**Appendix 6 Action plan/action measures**

|  | **INEQUALITY / ISSUE IDENTIFIED**  | **EVIDENCE or RESREACH** | **SECTION 75 CATEGORY** | **PERFORMANCE INDICATORS** | **ACTION MEASURES** | **TIMESCALE** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Under-representation of males at lower grades (grades EOII and AO). | Evidence from annual monitoring returns to the Equality Commission and analysis of information from trends from Article 55 Review. | Gender | Increase in the proportion of males in these grades. | Affirmative Action statement in future recruitment exercise and a review of the selection criteria used. | Prior to the next recruitment exercise. Date cannot be given due to project budget constraints and recruitment freeze. |
| 2 | Under-representation of females at Senior Grades (Grade 7) | Evidence from annual monitoring returns to the Equality Commission and analysis of information from trends from Article 55 Review. | Gender | Increase in the proportion of females in these grades. | Affirmative Action statement in future recruitment exercise  | Prior to the next recruitment exercise. Date cannot be given due to project budget constraints and recruitment freeze. |
| 3 | Possible issues in recent reportsa) lower success rate from candidates from the Protestant Backgroundb) Increased number of leavers from Roman Catholic Background c) Decreased % of appointees from a Protestant Background | Analysis of 2017 Fair Employment Monitoring Return and most recent Article 55 Review. | Religious Belief & Political Opinion | Increase in success rate of those from a Protestant BackgroundDecrease in leaver numbers from a Roman Catholic Background.Increase in % of appointees from a Protestant Background. | Initial review of next Fair Employment Return.Continued monitoring and use of Affirmative Action measures as necessary. | May 2018 |
| 4 | Men were less likely to think that they member of staff they spoke to treated them fairly. | Quantitative evidence from statistical reports on the results of customer satisfaction surveys. | Gender | Decrease in the difference in the level of satisfaction rates between male and female service users. | Investigate possible reasons for the difference and take appropriate measures if possible. | Discuss within Equality Working Group how to investigate and address.  |
| 5 | Those with a disability were less likely to be satisfied with overall service they received than respondents who reported not having a disability. | Quantitative evidence from statistical reports on the results of customer satisfaction surveys. | Disability | Decrease in the difference in the level of satisfaction rates between those service users with a disability and those without a disability. | Investigate possible reasons for the difference and take appropriate measures if possible. | Discuss within Equality Working Group how to investigate and address. Build issues into review of Disability Action Plan in 2018.  |
| 6 | Proportion of staff not agreeing the Office was committed to Equality of Opportunity | Staff Survey | All categories | Increase in % of staff giving positive feedback on Office application of Equality of Opportunity | Continuous review of policies. Continued engagement and communication with staff.Continued engagement with Staff representatives. | Next staff survey |
| 7 | Cascading of Equality Objectives through performance objectives | Completed Performance Review forms | All Categories | Increase in % of staff with Equality specific objectives which are measured formally. | Continuous review of forms completed via ESS. | April 2019 |
| 8 | Continuous Community Engagement and interaction with identified groups to raise the awareness of the Office. | Records of engagement and outreach work occurring during the year. | All Categories | Ongoing engagement with communities and outreach work. | Staff members identified to participate in appropriate outreach work community engagement. Any opportunities identified to work with groups representing those who appear more likely to complain to the Office | Ongoing |
| 9 | Training of staff in Equality & Diversity. | Staff attendance at in-house training | All Categories | Staff attendance numbers at in-house training event. | Development and facilitation of appropriate Equality & Diversity training to all staff | March 2018 |