**EQUALITY COMMISSION FOR NORTHERN IRELAND**

**Public Authority 2013 – 2014** **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 2013 to 31 March 2014 (****Part A)*.**

This template also includes a number of questions regarding implementation of **Section 49A of the DDO** from the *1 April 2013 to 31 March 2014 (****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 2014**.

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 2013 - 2014

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 contribution to the promotion of equality of opportunity and good relations within the Criminal Justice sector.

During the reporting year, the Office completed significant partnership work with the Council for Curriculum and Examinations Assessment in developing the National Curriculum for Citizenship. Students studying GCSE ‘Learning for Life and Work’ will now be required to complete a module of study about the work of Office of the Police Ombudsman or The Human Rights Commission and be expected to produce a 20 page dissertation on their chosen organization, which will form 30% of their overall final mark for the subject.

There are approximately 8000 pupils in Northern Ireland that study this GCSE subject each year. This development represents a major step forward for the Office’s work in its Young People Strategy; it is hoped that the students who study us will in themselves be a major source for information about the Office among their peer groups.

In further support of this strategy the Office established a Youth Advisory Group which includes representatives from the youth sector and meets twice per year. This was set up to address concerns that many young people express a lack of confidence in the police, yet are unaware of how to make complaints against them. This work will build on good relations with young people’s representatives, hopefully leading to an increase in awareness of the Office and through new initiatives the further promotion of equal opportunities for this age group.

During the reporting year the Office finalised its revised Disability Action plan; work has now commenced on addressing those actions.

During the year the Office joined other colleagues from public authorities in the Justice Sector by establishing an information stall at the Pride Village during the annual Belfast Pride Festival.

In the area of Good Relations, the Office conducted a series of meetings with community groups to consider issues arising from what became known as the “Flags Protests”. These meetings came about after representatives of the Protestant Unionist Loyalist community told Police Ombudsman investigators that there was reluctance within that community to go to the Police Ombudsman’s Office. Some felt the Office was not independent and that its investigators were ‘in league with the police,’ while others said they were on something of a journey in terms of holding the police to account. A series of meetings were held across Greater Belfast to address these concerns, while raising awareness of the Office’s work and promoting the message that it exists to serve all in Northern Ireland, irrespective of political opinion or community background.

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 7 of this report.

* 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:

1. Continue to work with other public authorities, agencies and representatives from youth groups to ensure that the Office provides a service that is understood by and is accessible to young people.
2. Continue to work with the Council for Curriculum, Examinations and Assessment (CCEA) to develop an on-line resource pack for teachers preparing lessons for Citizenship.
3. Continue to work on the Equality Action Plan as set out in the revised Equality Scheme.
4. Continue to work on the delivery of actions arising from the approved Disability Action Plan.

**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 2013-14.

(Enter text below)

The Annual Report and Accounts of the Office for the year ending 31 March 2014, reported on the Office’s performance relating to equality of opportunity.

During the reporting year the Office was pleased to report that it had achieved its target of submitting both its annual Section 75 report and Fair Employment Monitoring report within the timescale planned.

The Office was pleased to report its staff profile (both in terms of gender and community background) was reflective of the overall monitored statistics for Northern Ireland and as such constituted a representative workforce.

Data gathered to monitor the Section 75 profile of complaints received about the actions of police is available at section 7 of this report, pages 11-12.

**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 more than 90 organisations and groups in the community, to discuss a variety of non case related issues about the service we provide.

The Police Ombudsman has visited each of the Police and Community District Partnerships in Belfast and the Foyle Partnership, to discuss his strategy for the future of the police complaints system and to hear the views of those living and working in the community. As a consequence, the community is much more informed about the work of the Office and its direction, while having an opportunity to directly contribute to the system.

The Office has established a multi-agency group to support the work the Office is engaged in 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. The Office now has its own YouTube channel, has a Facebook page and has a Twitter feed which has passed the 1000 followers mark. 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.

