**Insert Name of Public Authority Here and Logo in Picture Box Below*****Acme Company***

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

**Annual Progress Report 2018-19**

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| **Contact:** | |
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| * Section 49A of the Disability Discrimination Act 1995 and Disability Action Plan | As above  (double click to open)  Name:  Telephone:  Email: |
| Documents published relating to our Equality Scheme can be found at:  [www.policeombudsman.org/About-Us/Publications/Equality](file:///C:\Users\currane\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\OE8KNCNT\www.policeombudsman.org\About-Us\Publications\Equality) | |
| **Signature:** | |
| Elaine Curran | |

**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 2018 and March 2019**

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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 2018-19, 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.* |
|  | In the 2018-19 Reporting period, the Office reviewed its internal policies on Flexible Working and Equal Opportunities, both of which have promoted equality of opportunity and good relations amongst our staff. This has been achieved in our Flexible Working Policy by allowing greater flexibility in the ways in which our employees can work, therefore supporting a positive work life balance. Through the revision of our Equal Opportunities policy and associated training on this we have focused on promoting and reinforcing positive behaviours and sustaining a harmonious work environment for all our staff across each of the Section 75 groups.  The Office has also focused on engagement with a range of stakeholders over the reporting period, including representatives from the various Section 75 categories. Our staff have held meetings and hosted presentations to a range of community, political, school and justice groups to discuss the services the Office provides.  The Office had more than 70 face to face meetings with groups within the community during 2018-2019 as part of its engagement programme.  This programme focused on children and young people and these meetings included 25 presentations in schools and other educational bodies. The Office also produced a ‘trivial pursuit’ type card game which seeks to promote awareness of the police complaints system and which is intended for distribution in schools.  Engagement with other Section 75 groups included meetings with representatives of those working with older people.  The Office also had information stands at events such as Pride and Mela.  During the year the Office issued upwards of 50 press releases where it sought to inform both members of the public and police officers about issues which can be complained of and how such matters are subsequently dealt with. These stories are picked up by the broadcast media and printed online and in the press, ensuring many thousands of people across Northern Ireland regularly see and read about the work we do. One such example was a press release which provided details about two separate incidents in which police used CS Spray – on  in a 15 year old boy and then on  17 year old boy. In both incidents the Police Ombudsman found the use of the device to have been proportionate.  It is hoped that among the benefits of such a statement were that young people are made aware that they can complain about such matters but also that there are situations in which it may be reasonable for police officers to use such spray.  During the year the Office’s investigative processes continue to take regard of previous recommendations regarding vulnerable persons.  In the previous year a recommendation from the Police Ombudsman’s Office that police review their arrangements for the detention of juveniles led, in part, to the design of a new custody suite at the Waterside Police Station.  The recommendation arose following concerns by our investigators about the lack of separate juvenile detention facilities at a station in Belfast.  The Office has continued to facilitate a number of Coffee and Learn sessions in this reporting period, to which all staff are encouraged to attend and which we continue to incorporate Section 75 Groups. This year we have invited Disability Action in to speak to staff, alongside the Charity for Civil Servants to provide advice and signpost support to staff with mental ill-health concerns. We have welcomed Action Mental Health in delivering training to our staff on Mental Health First Aid Training, General Awareness Training to all staff on Mental Health Issues and Line Manager training on Managing Mental Health. We have also provided training for our staff from Mindwise on Customer Support and Mental Health, which will assist our staff in developing policy on this area.  The Office’s Equality Scheme working group continues to meet throughout the year. It has been championed by our Chief Executive and has attracted new members from different directorates throughout the Office this year which has been very positive. The group has met quarterly and reviews the Equality Action Plan and Disability Action Plan outcomes to date and discusses areas of progress and actions to be taken forward. |
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| **2** | Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2018-19 (*or append the plan with progress/examples identified*). |
|  | This is the second year of the Office’s action plan which was agreed in 2017.  The Office continues to monitor each recruitment competition and make use of “Welcome Statements” in the roles which have been identified as having under-representation. The under-representation continues to fall within males in administrative grades and females at senior grades. The Office has had an increased number of recruitment competitions in the last reporting period which has contributed to these changing statistics.  Overall when compared to the NI Monitored workforce of 51.1% of workers from a Protestant background and 48.9% from a Roman Catholic Background, the Office’s latest fair employment monitoring return showed 53.3% of staff from a Protestant background and 46.7% from a Roman Catholic background. The Office has no concern about the current representation of staff.  In line with our Disability Action Plan, we are liaising with Disability Action to analyse why our levels of customer satisfaction are lower from respondents with a disability. We have also worked with Disability Action throughout the last year to support our staff through use of their Workable NI programme.  We plan to work on re-enforcing the Office’s Values this year which will incorporate our focus on equality, equal opportunities, promoting and supporting diversity and respect for our employees.  Training was provided to all staff in March 2019 on Mental Health Awareness and Managing Mental Health for Line Managers. Mental Health First Aid Training was delivered in 2018 and specific training for operational staff dealing with customers with mental health issues was also delivered in 2019.  The Office has continued to engage with different groups across the community including children and young people, political parties, charities and community groups to increase awareness 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 2018-19 reporting period? *(tick one box only)* | | | | | |
