce of 151. By reference to statistics produced by the Equality Commission, the Office had determined that those employed within “Security – Related Occupations” were more likely to be designated from the Protestant Community and be of the Male gender, thereby creating a risk of potential indirect discrimination towards employees from those categories by placing restrictions on their deployment within the Team responsible for investigations into state related deaths.

The Office undertook to monitor the application of this policy in relation to the staff members affected.

In the last year all staff members affected by this policy have benefited from equal access to training and promotion opportunities within the Office. In relation to promotion opportunities in particular, some staff affected by this policy have been successful in a number of temporary promotion opportunities. However, some staff have expressed concern that future opportunities which may arise due to the proposed expansion of this area of work may limit their promotion opportunities. Therefore, as a consequence of this and other requirements for policy clarity, the Office proposes to further consult on this matter.

2011-12 EQIA Time-table

Title of EQIAs due to be commenced during April 2011 – March 2012	Existing or New policy?	Please indicate expected timescale of Decision Making stage i.e. Stage 6
None		

Section 4: 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)

The Office continued to deliver its training plan in relation to people with disabilities under its Disability Action Plan. The Office arranged further Disability Awareness training which resulted in over 90% of staff having completed the training.

During the reporting year several staff attended training and conferences on preparations for completing a revised Equality Scheme.

The Office continues to run a number of Lunch & Learn sessions for staff, inviting representatives from organisations with a direct or indirect link to the work of the Office, to come and share their knowledge and experiences with us. Two examples of last year’s speakers are the Information Commission and NICEM.

The Office continued with its Accredited Training Programme for Investigators with a number of Investigation Officers obtaining full accredited investigator status. This programme includes modules on Human Rights and Equality of Opportunity. Also, and significantly, this training programme includes professional training in interview techniques which includes national and international best practice in relation to the

interviewing of those considered vulnerable within the community, people with a Mental Health or Learning Disability would be included within this category.

In addition the Office has specialist Officers with high level training in interviewing those most vulnerable in the community either in the capacity of a witness or a suspect. In conducting these interviews our specialist officers follow the protocols set out by the Ministry of Justice 2007 for Achieving Best Evidence on Interviewing Victims and Witnesses and Using Special Measures.

Section 5: 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 has a number of means by which it communicates its commitment to its statutory duty under Section 75 of the Northern Ireland Act 1998.

Press and media coverage about the Office during the year was maintained significantly with a range of press releases and publications uploaded to the website. The Office was also subject of a large number of media articles and Freedom of Information requests.

An independent survey found that 84% of people in Northern Ireland are aware of the Office, 83% believe the Office is independent and 80% believe that we are impartial. Further analysis of independence showed that awareness of the Office's independence was similar among Catholics and Protestants in 2011.

The Office also offers an online complaint form and makes material available in a number of languages and formats for example Ulster-Scots, Irish, Mandarin and other languages on request. Such documentation includes information about the Office, complaints leaflets and complaint forms, which are all available in these languages. These publications are also available in PDF format and can be requested in alternative formats.

During the reporting year the Office commissioned an easy read version of its "how to make a complaint" leaflet and this will soon be made available on the Office website.

In addition to the relevant training initiatives, the Office operates an Intranet to inform and advise all staff of Section 75 related issues and initiatives. Articles, reports and survey results are published and are available to all staff, as all have access to the Intranet system. Office policies and procedures are also available for reference purposes as are the Code of Ethics and the Investigator Manual.

The Office's S.75 Progress Report is made available to all staff and performance measures are included in the Annual Report and Corporate Business Plan. (Copies enclosed).

The Office also communicates its commitment to the statutory duty in public statements such as job advertisements, press releases, media interviews and events such as public awareness conferences. The Office's website is a key source of information on police complaints across all police districts and helps the public identify trends, patterns and profiles of complaints, including breakdown of gender, religious belief, age and occupational status in their immediate districts.

In addition the Office operates an outreach programme whereby presentations are delivered to schools, community groups and police officers. Access is provided to translation/interpretation services as required.

Over the period April 10 – March 11, the Office has made presentations to many community groups and District Policing Partnerships during the year, covering a broad spectrum of local society. The Office has delivered presentations to schools explaining the work of the Office. In addition the Office has worked closely with "Include Youth" to explain the work of the Office and seek opportunities to improve understanding and accessibility to services.

Section 6: 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.

(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.

During the reporting year the Office published its "Statement of Administrative Resources used for Statistical Purposes".

In the course of the reporting year the Office published its Equality Monitoring report on complainants 2005 – 2010 (copy enclosed) and its annual public awareness survey for 2011 (available on Office web site www.policeombudsman.org under the section publications / research reports).

The Police Ombudsman's Annual Report (copy enclosed) provided the following information for 2010/11;

70% of complainants were male and 29% female; the gender of the complainant is not applicable in 2% of complaints, for example in Police Ombudsman call-ins or Chief Constable Referrals.

