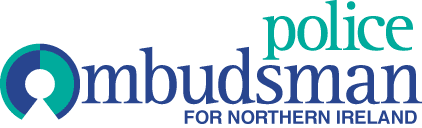
***Office of the Police Ombudsman for Northern Ireland*** ***Acme Company***

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

**Annual Progress Report**

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| **Contact:** | |
| * Section 75 of the NI Act 1998 and Equality Scheme | Name: Elaine Curran  Telephone: 028 90828 662  Email: elaine.curran@policeombudsman.org |
| * 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 2019 and March 2020**

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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** | |
|  | |
| **1** | In 2019-20, 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 continued to meet with its Equality Working Group during the reporting period and focused on our action plans from our Equality Scheme and Disability Action Plan. Focus was maintained on promoting equality of opportunity through our Recruitment and Selection Exercises, including the use of Welcome Statements for groups who were underrepresented at certain grades throughout the organisation in our recruitment advertisements.  It is the policy of the Office to promote equality of opportunity. The Office provides equal opportunity for all job applicants and employees. All recruitment, promotion and training is based on a person’s ability and job performance and excludes any consideration of an applicant’s/employee’s religious beliefs, political opinion, gender, marital status or disability. Recruitment and Selection training is provided to all those involved in recruitment panels within the Office. In addition, the Office has an established recruitment policy and as part of the Office’s commitment to Equality of Opportunity, it makes provision for accessibility for people with disabilities, by offering a guaranteed interview to disabled candidates who have declared their disability and meet the essential criteria listed in the job specification. We are committed to ensuring that reasonable adjustments are made for staff who may develop a disability in the course of their employment to ensure that they can continue to be effectively employed in the Office. We are also committed to making reasonable adjustments for applicants who indicate that they have a disability.  We trained our managers on handling grievances effectively and carrying out effective workplace investigations. This training was delivered by a external HR consultant and it reinforced the benefits of handling workplace grievances in an effective way, promoting equal opportunities for all staff.  Our focus on mental health continued in year with Action Mental Health and Mindwise providing Mental Health awareness sessions to staff, and an enhanced session on “The Mindful Manager” to our line managers. We trained our Line Managers on effectively managing sickness absence with a focus on the need to make reasonable adjustments for employees with a disability and delivered Resilience Training to one of our teams who deal with “Significant Cases” within the Office. We engaged with “Workable NI” to support a number of staff with various disabilities working within the Office. The feedback from staff when engaging on these programmes has been very positive. We also engaged the services of The Employers Forum on Disability to help us understand and effectively manage and support any of our employees with underlying health conditions or disabilities.  As part of our Coffee and Learn sessions throughout this time period we had a speaker from Disability Action come into the Office in August 2019 and deliver an awareness session to our staff. We are always keen to work with PSNI in understanding new approaches to working with those vulnerable members of our society therefore a session on the work of the Multi Agency Triage Team with a focus on mental health was well received by our investigations teams in October 2019.  In September 2019 some of our staff attended the Hope to Hurt Conference, delivered by the Foyle Family Justice Centre. This was an international conference for those working with victims of domestic abuse, child abuse, elder abuse and sexual assault. The purpose was to focus on best practice in investigation, documentation, prosecution and advocacy and delivery of domestic violence related services.  In November 2019 our HR staff attended the Legal Island Annual Review of Employment Law which delivers professional training sessions on best practice methods within the field of Human Resources. Sessions here were delivered on Equality and Diversity and Inclusion.  The Office continued to engage with the community through our outreach programme and raised awareness of the Office. During the year the Office held a number of meetings with key groups which discussed a range of equality issues. These included meetings with “Transgender NI” and “Rainbow”, the “Children’s Commissioner”, the “Children’s Law Centre” and “Include Youth”. These meetings were held to help brief the Police Ombudsman, who had taken up the post during the year, on a variety of equality issues connected to policing. They were to prove significant in the business year which followed when the Police Ombudsman had to consider equality issues in the policing of Covid restrictions.  During the year the Office also updated some of its public information literature. These updates were also translated into Irish, Lithuanian, Polish, Portugese, Russian, Romanian, Ulster-Scots and Chinese Mandarin (Simple and Complex). |
|  |  |
| **2** | Please provide **examples** of outcomes and/or the impact of **equality action plans/** measures in 2019-20 (*or append the plan with progress/examples identified*). |
|  | This is the third 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.  The profile of staff at 1 January 2020 shows that excluding employees from a non-determined background, 52.1% are Protestant and 47.9% are Roman Catholic. In relation to gender composition the overall profile of our staff at 1 January 2020 also shows that 43.8% were male and 56.2% were female. As at 1 January 2020 there were 7 members of our Senior Management Team, 4 of whom were male (57%), 3 were female (43%).  This is monitored alongside statistics from the Equality Commission’s Monitored Workforce Statistics. The most recent Equality Commission Northern Ireland monitored workforce statistics for 2018 for community background are 50.7% protestant and 49.3% Roman Catholic and for gender are 48.2% male, 51.8% female. Within the NI Public Sector the level of representation was higher at 65.8% female and 34.2% male. |
|  |  |
| In line with our Disability Action Plan, we have continued to work with Disability Action throughout the last year to support our staff through use of their Workable NI programme and delivery of awareness sessions on Mental Health and targeted disability issues. We have worked with partner organisations such as RNID and Employers Forum for Disabilities to support our staff.  As outlined in Section 1, a range of training initiatives have been provided to our staff which have focused on key equality, diversity and disability issues which fall under the spectrum of Section 75 Equality Issues.  The Office is committed to cascading equality objectives through performance objectives and has initiated this with various groups within the Office. We plan to consider this further when we roll out training to our staff on Values within the Office. The aim is to extend this to all staff with a review of our Performance Management Policy. We include Equality Objectives within our Recruitment and Selection Documentation and will continue to do this.  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 2019-20 reporting period? *(tick one box only)* | | | | | |
|  |  | Yes |  | No (go to Q.4) |  | Not applicable (go to Q.4) |
|  | Please provide any details and examples: | | | | | |
|  | Changes in procedures in how staff deal with issues relating to Mental Health Issues, working with partnership agencies, , responding to Domestic Violence cases, better handling of workplace grievances and redressing imbalances of gender profile by grade etc. | | | | | |
|  |  | | | | | |
| **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: | | | | | |
|  | Better understanding and increased confidence of staff and managers to raise and manage issues relating to disability, including understanding and implementation of reasonable adjustments.  More awareness and competence amongst staff in managing issues relating to mental ill health with complainants and staff and in developing policy.  Increased understanding and management of the sensitivities relating to Section 75 categories when dealing with domestic violence cases. | | | | | |
|  |  | | | | | |
| **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):* | | | | |
|  |  | | | | |
|  | As a result of changes to access to information and services *(please specify and give details)*: | | | | |