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 targeted for implementation early in the 14/15 reporting year.

During the reporting year the Office utilised the services of interpreters and translation services on more than 16 occasions where 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.** |
| **Conflict of Interest** | **Screened out** | **No** | **No** |
| **Travel Card Scheme** | **Screened out** | **No** | **No** |
| **Grievance Procedure** | **Screened out** | **No** | **No** |
| **Effectiveness of communications strategy for Historic Investigations** | **Screened out** | **No** | **No** |

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

Please provide an update of policies subject to EQIA during 2013-14, stage 7 EQIA monitoring activities and an indicative EQIA timetable for 2014-15.

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

# EQIA Timetable: April 2013 - March 2014

|  |  |  |
| --- | --- | --- |
| **Title of Policy EQIA** | **EQIA Stage at end March 2014 (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** |  |  |
|  |  |  |
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|  |  |  |

Where the EQIA timetable for 2013-14 (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 2013- March 2014

|  |  |  |
| --- | --- | --- |
| **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**

2014-15 EQIA Timetable

|  |  |  |
| --- | --- | --- |
| **Title of EQIAs**  **due to be commenced during**  **April 2014 – March 2015** | **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. Further training is currently being considered for the coming years.

**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 and Easy Read version.

The Office provided information to the public through its media releases during the year.

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. During the reporting year the Office commissioned via tender a new website. The specification for the website obtained 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 web site 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 gather 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.

More detailed information on the Section 75 categories of persons making complaints in 2013/14 will be officially published in September 2014.

[Equality Monitoring Report](http://www.policeombudsman.org/Statistics-Research/Profile-of-complainants).

**The profile of persons making complaints in 2013/14**

In 2013/14, males made more than twice as many complaints to the Police Ombudsman’s Office than females; 72% of complaints were made by males and 28% were made by females.

People aged between 18 and 44 years old (inclusive) were most likely to make complaints; approximately two in three complaints were made by persons in this age group. In 2013/14 22% of complaints were made by persons aged under 25 years old, 26% were made by a person aged between 25 and 34 years old (inclusively) and 21% were made by persons aged 35 to 44 years old.

In 2013/14 around two in five complaints were made by a Catholic. Similarly around two in five complaints were made by persons with a Presbyterian, Church of Ireland or a Methodist religious belief and 13% of complainants reported having no religious belief.

Of persons making complaints in 2013/14 the most commonly reported marital status was single (39%) followed by married (33%).

Nearly half of complainants that had completed the equality monitoring survey reported having no political preference (49%). Fifteen percent supported the Democratic Unionist Party, 8% supported Sinn Fein, a further 8% supported the Ulster Unionist Party, 6% supported the Social Democratic Labour Party, 2% supported Alliance and 12% supported an ‘other’ political party.

**Complainant Satisfaction by Equality April 2011- March 2014.**

**Introduction**

The Office conducts a Complainant Satisfaction Survey which allows complainants to express their views on services provided by the Police Ombudsman’s Office. This section presents results for three key questions included in questionnaires issued to complainants between April 2011 and March 2014. Data from the equality monitoring survey was used to determine the respondent’s gender, age, religious belief, 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, 65% of respondents thought that they were treated fairly by the Police Ombudsman’s Office. Women (74%) were more likely to respond positively than men (60%). Respondents aged 16-34 (72%) were more likely to respond positively than those aged 35-54 (64%) and those aged 55+ (66%). Respondents who described themselves as being disabled (63%) were less likely to think they were treated fairly than those who were not disabled (71%).

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

Overall, 64% of respondents said they would use the complaints system again if they had a new complaint. Women (70%) were more likely than men (61%) to say 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 (62% of women compared with 46% 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 2011 and March 2014. Results for the three key questions were analysed by gender, age, religious belief, 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.