40% of complainants were Catholic, 17% Church of Ireland, 19% Presbyterian, 3% Methodist, 8% other religions and 13% had no religious belief;

26% of complainants were aged 16-24, 22% were 25-34, 24% were 35-44, 18% were 45-54, 6% were 55-64 and 4% were aged 65 or over;

37% of complainants were either married, co-habiting or in civil partnership, 44% were single, 16% were divorced or separated, while 3% were widowed.

4% of complainants supported the Alliance Party, 15% the DUP, 7% the SDLP, 7% Sinn Fein, 7% the UUP, 8% others and 52% supported no political party.

COMPLAINANT SATISFACTION SURVEY

The Complainant Satisfaction Survey allows complainants to express their views on services provided by the Office. This report presents the findings from the ninth survey. The total sample for this report comprised those whose complaints were closed between April 2010 and March 2011.

Each complainant surveyed was mailed a confidential self-completion questionnaire, with full instructions and return envelope. A total of 3,259 questionnaires were issued and 586 responses were received, representing a response rate of 18%.

Every person who makes a complaint to the Office of the Police Ombudsman is also asked to complete a confidential self-completion questionnaire for equality monitoring purposes (unless they have specifically requested not to receive correspondence or surveys). This questionnaire asks for indicators of the respondent's gender, age, religious belief, ethnic group, marital status, disability, employment status, political opinion, sexual orientation and whether or not they have dependants.

Of the 586 respondents to the complainant satisfaction questionnaire, 360 responded to the equality monitoring questionnaire. This allowed an analysis of satisfaction ratings by some of the different equality categories.

In addition to those respondents who declared their gender on the monitoring form, it was also possible to determine the majority of complainants' gender from their title or salutation. This meant that gender was known for 99% of respondents.

In addition to those who declared their age on the monitoring form it was also possible to determine age from date of birth already provided. This allowed analysis by age of 70% of overall respondents. Unfortunately the numbers of respondents who identified

themselves as being of an ethnic group other than White or of a sexual orientation other than heterosexual were too small to allow any meaningful analysis. Where responses to questions differ according to equality groups this is noted. Otherwise it can be assumed that there were no such significant differences.

Survey Results

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

Overall, 70% of respondents thought that they were treated fairly by the Police Ombudsman's Office. This proportion is similar to the level reported in 2009/10 (75%). Further analysis showed women were more likely to think they had been treated fairly than men (80% of women compared with 65% of men).

Those who were working (83%) and those who were students, retired or looking after the family home (82%) were more likely to think they were treated fairly compared with those who were unemployed or permanently ill (65%). Younger respondents (16-34) were more likely to think that they had been treated fairly by the Ombudsman's Office (83%) than those aged 35+ (69%).

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

Overall 59% of respondents were satisfied with the service received from the Police Ombudsman's Office, including 30% who were very satisfied. This overall level of satisfaction is lower than the satisfaction level reported in the 2009/10 survey (65%). Women were more likely to be satisfied with the service they received (68%) compared with men (55%). Those who were working (70%) and those who were students, retired or looking after the family home (73%) were more likely to think they were treated fairly compared with those who were unemployed or permanently ill (52%). Younger respondents (16-34) were more likely to be satisfied with the service they received (70%) compared with respondents aged 35+ (59%).

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

When respondents were asked if they had a new complaint 69% said they would use the complaint system again – this is similar to last year when 72% said they would use the complaints system again.

Those who were working (79%) and those who were students, retired or looking after the family home (78%) were more likely to say that they would use the complaints system again than those who were unemployed or permanently ill (67%).

- 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 7: 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)

Over the course of the past year the Office has taken steps to ensure that the services offered by the Office are accessible to the whole community.

- The Office continues to make available information to potential complainants in a variety of formats including languages of new ethnic minority groups and by outreach community contact. In the last reporting year the Office was involved in a project with Include Youth to improve understanding of and access to services provided by the Office. This project will look further at the design of a new information card for young people and the creation of a Police Ombudsman “App” for phones and creating new features on our website.
- The Office has been working with Mencap to produce an Easy Read Version of its “How to Make a Complaint” leaflet in order to improve communication, information and access to services for people with a learning disability.
- The Office provided translation and interpreter services in range of languages representing ethnic minority groups.
- The Office provided information to the public through its media releases during the year.
- Also through its presentations made to the range of community groups and District Policing Partnerships during the year, the Office aims to provide information in accessible formats to a broad spectrum of local society.
- Access to services of the Office have been accommodated on a regular basis with employees of the Office traveling to meet complainants at venues ***suitable to them***, including Citizens Advice Bureau Offices, hotels, home visits etc.

Section 8: 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)

The Office did not receive any Section 75 complaints during the period in question.

Section 9: Consultation and Engagement

- Please provide details of the measures taken to enhance the level of engagement with individuals and representative groups during the year.

(Enter text below)

The Office has formal Trade Union recognition agreements with the Northern Ireland Public Service Alliance (NIPSA) and UNISON, and meets in a Joint Negotiation Consultation Committee on a regular basis. These meetings enable open discussion on a range of issues pertinent to Section 75. Communication channels include Departments Heads and Trade Union representatives

The Office is involved in a Criminal Justice sector equality group which, as part of its overall equality and diversity plan, is looking at ways in which more meaningful and sector wide engagement with Section 75 groups may be progressed.