|  | Training provided on each of the areas outlined. | | | | |
|  |  | 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 2019-20 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 included as a duty in Job Descriptions reviewed in the reporting period for Human Resources Manager, Investigation Officers, Administrative Officers, Complaints Officers. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **5** | Were the Section 75 statutory duties integrated within performance plans during the 2019-20 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 Resources Employee roles. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **6** | In the 2019-20 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 2019-20 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 2019-20 reporting period, please indicate the **number** of: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Actions completed: | | | | | | 2 | | | | | | | Actions ongoing: | | | | | | | | 4 | | | | Actions to commence: | | | | | 3 |
|  | Please provide any details and examples (*in addition to question 2*): | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | We have completed our training of staff in Equality & Diversity. We will continue to deliver this training to new employees through our induction process. We have successfully addressed the under-representation of females at Senior Grades (Grade 7), as identified in our Equality Action plan, through inclusion of affirmative action, welcome statements in our Recruitment processes. We will continue to monitor the gender profile of appointees in positions going forward.  Our ongoing actions include monitoring the under-representation of males at lower grades (grades EOII and AO), although our FE monitoring report has shown that there has been an increase of percentage of males in post.  Possible issues in recent reports have highlighted a) lower success rate from candidates from the Protestant Background b) Increased number of leavers from Roman Catholic Background c) Decreased % of appointees from a Protestant Background. We will continue to review our recruitment processes in line with these issues in mind.  We still have to commission a Staff Survey to get further information from our employees on their views on the Office’s commitment to Equality of Opportunity. We plan to integrate this with a forthcoming Investors in People Staff Survey.  We continue to be committed to the importance of cascading Equality Objectives through performance objectives for all of our staff and this is something we will review when delivering training on our values and revising our Performance Management Policy in 2021/2022.  Continuous Community Engagement and interaction with identified groups to raise the awareness of the Office, will continue to be on our radar as our Information Directorate continue to promote the role and awareness of our Office and the services it provides. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **8** | Please give details of changes or amendments made to the equality action plan/measures during the 2019-20 reporting period *(points not identified in an appended plan)*: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **9** | In reviewing progress on the equality action plan/action measures during the 2019-20 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 2019-20 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 consultation on our Disability Action Plan with our staff and Trade Union Representatives. We used welcome statements and the Guaranteed Interview Scheme in our Recruitment Processes. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **12** | In the 2019-20 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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | We met with our staff JNCC representatives to review recruitment documentation, any policies for review and to review our revised Disability Action Plan. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **13** | Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2019-20 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | Yes | | | | |  | | | | No | | | | | | | | |  | | Not applicable | | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Our community outreach programme which promotes awareness of the work of the Police Ombudsman to various Section 75 groups as outlined in section 1. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **14** | Was the consultation list reviewed during the 2019-20 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | Yes | | | | | |  | | | | No | | | |  | | | Not applicable – no commitment to review | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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*): | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | 0 | | | | |  | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **16** | Please provide the **number of assessments** that were consulted upon during 2019-20: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | 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 2019-20 reporting period? *(tick one box only)* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | Yes | | | | |  | | | | | No | | | |  | | | | Not applicable | | | | | | | |
|  | Please provide any details and examples: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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 2019-20 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 2019-20 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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | The monitoring of recruitment data has led to addressing a former equality imbalance in the representation of females at more senior grades in the Office.  The monitoring of complainant satisfaction following our investigations, informs the Equality Working group on areas of concern from members of the various Section 75 Groups. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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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 2019-20, and the extent to which they met the training objectives in the Equality Scheme. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Substantial training was delivered during the 2019-20 year on recruitment and selection with regards to Equal Opportunities, managing grievances and workplace investigations in line with Equal Opportunity legislation. We also delivered further training on mental health awareness and “The Mindful Manager” for line managers, this work is underpinning our intention to move towards adopting the Mental Health Charter within the Office. Mindwise provided training to a group of our staff on developing policy for complainants with Mental Ill-Health. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **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: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | The training listed above has all worked well to increase awareness of the importance of equal opportunities among our staff and customer base and the importance of building and maintaining good relations. We have focused on building resilience amongst our staff, supporting the mental health of our employees, understanding the impact of mental ill health with members of our community and increasing and promoting awareness of the needs of our vulnerable section 75 groups in society through a review of the effects of domestic abuse. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **Public Access to Information and Services (Model Equality Scheme Chapter 6)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **26** | Please list **any examples** of where monitoring during 2019-20, 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 the community through our outreach programme and raised awareness of the Office. During the year the Office held a number of meetings with key groups which discussed a range of equality issues. These include meetings with “Transgender NI” and “Rainbow”, with the “Children’s Commissioner”, the “Children’s Law Centre” and “Include Youth”. During the year the Office also updated some of its public information literature. These updates were also translated into Irish, Lithuanian, Polish, Portugese, Russian, Romanian, Ulster-Scots and Chinese Mandarin (Simple and Complex). | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Complaints (Model Equality Scheme Chapter 8)** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **27** | How many complaints **in relation to the Equality Scheme** have been received during 2019-20? | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Insert number here: | | | | | | | | | | | | | | 0 | | |  | | | | | | | | | | | | | |
|  | Please provide any details of each complaint raised and outcome: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | N/A | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

