***Office of the Police Ombudsman for Northern Ireland******Acme Company***

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**Public Authority Statutory Equality and Good Relations Duties**

**Annual Progress Report 2016-17**

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| **Contact:** | |
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| Documents published relating to our Equality Scheme can be found at:  www.policeombudsman.org | |
| **Signature:** | |
|  | |

**This report has been prepared using a template circulated by the Equality Commission.**

**It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.**

**This report reflects progress made between April 2016 and March 2017**

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| **PART A – Section 75 of the Northern Ireland Act 1998 and Equality Scheme**  **Section 1: Equality and good relations outcomes, impacts and good practice** | |
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| **1** | In 2016-17, please provide **examples** of key policy/service delivery developments made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved.  *Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.* |
|  | The Office remains committed to contributing to the promotion of equality of opportunity and good relations within the Criminal Justice Sector.  As a consequence of the investigations that the Office undertakes, it makes a range of policy and procedural recommendations to the Police for the purpose of improving policing standards. During this reporting period the Office made a recommendation to the PSNI in relation to a review of update requirements within the Public Protection Units, with a view to establishing, in conjunction with parents / guardians / carers, the optimum update schedule for those who have specific vulnerabilities. This involves those in Section 75 categories.  The Office is committed to community engagement and during the reporting year the Office had meetings with organisations and groups in the community to discuss a variety of non case-related issues about the service we provide.  During 2016/17 we held more than 50 meetings across Northern Ireland. More than 30 were in the community and included speaking engagements with the NI Policing Board, Police and Community Safety Partnerships and with victims groups. We also held Police Ombudsman stands at both the Belfast Pride and Mela events, promoting the work of the Office to the large numbers of people present.  During the year the Office issued more than 60 press releases summarizing the cases we investigate. These stories are picked up by the mainstream media and printed online and in the press, ensuring many thousands of people across Northern Ireland across Northern Ireland regularly read about the work we do.  Much of our outreach work of the Office is focused on raising the awareness of the police complaints system among children and young people. In addition to visiting schools we also launched a video specifically aimed at young people to inform them of the police’s ‘stop and search’ powers and their rights and responsibilities in those situations.  We are also developing an ‘app’ helping to inform young people about the role of the Office in a range of issues.  Looking forward, the Office has been chosen again as one of the organisations students can select to study as part of the ‘Learning for Life and Work’ GCSE. Students will be required to complete a module of study about the work of the Office of the Police Ombudsman and be expected to produce a 20 page dissertation on their chosen organisation, 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, and it is hoped that the students who study us will in themselves be a major source of information about the Office among their peer group.  The Office facilitated a number of Coffee and Learn sessions in this reporting period, open to all employees, of which several involved organisations specifically involved with Section 75 groups. This included a presentation from the Rainbow Project, Registered intermediaries and the Public Protection Branch of PSNI.  The Office achieved IIP silver standard during this reporting period. This process involved assessment of nine key indicators, including the impact of Office values and behaviours. The Office’s leadership charter was widely communicated with all staff and, along with the Office values, emphasises the commitment that everyone who comes into contact with the Office is treated with respect and professionalism. The Office has also committed to its’ Service Charter which is derived from the Office values and underpins expectations from staff. |
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| **2** | Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2016-17 (*or append the plan with progress/examples identified*). |
|  | The Office monitors each recruitment competition and makes use of ‘Welcome statements’ in the roles which have been identified as having an under-representation. This under-representation has been identified in males in lower grades in the Office and females at senior grades. The budget for the Office remains constrained and this has limited the number of vacancies advertised by the Office in the reporting period.  Overall when compared to NI Monitored workforce of 52.1% of workers from a Protestant background and 47.9% of workers from a Roman Catholic background, the Office last fair employment monitoring return showed 55.5% of staff from a Protestant background and 44.5% of staff from a Roman Catholic background. The Office has no concern about the current representation of staff.  The Office continues to monitor satisfaction levels where service delivery has attracted less customer satisfaction from certain groups. During this reporting period the Office continued to address disability issues under Mental Health with a suicide alertness workshop offered to all staff, but specifically to front line staff dealing with customers on a day to day basis.  The Office continues to monitor satisfaction levels to identify any issues which may occur, and the satisfaction questionnaire has been changed to reflect the areas outlined in the Service Charter of the Office. |
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| **3** | Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2016-17 reporting period? *(tick one box only)* | | | | | |
|  |  | Yes |  | No (go to Q.4) |  | Not applicable (go to Q.4) |
|  | Please provide any details and examples: | | | | | |
|  | The Office remain committed to reviewing policies periodically to ensure they remain up to date and in line with best practice well as introducing new policies when required. This year the Office implemented a Recruitment Policy and Procedure and as part of its internal consultations amended the Policy to include the Guaranteed Interview Scheme for disable candidates which means that any disabled candidate who declares their disability and meets the minimum eligibility criteria will be offered an interview. | | | | | |
|  |  | | | | | |
| **3a** | With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category? | | | | | |
|  | Please provide any details and examples: | | | | | |
|  | Increased confidence from candidates with disabilities applying for roles within the Office | | | | | |
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| **3b** | What aspect of the Equality Scheme prompted or led to the change(s)? *(tick all that apply)* | | | | | |
|  |  | As a result of the organisation’s screening of a policy *(please give details):* | | | | |
|  |  | | | | |
|  | As a result of what was identified through the EQIA and consultation exercise *(please give details):* | | | | |
|  |  | | | | |
|  | As a result of analysis from monitoring the impact *(please give details):* | | | | |
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|  | As a result of changes to access to information and services *(please specify and give details)*: | | | | |
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|  |  | Other *(please specify and give details)*: | | | | |
|  |  | Consultation with Trade Union | | | | |