The Office engages with many and varied community groups such as NICEM, ASONI, Disability Action, Action on Hearing Loss, religious groups and political parties. Earlier in the year a meeting with COSO generated interest in the development of a Hate Crime policy for the Office. This has now been incorporated into the Equality Action Plan for the Office as part of its revised Equality Scheme.

The Office (along with the Policing Board and the PSNI) continues to support EduIncentive to design and deliver a fun and interactive web-based Quiz utilised as a learning resource in schools. The objective of the project is to contribute to the reduction of community tensions, particularly within the younger community.

Section 10: 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)

In the past the Office has attended community meetings, which consider issues related to community tensions between local residents and the Police Service of Northern

Ireland. The Office is committed to continuing involvement in activities designed to improve community relations and the Office has a strong policy of assisting District Policing Partnerships to encourage the concept of community policing.

During the reporting year the Office concluded a “Local Resolution” project, the aim of the project was to achieve greater complainant satisfaction much more quickly by allowing police to deal with the complaint almost as soon as it was made. The project was designed to allow police to hear at first hand the sorts of issues that concern people and that this may lead to a mutual understanding between complainant and police and contribute to learning on both sides. Ultimately an objective of the project was to contribute to the securing of public confidence in the police complaints system, thereby contributing to more acceptance of policing in Northern Ireland.

The outcome of the project has proved successful and steps are now being initiated to make the appropriate changes to legislation to enable the project to be rolled out across all police districts in Northern Ireland.

During the reporting year the Office continued to respond to critical incidents which may involve community issues. The attendance of staff from the Office of the Police Ombudsman can often have a positive impact on community tensions in such situations.

- 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. In the past the Office has attended community meetings, which consider issues related to community tensions between local residents and the Police Service of Northern Ireland. The Office is committed to continuing involvement in activities designed to improve community relations and the Office has a strong policy of assisting District Policing Partnerships to encourage the concept of community policing.

Section 11: Additional Comments

- Please provide any additional information/comments
(Enter text below)

The Office of the Police Ombudsman 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 recognizing the contribution that a diverse workforce can make to organisational effectiveness and performance.

The following statements express our commitment to creating a working environment that values the diversity of people:

- The Ombudsman's Equality Scheme incorporating Section 75 of the Northern Ireland Act 1998.
- Equal Opportunities Policy, Section 5.1 of the Staff Handbook.
- Dignity at Work Policy, Section 5.7 of the Staff Handbook.
- Code of Ethics paragraphs 26-29.

The Office incorporates equality into every aspect of its business, and has annual goals, objectives and targets to measure performance at an organisational level. There is also an individual requirement on all Office staff to actively promote equality of opportunity and to support diversity in the workplace.

Annual Report 1 April 2010 / 31 March 2011
'Disability Duties' Questions

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

4

Fully
Achieved

2

Partially
Achieved

Not
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 ¹	Outcomes / Impact ²
National ³			
Regional ⁴			
Local ⁵			

¹ **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.

² **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.

³ **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments

⁴ **Regional**: Situations where people can influence policy decision making at a middle impact level

⁵ **Local** : Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora.

2(b) What **training action measures** were achieved in this reporting period?

	Training Action Measures	Outputs	Outcome / Impact
1			
2			

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 carry out a review of internal and external communications processes and consider areas for improvement in accessibility for people with disabilities.	Internal Communication strategy completed. Meeting with Disability Action to review accessibility.	Dedicated section and information on Office website for people with disabilities. Action taken to develop “easy read” information leaflet on police complaints system.
2	Annual Staff Survey to identify staff with a newly diagnosed disability	No new disabilities Identified	
3	We will endeavour, upon request, to provide all publications from the	There was no requirement for the service in this reporting period.	

	Office in alternative formats, such as audiotape and Braille.		
4	We will provide text service and sign language interpreters where appropriate for our public meetings and community briefings.	There was no requirement for the service in this reporting period.	

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 ⁶ / Outputs	Outcomes/Impacts	Reasons not fully achieved
1	We will carry out research into police accountability and people with disabilities in Northern Ireland	Working Group established, terms of reference set and research commenced. Report to be published summer 2011.	Representatives of affected groups included in the project working group.	Delayed from last year due to overrun of another high priority project. Report will be completed and published by September 2011.
2	Disability Awareness training 100% of staff by year 3	90% of staff trained during year 3	There is now greater staff awareness of disability issues affecting all aspects of service provision.	Target not fully achieved due to some staff being on long term absence and some new staff joining the Office. Plans will be put in place to deal with the small shortfall.

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

Action Measures not met	Reasons
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⁶ **Milestones** – Please outline what part progress has been made towards the particular measures; even if full output or outcomes/ impact have not been achieved.

1		
2		
3		

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
Review of Action Plan

(b) Quantitative

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 organisations annual review of the plan? If so, please outline proposed changes?

NO