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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 continue to 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 (2019-20) 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: | | | | | | | | | | | |
| **4** |  |  |  | **11** |  |  |  | **1** |  |  |  |
| 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  Recruitment and Selection Training provided to all panel members, focusing on equality of opportunity for all people including those with disabilities  Triage Team provided awareness session on mental ill health issues in the community  We worked with Disability Action’s Workable NI programme to provide awareness training and support to staff on various individual topics of disability.  We worked with Mindwise to deliver a training session to our staff on policy development on mental health. | 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 | We continued to focus on Mental Health Issues during this year. | 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. | We continue to include a statement offering adjustments for any staff with disabilities. | It is envisaged 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. Our Disability Action Plan was reviewed again this year, with minor changes made. | 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 through our engagement with Employers Forum for Disability and Disability Action. | Speakers from Disability Action were invited into the Office to raise awareness on issues relating to people with disabilities. The Multi-Agency Street Triage Team from PSNI Mental Health Lead, NI Ambulance Service, South Eastern Health Trust delivered awareness training to our staff on mental ill health issues within the community. |

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 is reviewed on an ongoing basis. | 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 this year 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 to all staff and line managers on mental health issues | This action was completed to promote awareness of the impact of mental health on equality of opportunity for all staff in the workplace. | Greater understanding of the effects of mental ill health in staff. Awareness of the signs and actions that can be taken to support staff |

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 | Ongoing Training Plan on Disability Issues | As outlined above, training has been ongoing on several different areas focusing on disability. | Increased awareness and understanding for staff. Promotion of equality of opportunity for all. | This is an ongoing piece of work. |
| 2 | Monitoring and Assessing Complaints from service users with a disability | Discussions with our OPONI statistician and Disability Action | Lower levels of satisfaction from disabled people was not qualified by any particular reasons. Disability Action advised OPONI that we should consider the language used when communicating with disabled people. They advised OPONI to ask if we could provide any additional help/support. | Work ongoing. |
|  |  |  |  |  |

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

|  |  |  |
| --- | --- | --- |
|  | Action Measures not met | Reasons |
| 1 | Review of communications to ensure disabled people are portrayed in a positive way. | Due to a change in personnel in year, this action has not been achieved in this reporting period. We will carry it forward to the next reporting period. |
| 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 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 | The Office has registered as a member of Employers Forum for Disability NI | Leadership and Corporate Measures | Completed |
| 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?

No

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)