Each complainant was mailed a confidential self-completion questionnaire and return envelope when their complaint was closed. Between April 2011 and March 2014, 8,870 satisfaction questionnaires were issued and 1,502 responses were received, representing a response rate of 17%. Of the 1,502 respondents to the complainant satisfaction questionnaire, 698 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 almost 100% of respondents and age was known for 80% of respondents.

Religious belief categories were merged into ‘Catholic’, ‘Other Christian’ and ‘Other/No Religion’. The ‘Other Christian’ subcategory includes Presbyterian, Church of Ireland, Methodist and Other Christian Belief.

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 detailed statistical information is available from the Office website under the statistics tab.

* 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 has commissioned a new website, it was a requirement of the specification that the website was appropriately 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
* In addition the new website is structured in a manner so that is supports the Police Ombudsman for Northern Ireland’s commitment to raising public, police and stakeholder awareness and confidence in the Office through the provision of timely, accurate and easily accessible information.
* 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 targeted for implementation early in the 14/15 reporting year.

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)

No complaints were received.

**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 more than 90 organisations and groups in the community, to discuss a variety of non case-related issues about the service we provide, some examples include:

* Meeting with Ulster People’s Voice, Mount Vernon
* Presentation to Northern Ireland Youth Worker Training
* Community representative North Belfast
* Youth Action
* Brownstown, Portadown
* St Malachys Grammar, Castlewellan
* Twadell Avenue
* Knock Wood Park Youth Group
* St Patricks Academy Dungannon
* Greater Village Regeneration Trust, Belfast
* Rainbow
* Children’s Commissioner
* Community Relations Council

The Police Ombudsman has visited each of the Police and Community District Partnerships in Belfast and the Foyle Partnership, to discuss his strategy for the future of the police complaints system and to hear the views of those living and working in the community. As a consequence, the community is much more informed about the work of the Office and its direction, while having an opportunity to directly contribute to the system.

The Office has established a multi-agency group to support the work the Office is engaged in 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. These agencies are assisted in their work by Youth representatives from groups such as Include Youth, Youth Action and Public Achievement.

**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.

The Office recognises that policing continues to be a contested issue within our sometimes polarised society. This has been brought to the forefront during the last reporting year when there was a significant number of complaints about police relating to public disorder arising from flag protests.

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 more than 90 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. Equal Opportunities, Dignity at Work). 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.

* 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.

**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 2013 / 31 March 2014**

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

1

6

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[[1]](#footnote-1) | Outcomes / Impact[[2]](#footnote-2) |
| National[[3]](#footnote-3) |  |  |  |
| Regional[[4]](#footnote-4) |  |  |  |
| Local[[5]](#footnote-5) |  |  |  |

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 |  |  |  |
| 3 |  |  |  |
| 4 |  |  |  |

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]](#footnote-6) / 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 consider creating a website-based video including signage and audio explaining the police complaints system and how to make a complaint about police. | Video commissioned but not yet ready to “go live”. | Increase awareness of the Office among people with disabilities by improving accessibility of information. | Significant progress made up to the end of the reporting period full implementation expected in the early part of 14/15 reporting year. |
| 3 |  |  |  |  |
| 4 |  |  |  |  |

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

|  |  |  |
| --- | --- | --- |
|  | Action Measures not met | Reasons |
| 1 | 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. | Action plan in first year of implementation |
| 2 | We will publish a half-yearly article in Disability Action Ezine to raise awareness about the role of the Office. | Action plan in first year of implementation |
| 3 | 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 first year of implementation |
| 4 | 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 first year of implementation |
| 5 | 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 first year of implementation |
| 6 | 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 first 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. **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-1)
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. [↑](#footnote-ref-2)
3. **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments [↑](#footnote-ref-3)
4. **Regional**: Situations where people can influence policy decision making at a middle impact level [↑](#footnote-ref-4)
5. **Local :** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora. [↑](#footnote-ref-5)
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. [↑](#footnote-ref-6)