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| **Section 2: Progress on Equality Scheme commitments and action plans/measures** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Arrangements for assessing compliance (Model Equality Scheme Chapter 2)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **4** | Were the Section 75 statutory duties integrated within job descriptions during the 2016-17 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | Yes, organisation wide | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Yes, some departments/jobs | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | No, this is not an Equality Scheme commitment | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | No, this is scheduled for later in the Equality Scheme, or has already been done | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Not applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **5** | Were the Section 75 statutory duties integrated within performance plans during the 2016-17 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | Yes, organisation wide | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Yes, some departments/jobs | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | No, this is not an Equality Scheme commitment | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | No, this is scheduled for later in the Equality Scheme, or has already been done | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Not applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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|  | In the 2016-17 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | Yes, through the work to prepare or develop the new corporate plan | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Yes, through organisation wide annual business planning | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Yes, in some departments/jobs | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | No, these are already mainstreamed through the organisation’s ongoing corporate plan | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | No, the organisation’s planning cycle does not coincide with this 2016-17 report | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Not applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Equality action plans/measures** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **7** | Within the 2016-17 reporting period, please indicate the **number** of: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Actions completed: | | | | | |  | | | | | | | Actions ongoing: | | | | | | | | 6 | | | | Actions to commence: | | | | |  |
|  | Please provide any details and examples (*in addition to question 2*): | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Information outlined in question 2. Affirmative Action measures are an ongoing action as is the monitoring of satisfaction from customers in differing groups. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **8** | Please give details of changes or amendments made to the equality action plan/measures during the 2016-17 reporting period *(points not identified in an appended plan)*: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | On the original Action place there was the inclusion of a Hate Crime Policy – in research of this matter and consultation with other DOJ Bodies, the Office believes a specific policy in relation to Hate Crime is not required, however will continue to monitor this area. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **9** | In reviewing progress on the equality action plan/action measures during the 2016-17 reporting period, the following have been identified: *(tick all that apply)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | Continuing action(s), to progress the next stage addressing the known inequality | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Action(s) to address the known inequality in a different way | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Action(s) to address newly identified inequalities/recently prioritised inequalities | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Measures to address a prioritised inequality have been completed | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Arrangements for consulting (Model Equality Scheme Chapter 3)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **10** | Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | All the time | | | | | | | | |  | | | | | Sometimes | | | | | | | |  | | Never | | |
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| **11** | Please provide any **details and examples** **of good practice** in consultation during the 2016-17 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Consultation with Trade Union in relation to applicants with disabilities and research into the specific area. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **12** | In the 2016-17 reporting period, given the consultation methods offered, which consultation methods were **most frequently used by consultees**: *(tick all that apply)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | Face to face meetings | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Focus groups | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Written documents with the opportunity to comment in writing | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Questionnaires | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Information/notification by email with an opportunity to opt in/out of the consultation | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Internet discussions | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Telephone consultations | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Other *(please specify)*: | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees’ membership of particular Section 75 categories: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **13** | Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2016-17 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | Yes | | | | |  | | | | No | | | | | | | | |  | | Not applicable | | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **14** | Was the consultation list reviewed during the 2016-17 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | Yes | | | | | |  | | | | No | | | |  | | | Not applicable – no commitment to review | | | | | | | | | | | |
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| **Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)**  [www.policeombudsman.org/aboutus/publications/Equality](http://www.policeombudsman.org/aboutus/publications/Equality) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **15** | Please provide the **number** of policies screened during the year (*as recorded in screening reports*): | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **16** | Please provide the **number of assessments** that were consulted upon during 2016-17: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | 0 | | | Policy consultations conducted with **screening** assessment presented. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | | | Policy consultations conducted **with an** **equality impact assessment** (EQIA) presented. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 0 | | | Consultations for an **EQIA** alone. | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **17** | Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **18** | Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | Yes | | | | | | | |  | | | | No concerns were raised | | | | | | | | |  | | No | | |  | | Not applicable | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **19** | Following decisions on a policy, were the results of any EQIAs published during the 2016-17 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | Yes | | | | |  | | | | | No | | | |  | | | | Not applicable | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **20** | From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2016-17 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | Yes | | | | | | | | | | | | | | | | |  | | | No, already taken place | | | | | |
|  | | | | | No, scheduled to take place at a later date | | | | | | | | | | | | | | | | |  | | | Not applicable | | | | | |
|  | Please provide any details: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **21** | In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | Yes | | | | | | | | |  | | | | | No | | | |  | | | | Not applicable | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **22** | Please provide any details or examples of where the monitoring of policies, during the 2016-17 reporting period, has shown changes to differential/adverse impacts previously assessed: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **23** | Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Staff Training (Model Equality Scheme Chapter 5)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **24** | Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2016-17, and the extent to which they met the training objectives in the Equality Scheme. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Completed in previous years and further mandatory Equality & Diversity Training for all staff planned for incoming year. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **25** | Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Continuation of focus on mental health – workshops on suicide awareness. Evaluation reports indicate that staff knowledge of the subject area increased from 15% to 35% after the event. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Public Access to Information and Services (Model Equality Scheme Chapter 6)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **26** | Please list **any examples** of where monitoring during 2016-17, across all functions, has resulted in action and improvement in relation **to access to information and services**: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Complaints (Model Equality Scheme Chapter 8)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **27** | How many complaints **in relation to the Equality Scheme** have been received during 2016-17? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Insert number here: | | | | | | | | | | | | | | 0 | | |  | | | | | | | | | | | | | |
|  | Please provide any details of each complaint raised and outcome: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