|  |  | Yes |  | No (go to Q.4) |  | Not applicable (go to Q.4) |
|  | Please provide any details and examples: | | | | | |
|  |  | | | | | |
|  |  | | | | | |
| **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: | | | | | |
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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)*: | | | | |
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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 2018-19 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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Section 75 duties were integrated within job descriptions for the Chief Executive, Director of Corporate Services and Human Resource Manager roles. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **5** | Were the Section 75 statutory duties integrated within performance plans during the 2018-19 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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | As above and also within the Performance Objectives of the Human Resources employees. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **6** | In the 2018-19 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 2018-19 report | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | | | Not applicable | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | These are integrated into the HR strategy and corporate objectives for the Office. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Equality action plans/measures** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **7** | Within the 2018-19 reporting period, please indicate the **number** of: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Actions completed: | | | | | | 1 | | | | | | | Actions ongoing: | | | | | | | | 5 | | | | Actions to commence: | | | | | 3 |
|  | Please provide any details and examples (*in addition to question 2*): | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | We continue to use welcome statements in response to monitoring of under-represented groups where appropriate. Our monitoring return figures for 2018-19 indicate an improvement in appointments from under-represented groups. Continuous community engagement is ongoing.  All staff participating in recruitment and selection panels have received training on equal opportunities and fair employment practices over the 2018-19 reporting period.  The inclusion of the Guaranteed Interview Scheme has been used this year.  Training has been delivered to all staff on mental health issues. Line managers have received additional training on managing mental health issues in the workplace and a targeted group of employees have received training on dealing with customers with mental – ill health issues to help improve staff skills in dealing with staff and stakeholders with mental ill health issues.  Internal workshops have been delivered to line managers on managing sickness absence with reference to managing employees with a disability. Advice has been given on reasonable adjustments in consultation with our Occupational Health provider.  Disability access to the Office has been reviewed by our Premises Officer and Personal Emergency Evacuation Plans have been put in place for existing staff.  The staff and union representatives were consulted on the implementation of the Disability Action plan during this reporting period and target consultees were contacted and advised of the launch of our new Disability Action Plan.  An internal newsletter updating staff on the work of the Equality Working Group was issued to employees in April 2019.  Disability Action were invited into the Office to deliver an awareness session at a Coffee and Learn Session for our staff on 14th August 2019.  Areas to be progressed are those in relation to quantitative evidence from statistical reports on the results of customer satisfaction surveys, which we plan to liaise with Disability Action on, the cascading of equality objectives via performance measures and the next staff attitude survey. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **8** | Please give details of changes or amendments made to the equality action plan/measures during the 2018-19 reporting period *(points not identified in an appended plan)*: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **9** | In reviewing progress on the equality action plan/action measures during the 2018-19 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 | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **11** | Please provide any **details and examples** **of good practice** in consultation during the 2018-19 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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | This year the Office carried out targeted consultation on our Disability Action Plan with groups from a range of Disability areas including Action for Hearing Loss, Autism Northern Ireland, Praxis Care, Disability Action, Employers Forum on Disability, Guide Dogs NI, The Cedar Foundation, NICVA, RNIB and Mindwise Community Resource Centres. We also consulted with our staff and Trade Union Representatives on our Disability Action plan and the revision of our policies scheduled for this reporting period. We consulted with Mindwise through their training programme on the issues to be considered in developing policy on dealing with customers with mental health issues. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **12** | In the 2018-19 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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | The Office held face to face meetings with Trade Union Representatives in which we consulted on our Disability Action Plan. We held staff awareness sessions on mental health and line manager training sessions in which we sought the views of staff and discussed disability legislation and reasonable adjustments. We issue complainant satisfaction questionnaires to our service users and collate the feedback they provide us relevant to the different categories of the Section 75 groups. We offered our external consultees the opportunity to respond to our Disability Action Plan via email or in writing by submission of hard copy documentation. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **13** | Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2018-19 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | Yes | | | | |  | | | | No | | | | | | | | |  | | Not applicable | | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Consultation on the Disability Action Plan took place this year with targeted disability groups across a spectrum. Also outreach events aimed at young people, political parties, charities, community groups and with our key stakeholders also took place throughout the past year. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **14** | Was the consultation list reviewed during the 2018-19 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)**  [Insert link to any web pages where screening templates and/or other reports associated with Equality Scheme commitments are published]  <https://www.policeombudsman.org/About-Us/Publications> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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 2018-19: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | 2 | | | 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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Consultation was carried out with staff and local union representatives. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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 2018-19 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 2018-19 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 2018-19 reporting period, has shown changes to differential/adverse impacts previously assessed: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Monitoring of the Flexible Working Policy has contributed to affording persons with dependents to apply for Term Time Working or alternative flexible working arrangements, thereby assisting with work/life balance commitments.  Monitoring of the Equal Opportunities Policy has contributed to promotion of good relations and a harmonious working environment between people from each of the Section 75 categories. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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 2018-19, and the extent to which they met the training objectives in the Equality Scheme. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Substantial training was delivered during the 2018-19 year on recruitment and selection with regards to Equal Opportunities, also training on diversity, mental health awareness, Customer Support and Mental Health and initial steps have been undertaken to adopt the Mental Health Charter within the Office. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Recruitment and Selection Training was provided to all staff who sit on panels and was very successful in covering equal opportunities legislation and fair employment practices.  Mental Health training for staff and in particular for line managers was successful in raising awareness amongst all employees and helped equip staff to respond pro-actively when confronted with managing sensitive situations in the workplace.  Internal training on managing sickness absence and the duties around the Disability Discrimination Act was very useful in assisting line managers to understand their responsibilities in supporting staff with a disability and putting in place reasonable adjustments.  The awareness session from Disability Action, helped staff be mindful of their responsibilities and attitudes towards people with disabilities. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Public Access to Information and Services (Model Equality Scheme Chapter 6)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **26** | Please list **any examples** of where monitoring during 2018-19, across all functions, has resulted in action and improvement in relation **to access to information and services**: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Community Engagement events have resulted in improved access to information and services for young people through teaching about the role of the Office through the curriculum, also through use of our “app”. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Complaints (Model Equality Scheme Chapter 8)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **27** | How many complaints **in relation to the Equality Scheme** have been received during 2018-19? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Insert number here: | | | | | | | | | | | | | | 0 | | |  | | | | | | | | | | | | | |
|  | Please provide any details of each complaint raised and outcome: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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| --- | --- | --- |
| **Section 3: Looking Forward** | | |
| **28** | Please indicate when the Equality Scheme is due for review: | |
|  | June 2022 | |
|  |  | |
| **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)* | |
|  | The Office will continue to screen its policies in line with scheduled review dates.  The Office hopes to do more work towards signing up to the Mental Health Charter. | |
|  |  | |
| **30** | In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2018-19) 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: | | | | | | | | | | | |
| **6** |  |  |  | **7** |  |  |  | **0** |  |  |  |
| 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 | Provide relevant training to OPONI staff on disability issues | Training delivered on Mental Health Issues to all staff and line managers from Action Mental Health.  Awareness session delivered on disability issues to staff from Disability Action | Increased awareness among staff of these issues and promotion of positive attitudes towards disabled people. |
| 2 | Focus training activities on a specific aspect of disability training each year | This year’s focus was on Mental Health Issues | Increased awareness of staff and line managers of the issues involved and support available to staff and stakeholders with mental ill health issues. |
| 3 | Joining instructions for all courses provided by the Office to ask for adjustments to be identified to enable attendees to be able to participate fully in training. | This initiative has been rolled out this year. | It is hoped that this will allow all staff to fully participate in Organisational training events, promoting equality of opportunity. |