|  |  |  |
| --- | --- | --- |
| **Section 3: Looking Forward** | | |
| **28** | Please indicate when the Equality Scheme is due for review: | |
|  | 2017 – this has been reviewed and is awaiting ratification from SMT. | |
|  |  | |
| **29** | Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)* | |
|  | Training in Equality & Diversity (including Equality Scheme) for all staff. | |
|  |  | |
| **30** | In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2016-17) reporting period? *(please tick any that apply)* | |
|  |  | Employment |
|  | Goods, facilities and services |
|  | Legislative changes |
|  | Organisational changes/ new functions |
|  | Nothing specific, more of the same |
|  | Other (please state): |

**PART B - Section 49A of the Disability Discrimination Act 1995 (as amended) and Disability Action Plans**

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **1. Number of action measures** for this **reporting period** that have been: | | | | | | | | | | | |
| **1** |  |  |  | **1** |  |  |  | **3** |  |  |  |
| Fully achieved | | | | Partially achieved | | | | Not achieved | | | |

2. Please outline below details 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]](#endnote-1) | Outcomes / Impact[[2]](#endnote-2) |
| National[[3]](#endnote-3) |  |  |  |
| Regional[[4]](#endnote-4) |  |  |  |
| Local[[5]](#endnote-5) |  |  |  |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Training Action Measures | Outputs | Outcome / Impact |
| 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 | Greater knowledge of mental health issues and confidence in dealing with issues in the work setting. | Following up previous year with suicide awareness workshop. |
| 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 |  |  |  |
| 2 |  |  |  |
|  |  |  |  |

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

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

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Action Measures partly achieved | Milestones[[6]](#endnote-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 | Satisfaction levels continue to be monitored – requires further monitoring. | Monitoring information is provided with limited scope to explore underlying reasons. Further methodology to research is continuing to be considered. |
| 2 |  |  |  |  |
|  |  |  |  |  |

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 | Deferred to year 4 of action plan |
| 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 | Deferred to year 4 of action plan |
| 3 | The Office will promote greater awareness of services available from the Office to people with a learning disability through their representative organisations | Deferred to year 4 of action plan |

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 continue to monitor progress through the 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?

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?

Not at the minute. The plan will be due for review next year.

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. [↑](#endnote-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. [↑](#endnote-ref-2)
3. **National** : Situations where people can influence policy at a high impact level e.g. Public Appointments [↑](#endnote-ref-3)
4. **Regional**: Situations where people can influence policy decision making at a middle impact level [↑](#endnote-ref-4)
5. **Local :** Situations where people can influence policy decision making at lower impact level e.g. one off consultations, local fora. [↑](#endnote-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. [↑](#endnote-ref-6)