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 | Publish and Promote the Disability Action Plan | This action was completed. | Staff and our Stakeholders were consulted and are aware of our commitment Under Section 49A of the Disability Discrimination Act 1995 (DDA 1995) (as amended by Article 5 of the Disability Discrimination (Northern Ireland) Order 2006), to have due regard to the need to: Promote positive attitudes towards disabled people; and Encourage participation by disabled people in public life (‘the disability duties’). |
| 2 | Provide an article on the work of the Equality Working Group to staff on a half yearly basis | This action was completed and will continue over the course of the plan. | Awareness was raised amongst our staff of the work and commitment of the Office towards compliance with our Equality and Disability Action Plan measures. |
| 3 | Provide opportunities for disability equality speakers to address staff via coffee and learn sessions | This action was completed partially and further speakers will be invited to the Office. | Speakers from Disability Action were invited into the Office to raise awareness on issues relating to people with disabilities. |

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

|  |  |  |  |
| --- | --- | --- | --- |
|  | Encourage others Action Measures | Outputs | Outcome / Impact |
| 1 | Recruitment and Selection Training on Best Practice Methods | This action was completed and will be reviewed again in 3 years time. | The training encouraged others to promote equality of opportunity and positive attitudes towards disabled people through the Recruitment and Selection Process and to encourage participation by disabled people in public life. |
| 2 | Guaranteed Interview Scheme | This action was completed and will continue to apply. | The guaranteed interview scheme allows applicants with a disability to be shortlisted for a position, on the basis that they meet the essential criteria for a post. |
| 3 | Training and Awareness Sessions from Disability Action and Action Mental Health | This action was completed. | The training encouraged others to recognise disability issues and to promote equality of opportunity and positive attitudes towards disabled people and to encourage participation by disabled people in public life. |

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 | Review of disability access to OPONI Offices | A review was undertaken during the reporting period. | The Office has been found accessible to all including buildings, parking and toilet facilities. |
| 2 | To develop Personal Emergency Evacuation Plans for relevant staff | An annual review of this was undertaken during the reporting period. | Individual PEEPS have been developed to assist colleagues with disability or mobility issues to safely evacuate the building in the event of an emergency. |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Action Measures partly achieved | Milestones/ Outputs | Outcomes/Impacts | Reasons not fully achieved |
| 1 | To invite speakers on disability equality issues to speak to staff | Disability Action have attended. | Increased awareness of Disability Issues and promotion of positive attitudes. | We will continue to invite further speakers in to speak to staff. |
| 2 | Provide information to line managers on disability issues following disclosure of a disability from employees. | Provide advice and guidance on reasonable adjustments and disability legislation. | Suitable Support provided for the employee to enable them to carry out their role. | This is an ongoing process and will continue to occur on an ad-hoc basis. |
|  |  |  |  |  |

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

|  |  |  |
| --- | --- | --- |
|  | Action Measures not met | Reasons |
| 1 | None |  |
| 2 |  |  |
|  |  |  |

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 Equality Working Group is now fully functional and continues to monitor progress against the actions agreed in the Disability Action Plan

(b) Quantitative

The Research and Statistics Department within our Information Directorate continue to monitor satisfaction levels throughout the Section 75 Groups.

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?

Yes

If yes please outline below:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Revised/Additional Action Measures | Performance Indicator | Timescale |
| 1 | Commitment to Adopt Mental Health Charter | To sign up to and put in place measures to support the mental health charter. | 2 years. |
| 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 this stage. The plan will be subject to review on an annual basis.

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)